

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

December 22, 2010

[REDACTED]

Albuquerque, NM [REDACTED]

Service Request: 71-535978077

Customer Relationship Specialist: Eric Valerio

Dear [REDACTED]

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

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

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

Sincerely,

Pontiac Customer Assistance Center

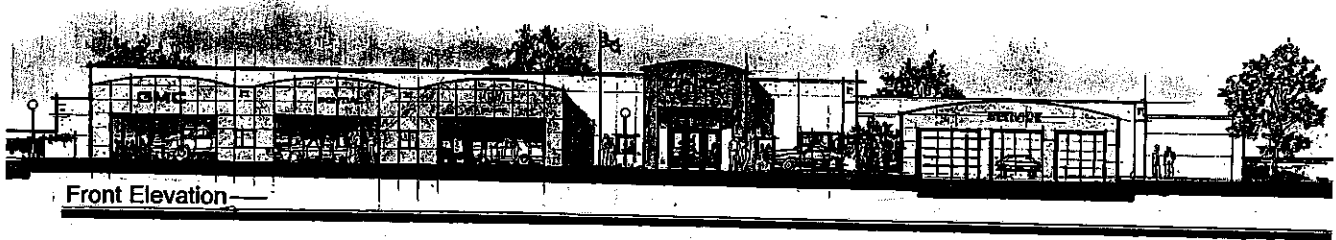
PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	8/1/2007	Service Request #	71-535978077
Customer Name	[REDACTED]		
VIN	1G2ZH558564	[REDACTED]	
In-Service Date	09/04/2005	Service Contract?	No
Current Mileage	35000	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Quality Pontiac GMC Buick		
Dealer Svc Mgr	Johnny Varney	Dir Warranty Admin:	Stephanie Peters
Dealer Phone	(505) 765-1300	Dealer Fax	505-247-7490
Dealer BAC	165084		
Dealer Division and Code	16-Pontiac-24387		
Repair Order Number	297358		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	3248.45	
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:	3248.45		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (1866) 790-5600 ext. 11271			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Steering		
Cause:			
	Steering Failed		
Correction:			
	repair		
Justification:			
	n/a		
PAR CRS:			
	Whitney Tolbert		
Additional Comments:			
	n/a		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	8/1/2007	Service Request #	71-535978077
Customer Name	[REDACTED]		
VIN	2G4WB52K2T1	[REDACTED]	
In-Service Date	12/08/1999	Service Contract?	No
Current Mileage	258000	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Gt Daytona, Llc		
Dealer Svc Mgr	Jim Leighton	Dir Warranty Admin:	Pat Gross
Dealer Phone	(386) 252-3755	Dealer Fax	386) 255-2155
Dealer BAC	222191		
Dealer Division and Code	11-Buick-40611		
Repair Order Number	028157		
Repair Order Close Date	6/14/2007		
Labor Op. Code Z1242	Dollar Amt:	916.81	
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:	916.81		
DO NOT ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (1866) 790-5600 ext. 11271			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Inadvertent Airbag Deployment		
Cause:			
	Water intrusion and Corrosion		
Correction:			
	Repair		
Justification:			
PAR CRS:	Whitney Tolbert		
Additional Comments:	n/a		

Just the **FAX** from the Quality place to buy...



Quality Pontiac-GMC-Buick
 7901 Lomas Blvd. NE
 Albuquerque, New Mexico 87110
 Phone: (505) 765-1300 FAX (505) 247-7490

Send To: Name <i>Witney Tolbert</i>	Sent From: Name <i>John Varney</i>
Company Name <i>GM.</i>	Department <i>Service</i>
FAX number <i>1-866-554-4013</i>	Phone extension <i>1-505-765-1300</i>

Urgent
 Reply ASAP
 Please review and comment
 FYI

Total pages, including cover: 4

Comments: *Here is the est. for repairs - Case Number is 71-535978077*
We have started repairs.

Thanks
John Varney

07/20/2007 at 07:52 AM
38705

Job Number:

QUALITY COLLISION REPAIR CENTER
Federal ID #:850129426
PONTIAC*BUICK*GMC
7901 LOMAS NE
ALBUQUERQUE, NM 87110
(505)348-1206 Fax: (505)348-1294

PRELIMINARY ESTIMATE

Written By: JULIAN TRUJILLO
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
ABQ, NM [REDACTED]
Other: [REDACTED]

Claim # [REDACTED]
Policy # [REDACTED]
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect QUALITY COLLISION REPAIR CENTER Business: (505)348-1206
Location: 7901 LOMAS NE
ALBUQUERQUE, NM 87110

Insurance
Company:

Days to Repair

2006 PONT G6 GT 6-3.5L-FI 4D SED WHITE Int:GRAY
VIN: 1G2ZH558564 [REDACTED] Lic: [REDACTED] NM Prod Date: 06/2005 Odometer: 29952
Condition: Good
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Telescopic Wheel Intermittent Wipers
Keyless Entry Body Side Moldings Dual Mirrors
Traction Control Fog Lamps Clear Coat Paint
Power Steering Power Brakes Power Windows
Power Locks Power Mirrors Power Trunk/Tailgate
AM Radio FM Radio Stereo
CD Player Anti-Lock Brakes (4) Driver Air Bag
Passenger Air Bag 4 Wheel Disc Brakes Cloth Seats
Bucket Seats Automatic Transmission Overdrive
Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2	Repl	Bumper cover	1	398.08	2.2	2.8
3		Add for Clear Coat				1.1
4	Repl	Emblem	1	34.29	Incl.	
5	Repl	RT Side bracket	1	12.94		
6		FRONT LAMPS				
7	Repl	RT Headlamp assy	1	210.00	Incl.	
8		Aim headlamps			0.5	
9		HOOD				
10	Blnd	Hood				1.4

PRELIMINARY ESTIMATE
2006 PONT G6 GT 6-3.5L-FI 4D SED WHITE Int:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11		FENDER				
12	Repl	RT Fender	1	163.58	2.0	1.8
13		Add for Clear Coat				0.7
14		Add for Edging				0.5
15		Deduct for Overlap			-0.3	
16		FRONT DOOR				
17*	Rpr	RT Door shell			8.0	2.0
18		Overlap Major Adj. Panel				-0.4
19		Add for Clear Coat				0.3
20	R&I	RT Belt molding			0.2	
21*	R&I	RT Body side mldg			0.3	
22	Refn	RT Body side mldg				0.4
23		Add for Clear Coat				0.1
24	Repl	RT Emblem	1	4.75	0.2	
25	Repl	RT Mirror assy	1	119.79	0.3	
26	R&I	RT Handle, outside			0.4	
27	Refn	RT Handle, outside				0.4
28		Add for Clear Coat				0.1
29	R&I	RT R&I trim panel			0.4	
30		WINDSHIELD				
31	R&I	RT Nozzle			0.2	
32	R&I	LT Nozzle			0.2	
33		REAR DOOR				
34	Blnd	RT Door shell				1.0
35	R&I	RT Belt molding			0.2	
36*	R&I	RT Body side mldg			0.3	
37	R&I	RT Handle, outside			0.4	
38	R&I	RT R&I trim panel			0.4	
39		PILLARS, ROCKER & FLOOR				
40	R&I	RT Rocker molding			0.5	
41*	Repl	RT Rocker molding clip	5	25.00		
42	Repl	RT Rocker molding retainer	4	2.88		
43		QUARTER PANEL				
44*	Rpr	RT Quarter panel			1.0	2.0
45		Overlap Major Non-Adj. Panel				-0.2
46		Add for Clear Coat				0.4
47		REAR LAMPS				
48	R&I	RT Tail lamp assy			0.3	
49		REAR BUMPER				
50		O/H bumper assy			1.8	
51*	Rpr	Bumper cover			0.5	2.8
52		Add for Clear Coat				1.1
53#		COVER CAR	1	5.00	T	
54#		HAZARDOUS WASTE REMOVAL	1	25.00	T	
55#		RESTORE CORROSION PROTECTION	1	15.00	T	0.3
56#		TINT COLOR	1		T	0.5
57#		FLEX ADDITIVE	1	3.50	T	
58#	Refn	FEATHEREDGE PRIME BLOCK				1.5

PRELIMINARY ESTIMATE

2006 PONT G6 GT 6-3.5L-FI 4D SED WHITE Int:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
59#	Repl	CLEAN & RE-TAPE	1		10.00	1.0	
60#	Refn	ROPE REAR GLASS					0.3
61		WHEELS					
62*	Repl	RT/Front Wheel, alloy 17" PFE	2		685.28	m	0:0 M
63#		RT FRONT TIRE	1		141.67		
64*	Repl	Valve stem	2		4.64		
65#	Repl	ROD KIT	1		40.85		
66#	Repl	STEERING COLUMN MOTOR ASSY	1		281.16		1.9 M
67#	Repl	COATED	2		2.22		
68#		TWO WHEEL ALIGNMENT	1		61.95	T	
69#	Subl	TOWING	1		88.50	X	
Subtotals ==>					2336.08	23.2	20.6

Parts		2137.13
Body Labor	21.3 hrs @ \$ 45.00/hr	958.50
Paint Labor	20.6 hrs @ \$ 45.00/hr	927.00
Mechanical Labor	1.9 hrs @ \$ 90.88/hr	172.67
Paint Supplies	20.6 hrs @ \$ 28.00/hr	576.80
Sublet/Misc.		198.95

SUBTOTAL		\$ 4971.05
Sales Tax	\$ 4882.55 @ 6.8750%	335.68

GRAND TOTAL \$ 5306.73

ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 5306.73

This is a preliminary estimate and the actual cost of repairs may vary after tear down.

ANY PERSON WHO KNOWINGLY PRESENTS A FALSE OR FRAUDULENT CLAIM FOR PAYMENT OF A LOSS OR BENEFIT OR KNOWINGLY PRESENTS FALSE INFORMATION IN AN APPLICATION FOR INSURANCE IS GUILTY OF A CRIME AND MAY BE SUBJECT TO CIVIL FINES AND CRIMINAL PENALTIES.

PAR GMWA
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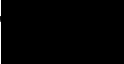
Customer and Vehicle Information			
Date	8/1/2007	Service Request #	71-535978077
Customer Name	[REDACTED]		
VIN	1G2ZH558564	[REDACTED]	
In-Service Date	09/04/2005	Service Contract?	No
Current Mileage	35000	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Quality Pontiac GMC Buick		
Dealer Svc Mgr	Johnny Varney	Dir Warranty Admin:	Stephanie Peters
Dealer Phone	(505) 765-1300	Dealer Fax	505-247-7490
Dealer BAC	165084		
Dealer Division and Code	16-Pontiac-24387		
Repair Order Number	297358		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:	3248.45	
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:	3248.45		
DO NOT ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (1866) 790-5600 ext. 11271			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Steering		
Cause:	Steering Failed		
Correction:	repair		
Justification:	n/a		
PAR CRS:	Whitney Tolbert		
Additional Comments:	n/a		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	8/1/2007	Service Request #	71-535978077
Customer Name	[REDACTED]		
VIN	2GCEK19T9X1	[REDACTED]	
In-Service Date	06/30/1999	Service Contract?	No
Current Mileage	35000	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	0
Dealer and Claim Information			
Dealer Name	Kennedy Chevrolet Buick Inc.		
Dealer Svc Mgr	Bob Buecker	Dir Warranty Admin:	Linda Becker
Dealer Phone	(920) 262-9100	Dealer Fax	920-262-9350
Dealer BAC	113353		
Dealer Division and Code	13-Chevy-47339		
Repair Order Number	018558		
Repair Order Close Date			
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	37.40	
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:	37.40		
DO NOT ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (1866) 790-5600 ext. 11271			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Brakes		
Cause:			
	Brakes Failed		
Correction:			
	n/a		
Justification:			
	Related to the recall 05068		
PAR CRS:			
	Whitney Tolbert		
Additional Comments:			
	n/a		

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

Issued by:
Chevrolet

Certificate No. 1G1ZS51F36F 

Issue Date: December 27, 2010

Issued exclusively for: 

Cawood, KY 

Valid through: September 17, 2008

Amount: One Thousand Seven Hundred Dollars and Zero Cents
******\$1,700.00******

December 27, 2010

[REDACTED]
Cawood, KY [REDACTED]

Service Request: 71-548171858
Customer Relationship Specialist: Felicia Williams

Dear [REDACTED]

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2006 Chevrolet Malibu. Customer satisfaction is a top priority for us at Chevrolet.

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1ZS51F36F [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$1,700.00. This certificate is valid through September 17, 2008, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Chevrolet your choice when you purchased your 2006 Chevrolet Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support at 800-950-2438. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

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

Sincerely,

Chevrolet Customer Assistance Center

Privileged and Confidential Information

CASE ASSESSMENT

By: Felicia Williams State: Kentucky

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0751092
548171858

Vehicle ID No.: 1G1ZS51F36F [REDACTED] In Service Date: 12/6/2005 Vehicle is: New BAC Code: 163189

Year, Make & Model: 2006 Chevrolet Malibu Mileage at Time of BBB Filing (odometer) Vehicle Purchased Used on: n/a at odometer {odometer}
Lien holder: GMAC [] Other []: {Name} Sale Type: Purchase [x] Lease [] Other [] : {Type}
DVM Name: Nancy Baird CAM Name: {Name}
Phone/Cell Number: 678-240-9848 Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

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

{Symptom} When driving steering warning light comes on steering wheel locks up- unable to control vehicle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/9/06	57800	8	11605	Power steering light comes on; hard to steer- replaced steering column
7/9/07	64654	5	33173	Check for clunk in steering- replaced steering gear

{Symptom} power steering issues

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/20/07	64837	26	33191	Checked tie rods for slack-replaced both inner tie rods

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs 4
Time period: Two years following original delivery to consumer.
Does Lemon Law state nonconformity must continue to exist? Y

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

Number of repair attempts in the presumption period: 1
Total days out of service during the presumption period: 8
Total days out of service during customer's ownership: 33

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

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

All of the concerns that [REDACTED] have brought to the attention of the dealer have been corrected. The last time the vehicle was in a GM dealer was 7/20/07. [REDACTED] concern was slack in the tie rods. Both inner tie rods were replaced. [REDACTED] first concern happened at 11,605. The other concerns happened outside of 18/18.

CRS offered \$1700 OLC. Cust accepts offer

Business reason for offering \$1700 OLC: 1) Cust has had several visits to dlr. 2) Cust is in the market to purchase a new vehicle 3) Cust has had a less than satisfactory experience with their current vehicle.

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

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

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



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 5, 2007

Scott Estep
800-334-2406 EXT 515
Kentucky

Re: [REDACTED]
CHV0751092
2006 Chevrolet Malibu
VIN # 1G1ZS51F36F [REDACTED]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that [REDACTED] is dissatisfied with his vehicle. We have addressed all concerns per the terms of the warranty.

All of the concerns that [REDACTED] have brought to the attention of the dealer have been corrected. The last time the vehicle was in a GM dealer was 7/20/07. [REDACTED] concern was slack in the tie rods. Both inner tie rods were replaced. All concerns were addressed and when released the vehicle was operating 100% as designed.

We do not believe this vehicle meets the presumption of the Lemon Law or the Program Summary as there have been no more than two repairs to any one concern. [REDACTED] first concern happened at 11,605. The other concerns happened outside of 12/12. As of the last time the vehicle was in a GM dealer the vehicle was operating as designed when released. There has been no loss of use, value or safety of the vehicle.

We ask that the customers request for repurchase be denied. [REDACTED] vehicle is outside of the manufacture warranty by mileage. We would like to offer [REDACTED] a \$1600 owner loyalty certificate. I was unable to reach Mr. [REDACTED] to make offer. I will continue to make attempts to contact [REDACTED] to make the offer.

Sincerely,

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

P.O. BOX 431 HARLAN, KY 40331
CHEVROLET 25-498 OLDSMOBILE 09-071
BUICK 51-745 PONTIAC 12-140
Phone: 606-573-3530
Fax: 606-573-3544



Fax

To: Felicia From: Regis Hall

Fax: 866-485-4469 Date: 8-29-07

Phone: _____ Pages: 3 w/ cover

Re: _____

Urgent For Review Please Comment Please Reply Please Recycle

Comments: _____

WORK ORDER

CREECH

CHEVROLET-OLDSMOBILE-BUICK-PONTIAC INC.
 415 South Main Street - P.O. Box 431
 Harlan, Kentucky 40831
 (606) 573-3530

CAWOOD, KY

SERVICE HISTORY

R.O.	Mileage	Date	Type	Op Code	Description	Op Code	Description	Op Code	Description
64654	33173	070907	MW	E9740	GEAR		MOUNT BALANCE	L1020	CAP
59487	16921	081406	BW	C9748	MIRROR				
57800	11605	050906	MW	E7680	COLUMN	C8800	COIL	Z7903	RENTAL UNIT
55224	8	120605	BW	J6354	REFLASHED				
54231	1	100605	PD	PDI	'PDI				

Service Advisor: ROGER HALL Salesman ID: TONYC Page: 1

Job #	Mileage	P.O. #	Cust ID	Phone	Del Date	Labor Rate	Veh	R.O. #
*	33191		CASH		12/06/2005			64837

Vehicle ID #	Stock ID	Description	Pol	License	Date In	X-Ref
1G1ZS51F36F		2006CHEVROLET MALIBU LS			07/20/2007	

Estimate	Authorizing Addition	Date	Time	Person	Phone	Phone When Ready	Time In	Days Promised	Time Released
						000-000-0000	07:46	07/20/2007	17:00

***** CSI PERIOD *****

Line	Type	Complaint	Tech	Skill
1	MW	CHECK TIE RODS FOR SLACK		01
		Cause: Replaced both inacc Tie Rods		
		Correction: E 8040 .9 #56 E 8041 .9		

DISCLAIMER OF WARRANTIES
 Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of said products.
 *This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance.
 Supplies - An environmental charge equivalent to 1% of the total labor charge is included for recycling of waste supplies used on your vehicle. Maximum charge is \$10.00.

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

WORK ORDER

CREECH

CHEVROLET-OLDSMOBILE-BUICK-PONTIAC INC.
 415 South Main Street - P.O. Box 431
 Harlan, Kentucky 40831
 (606) 573-3530

CAWOOD, KY

SERVICE HISTORY

Park Location

R.O.	Mileage	Date	Type	Op. Code	Description	Op. Code	Description	Op. Code	Description
59487	16921	081406	BW	C9748	MIRROR				
57800	11605	050906	MW	E7680	COLUMN	C8800	COIL	Z7903	RENTAL UNIT
55224	8	120605	BW	J6354	REFLASHED				
54231	1	100605	PD	PDI	'PDI				

Service Advisor: **ROGER HALL** Salesman ID: **TONYC** Page: **1**

Job # * Mileage 33173 P.O. # CASH Cust. ID Phone 12/06/2005 Del. Date Labor Rate Veh. R.O. # 64654

Vehicle ID # 1G1ZS51F36F Stock ID 2006CHEVROLET MALIBU LS Pol. License 07/09/2007 Date In X-Ref

Estimate Authorized Addition Date Time Person Phone Phone When Ready Time In Date Produced Time Produced 000-000-0000 11:20 07/09/2007 17:00

***** CSI PERIOD *****

Line 1 Type MW Complaint CHECK FOR CLUNK IN STEERING Tech Skill 01

Cause:
Correction:

Replc. steering gear.

Y-35 (1.0) - E9740

@ 117 Center 15858368 Gear kit

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for any liability in connection with the sale of said products. *This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance.*

Supplies - An environmental charge equivalent to 3% of the total labor charge is included for recycling of waste supplies used on your vehicle. Maximum charge is \$10.00.

TERMS STRICTLY CASH; UNLESS PRIOR ARRANGEMENTS MADE

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

Signed By *X*

P.O. BOX 431 HARLAN, KY 40831
CHEVROLET 25-498 OLDSMOBILE 09-071
BUICK 51-745 PONTIAC 12-140
Phone: 606-573-3530
Fax: 606-573-3544



Fax

To: *Felicia* From: *Roger Hall*

Fax: *866-485-4469* Date: *8-22-07*

Phone: _____ Pages: *9 w/ cover*

Re: _____

Urgent For Review Please Comment Please Reply Please Recycle

-Comments: _____

**** NOTE: THIS IS A DUPLICATE INVOICE COPY ****

Customer Name and Address

CAWOOD, KY

Home Phone	Ready	Ext Warr:	Policy	Deduct	Service Advisor
	000-000-0000			.00	ROGER HALL

Ro Date	Del Date	Prom Date	Post Date	Xref Ro	Ro#
07/09/2007	12/06/2005	07/13/2007	07/14/2007		64654

Job	Po No	Cust#	Rate	Parking Loc
*		CASH	42.00	

Vehicle Id No	Stk Id	Veh Desc	License	Miles In	Miles Out
1G1ZS51F36F		2006CHEVROLET MALIBU LS		33173	0

Line Complaint
 1 CHECK FOR CLUNK IN STEERING -----WARRANTY-----
 Cause
 REPLACED STEERING GEAR

Oper/Code	Desc	FC	Tech	Type	Sk1	Time	Oth Time	Amt	Drive
0001600 E9740	GEAR	55		MW	01	1.0	0.0	59.53	Y
Flag Total:	Time	Amount							
	1.0	16.00							

Invoice Date	Time	Post Date	Time	Claim Type	Claim No	Comp Code	Fail Code
07/13/2007	11:29	07/14/2007	15:03	N		NE	2W
Fail Part No	Auth Code	Person Code	Sp Claim Type				
15858368							

Part No	Desc	List	Net	Qty	Amt
0015524	15858368 GEAR	272.35	217.33	1	217.33
A:00155.24	N:00217.33	T:00276.86			

Line Complaint
 * 2 MOUNT AND BALANCE FOUR TIRES -----CUSTOMER-----
 Cause
 MOUNT AND BALANCE FOUR TIRES

Oper/Code	Desc	FC	Tech	Type	Sk1	Time	Oth Time	Amt	Drive
0000000 MOUNT	BALANCE	18		MC	01	0.0	0.0	32.00	Y
Flag Total:	Time	Amount							
	.0	.00							

Invoice Date	Time	Post Date	Time	Part No	Desc	List	Net	Qty	Amt
07/13/2007	11:29	07/14/2007	15:03	0015716	**TIRE P205\65\15 WEST	65.61	59.00	4	236.00

Line Complaint
 * 3 SCAN TEST FOR CHECK ENGINE LIGHT -----WARRANTY-----
 Cause
 REPLACED GAS CAP

**** NOTE: THIS IS A DUPLICATE INVOICE COPY ****

Customer Name and Address

CAWOOD, KY

Home Phone Ready Ext Warr: Policy Deduct Service Advisor
000-000-0000 .00 ROGER HALL

Ro Date Del Date Prom Date Post Date Xref Ro Ro#
07/20/2007 12/06/2005 08/14/2007 08/15/2007 64837

Job Po No Cust# Rate Parking Loc
* CASH 42.00

Vehicle Id No Stk Id Veh Desc License Miles In Miles Out
1G1ZS51F36F 2006CHEVROLET MALIBU LS 33191 0

Line Complaint
1 CHECK TIE RODS FOR SLACK -----WARRANTY----
Cause
REPLACED BOTH INNER TIE RODS, COULD NOT PERFO

Story Lines
RM ALIGNEMENT FROM STEERING GEAR
Oper/Code Desc FC Tech Type Skl Time Oth Time Amt Drive
0001440 E8040 ITIE ROD 56 MW 01 0.9 0.0 53.58 Y
Flag Total: Time Amount
.9 14.40

Invoice Date Time Post Date Time
08/14/2007 09:58 08/15/2007 17:00

Wins Data: Claim Type Claim No Comp Code Fail Code
N 07 3A
Fail Part No Auth Code Person Code Sp Claim Type
15944072

Part No Desc List Net Qty Amt
0005188 15944072 ROD KIT 45.51 36.31 2 72.62
0005500 **SUBM FRT END ALIG &M 55.00 55.00 1 55.00
A:00106.88 N:00127.62 T:00181.20

00000.00 Labor Amount:
00000.00 Parts Amount:
00000.00 Oth Taxable:
00000.00 Oth N Taxable:
Misc. Charges:

Sales Tax:
Deductible:

Pay This Amount:

**** POSTED **** <<<<<<<<<< C A S H >>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY 181.20 TOTAL EXT WARR .00

Oper/Code	Desc	FC Tech	Type	Sk1	Time	Oth Time	Amt	Drive
0000000 L1020	CAP		MW	01	0.5	0.0	29.77	Y

Flag Total: Time Amount
 .0 .00

Invoice Date Time Post Date Time
 07/13/2007 15:07 07/14/2007 15:03

Wins Data: Claim Type Claim No Comp Code Fail Code
 N OJ 6C

Fail Part No Auth Code Person Code Sp Claim Type
 10372246

Part No	Desc	List	Net	Qty	Amt
0000949 10372246	CAP	18.98	13.28	1	13.28
A:00009.49	N:00013.28		T:00043.05		

00000.00 Labor Amount: 32.00
 00000.00 Parts Amount:
 00157.16 Oth Taxable: 236.00
 00000.00 Oth N Taxable:
 Misc. Charges: .96

Sales Tax: 14.22
 Deductible:

Pay This Amount: 283.18

**** POSTED **** <<<<<<<<<< C A S H >>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY 319.91 TOTAL EXT WARR .00

**** NOTE: THIS IS A DUPLICATE INVOICE COPY ****

Customer Name and Address

CAWOOD, KY

Home Phone

Ready

Ext Warr:

Policy

Deduct

Service Advisor

000-000-0000

.00

SR6868

Ro Date
08/14/2006

Del Date
12/06/2005

Prom Date
09/01/2006

Post Date
09/16/2006

Xref Ro

Ro#
59487

Job
*

Po No

Cust#
CASH

Rate
42.00

Parking Loc

Vehicle Id No
1G1ZS51F36F

Stk Id

Veh Desc
2006CHEVROLET MALIBU LS

License

Miles In
16921

Miles Out
0

Line Complaint

1 CHECK FOR LH SUN VISOR FLAP FOR BEING BROKE
Cause
VISOR BROKE

Oper/Code	Desc	FC	Tech	Type	Sk1	Time	Oth	Time	Amt	Drive
0000660 C9748	MIRROR	71	BW	01	0.3	0.0	17.86	Y		
Flag Total: Time Amount										
.0 .00										

Invoice Date Time Post Date Time
09/01/2006 08:10 09/16/2006 10:45

Wins Data: Claim Type Claim No Comp Code Fail Code
N MA 96
Fail Part No Auth Code Person Code Sp Claim Type

Part No	Desc	List	Net	Qty	Amt
0003330 A:00033.30	15803238 SS-MIR-IL N:00046.62	28.20	23.31	2	46.62
			T:00064.48		

00000.00 Labor Amount:
00000.00 Parts Amount:
00000.00 Oth Taxable:
00000.00 Oth N Taxable:
Misc. Charges:
Hazardous Waste:
Sales Tax:
Deductible:

Pay This Amount:

**** POSTED **** <<<<<<<<<< C A S H >>>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY 64.48 TOTAL EXT WARR .00

**** NOTE: THIS IS A DUPLICATE INVOICE COPY ****

Customer Name and Address

CAWOOD, KY

Home Phone Ready Ext Warr: Policy Deduct Service Advisor
000-000-0000 .00 SR6868

Ro Date Del Date Prom Date Post Date Xref Ro Ro#
05/09/2006 12/06/2005 05/16/2006 05/23/2006 57800

Job Po No Cust# Rate Parking Loc
* CASH 42.00

Vehicle Id No Stk Id Veh Desc License Miles In Miles Out
1G1ZS51F36F 2006CHEVROLET MALIBU LS 11605 0

Line Complaint
1 POWER STEERING LIGHT COMES ON
HARD TO STEER
Cause
PER CUSTOMER

Oper/Code Desc FC Tech Type Skl Time Oth Time Amt Drive
0002240 E7680 COLUMN 55 MW 01 1.4 0.0 83.34 Y
Flag Total: Time Amount
.0 .00

Invoice Date Time Post Date Time
05/16/2006 13:17 05/23/2006 13:40
Wins Data: Claim Type Claim No Comp Code Fail Code
N OG 93
Fail Part No Auth Code Person Code Sp Claim Type
88967179

Part No Desc List Net Qty Amt
0020463 88967179 S/COL REM 359.00 286.48 1 286.48
A:00204.63 N:00286.48 T:00369.82

Line Complaint
* 2 SIR LIGHT ON
Cause
PER CUSTOMER

Story Lines
REPLACED SIR COIL
Oper/Code Desc FC Tech Type Skl Time Oth Time Amt Drive
0001440 C8800 COIL 55 MW 01 0.9 0.0 53.58 Y
Flag Total: Time Amount
.0 .00

Invoice Date Time Post Date Time
05/16/2006 13:17 05/23/2006 13:40
Wins Data: Claim Type Claim No Comp Code Fail Code
N WK 6D
Fail Part No Auth Code Person Code Sp Claim Type
15784597

0003632	Part No 15784597	Desc COIL	List 63.72	Net 50.84	Qty 1	Amt 50.84
	A:00036.32		N:00050.84		T:00104.42	

Line Complaint

* 3 RENTAL Cause RENTAL -----WARRANTY----

0000000	Oper/Code Z7903	Desc RENTAL UNIT	FC Tech MW	Type 01	Skl 0.0	Time 0.0	Oth Time 0.0	Amt 90.00	Drive Y
---------	--------------------	---------------------	---------------	------------	------------	-------------	-----------------	--------------	------------

Flag Total: Time Amount
.0 .00

Invoice Date Time Post Date Time
05/16/2006 13:17 05/23/2006 13:40

Wins Data: Claim Type Claim No Comp Code Fail Code
N MJ 98

Fail Part No Auth Code Person Code Sp Claim Type

A:00000.00 N:00000.00 T:00090.00

00000.00 Labor Amount:
00000.00 Parts Amount:
00000.00 Oth Taxable:
00000.00 Oth N Taxable:
Misc. Charges:

Sales Tax:
Deductible:

Pay This Amount:

**** POSTED **** <<<<<<<<< C A S H >>>>>>>>>

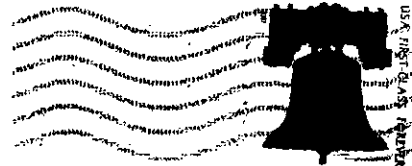
TOTAL INTERNAL .00 TOTAL WARRANTY 564.24 TOTAL EXT WARR .00



Grapevine, TX

FORT WORTH TX 761

13 AUG 2007 PM 2 T



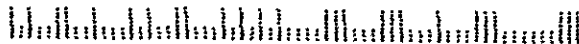
U.S. POSTAGE PERMIT NO. 1000 FORT WORTH, TX

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

AUG 16 2007

*Chevrolet Customer Assistance Ctr.
P.O. Box 33170
Detroit, MI 48232-5170*

48232+5170



Copy

August 12, 2007

Chevrolet Motor Division
PO Box 10054
Toledo, OH 43682-4074

To Whom It May Concern:

This is in response to your Service Satisfaction Survey of my 2005 Malibu LS. At this point, I am very discouraged and dissatisfied with the vehicle. My Malibu's VIN # is 1G1ZT54805F [REDACTED]

Who am I and why would I take the time to write this letter?

I am: 50 years old, married, with no children at home.
A college graduate in a management position with a food company.
Strong brand loyalty-Since age 17, I have owned 10 vehicles, all Chevrolets.
Hobbies include being an automotive (gearhead) enthusiast;
I collect Chevrolet Memorabilia.
Coming from a Chevrolet family, my grandfather owned a "490" Chevrolet.
My brothers and sisters first cars were Chevrolets.

Writing this letter is very hard for me. I have always believed in the Chevrolet product and have not seriously considered owning anything else until now. The issue is the product itself, not the service.

Over the years I have seen friends and family members go to import vehicles for their transportation needs. Their main reasons are for the quality/reliability of the product. My two brothers have owned many GM vehicles with recent mixed results. They purchased Toyotas and have seen a major difference in service issues. My wife drives a 2005 Toyota based product and after 24,000 miles, it has never been back to the dealer for a service repair. On the other hand, please review the service repairs for my Malibu.

My service experiences at Classic Chevrolet have been very good ones. Service Manager Tim Brogan and his crew are good people. If there is a concern or mistake made, they take care of the problem.

During the first 17,000 miles of ownership, I would have recommended the Malibu to prospective buyers. It is a quiet comfortable car with good visibility. The V6 engine runs well and gas mileage has been very good.

From 17,726 miles to the present (24,000 miles), it has had a major engine repair, two steering replacements and a rear brake job. The issues that I have today concerns the last two problems mentioned.

From my understanding, the steering situation is an ongoing issue with no revised parts to permanently correct the problem.

When Classic Chevrolet informed me that the rear brake discs needed to be replaced, I was totally in shock. It was explained to me that this is not unusual for this product. Although I live in the Dallas/Ft Worth metroplex, my daily 26 mile drive would be counted moderate with minimal stop and go traffic. The Malibu is not a sports/performance car and I do not drive it as one. I have NEVER had brakes replaced on a vehicle during this short of a time unless there was a quality problem. Normal brake replacements for my vehicles have been 60,000 to 80,000 miles on an average. Because of a service check by Classic Chevrolet the week before (tech stated brakes and tires were like new), I was responsible only for the cost of the brake pads.

When reviewing the ownership of my previous Chevrolets, perhaps I was looking at them thru rose colored glasses. My last vehicle (Lumina LTZ) and the Malibu have had issues that should not have happened.

What do I do now? Become one of the many disgruntled American made car buyers that fade into the masses as a new Toyota/Honda owner. I want to continue to buying Chevrolets but need confidence that the product will hold together. To obtain this confidence level, I am asking the following from Chevrolet.

Steering gear/Steering Shaft-Extend Service Coverage to 100,000 miles or to October 20, 2012 whatever comes first. Chevrolet would make repairs to correct defects related to materials or workmanship during the coverage period specified.

Rear Brakes-Extend Service Coverage to 80,000 miles or to October 20, 2012 whatever comes first. Chevrolet would replace the brake pads, machine rotors or replace rotors if needed. This would include all labor and parts.

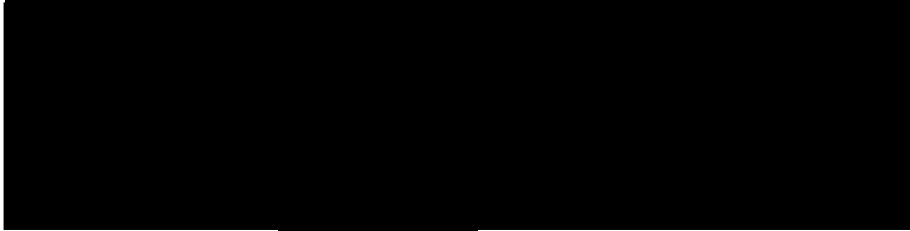
When growing up in rural Northern Missouri, my father would usually purchase the family vehicles from Peterson Chevrolet. The question was put to him, "Why buy from them?" His answer was that "Yes, there are other dealers with cheaper priced cars but I know that Peterson's will stand by the product."

Chevrolet current logo is "We'll be there". I am asking for you to be there. Give me a reason to buy another Chevrolet.

Please seriously consider my request. I have invested 33 years of ownership with Chevrolet products.

I wait to hear from you.

Sincerely,



Grapevine, TX

Copy- Mr. Tim Brogan, Service Mgr, Classic Chevrolet/Grapevine, TX
Chevrolet Customer Assistance Ctr/Detroit, MI ✓

December 29, 2010

[REDACTED]
Grapevine, TX [REDACTED]

Service Request: 71-548303570
Customer Relationship Specialist: Rinny Smith

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54805F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 20, 2012, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering –

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

Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your Malibu. 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.



Service Satisfaction Survey

PONTIAC

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

Dissatisfied Customer

Powder Springs GA

Barcode

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

Home telephone:

Change to: ()

Please provide us with your preferred email address:

Dear

Our records indicate that you had your 2005 G6 serviced at Lou Sobh Pontiac on July 9, 2007. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal User ID: and Password: If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Lou Sobh Pontiac.

Sincerely,
Scott Lawson, General Director
Customer and Relationship Services

Left car for service then was because parts had to be ordered. recieved a card in the mail that to make appointment.

July 11th

oil change done and service rep told about problem with seat foam. Drivers seat parts were in. Called

Instructions

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

Please check this box if you no longer own/lease this 2005 G6, and return the questionnaire.

** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 9, 2007, COMPLETE THIS SURVEY.**

About Your Pontiac Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-----------------------------|--------------------------|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3. When arriving for service, were you greeted promptly?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
- Service rep never looked up from his computer when I handed him the keys. He said "I have walk-ins, it will be a while."

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|-----------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------|-----------------------------|--------------------------|-------------------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you offered transportation options?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
- told by another service rep when I made an appointment it would take 3 hrs

1G2ZG528454 18153

022727022687 00000167240 091544

2101

CSI 020850

July 30 Appointment at 9:00 AM arrived at 8:45

About Your Service Consultant/Advisor (continued)

When I arrived for appointment was told that walk-ins (several) were in front of me, after 2 hr wait almost 3 hr I asked for Rental car! was told "I don't know about that" well I'll talk to someone else. 15 min later was told enterprise will be here in 10 min.

9. How satisfied were you with the explanation you were given of all services performed?
 Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 Never given explanation
10. Overall, how satisfied were you with your Service Consultant?
 Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 it was on the invoice.

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
 - The time it took to complete the transaction? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 - The ease of getting your vehicle? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 - The condition in which it was returned? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 All service was under warranty
12. Were ALL of your service concerns corrected on this service visit? Yes No
 IF NO, why not? (check all that apply)
 Condition explained - repair not necessary Parts not available
 Work performed did not correct the problem I declined repair
 Service Department could not duplicate problem Other (please specify)
 Service Department was too busy Don't know
 If you look at my service record for past 2 years, I have been there often. The service people at the desk don't listen to me which makes me have to return more than I should have to.
13. How satisfied are you that your vehicle was fixed right on this service visit? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 part had to be ordered!
14. Were you given a copy of the completed repair order/invoice? Yes No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? Yes No Don't Know/Not Sure
 (Never)

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Lou Sobh Pontiac?
 Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
 Definitely Would Probably Would Might/Might Not Probably Not Definitely Not
17. Would you recommend this dealership for service? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
18. Overall, how satisfied are you with your 2005 G6? Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied
19. Are you... Male Female
20. Your age... Under 25 25 - 34 35 - 44 45 - 54 55 - 64 65 or older
21. May we include your name when providing this survey information to your dealership? Yes No
22. Do you have any other comments/recommendations about Lou Sobh Pontiac?

MC Because of my experience at the service dept alone. I will not be trading my car at another Pontiac or GM Dealership. I number 1. Should not have had this many defects with this vehicle. If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737. Number 2. Had to deal with such nasty Service Reps who had the nerve to remind me to give him (Jeff) a good survey because his raise depends on it. Thank You!!

0399

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43699-0054

1G2ZG528454 18153

022727022687 7709442844 091544

Also Rental vehicle provided to me was a crew cab pick-up truck, I was not at all pleased with having to drive a truck so I went straight home. They said that is all they had GM.

December 29, 2010

[REDACTED]
Powder Springs, GA [REDACTED]

Service Request: 71-548410033
Customer Relationship Specialist: Jane Miller

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Pontiac Customer Assistance Center

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

December 29, 2010

[REDACTED]
White Bear Lake, MN [REDACTED]

Service Request: 71-548894553
Customer Relationship Specialist: Christopher Carter

Dear [REDACTED]:

Thank you again for making us aware of the situation with your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

THANE HAWKINS POLAR CHEVROLET MAZDA



BEAR FAX

TO: Angelina

FROM: Dee Schutte

PHONE: 651-653-5555 FAX: 651-653-5540

NUMBER OF PAGES:(including cover) 14

NOTES: _____

CUSTOMER # _____ DEAL NUMBER _____ SALES CONSULTANT 1/1m # _____
 Buyers Name _____ D.L. # _____ DOB _____
 Co-Buyers Name _____ D.L. # _____ DOB _____
 Buyers Soc. Sec. # _____ Co-Buyers Soc. Sec. # _____
 Street Address _____ County **1** W. Phone _____
 City, State Zip _____ H. Phone _____
 Insurance Co. _____ Policy # _____ e-mail address _____
 Insurance Agent Name _____ Agents Phone _____ Date of Glass Loss _____
 Agent Address _____ First Time Buyer Commercial Account College Grad
 Customer(s) authorizes dealership to obtain a consumer credit report in connection with the sale/delivery of this vehicle. Yes No
 Customer(s) Signature _____ Date _____

Term of Requested Loan/Lease? 2 Total Cash Down _____

Purchase Vehicle
 Stock # _____ Year _____ Make _____ Model **3** Color _____ Mileage _____

Trade In Information
 Year 94 Make Buick Model LeSabre Vin 1G4HR5ZL1RHY
 Trim Level LTD Color GREEN
 Body Type 4DR Reg Ext Crew Short Box Long Box Plate # _____ Expiration 8/31/05 State MN
 Appraised Miles 93109 Act Over Unk Lien Holder _____ Amt Owed _____

Purchased: New Demo Rental Used Thru: Dealer Private Warranty Start: 1/1
 Engine Size V6 Displacement 3.8 Tranny Manual 4 5 6 Auto 3 4 8 6 4x4 AWD Z71/Off Road
 Power Features: Steering Brakes ABS(R/A) Air Cond. PDL PW PW DRS SEAT PW PAS SEAT Sun/Moon Roof PWR or Man
 Additional Features: Tilt Cruise Split Buckets Quad Leather Heated Remote Keyless Alloys Assist Steps Bedliner
 Sound System: AM/FM Cass CD CD Changer/MP3 DVD Factory or After Mkt Trailing Pkg
 Protection Options: Service Contract Rustproof Sealant Fabric Alarm Transferable/Warranties?
 Additional Options/Comments _____
 Recent Repairs: _____ Preliminary: GM Cert Gold Silver Bronze Wholesale / Re-cycle

EQUIPMENT	CONDITION	RECON \$	EQUIPMENT	CONDITION	RECON \$
Tires/Covers			Exhaust/Muffler		
Body/Panels			Engine		
Paint/Finish			Transmission		
Windshield/Top	<u>Logan W/9</u>	<u>300</u>	Steering		
Upholstery			Radio/Electrical/Horn		
Brakes			Power Options/Cruise		
Emissions			Detail/Fluids/Inspect		<u>350</u>
Air Condition			Low/High Miles		
Local Market Adj.			Undetected Reconditioning		

***** THIS APPRAISAL IS VALID FOR SEVEN DAYS *****
 Equipment/Mileage Adjustment \$ _____ Reconditioning Estimate \$ 1090 Current Market Value \$ 1700 Appraisal By #1 [Signature] #2 _____
 60/2,500 30/1,000 90/4,000 As Is Date 2-8-05 Department _____
 Estimated Arrival _____ Stock Locate Future In-Transit

APPRAISER COMMENTS ONLY

10/08/2007
07:40:13

SUMMARY HISTORY DISPLAY

3010
PAGE 1

CUSTOMER NAME



SERIAL NO. 1G1ZS52F65F



TOTAL R/O'S

11

TOTAL SERV. DAYS 31

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	533265	10/03/2007	29523	A			716	
				T			200	1 W 04CVZ
				T			223	2 W 25CVZ
2	529359	08/18/2007	28026	A			716	
				T			200	1 W 04CVZ
3	527502	07/28/2007	37382	A			716	
				T			501	1 W 16CVZ
				T			223	2 W 25CVZ
4	521556	05/25/2007	26656	A			716	
				T			200	1 W 04CVZ
				T			223	2 W 25CVZ
5	520141	05/11/2007	26165	A			716	
				T			501	1 W 04CVZ
6	514561	03/13/2007	23270	A			716	
				T			200	1 W 04CVZ
				T			223	2 W 25CVZ
				T			200	3 C 05CVZ
7	468865	11/04/2005	7766	A			716	
				T			425	1 W 02CVZ
				T			425	2 C 33CVZGWINS
8	458256	07/20/2005	4175	A			716	
				T			746	1 C 02CVZ
				T			746	2 C 33CVZGWINS
9	447354	04/08/2005	1520	A			652	
				T			797	1 I 02CVZ
				T			797	2 C 33CVZGWINS
10	441596	02/09/2005	12	A			910	
				T			774	1 I 96CVZ
11	428959	10/11/2004	8	A			359	
				T			113	1 W 99CVZ
				T			113	2 W 97CVZ
				T			113	3 I 82CVZPNTSLNT



POLAR



MAZDA

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 TOLL FREE WATTS: (800) 326-2145
 www.polarchevmazda.com

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)
 WHITE BEAR LAKE, MN 55110

CUSTOMER NO. 603791	NAME MICHAEL PATTEN	716 TAG	INVOICE NO. 10703/07	INVENTORY # CVS533265
LABOR RATE	MILEAGE 29,523	COLOR BLACK/GRAY	STOCK # 68430	
WBL, MN	YEAR/MODEL 05/CHEVROLET/MALIBU/MALIBU	DATE 02/09/05	DELIVERY MILES 42	
VEHICLE I.D. NO. 1G1ZS52F65F	SELLING DEALER NO.	PRODUCTION DATE		
F.T.E. NO.	P.O. NO.	A. # 10703/07		
COMMENTS				MO: 29523

INSPECT FOR NOISE HEARD FROM THE FRONT END.
 CAN ALSO BE FELT THROUGH THE STEERING AND FLOOR. IT IS
 GETTING HARD TO TURN.
 ROAD TEST. REPROGRAM POWER STEERING CONTROL MODULE
 E7631

JOB # 1 TOTAL LABOR & PARTS 0.00

COURTESY TRANS/RIDE
 COURTESY TRANS/RIDE
 COURTESY TRANS/RIDE

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 2	RNTL	RENTAL CHARGE		0.00
TOTAL - MISC				0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 RENTAL

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET
 MAZDA
 * SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE
 CONSULTANT FOR DETAILS

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

TOTAL INVOICE \$ 0.00

QUICK LUBE plus

- Oil Change (up to 5 quart)
- GM Goodwrench quality oil
- AC Oil filter
- Grease Lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level check
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

GM Goodwrench Service

AN AMERICAN REVOLUTION

mazda
 ZOOM-ZOOM

Thank You!
 WE APPRECIATE YOUR BUSINESS

X
 Signature

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CUSTOMER SIGNATURE

DUPLICATE INVOICE



POLAR



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1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)
 WHITE BEAR LAKE, MN 55110

CUSTOMER NO. 603791	NAME MICHAEL PATTEN	716 TAG N	INVOICE DATE 08/20/07	INVOICE NO. CVCS529359
LABOR RATE	LABOR	MILEAGE 28,026	COLOR BLACK/GRAY	ST 60430
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU	DATE OF PURCHASE 02/05/05	DELIVERY MILES 42		
VEHICLE I.D. NO. 1G1ZS52F65F	SELLING DEALER NO.	PRODUCTION DATE		
F.T.E. NO.	F.O. NO.	RATE 08/18/07		
COMMENTS	MO: 28026			

LABOR & PARTS

CHECK FOR HEAVY CLUNK NOISE FROM THE STEERING WHILE TURNING
 ALSO THE WHEEL STICKS AT TIMES WHILE TURNING
 LUBE AND REPOSITION INTERMEDIATE SHAFT PER BULLETIN
 06-02-32-007B
 E9448

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
 RENTAL

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET
 MAZDA
 * SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE
 CONSULTANT FOR DETAILS

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

QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Check lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level check
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid



Thank You!
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X
 Signature

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CUSTOMER SIGNATURE

DUPLICATE INVOICE *****



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 WHITE BEAR LAKE, MN 55110

CUSTOMER NO. 603791	NAME MICHAEL PATTEN	716 TAG NO. [REDACTED]	INVOICE DATE 07/26/07	INVENTORY # 527502
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 27,382	COLOUR BLACK/GRAY	STOCK # 60430
WBL, MN [REDACTED]	VEHICLE MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU	DATE OF PURCHASE 02/09/05	DELIVERY MILES 42	
[REDACTED]	VEHICLE I.D. NO. 1G1ZS52F65F [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	RECEIVED DATE 07/28/07	
[REDACTED]	COMMENTS			MO: 37382

LABOR & PARTS

CUST STATES VEHICLE HAD HARD START... WHEN STARTED THE SES LAMP CAME ON... VEHICLE DIES WHILE DRIVING. DIAGNOSTIC CODE P0335. REPROGRAM PCM FOR P0335 AND LONG CRANK ISSUES. J6354

JOB # 1 TOTAL LABOR & PARTS 0.00

RENTAL #17877
 COURTESY TRANS/RIDE
 1G1Z751FX6F [REDACTED]

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 2	RNTL	RENTAL CHARGE		0.00
TOTAL - MISC				0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
 RENTAL

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET MAZDA	TOTAL LABOR	0.00
* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE CONSULTANT FOR DETAILS	TOTAL PARTS	0.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC or filter
- Chassis Lube
- Inspection
- Drive belts
- Bosee
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid (rear wheel drive)
- Transfer case fluid (4 wheel drive)
- Transmission fluid
- Windshield washer fluid



Thank You!
 WE APPRECIATE YOUR BUSINESS

X
 Signature

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 WHITE BEAR LAKE, MN 55110

CUSTOMER NO. 100	ADVISOR CALVIN M SAXBY	359 TAG N	INVOICE DATE 09/27/07	INVOICE NO. MACP532556
THANE HAWKINS POLAR CHEVROLET I 1801 EAST COUNTY ROAD F WHITE BEAR LAKE, MN 55110-3882	LABOR RATE	LICENSE NO.	MILEAGE 8	CLASS VOLCANIC RE
	YEAR/MAKE/MODEL 08/MAZDA/MAZDA6 SDN/MAZDA6 4-DOOR	DELIVERY DATE	STOCK # 28146	
	VEHICLE I.D. NO. 1YVHP80CX85	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO. 3191744	F.O. NO.	REG. DATE 09/25/07	
REG. STATE PLATE 051-284-3543	REG. STATE PLATE 051-429-7791	COMMENTS	MO: 8	

LABOR & PARTS

PDI HRS 1.0

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

10.00 PER APP

JOB # 3 TOTAL LABOR & PARTS 0.00

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET
 MAZDA
 * SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE
 CONSULTANT FOR DETAILS

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

QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis Lube
- Inspection
- Drive belts
- Tires
- Air Filter
- Tire pressure

- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4-wheel drive)
- Transmission fluid
- Windshield washer fluid

GM Goodwrench Service

AN AMERICAN REVOLUTION



Thank You!
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X

Signature

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



POLAR



1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)
WHITE BEAR LAKE, MN 55110

SERVICE DIRECT: (651) 653-5555
TOLL FREE WATTS: (800) 326-2145
www.polarchevmazda.com

CUSTOMER NO. 603791	MICHAEL PATTEN	716 TAG NO. 9234	INVOICE DATE 05/14/07	INVENTORY # 520141
WBL, MN	LABOR RATE	MILEAGE 25,165	COLOR BLACK/GRAY	STOCK # 60430
	VEHICLE MAKE/MODEL 05/CHEVROLET/MALIBU/MALIBU		DATE 02/09/05	DELIVERY MILES 42
	VEHICLE I.D. NO. 1G1ZS52F65F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. # 05/11/07	
	COMMENTS			MO: 26165

CHECK FOR RUBBING NOISE FROM THE FRONT END WHILE DRIVING
CLUNK NOISE OVER BUMPS
REPLACE FRONT STABILIZER BAR BUSHINGS. STILL HAS NOISE.
FOUND RIGHT LOWER BALL JOINT WORN. CLANGING RE STEERING
KNUCKLE TO WEAR. REPLACE RE LOWER CONTROL ARM AND KNUCKLE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	22670300	LINK 7.240		WARRANTY
JOB # 1	1	22730776	ARM 6.168		WARRANTY
JOB # 1	1	15225210	KNUCKLE 6.020		WARRANTY
JOB # 1	1	628051	ROSEDALE		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
RENTAL

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET
MAZDA
* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE
CONSULTANT FOR DETAILS

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

TOTAL INVOICE \$ 0.00

QUICK LUBE plus

- Oil Change (up to 8 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis lube
- Inspection
- Drive belts
- Fluores
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

GM Goodwrench Service

CHEVROLET AN AMERICAN REVOLUTION

mazda ZOOM-ZOOM

CUSTOMER SIGNATURE

DUPLICATE INVOICE *****

Thank You!
WE APPRECIATE YOUR BUSINESS

X
Signature

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POLAR



1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)
WHITE BEAR LAKE, MN 55110

SERVICE DIRECT: (651) 653-5555
TOLL FREE WATTS: (800) 326-2145
www.polarchevmazda.com

CUSTOMER NO. 603791	NAME MICHAEL PATTEN	716 TAG NO. 3915	INVOICE DATE 03/13/07	INVOICE NO. CVCS514561
LABOR RATE	L	MILEAGE 23,270	COLOR BLACK/GRAY	STOCK # 60430
WBL, MN	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MALIBU		DATE OF SALE 02/09/05	DELIVERY MILES 42
	VEHICLE I.D. NO. 1G1ZS52F65F		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	REG. DATE 03/13/07	
	COMMENTS			MO: 23270

LABOR & PARTS

C/S: CHECK FOR CLUNK NOISE FROM THE STEERING WHILE TURNING
REPLACE STEERING GEAR
ADJUST VEHICLE TOE IN TO SPECS
E9740

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

RENTAL #17901
COURTESY TRANS/RIDE
2G1WT55K469
Z7901

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

ROTATE TIRES
MAINTENANCE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
					JOB # 3 TOTAL PARTS	0.00
					JOB # 3 TOTAL LABOR & PARTS	19.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 2	RNTL	RENTAL CHARGE		0.00
			TOTAL - MISC	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
RENTAL CREATED 2007-03-12 08:49:00AM CST TAKEN BY MIKE P
ATTEN

QUICK LUBE plus

- Oil Change (up to 5 quarts GM Goodwrench quality oil)
- AC/Oil filter
- Chassis lube
- Inspection
- Drive belts
- Wash
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4 wheel drive)
- Transmission fluid
- Windshield washer fluid

GM Goodwrench Service

CHEVROLET AN AMERICAN REVOLUTION

MAZDA ZOOM-ZOOM

Thank You!
WE APPRECIATE YOUR BUSINESS

X
Signature

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1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)
 WHITE BEAR LAKE, MN 55110

CUSTOMER NO. 603791	NAME MICHAEL PATTEN	716 TAG # [REDACTED]	INVOICE DATE 09/13/07	INVOICE NO. 6035514561
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 23,270	COLOR BLACK/GRAY	STOCK # 60430
WBL, MN [REDACTED]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/MALIBU		DATE OF SERVICE 02/09/05	DELIVERY MILES 42
	VEHICLE I.D. NO. 1G1ZS52F65F [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. # 09/13/07	
[REDACTED]	COMMENTS			MO: 23270

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET
 MAZDA
 * SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE
 CONSULTANT FOR DETAILS

TOTAL LABOR	19.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE \$	19.00

QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AG oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure

- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4-wheel drive)
- Transmission fluid
- Windshield washer fluid

CUSTOMER SIGNATURE

DUPLICATE INVOICE



THE STATE LEMON LAW READS:

Days out of service: 30

Repairs: 4 or more.

Time period: 2 years following the date of original delivery of the vehicle to a consumer.

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs N/A

Safety-related time period N/A

Number of repair attempts in the presumption period: 4

Total days out of service during the presumption period: 12

Total days out of service during customer's ownership: 12

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

Crs just rec'd the ro's from the dlr and performed the case assessment and the cust has 4 repair attempts to the steering concern and could possibly meet presumption based on the # of repair attempts. Crs will call the dvm for his input.

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

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

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

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

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

December 29, 2010

[REDACTED]
Waterbury, CT [REDACTED]

Service Request: 71-550892464
Customer Relationship Specialist: Dawn Hart

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$409.26. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

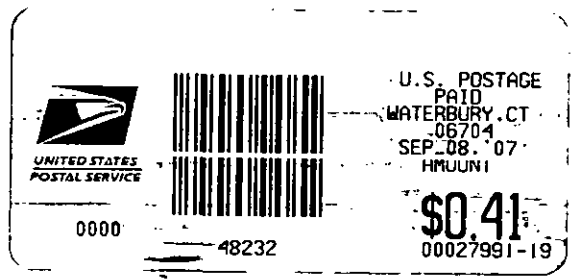
We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and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

Sincerely,

Chevrolet Customer Assistance Center

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

Waterbury, CT



SEP 11 2007

Chevrolet
P.O. Box 33170
Detroit, MI

482 32-5170

48232+5170



September 3, 2007

Chevrolet
P. O. Box 33170
Detroit, Michigan 48232-5170

Re: File #71-550892464

Attention: Laura

Attached is the reimbursement request for the repair of my 2005 Chevy Malibu. We discussed this claim early this week. I have had the car repaired. Attached are the original repair order, copy of receipt, copy of registration. I am seeking one hundred percent reimbursement for this repair bill, \$748.80. This was a result of a sensor malfunction.

If you have any questions, you can contact [REDACTED] at West Chevrolet in Woodbury, CT.

I can be reached at [REDACTED]

Payment can be mailed to me at [REDACTED] Waterbury, CT [REDACTED]

I appreciate all of your assistance.

Thanks in advance.

Sincerely,

[REDACTED]

7578799

114392

file # 71-5 5089 2464



Our Pledge to You: QUALITY SERVICE

* INVOICE *

DUPLICATE 2
PAGE 1

729 MAIN STREET SOUTH * WOODBURY, CT. 06798 Tel. 263-3500

WATERBURY, CT
HOME: [REDACTED]
CELL: [REDACTED] BUS:

SERVICE ADVISOR: 108 ROBERT RICHNAVSKY

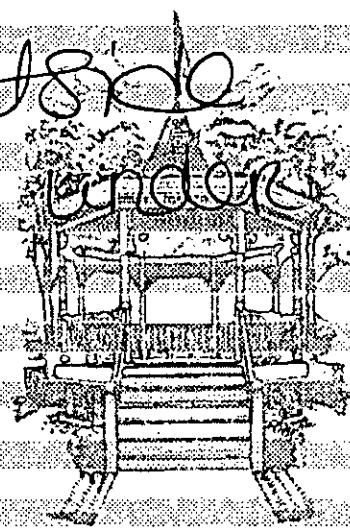
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
WHITE	05	CHEVROLET MALIBU	1G1ZT54875F [REDACTED]	[REDACTED]	57412/57412
DEL. DATE	PROMISED	PO NO.	PAYMENT	INV. DATE	
30NOV04 DD	19:30 18AUG07		95.00 CASH	31AUG07	
R.O. OPENED	READY	OPTIONS:	DLR:02505 ENG:3.5_Liter_SFI		
07:34 18AUG07	14:07 31AUG07				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A		CUST STATES	VEHICLE LOST POWER STEERING				
		MISCR	CHECKED VEHICLE FOR LOSS OF POWER STEERING				
			FOUND FAULTY SENSOR IN STEERING COLUMN				
			REPLACED COLUMN TEST DROVE small towns of America				
			569CCLTR		285.00	285.00	285.00
			1 15926870 COLUMN		409.26	409.26	409.26

Service still remains a virtue...

ORIGIN...

lock outside gate key under mat



RM

UTA

DIAGNOSTIC TIME WILL BE CHARGED AT APPROPRIATE SKILL LEVEL. THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN RECOGNIZED LABOR TIME GUIDES, WHICH REFLECT AN AVERAGE TIME REQUIRED FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.	ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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/terms.
Service 263-3500 Parts 263-2400 Showroom 263-2500 Body Shop 263-2788	CUSTOMER SIGNATURE	STATEMENT BELOW OF LIMITED WARRANTY WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENTS FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL FIX IT, FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	285.00
PARTS AMOUNT	409.26
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE & SUPPLIES	12.15
TOTAL CHARGES	706.41
LESS INS/DISC	0.00
SALES TAX	42.39
PLEASE PAY THIS AMOUNT	748.80

CUSTOMER COPY

114292

WEST CHEVROLET
729 MAIN STREET SOUTH
HOGBURY, CT 06798
203-263-2500

ORIGINAL

DATE 08/31/07

TIME 03:29 PM

IFCH: 014 VIS SALE

OP: 00

ACCT: [REDACTED]

EXP: XXXX M

RESP: AUTH/TKT 470507

CVV2 RESP CODE: P

PHONE ORDER

TOTAL:

\$748.80

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

SIGNATURE

#71-550892464

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
60 STATE STREET, WETHERSFIELD, CT 06161

REGISTRATION CERTIFICATE

This registration must be carried upon
the motor vehicle herein described at all times.

IF YOU SELL OR TRANSFER THIS VEHICLE COMPLETE THE SECTION ON THE
BACK AND RETURN THIS CERTIFICATE TO DMV

VOID UNLESS VALIDATED BELOW

TRAN: 20.00
TITLE: 25.00
LIEN: 10.00
EMIS: 40.00
ADMIN: 10.00
TOTAL: 105.00

02/20/2006
VALIDATION DATE

02/20/2006
ISSUANCE DATE

106
CLOCK

01 347SXS 02/06/2008 4D SED WHT
CC SC MARKER NO. EXP DATE BODY STYLE COLOR(S)

2005 CHEVR MALIBU 1G1ZT54875F [REDACTED]
YEAR MAKE MODEL IDENTIFICATION NUMBER

6 G 151 200602201434111060285
CYLINDERS FUEL TAX TOWN VALIDATION NUMBER

PASSENGER 206165P
STOCK NUMBER

REGISTRANT(S)

[REDACTED] F
APPLICANT'S DOB SEX
[REDACTED] [REDACTED]
WATERBURY, CT [REDACTED] CO-APPLIC'S DOB SEX
RESIDENT ADDRESS

3297
TIRES STAND CAP SEAT CAP AXLES GROSS WEIGHT LIGHT WEIGHT
29,336 USED
ODOMETER EMISSIONS TEST DUE DATE VEHICLE(New or Used)

CERTIFICATE OF SALE OR TRANSFER

If you sell or transfer this vehicle, you must immediately fill in the information requested below, sign and return your marker plate(s) and this entire registration certificate to DMV.

THE MOTOR VEHICLE DESCRIBED ON THIS FORM HAS BEEN

SOLD TRANSFERRED OTHER (Specify):

TO: NAME

ADDRESS (No. & Street) (City or Town) (State) (Zip Code)

I declare, under the penalties of false statement, that this certificate has been examined by me, and that the statements made herein are true and complete to the best of my knowledge and belief.

SIGNATURE OF REGISTERED OWNER(S)

X

DATE SIGNED

CHANGE OF ADDRESS

Change of address must be reported to Department of Motor Vehicles within 48 hours; give both old and new addresses. Obtain form no B-58 for official address change notification. Also enter new address below, but do not return this certificate. Continue to keep it in the vehicle.

NEW ADDRESS (No. & Street)

(City or Town) (State) (Zip Code)

KEEP THIS CERTIFICATE FOR PROOF OF SALES/USE TAX PAID ON THIS VEHICLE

BENEFICIARY DESIGNATION - (If Vehicle Is Owned by One (1) Person)

If the owner is an individual (not a firm or corporation), and if there is no specified co-owner, then the owner may designate a BENEFICIARY below who shall assume ownership of the motor vehicle described on this certificate upon the death of the owner of record. The owner must complete the area below naming such BENEFICIARY. (Public Act 02-105, effective January 1, 2003)

NAME OF BENEFICIARY (Last Name, First Name, Middle Initial)	OPERATOR LICENSE NUMBER (If NOT CT, specify state issuing license)	DATE OF BIRTH (if known)
ADDRESS (No. & Street) (City or Town) (State) (Zip Code)		

I hereby designate the above individual person as my BENEFICIARY with respect to this motor vehicle specified on the front of this certificate, who shall assume ownership of this motor vehicle after my death upon proper application to the DMV no later than sixty (60) days from the date of death.

SIGNATURE OF OWNER (As appearing on front of this certificate)	DATE SIGNED
X	
SIGNATURE OF WITNESS (NOTE: Beneficiary can NOT sign as a witness)	DATE SIGNED
X	
PRINTED NAME OF WITNESS (NOTE: Beneficiary can NOT be the witness)	DATE SIGNED

NOTICE TO BENEFICIARY: NO LATER THAN SIXTY (60) DAYS AFTER THE DEATH OF THE OWNER, the beneficiary named above shall submit the following items to DMV: (1) this certificate of registration, properly completed above and naming the individual as beneficiary, (2) a certificate of death of the owner as listed on this certificate of registration, (3) proof of identity of the beneficiary, (4) the current certificate of title for this vehicle, (5) a properly completed application for registration and title together with the appropriate fees.

North American Operations

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



CHECK No. [REDACTED]

50-837
213

DATE
09/24/07

*****409 DOLLARS

****26 CENTS

AMOUNT
*****409.26

PAY
TO THE
ORDER
OF

[REDACTED]
 WATERBURY CT [REDACTED]

North American Operations
 General Motors Corporation
 Disbursement Account

Rachel [Signature]
 SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000076 1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT DATE 09/24/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54875F [REDACTED]	09/21/07 71-550892	VM 1-97X1GL 464.1-97X1GL	00.0000	409.26	.00	409.26
TOTAL				409.26	.00	409.26

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

N3

DATE

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

ADR File Checklist

SR Number: 71-551454899

BBB Case: CHV0752024

Customer: [REDACTED]

VIN: 1G1ZT52835F [REDACTED]

Make/Model/Year: Chevrolet/Malibu/2005

In Service: 6/7/05

Mileage: 46,660

Received Date: 8/29/07

Day 15 Date: 9/13/07

Goes Active:

Primary Concern: steering

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

Initial Calls (72 hrs):

Customer

Completion Date/Time: 8/29/07 / 2 PM

Dealer Svc Mgr

Completion Date/Time: 8/29/07 / 2:15 PM

Dealer Finance Mgr

Completion Date/Time: /

AVM

Completion Date/Time: 8/29/07 / 2:20 PM

Repair Orders Requested:

Received:

Sales Documents:

Received:

BARS / Finance Sheet

Case Assessment (by Day 14):

Lemon Law Eligible:

Yes

No

Presumption:

Yes

No

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

Settlement / Goodwill Offered Date:

All Documents Attached (by Day 15)

Arbitration Date:

Closing Activities:

Settlement

Completion Date/Time: 11/15/07 / 4 PM

Executive Summary

Completion Date/Time: 11/15/07 / 4 PM

Close Siebel

Completion Date/Time: 11/15/07 / 4 PM

DVM: Ben Hall

Node/Box: 404082 - 8206

Service Dealer: Marine Chevrolet

Svc Mgr: Carlas Hardin

Selling Dealer: Day Centennial

Contact: Rich Stone

NOTES:



GMC

HUMMER*

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 5, 2007

Carlas Hardin
MARINE CHEVROLET COMPANY
1408 WESTERN BLVD
JACKSONVILLE, NC 28546

Re: [REDACTED]

Siebel Request: 71-551454899
2005 Chevrolet Malibu
VIN # 1G1ZT52835F [REDACTED]

Dear Mr. Carlas Hardin:

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,

Joel Verburg

Joel Verburg
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691
FAX# 866-259-4607

Privileged and Confidential Information

CASE ASSESSMENT

By: Joel Verburg State: Pennsylvania

Customer Name: [REDACTED] SR: 71-551454899 BBB Case No.: CHV0752024

Vehicle ID No.: 1G1ZT52835F [REDACTED] In Service Date: 6/7/05 Vehicle is: Used BAC Code: 112174

Year, Make & Model: 2005 Chevrolet Malibu Mileage at Time of BBB Filing (46,660) Vehicle Purchased Used on: n/a
Lien holder: GMAC Sale Type: Lease
DVM Name: Ben Hall CAM Name: Craig Joseph
Phone/Cell Number: n/a Phone Number: (914) 244-6130

VEHICLE REPAIR HISTORY

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

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

{Symptom}

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

{Symptom}

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

{Symptom}

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

{Symptom}

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

{Symptom}

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

{Symptom}

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

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

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

Verified with customer if the vehicle has ever been involved in an accident Y N
If yes are the RO's attached Y N

Other

Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed:

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3

Time period 60 / unlimited

Does Lemon Law state nonconformity must continue to exist? {Y or N}

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

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

Number of repair attempts in the presumption period: {# of repair attempts}

Total days out of service during the presumption period: {# of Days}

Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law: NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

{TEXT}

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

TEAM LEAD APPROVING:	Bridget Cazabon	Date: {Date}
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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.

August 29, 2007

Re:m01 CHV0752024 [REDACTED] vs Chevrolet Motor Division

MARIA DALGLEISH
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

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: 08/29/07

Start Date:

Case Number : CHV0752024

Have you contacted the mfr regarding your claim? YES NO

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

If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

████████████████████
████████████████████
████████████████████
CONNELLSVILLE, PA

Day Phone: ██████████
Fax Number: ██████████
Customer Contact Info:

Evening Phone: ██████████ Cell Phone: ██████████
E-mail Address: ██████████

Vehicle Information

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

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

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

Make: Chevrolet Model: Malibu LS Model Year: 2005 Current Mileage: 46660

Vehicle Identification Number: _____

Service Dealer/City/State : Centennial Chevrolet,

Selling Dealer/City/State : centennial chevrolet, uniontown, PA

Insurance Carrier : bristol west insurance Policy Number: _____

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

Description of Damage : 34000

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

Purchase Date: 12/21/06 Mileage at purchase: _____ Lease Date: _____ Mileage at lease: _____

Purchased As : New Used Demo Leased As : New Used Demo

Is the vehicle in your possession? yes Is the vehicle in your possession?

Lienholder's Name: none Leasing Company's Name: _____

Address: _____ Address: _____

City/St/Zip: _____ City/St/Zip: _____

Phone: () - _____ Phone: _____

Lienholder Acct # : _____ Leasing Company's Acct #: _____

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

They told me it was 1,000.00 to fix and we have a car at the dealer now wanting 80\$ for to look at it and was never told that to me on 8-27-07 at chevy dealer in jacksonville north carolina i want the car fixed it is dangerous the wheel locks up around the corners on you!

Signature of Titled Owner(s)/Lessee(s): _____ Date _____

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

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

Customer Name: [REDACTED]

Case Number: CHV0752024

First Repair Attempt (any reported problem)

Date: 02/10/07 Mileage: 0

Last Repair Attempt (last reported problem)

Date: _____ Mileage: _____

Total Days out of Service: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. steering wheel locks up	yes				
2. geer shifter was replaced	no				
3. clicking noise to the left fron tire	yes				

If you need additional space, please attach a separate sheet of paper following the above outline.



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. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

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 or manufacturer-sponsored credit card earnings the customer received or 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 be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. 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 vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ 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.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple 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 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.

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 if it was purchased or leased new.

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 of a vehicle purchased or leased new** -- 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.

Important: Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

STANDARDS OF THE PENNSYLVANIA LEMON LAW

The following is a 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

The Pennsylvania 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

The lemon law covers the "purchaser", defined as a person who has obtained ownership of a new motor vehicle by transfer or purchase, or who has entered into an agreement or contract for the purchase of a new motor vehicle, that is used or bought for use primarily for personal, family or household purposes. To qualify as a "purchaser", the person must maintain continued ownership and possession of the vehicle, and must never have relinquished title.¹

Beginning February 11, 2002, "purchaser" also includes a person who has obtained possession of a new motor vehicle by lease, or who has entered into an agreement or contract for the lease of a new motor vehicle, that is used, leased, or bought for use primarily for personal, family or household purposes.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

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.

¹ *Rueves 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).

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

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Pennsylvania

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.

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 the earlier of one year, 12,000 miles, or the term of the warranty²) after a *reasonable number of attempts*, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if either of the following occurs:

1. The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
2. The vehicle is out-of-service by reason of any nonconformity for a cumulative total of 30 calendar days or more.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer must first resort to the informal dispute settlement procedure before bringing a civil action.

² *Mikula v. Ford Motor Co.*, 26 Pa. D. & C.4th 116 (1995); *Zellhart v. General Motors Corp.*, 50 Pa. D. & C.3d 511 (1988); *Green v. Ford Motor Co.*, 1996 U.S. Dist. Lexis 4102 (E.D. Pa. 1996); *Musko v. Ford Motor Co.*, 1994 U.S. Dist. Lexis 8979 (E.D. Pa. 1994).

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Pennsylvania

TIME PERIOD FOR FILING CLAIMS

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.³

³ [REDACTED] 368 Pa. Super. 383, 534 A.2d 488, n.20 (1987); [REDACTED] *v. Volkswagen Of America, Inc.*, 879 F. Supp. 28 (E.D. Pa. 1995).

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Pennsylvania

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 courts have found to mean all possible charges associated with the purchase of a vehicle, including tags, lien fees, sales tax, document fees, and finance charges⁴;
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.

⁴ [REDACTED] v. *Chrysler Corporation*, 1993 U.S. Dist. LEXIS 727 (E.D. Pa. 1993); [REDACTED] v. *General Motors Corporation*, 1989 U.S. Dist. LEXIS 1459 (E.D. Pa. 1989); [REDACTED] v. *Alfa Romeo, Inc.*, 696 F. Supp. 1047 (E.D. Pa. 1988); [REDACTED] v. *Hyundai Motor America*, 683 F Supp. 515 (E.D. Pa. 1988).

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Pennsylvania

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

December 30, 2010

[REDACTED]
Sandown, NH [REDACTED]

Service Request: 71-556733645
Customer Relationship Specialist: Stephanie Villalon

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Pontiac Customer Assistance Center

December 30, 2010

[REDACTED]
Sandown, NH [REDACTED]

Service Request: 71-556733645
Customer Relationship Specialist: Stephanie Villalon

Dear [REDACTED]:

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

Sincerely,

Pontiac Customer Assistance Center

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/24/07	Service Request #	71-557757271
Customer Name	[REDACTED]		
VIN	1G1ZT618X6F [REDACTED]		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dir Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	3,247.73	
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:	3,247.73		
DO NOT ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	[REDACTED] Steering		
Cause:	[REDACTED] n/a		
Correction:	[REDACTED]		
Justification:	Repair vehicle		
PAR CRS:	Alyson Hollar		
Additional Comments:	n/a		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/17/07	Service Request #	71-557757271
Customer Name	[REDACTED]		
VIN	1G1ZT618X6F [REDACTED]		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dir Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	3,997.32	
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:	3,997.32		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Steering		
Cause:			
	n/a		
Correction:			
Justification:			
	Repair vehicle		
PAR CRS:			
	Alyson Hollar		
Additional Comments:			
	n/a		

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/24/07	Service Request #	71-557757271
Customer Name	[REDACTED]		
VIN	1G1ZT618X6F	[REDACTED]	
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dir Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
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Labor Op. Code Z1243	Dollar Amt:	3,247.73	
Cause Code (CC)	MJ		
Failure Code (FC)	98		
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Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	3,247.73		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Steering		
Cause:	n/a		
Correction:			
Justification:	Repair vehicle		
PAR CRS:	Alyson Hollar		
Additional Comments:	n/a		



Stateline Auto Group, Inc.

413 East Main Street
Andover, Ohio 44003

Phone Number: 1-800-228-0751
Fax Number: 1-866-215-0477

FAX TRANSMITTAL FORM

To: GM inspector Name: Alison CC: Phone: 866-790-5700 Fax: 866-775-9478	From: Mike Uzariski Date Sent: 10-8-07 Number of Pages: 5
-------------------------------------------------------------------------------------	-----------------------------------------------------------------

Message:

Claim for Payment



STATELINE

Chevrolet - Pontiac - Buick
413 E. Main St. Andover, Ohio 44003
Phone: (440) 293-7656
Toll Free: (800) 228-0751
www.statelineautogroup.com

RO: 119974
Cashier: 09:39-2
Date Out: 10/08/2007

Customer: 77832 Stock #:6C1017

VIN:1G1ZT618X6F IN:0839OUT:0936

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

Home:

Work:

Advisor: 003015-CHERYL SANISLO

Hat: 855

Sold By: WALTER E LITWIN

OP Acct Tech Hours Complaint/Cause/Correction Per Unit Extended Price
[CUSTOMER PAY]

A SCPR 004072W

Labor Total: 187.33

CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE
TEST DROVE VEHICLE COULD NOT DUPLICATE-DROVE VEHICLE HOME NE
XT MORNING POWER STEERING MESSAGE DISPLAY ON RADIO-WHILE DRI
VING SLIGHT TURN TO RIGHTVEH WOULD NOT COUNTER STEER AT THIS
TIME-STEERING WOULD START SIDE TO SIDE MOVEMENT ON ITS OWN
RETURNED TO SHOP SCANNED VEHICLE POWER STEERING DTC C0475
SET SYMPTOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER
STEERING MOTOR AND MODULE-CASE #71-557757271

Table with 6 columns: Parts, SO, Part Number, Description, Price, Total Price. Includes items like S/S 15775370 MOTOR, MIRROR, CAP, LEVER, HOUSING, WEATHERST, WDO F/S/D, MOLDING.

D & D COLLISION

PO: 12622 Non-Taxable: 1949.59

Total Parts: 935.40
Sublet: 1949.59
RENTAL-25 DAYS: 925.00
Operation Total: 3997.32

[CUSTOMER PAY]

*B SCPR 004077
CUSTOMER STATES RENTAL
LINE A

Labor Total: 0.00

Operation Total: 0.00



STATELINE

Chevrolet - Pontiac - Buick
413 E. Main St. Andover, Ohio 44003
Phone: (440) 293-7656
Toll Free: (800) 228-0751
www.statelineautogroup.com

RO: 119974
Cashier: 09:39-2
Date Out: 10/08/2007

>>>> CONTINUED FROM PREVIOUS PAGE <<<<
Customer: 77832 Stock #:6C1017

IN:0839OUT:0936

VIN:1G1ZT618X6F
2006 CHEV MALIBU MAX BLK
Miles-In: 25421 Out: 25421
Delivered: 08/05/2006
In Service: 08/05/2006
Date In: 09/13/2007

Home:
Advisor: 003015-CHERYL SANISLO
Sold By: WALTER E LITWIN
Work:
Hat: 855

Table with 6 columns: OP, Acct, Tech, Hours, Complaint/Cause/Correction, Per Unit, Extended Price. Header row contains symbols like 'ee' and 'eeee'.

SO = Special Order Parts

Customer Pay Labor: 187.33
Customer Pay Parts: 935.40
Customer Pay Sublets: 1949.59
Customer Pay Miscellaneous: 925.00
Customer Total Due: 3997.32

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

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.
All parts installed are new/salvaged or reconditioned parts.
TERMS: STRICTLY CASH unless arrangements made.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature

Thank you for allowing us to serve you!

15928



STATELINE AUTO GROUP Inc.
 413 East Main St. Telephone (440) 293-7656
 ANDOVER, OHIO 44003



RENTAL AGREEMENT

Vin# 1G1ZT51F46F [REDACTED]

TIME IN 8:00	TIME OUT 8:00	VEHICLE NO. 72 [REDACTED]	VEHICLE WILL BE RETURNED BY DATE [REDACTED]	DATE OUT 9-13-07	DATE IN 10-6-07
<p>IMPORTANT THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.</p>			OUT BY <i>MR [REDACTED]</i> IN BY <i>MRS [REDACTED]</i>	RATE: RENTAL CARS \$ PER PLUS ¢ PER MILE	
			MILEAGE IN 36134	MILES @	
			MILEAGE OUT 34343		
			MILES DRIVEN 1791	25 DAYS @ 37 92500	
DAMAGE NOTED BEFORE CHECK OUT: <i>None</i>					
DAMAGE NOTED ON CHECK IN: <i>None</i>					
DRIVERS LICENSE NO. [REDACTED]	STATE <i>Pa</i>	EXPIRATION DATE: <i>12-10-07</i>	AGE	MONTHS @	
INSURANCE CO. <i>Erie</i>				AGENT <i>Rat Casper</i>	POLICY NO. [REDACTED]
<p>NOTICE OF RESPONSIBILITY - CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAMAGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.</p>				SUB TOTAL	
				LESS GAS ALLOWANCE	
				<i>3/4 Tank</i>	
				LESS DEPOSIT	
				TAX	
T X [REDACTED]				NET AMOUNT DUE 92500	

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]
 CITY *Lanesville* STATE *Pa* PHONE [REDACTED]
 CUSTOMER'S SIGNATURE [REDACTED]

TERMS ON REVERSE SIDE

CLAIM CHECK

855

STATELINE

violet - Pontiac - Buick
in St. Andover, Ohio 44003
one: (440) 293-7656
Free: (800) 228-0751
www.statelineautogroup.com

Scottie

RO: 119974

25421
GF121770

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F
2006 CHEV MALIBU MAX BLK
Mileage In: 25421

Home: [REDACTED] Work: [REDACTED]
Advisor: 003015-CHERYL SANISLO Hat: 855

Delivered: 08/05/2006
In Service: 08/05/2006
Date In: 09/13/2007 08:39

Promised: 09/13/2007 17:00 - Call when ready.

25537-

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type	Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W/STEERING	WHEEL MOVES	BY ITSELF
118959	07/11/07	21528		ROBBINS, W	004075	W/STEERING	WANDER ALOT	AT HIGHWAY
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C/LUBE, OIL	FILTER	
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C/TIRE	ROTATION	
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C/LUBE, OIL	FILTER	
117040	03/06/07	11708		ROBBINS, W	004021	W/IGNITION	HANGS UP	
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W/LEFT	HEADLIGHT BOUNCES	ALOT
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C/TIRE	ROTATION	

OP Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475 JA
13 84

*B CUSTOMER STATES RENTAL SCPR

Stephanie - Case # 71-557757271
1-866-790-5700
ext. 21936

Cell #

814-547-1079

DSM - Gary Ross
800-823-0055-8537
814-397-1448

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

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

"All parts installed are new/salvaged or reconditioned parts." TERMS: STRICTLY CASH unless arrangements made.

gnat

25587



Stateline Auto Group, Inc.

413 East Main Street
Andover, Ohio 44003

Phone Number: 1-800-228-0751
Fax Number: 1-866-215-0477

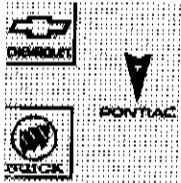
FAX TRANSMITTAL FORM

To: GM Inspector
Name: Allison
CC:
Phone: 866-790-5700
Fax: 866-775-9478

From: Mike Uzarski
Date Sent: ~~10-8-07~~ 10-24-07
Number of Pages: 6

Message:

Claim for Payment



STATELINE

Chevrolet - Pontiac - Buick
413 E. Main St. Andover, Ohio 44003
Phone: (440) 293-7656
Toll Free: (800) 228-0751
www.statelineautogroup.com

RO: 119974
Cashier: 12:01-1
Date Out: 10/24/2007
Status: MODIFIED REPRINT

Customer: 77832 Stock #:6C1017

VIN:1G1ZT618X6F IN:0839OUT:1201

2006 CHEV MALIBU MAX BLK
Miles-In: 25421 Out: 25421

Delivered: 08/05/2006
In Service: 08/05/2006
Date In: 09/13/2007

Home: LINESVILLE PA
Advisor: 003015-CHERYL SANISLO
Sold By: WALTER E LITWIN
Work:
Hat: 855

OP Acct Tech Hours Complaint/Cause/Correction Per Unit Extended Price
[CUSTOMER PAY]

A SCPR 004072W Labor Total: 187.33

CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE
TEST DROVE VEHICLE COULD NOT DUPLICATE-DROVE VEHICLE HOME NE
XT MORNING POWER STEERING MESSAGE DISPLAY ON RADIO-WHILE DRI
VING SLIGHT TURN TO RIGHTVEH WOULD NOT COUNTER STEER AT THIS
TIME-STEERING WOULD START SIDE TO SIDE MOVEMENT ON ITS OWN
RETURNED TO SHOP SCANNED VEHICLE POWER STEERING DTC C0475
SET SYM TOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER
STEERING MOTOR AND MODULE-CASE #71-557757271

Table with 4 columns: Parts, SO, Description, Price. Includes items like S/S 15775370 MOTOR, MIRROR, CAP, LEVER, HOUSING, WEATHERST, WDO F/S/D, MOLDING.

D & D COLLISION PO: 12622 Non-Taxable: 1200.00

Total Parts: 935.40
Sublet: 1200.00
RENTAL-25 DAYS: 925.00
Operation Total: 3247.73

[CUSTOMER PAY]

*B SCPR 004077 Labor Total: 0.00

CUSTOMER STATES RENTAL
LINE A

Operation Total: 0.00



STATELINE

Chevrolet - Pontiac - Buick
413 E. Main St. Andover, Ohio 44003
Phone: (440) 293-7656
Toll Free: (800) 228-0751
www.statelineautogroup.com

RO: 119974
Cashier: 12:01-1
Date Out: 10/24/2007
Status: MODIFIED REPRINT

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: 77832 Stock #:6C1017

VIN:1G1ZT618X6F IN:0839OUT:1201

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

LINESVILLE PA

Home:

Work:

Advisor: 003015-CHERYL SANISLO

Hat: 855

Sold By: WALTER E LITWIN

Table with 7 columns: OP, Acct, Tech, Hours, Complaint/Cause/Correction, Per Unit, Extended Price. Row 1 contains placeholder characters.

SO = Special Order Parts

Customer Pay Labor: 187.33
Customer Pay Parts: 935.40
Customer Pay Sublets: 1200.00
Customer Pay Miscellaneous: 925.00
Customer Total Due: 3247.73

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

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All parts installed are new/salvaged or reconditioned parts. TERMS: STRICTLY CASH unless arrangements made.

ALL REPAIRS SUBJECT TO A MINIMUM OF 5 HOUR WARRANTY

Signature:

Thank you for allowing us to serve you!

CLAIM CHECK

855

25421

STATELINE

violet - Pontiac - Buick
in St. Andover, Ohio 44003
one: (440) 293-7656
Free: (800) 228-0751
www.statelineautogroup.com

Scottie

RO: 119974

GF121770

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F
2006 CHEV MALIBU MAX BLK
Mileage In: 25421
Delivered: 08/05/2006
In Service: 08/05/2006
Date In: 09/13/2007 08:39

LINESVILLE PA

Home: [redacted] Work: [redacted]
Advisor: 003015-CHERYL SANISLO Hat: 855

Promised: 09/13/2007 17:00 - Call when ready.

25537

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W/STEERING WHEEL MOVES BY ITSELF	
118959	07/11/07	21528		ROBBINS, W	004075	W/STEERING WANDER ALOT AT HIGHWAY	
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C/LUBE, OIL FILTER	
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C/TIRE ROTATION	
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C/LUBE, OIL FILTER	
117040	03/06/07	11708		ROBBINS, W	004021	W/IGNITION HANGS UP	
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W/LEFT HEADLIGHT BOUNCES ALOT	
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C/TIRE ROTATION	

OP Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475 JA
13.84

*B CUSTOMER STATES RENTAL SCPR

Stephanie - Case # 71-557757271

1-866-790-5700

e.A. 21936

Cell #

814-547-1079

DSM - Gary Ross

800-823-0655-8537

814-397-1448

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

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ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature

25587

15928



STATELINE AUTO GROUP Inc.
 413 East Main St. Telephone (440) 293-7656
 ANDOVER, OHIO 44003



RENTAL AGREEMENT

Vin# 1G1ZT51F46F [REDACTED]

TIME IN 8:00	TIME OUT 8:00	VEHICLE NO. 72	LICENSE NO. [REDACTED]	VEHICLE WILL BE RETURNED BY DATE [REDACTED]	DATE OUT 9-13-07	DATE IN 10-6-07
<p>IMPORTANT THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.</p>				OUT BY <i>MRI</i> MILEAGE IN 36134 MILEAGE OUT 34343 MILES DRIVEN 1791	RATE: RENTAL CARS \$ PER PLUS ¢ PER MILE MILES @ 25 DAYS @ 37 92500	
DAMAGE NOTED BEFORE CHECK OUT: <i>None</i>				DAMAGE NOTED ON CHECK IN: <i>None</i>		
DRIVERS LICENSE NO. [REDACTED]	STATE <i>Pa</i>	EXPIRATION DATE: <i>12-10-07</i>	AGE	SUB TOTAL		
INSURANCE CO. <i>Erie</i>	AGENT <i>Rat Casper</i>	POLICY NO. [REDACTED]	LESS GAS ALLOWANCE <i>3/4 Tank</i>			
<p>NOTICE OF RESPONSIBILITY. CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAMAGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.</p>				LESS DEPOSIT		
				TAX		
THE CUSTOMER ACCEPTS ALL RESPONSIBILITY X [REDACTED]				NET AMOUNT DUE		<i>92500</i>

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]
 CITY *Linesville* STATE *Pa* PHONE [REDACTED]
 CUSTOMER'S SIGNATURE X [REDACTED]

TERMS ON REVERSE SIDE

D & D Collision
 27472 Drake Hill Road
 Cochran, PA 16314
 1-814-425-1321 fax 1-814-425-1321

Invoice No. **30**

INVOICE

Customer

Name Stateline Auto
 Address 413 E. Main Street
 City Andover State OH ZIP 44003

Date 10/4/2007
 Model 06 Chevy Malibu
 Stock # 1G1ZT618X6F

Qty	Description	Unit Price	TOTAL
1	FENDER		
1	Blnd RT Fender, R & I RT Fender liner		
	FRONT DOOR		
1	R & I RT trim panel, body side mldg, emblem		
1	Repl. RT handle, mirror, door glass, belt w/strip, glass run chanel		
1	Rpr. RT outer panel,		
	REAR DOOR		
1	R & I RT trim panel, belt w/strip, body side mldg		
1	Repl. RT handle,		
1	Rpr. RT outer panel		
1	QUARTER PANEL		
1	Rpr RT quarter panel, uniside assy		
1	R & I RT Finish molding, antenna, pillars, rocker & floor	\$1,000.00	
1	Paint & materials	\$200.00	
	SubTotal		\$1,200.00
	TOTAL		\$1,200.00

Payment Details

- Cash
- Check
- Credit Card

Name Stateline

Thank You for using D & D Collision!!

RO 119947
 SUBLET

PO-12022
 246/CS



Stateline Auto Group, Inc.

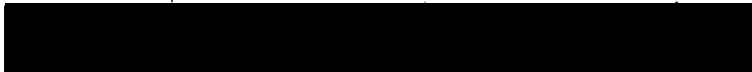
413 East Main Street
Andover, Ohio 44003

Phone Number: 1-800-228-0751
Fax Number: 1-866-215-0477

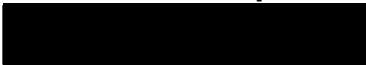
FAX TRANSMITTAL FORM

To: Allison	From: Mike Uzarski
Name: GM-inspector	Date Sent: 9-26-07
CC:	Number of Pages: 10
Phone: 1-800-790-5700	
Fax: 866-775-9478	ext 21049

Message:



06 Malibu Max



055
25421

STATELINE
violet - Pontiac - Buick
in St. Andover, Ohio 44003
one: (440) 293-7656
Free: (800) 228-0751
www.statelineautogroup.com

Scottie

RO: 119974

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F
2006 CHEV MALIBU MAX BLK
Mileage In: 25421

Home: [REDACTED] Work: [REDACTED]
Advisor: 003015-CHERYL SANISLO Hat: 855

Delivered: 08/05/2006
In Service: 08/05/2006
Date In: 09/13/2007 08:39

Promised: 09/13/2007 17:00 - Call when ready.

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type	Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W	STEERING	WHEEL MOVES BY ITSELF
118959	07/11/07	21528		ROBBINS, W	004075	W	STEERING	WANDER ALOT AT HIGHWA
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C	LUBE, OIL	FILTER
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C	TIRE	ROTATION
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C	LUBE, OIL	FILTER
117040	03/06/07	11708		ROBBINS, W	004021	W	IGNITION	HANGS UP
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W	LEFT	HEADLIGHT BOUNCES ALOT
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C	TIRE	ROTATION

Customer Complaint
A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475 JA
13.84

B CUSTOMER STATES RENTAL
SCPR

Stephanie - Case # 71-557757271
1-866-790-5700
ext. 21936

Cell #
814-547-1079

DSM - Gary Ross
800-823-0055-8537
814-397-1448

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

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- This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.
- All parts installed are new/salvaged or reconditioned parts.
- TERMS: STRICTLY CASH unless arrangements made.

REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

Signature: [REDACTED]

15928



STATELINE AUTO GROUP Inc.
413 East Main St. Telephone (440) 293-7656
ANDOVER, OHIO 44003



RENTAL AGREEMENT

Vin # 1G1ZTS1F46F [REDACTED]

TIME IN	TIME OUT	VEHICLE NO.	LICENSE NO.	VEHICLE WILL BE RETURNED BY DATE	DATE OUT	DATE IN
					9-13-07	

IMPORTANT THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.	OUT BY	IN BY	RATE: RENTAL CARS		
	MILEAGE IN		\$ PER	PLUS	¢ PER MILE
	MILEAGE OUT	34343	MILES @		
	MILES DRIVEN		DAYS @		

DAMAGE NOTED BEFORE CHECK OUT: None

DAMAGE NOTED ON CHECK IN: None

DRIVERS LICENSE NO.	STATE	EXPIRATION DATE:	AGE	SUB TOTAL
[REDACTED]	Pa	12-10-07		

INSURANCE CO.	AGENT	POLICY NO.	LESS GAS ALLOWANCE
Erie	Rat Casper	[REDACTED]	

NOTICE OF RESPONSIBILITY -

CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAMAGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.

THE CUSTOMER ACCEPTS ALL RESPONSIBILITY

X [REDACTED]

LESS DEPOSIT		
TAX		
NET AMOUNT DUE		

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]

CITY Linesville STATE Pa PHONE [REDACTED]

CUSTOMER'S SIGNATURE [REDACTED]

TERMS ON REVERSE SIDE

119974

[REDACTED]
Story

① Test drive veh 1st day
could not duplicate customer's concern
No DTCs -
Drove veh home - Next morning Power Steering
message Display - ON Radio
While driving veh on slight turn to
Right - Veh would not counter steer
at this time - steering wheel would start
side to side movement on its own
Returned to shop - Scanned Veh
Power Steering DTC C0475 set symptom (07)
Followed flow chart DTC current
Replace the power steering Motor and Module
Assy I0378243 Scottie Smith 9-26-07
Password Jackson3 Scottie Smith

09/20/2007 at 04:35 PM
6886

Job Number:

ANDOVER COLLISION CENTER LLC

License # [REDACTED] Federal ID #:204835401
" IT'S WORTH THE DRIVE "
409 East Main
Andover, OH 44003
(440)293-6890 Fax: (440)293-4357

PRELIMINARY ESTIMATE

Written By: Frank Curtis 447816
Adjuster: STEPHANIE

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Day: [REDACTED]
Business: [REDACTED]

Claim #CASE# 71-557757271
Policy #
Deductible:
Date of Loss:
Type of Loss:
Point of Impact:

Inspect
Location:

Insurance
Company:

Business: (866)790-5700x21936
Days to Repair

2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK
VIN: 1G1ZT618X6F [REDACTED] Lic: [REDACTED] PA Prod Date: 09/2005 Odometer: 25421

- | | | |
|------------------------|-------------------------|-----------------------|
| Air Conditioning | Rear Defogger | Tilt Wheel |
| Cruise Control | Telescopic Wheel | Intermittent Wipers |
| Keyless Entry | Steering Wheel Controls | Body Side Moldings |
| Dual Mirrors | Console/Storage | Traction Control |
| Clear Coat Paint | Power Steering | Power Brakes |
| Power Windows | Power Locks | Power Mirrors |
| Power Trunk/Tailgate | AM Radio | FM Radio |
| Stereo | Search/Seek | CD Player |
| Anti-Lock Brakes (4) | Driver Air Bag | Passenger Air Bag |
| 4 Wheel Disc Brakes | Cloth Seats | Bucket Seats |
| Automatic Transmission | Overdrive | Aluminum/Alloy Wheels |

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FENDER				
2	Blnd RT	Fender				0.9
3	R&I RT	Fender liner			0.4	
4		FRONT DOOR				
5	R&I RT	R&I trim panel			0.4	
6	Repl RT	Handle, outside	1	23.16	0.4	0.4
7		Add for Clear Coat				0.1
8	Repl RT	Mirror assy w/heated	1	128.45	0.3	
9	Repl RT	Door glass NAGS	1	174.35	0.5	
10	Repl RT	Belt w'strip	1	32.77	0.2	
11*	R&I RT	Body side mldg black			0.3	

09/20/2007 at 04:35 PM
6886

Job Number:

PRELIMINARY ESTIMATE

2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12*	Rpr	RT Outer panel				<u>3.0</u>	2.0
13		Overlap Minor Panel					-0.2
14		Add for Clear Coat					0.7
15#		Add refinish upper door frame	1				0.5
16*	R&I	RT Emblem				<u>0.2</u>	
17		REAR DOOR					
18	R&I	RT R&I trim panel				0.4	
19	Repl	RT Handle, outside	1	23.16		0.4	0.4
20		Overlap Minor Panel					-0.2
21		Add for Clear Coat					0.1
22	R&I	RT Belt w'strip				0.2	
23*	R&I	RT Body side mldg black				<u>0.3</u>	
N 24*	Rpr	RT Outer panel				<u>6.0</u>	2.0
25		Overlap Major Adj. Panel					-0.4
26		Add for Clear Coat					0.3
27		Add for Edging					0.5
28		QUARTER PANEL					
29*	Rpr	RT Quarter panel				<u>7.0</u>	2.0
30		Overlap Major Adj. Panel					-0.4
31		Add for Clear Coat					0.3
32		Add for Lock Pillar					0.5
33		Add for Clear Coat					0.1
34	R&I	RT Finish molding				0.3	
35		ELECTRICAL					
36	R&I	Antenna, fixed				0.1	
37		PILLARS, ROCKER & FLOOR					
38*	Rpr	RT Uniside assy / INC				s <u>0.5</u>	<u>1.5</u>
		WINDSHEILD PILLAR					
39		Overlap Major Adj. Panel					-0.4
40		Add for Clear Coat					0.2
41#		COVER VEHICLE	1	6.00		0.2	
42#	Repl	CORROSION PROTECTION	1	12.00		0.3	
43#	Repl	FLEX ADDITIVE	1	7.00			
44#		DE'NIB NEWLY REFINISHED AREA'S	1				
Subtotals ==>				406.89		21.4	10.9

Line 24 : time includes damage inside rear edge

Estimate Notes:

NOTE:

ALL REPAIRS RECIEVE A WRITTEN LIFETIME WARRANTY.

09/20/2007 at 04:35 PM
6886

Job Number:

PRELIMINARY ESTIMATE

2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK

Parts			406.89
Body Labor	21.4 hrs @ \$ 40.00/hr		856.00
Paint Labor	10.9 hrs @ \$ 40.00/hr		436.00
Paint Supplies	10.9 hrs @ \$ 23.00/hr		250.70

SUBTOTAL			\$ 1949.59
Sales Tax	\$ 1949.59 @ 6.5000%		126.72

GRAND TOTAL			\$ 2076.31

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04 Database Date 08/2007, CCC Data Date 08/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

< Back

Forward >

Document ID# 1239320
2006 Chevrolet Malibu

Feedback

Print

DTC C0475 (Symptom 00)

Circuit Description

The power steering control module (PSCM) continuously monitors the voltage and current levels being commanded to the power steering motor. The PSCM compares the commanded and feedback current levels to detect malfunctions in the power steering motor.

DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0475 Electric Steering Motor Circuit

This vehicle has DTCs which include DTC symptoms. For more information on DTC symptoms, refer to [DTC Symptom Description](#).

DTC Symptom	DTC Symptom Descriptor
00	No Additional DTC Information

Conditions for Running the DTC

- The ignition is ON, with the engine ON.
- Power Steering System voltage is 9-16 volts.
- Steering input is present.

Conditions for Setting the DTC

A short to ground, short to voltage, or an open in the power steering motor, or the circuits to the motor.

Action Taken When the DTC Sets

- A DTC C0475 00 is stored in memory.
- The DIC displays the POWER STEERING warning message.
- No steering assist is provided.

Conditions for Clearing the DTC

- ~~A current DTC will clear on the next malfunction-free ignition cycle.~~

Service Information

- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

Step	Action	Yes	No
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. With the scan tool, select Diagnostic Trouble Codes (DTC) function. Does the scan tool indicate that DTC C0475 00 is current?	Go to Step 3	Yes Go to Step 4
3	Replace the power steering motor and module assembly. Refer to <u>Motor Replacement - Power Steering Assist</u> . Did you complete the repair?	Go to Step 3	--
4	1. Use the scan tool in order to clear the DTC. 2. Operate the vehicle within the Conditions for Running the DTC. Does the DTC reset?	Go to Step 2	System OK

Document ID# 1239320
2006 Chevrolet Malibu

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

December 23, 2010

[REDACTED]
Desplaines, IL [REDACTED]

Service Request: 71-538437204
Customer Relationship Specialist: Candice DeLaet

Dear [REDACTED]:

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

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

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

Sincerely,

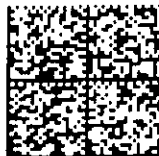
Pontiac Customer Assistance Center



Customer Assistance Center
 Pontiac
 PO Box 33172
 Detroit, MI 48232-5172

SEP 12 2007

366609T009



PITNEY BOWEN'S
 US POSTAGE
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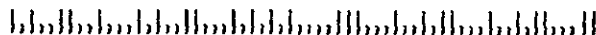
UNABLE TO FORWARD/FOR REVIEW
 NO FORWARDING ORDER ON FILE
 RETURN TO SENDER
 OF ORIGINAL ADDRESS *CO44**
 BC: 60018141399 PM *2276-0318-08-21

NIXIE 600 DC 1 00 09/03/07

RETURN TO SENDER
 NOT DELIVERABLE AS ADDRESSED
 UNABLE TO FORWARD

BC: 48232517272 *0290-01533-03-37

48232@5172





Customer Assistance Center
Pontiac
PO Box 33172
Detroit, MI 48232-5172

August 2, 2007

[REDACTED]
Desplaines, IL [REDACTED]

CUSTOMER DID NOT RECEIVE
THIS FROM GMC

Service Request: 71-538437204
Customer Relationship Specialist: Candice DeLaet

Dear [REDACTED]

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

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

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

Sincerely,

Pontiac Customer Assistance Center

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

Northeast Region Enhanced Dealership Empowerment Process

(Service Manager Template – revised 10/01/2005)

1. Please complete this template by either typing or legibly writing in all required information.
2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - NOTE: It is NOT necessary to fax in all 12 pages of the template, only those that apply
3. Place the template in your VIN history file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team in Chatham @ 1-800-231-1841 prompt 3, prompt 2

AVM's Name & Phone	PAT DUBAY - 1-585-750-6482	
Service Manager's Name & Phone	JOHN SEE - 716-691-7800 X337	
Dealership Name & BAC	DONDAVIS AUTOWORLD inc. 115805	
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]	
Customer Complete Mailing Address	[REDACTED]	NORTH TONAWANDA NEW YORK
Daytime phone number	[REDACTED]	[REDACTED]
Evening phone number	[REDACTED]	[REDACTED]
FULL VIN	16ZEG528754 [REDACTED]	
Current Mileage	24881 mi	
Short explanation as to why the goodwill tool was offered to the customer (Specific information required)	Customer had numerous repair and it would if it continues after 3/30 he will incur excessive repair bills based on history of his vehicle.	
If subsequent owner, indicate date & mileage at time of purchase	original owner.	

9

Mandatory Deductible	Mandatory Deductible
<input checked="" type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200	<input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200

Model years 2003 – Current

Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Classification Guide, Rate Classes 1-8.				
In service up to 12 months and 12,000 miles.				
Note: GMPP Major Guard, Value Guard, & Basic Guard <u>36/45,000, 36/54,000, & 48/48,000</u> plans are <u>unavailable for Rate Classes 3A, 4A, 6 & 7 vehicles, which are currently the 2006 LaCrosse, 2006 Lucerne, 2006 Rainier, 2006 Rendezvous, 2006 Terraza, H3, and all Cadillac vehicles.</u>				
<input type="checkbox"/> Major Guard <input type="checkbox"/> Value Guard <input type="checkbox"/> Basic Guard				
36 Months	48 Months	60 Months	72 Months	84 Months
<input type="checkbox"/> 45,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 48,000	<input type="checkbox"/> 56,000
<input type="checkbox"/> 54,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 50,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 70,000
<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 60,000	<input type="checkbox"/> 72,000	<input type="checkbox"/> 84,000
<input type="checkbox"/> 75,000	<input type="checkbox"/> 80,000	<input type="checkbox"/> 75,000	<input type="checkbox"/> 90,000	
<input type="checkbox"/> 100,000	<input type="checkbox"/> 100,000	<input type="checkbox"/> 90,000	<input type="checkbox"/> 100,000	
		<input type="checkbox"/> 100,000		
Available Deductible				
<input type="checkbox"/> \$0 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200				

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

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

December 27, 2010

[REDACTED]
[REDACTED]
North Tonawanda, NY [REDACTED]

Service Request: 71-541224492
Customer Relationship Specialist: David Miller

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528754 [REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on July 27, 2007 and ending on July 27, 2009, and begins with 24,881 and ends with 48,881 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

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

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 5/01/2007)

- 1) Please complete this template by either typing or legibly writing in all required information
- 2) Either fax the completed template to 1-866-430-2718, or attach to an e-mail and send to AVM.TEAM@GMEXPERT.COM
 - o It is NOT necessary to FAX all 13 pages; only those that apply to your request
- 3) Place a copy of the completed template in your VIN history file for future reference

NOTE: Questions pertaining to potential goodwill options (prior to committing to customer), goodwill value &/or the status of a pending request should be directed to the GM Call Center at 1-800-231-1841 (prompt 3, prompt 2).

Region	<input type="checkbox"/> NEast	<input type="checkbox"/> SEast	<input type="checkbox"/> NCentral	<input checked="" type="checkbox"/> SCentral	<input type="checkbox"/> Western
--------	--------------------------------	--------------------------------	-----------------------------------	----------------------------------------------	----------------------------------

Service Manager Name & Phone Number	Dennis Williams 817 696 2051
Dealership Name, Location & BAC Number	Moritz Chevrolet 133016
CAC Case (SR) Number (if known)	[REDACTED]
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer Complete Mailing Address	BENBROOK TX [REDACTED]
Daytime Phone Number	[REDACTED]
Evening Phone Number	[REDACTED]
FULL VIN	1G1ZS51F76F [REDACTED]
Current Mileage	35256
District Service Manager's Name & Phone Number	PAT MARTINEZ 817 771 2201
Customer's Concern(s) And Business Reason(s) For Offering Goodwill to this loyal, appreciative, deserving customer	CUSTOMER HAS HAD 3 VISITS TO DEALER FOR NOISE IN STEERING . THERE HAS BEEN REPAIRS TO STEERING GEAR AND STEERING SHAFT. CUSTOMER IS COMPLETELY HAPPY WITH CAR EXCEPT FOR THE PROBLEMS WITH THE STEERING. HE HAS INVESTIGATED ON THE INTERNET AND DISCOVERED THESE AND OTHER PROBLEM WITH ELECTRIC STERERING IN HIS CAR AND IS FEARFUL OF REPAIR BILLS AFTER WARRANTY PERIOD UP. I OFFERED A COMPONENT LETTER. HE WAS THANKFULL AND ACCEPTED.
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & milcage at purchase, and seller)	RO 534766 522652 496191

Component Coverage Letter

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

December 27, 2010

[REDACTED]
Benbrook, TX [REDACTED]

Service Request: 71-541224554
Customer Relationship Specialist: Sarah Ploegman

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZS51F76F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 29, 2011, or 75,000 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. 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.

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

December 27, 2010

[REDACTED]
[REDACTED]
Colorado Springs, CO [REDACTED]

Service Request: 71-542359221

Customer Relationship Specialist: Daniel Nyhan

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

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

Sincerely,

Chevrolet Customer Assistance Center

December 27, 2010

[REDACTED]
[REDACTED]
Colorado Springs, CO [REDACTED]

Service Request: 71-542359221
Customer Relationship Specialist: Daniel Nyhan

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52825F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 24, 2011, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

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

If you have any future questions, 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.

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

Marion, AR

Case# 71-54599-226

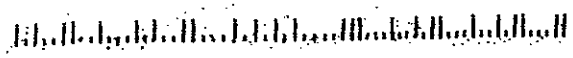
MEMPHIS TN 381

12 SEP 2007 PM 2 L

SEP 17 2007

R. Waggoner CEO
Pontiac
P.O. BOX 33172
Detroit, MI 48232-5172

IF God be for me who can be ⁹²³² ~~against~~ ¹⁷² me. romans 8:31



Mr. Waggoner,

I am writing in regards to my 2006 Pontiac G6. I have been having several issues with the steering gear. I have taken my vehicle in four times for the same problem and the service department tells me that there is not a permanent fix for this issue. I feel that there is a defect in my vehicle and I have called the customer care line and no one seems able to help me. I have been faithful to the GM product for the last ten years. It saddens me to know that when I made these purchases, that GM is a company that advertise that they are responsible and safety is important but, now that I have had to test that statement of loyalty I have found it to be false. I feel that I have been inconvenienced and do not feel that my car is safe for my family and me. I have recently taken my car in two weeks ago and it is once again making the same noise and it is getting louder. I have had this vehicle less than 2 years, and I started having this problem when I only had 20,000 miles. How is GM going to stand by its product? Is there any way that this vehicle can go back to the assembly line? Can you send me a replacement vehicle from the corporate office? Waiting to hear from you.

Thanks and best regards,



December 27, 2010

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

Service Request: 71-545992264
Customer Relationship Specialist: Judy Kilgore

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558164 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on August 09, 2007 and ending on August 09, 2008 and begins with 40,000 and ends with 52,000 odometer miles

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

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

Issued by:
Chevrolet

Certificate No. 1G1ZU64865F [REDACTED]

Issue Date: December 27, 2010

Issued exclusively for: [REDACTED]

Tacoma, WA [REDACTED]

Valid through: August 15, 2008

Amount: One Thousand Five Hundred Dollars and Zero Cents
******\$1,500.00******

December 27, 2010

[REDACTED]
Tacoma, WA [REDACTED]

Service Request: 71-546276566
Customer Relationship Specialist: Bryan Cook

Dear [REDACTED]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1ZU64865F [REDACTED], enclosed is the Owner Loyalty Certificate for the amount of \$1,500.00. This certificate is valid through August 15, 2008, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

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

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

Sincerely,

Chevrolet Customer Assistance Center

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

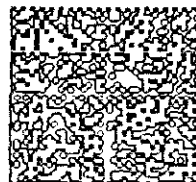
GMAC

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

P.O. Box 2150
GREELEY, CO 80632

ADDRESS SERVICE REQUESTED

PRESORTED
FIRST CLASS



Hesler

016H26512587

\$00.360

08/24/2007

Called From 97302

US POSTAGE

SEP 05 2007

Pontiac Division
PO BOX 436008
Pontiac, MI 48343

czg

F-GDSM1 48343



GMAC

P.O. Box 2150 Greeley CO 80632

1-800-200-4622

August 24, 2007

[REDACTED]
Bend, OR [REDACTED]

Account No.: 085-9081-89413
Vehicle: N05 Pontg6
VIN: 1G2ZH528954 [REDACTED]

Dear [REDACTED]

This is in response to your complaint of August 17, 2007. We have referred your complaint to Pontiac Division PO BOX 436008 Pontiac MI 48343, the manufacturer, and Murray & Holt Motors, Inc., advising them of the problem and requesting their assistance. You will be contacted by the manufacturer and arrangements will be made to review your concerns.

GMAC regrets any inconvenience you have encountered, and we hope that the matter will be promptly resolved to your satisfaction.

Sincerely,



Customer Service Specialist

GMAC

P.O. Box 2150 Greeley CO 80632

1-800-200-4622

August 24, 2007

Pontiac Division

PO BOX 436008
Pontiac, MI
48343

Account No.: 085-9081-89413

Vehicle: N05 Pontg6

VIN: 1G2ZH528954 [REDACTED]

Customer: [REDACTED]

Bend, OR [REDACTED]

Dealer: Murray & Holt Motors, Inc.
181 Ne Franklin
Bend, OR 97701

The above lessee has written us a complaint letter regarding the leased vehicle. We are requesting your assistance in resolving the matter quickly in the interest of customer satisfaction. As GMAC is the owner of the vehicle, please send us a copy of all correspondence and/or instructions you send to the lessee concerning this vehicle.

Your cooperation is appreciated.

Sincerely,



Customer Service Specialist

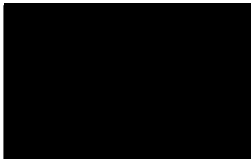
GMAC

P.O. Box 2150 Greeley CO 80632

1-800-200-4622

PRODUCT COMPLAINT FACT SHEET

Customer:



Account Number:



Telephone:

Due:

8/21/07

OSB:

\$3,941.88

Dealer:

Murray & Holt Motors, Inc.

Vehicle:

- Retail Lease
 New Used

Description: N05 Pontg6

COMPLAINT RE: Dealer Product Other GMAC

TYPE OF WARRANTY: New Outside Dealer None

WARRANTY STILL IN FORCE? YES NO

HAS CS RETAINED AN ATTORNEY? YES NO

NAME OF ATTORNEY: Customer went to NHTSA.GOV to make complaint

SUMMARY OF COMPLAINT: Problem is the power steering went out at 50 mph; his wife was almost killed. When the dealer finally put diagnostic 11 error codes showed up 3 pertaining to the power steering; at first they were not going to continue with the rental car; customer advised he would not allow his wife or anyone else to drive this vehicle and would not make any more payments. Then they decided to order a power steering replacement unit and continue with the rental car.

Customer does not want this car anymore. They feel with the numerous problems it has had and is not safe he would like to utilize the lemon law and have this flat cancelled.

He went to the web site of nhtsa.Gov and found they have a preliminary action pe07-023 for 2005/2006 Pontiac G6; they started this 4/25/2007; He filed a complaint with them; the number is 10199326 their ph# is 888.327.4263

He is getting the service records on this vehicle and would be glad to fax it to us.

WILL CUSTOMER CONTINUE PAYMENTS: **YES** **NO**

Customer Referred to: **Dealer** Murray and Holt Motors
 Manufacturer Pontiac
 O/S Warranty Co
 Arbitration
 CS Attorney

CALL TAKEN BY: Ida Berg **DATE:** August 24, 2007

ACTION REQUESTED: Flat Cancel, they have taken preliminary action with NHTSA.GOV action #pe07-023 for 2005/2006 Pontiac G6 filed the complaint on 042507 complaint #10199326 ph#8883274263

GMAC

P.O. Box 12699
GLENDALE, AZ 85318-2699

ADDRESS SERVICE REQUESTED

~~ADDRESS~~


AUG 28 2007

Pontiac Division
Customer-Relations Manager
PO Box 436008
Pontiac, MI
48343-6008

rck

48343\$6008



UNITED STATES POSTAGE

METNEY BOWES
02 1A \$ 00.410
0004388088 AUG 20 2007
MAILED FROM ZIP CODE 19701

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

August 20, 2007

[REDACTED]
Bend, OR [REDACTED]

Account No.: 085-9081-89413
Vehicle: N05 Pontg6
VIN: 1G2ZH528954 [REDACTED]

Dear [REDACTED]

This is in response to your complaint of August 20, 2007. We have referred your complaint to Pontiac Division, the manufacturer, and Murray & Holt Motors, Inc., advising them of the problem and requesting their assistance. You will be contacted by the manufacturer and arrangements will be made to review your concerns.

GMAC regrets any inconvenience you have encountered, and we hope that the matter will be promptly resolved to your satisfaction.

Sincerely,

Roxie Kelsey

Roxie Kelsey

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

August 20, 2007

Pontiac Division
Customer Relations Manager
PO Box 436008
Pontiac, MI
48343-6008

Account No.: 085-9081-89413

Vehicle: N05 Pontg6

VIN: 1G2ZH528954 [REDACTED]

Customer: [REDACTED]

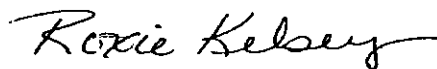
Bend, OR [REDACTED]

Dealer: Murray & Holt Motors, Inc.
181 Ne Franklin
Bend, OR 97701

The above lessee has written us a complaint letter regarding the leased vehicle. We are requesting your assistance in resolving the matter quickly in the interest of customer satisfaction. As GMAC is the owner of the vehicle, please send us a copy of all correspondence and/or instructions you send to the lessee concerning this vehicle.

Your cooperation is appreciated.

Sincerely,



Roxie Kelsey

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

PRODUCT COMPLAINT FACT SHEET

Customer: [REDACTED]

Account Number: [REDACTED]

Telephone: [REDACTED]

Due: 8/21/07

OSB: \$3,941.88

Dealer: Murray & Holt Motors, Inc.

Vehicle: Retail Lease

New Used

Description: N05 Pontg6

COMPLAINT RE: Dealer Product Other GMAC

TYPE OF WARRANTY: New Outside Dealer None

WARRANTY STILL IN FORCE? YES NO

HAS CS RETAINED AN ATTORNEY? YES NO

NAME OF ATTORNEY:

SUMMARY OF COMPLAINT: [REDACTED] called saying the problem is in the power steering. It went out while traveling 50 miles per hour and his wife was almost killed. A diagnostic test was finally done and 11 error coeds showed up, 3 pertaining to power steering. [REDACTED] has GM case # 71-546512643 and case # 10199326 that is with nhtsa.gov.

WILL CUSTOMER CONTINUE PAYMENTS: YES NO

Customer Referred to: Dealer
 Manufacturer
 O/S Warranty Co
 Arbitration
 CS Attorney

CALL TAKEN BY: Ida X Berg

DATE: August 20, 2007

ACTION REQUESTED: [REDACTED] is request a call back.

December 27, 2010

[REDACTED]
Bend, OR [REDACTED]

Service Request: 71-546512643
Customer Relationship Specialist: Tresha Ellison

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

JIM CAUSLEY PONTIAC - GMC

38111 GRATIOT CLINTON TWP, MI 48036

(586) 465-8441

Fax: (586) 463-0477

Tax ID: 381545370

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

NUMBER OF PAGES

9

TO: GM Product Allegation

ATTN: Thaddeus Kinzer

REGARDING: [REDACTED]

FROM: Don Kersey
JIM CAUSLEY-BODY SHOP

848879



**PONTIAC-GMC TRUCK
JIM CAUSLEY, INC.**

38111 GRATIOT AVE. • CLINTON TWP., MI. 48036-3592

Phone: (586) 465-8465

REQUEST A SERVICE APPOINTMENT AT:

www.jimcausley.com

DEALER REGISTRATION NO. F-100453

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/07/07	843917	29893	1155	1921	W	55PNZ	ELEC INSTRUMENT WORK
08/22/06	828341	8645	1153	1936	W	40PNZ	ENG MECHANICAL WORK

BODY

SALESPERSON NO. 1002

VEHICLE ID NO. 1G2ZG558064	YEAR/MAKE/MODEL 06/PONTIAC/G6/G6 SEDAN	STOCK NO. 7931	LICENSE NO. 848879
CUSTOMER NO. 77299	SERVICE CONTRACT VIP PREFERRED PLAN	DELIVERY DATE 01/03/06	DELIVERY MILES 25
COLOR STEALTH GRAY/EBON	CONTRACT NO.	EXPIRATION DATE 01/03/09	EXPIRATION MILES 36,000
TURBO PNZZ	W/MC PNZZ	AIR COND.	P. S.
TRANS	MILEAGE 36,716	ADVISOR NO. 1223	PRODUCTION DATE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delay in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or recondition. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand and pursuant to said express garage keeper's lien, I have no right of possession to the above vehicle until repairs thereto have been paid in full or used the vehicle to me.

ORIGINAL ESTIMATE			TOTAL HOURS
PARTS	LABOR	TOTAL	

DATE/TIME PROMISED: **08/07/07 06:00pm** PRIORITY: **2**

APPOINTMENT Yes No

Advisor: **GRETCHEN PIOTROWSKI**

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01PNZ00LOF	LUBE/OIL/FILTER	MI	27.00
01PNZ30K	30,000 MAINTANCE	MI	0.00
01PNZ15K	15,000 SERVICE	MI	0.00
01PNZROT	ROTATE TIRES	MI	14.95

CONTACT YOUR SERVICE ADVISOR:

_____ @ jimcausley.com

DEDUCTIBLE	OTHER	AMOUNT
\$	+	\$
INSURANCE COMPANY	FILE NUMBER	
ADDRESS	SIGNATURES	
ASSURED	CLAIMANT	
TYPE OF RELEASE		
Noted Prior Damage:		
Fr. End <input type="checkbox"/> Rt. Fend. <input type="checkbox"/> Rt. Door(s) <input type="checkbox"/> Rt. O. <input type="checkbox"/> Rt. Door's <input type="checkbox"/> Rt. O. <input type="checkbox"/> Rear End <input type="checkbox"/>		
L.O. <input type="checkbox"/> L. Door(s) <input type="checkbox"/> L. Fend. <input type="checkbox"/> Roof <input type="checkbox"/> Interior <input type="checkbox"/> Glass <input type="checkbox"/> Other <input type="checkbox"/>		

LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE:	PARTS	LABOR	TOTAL
X	0.00	0.00	0.00

COMMENTS: TOW IN

1 **C 61PNZ BODY WORK** *Rob*
 REPAIR PER ESTIMATE *No Power Steering*
Checked with Tech 2 found code DTC U2111
Used Diagnostic Flow Chart Document ID1326540
to step 10 which says replace Power Steering Control Module

2 **C 62PNZ PAINT SHOP WORK**
 REPAIR PER ESTIMATE *See attached Flow Chart*
Module is part of Electric Power Steering Motor & Controller Assy

TERMS	SAVE REMOVED PARTS FOR CUSTOMER
CASH <input type="checkbox"/>	<input type="checkbox"/> YES <input type="checkbox"/> NO
CREDIT CARD <input type="checkbox"/>	
CHECK <input type="checkbox"/>	
PROB APPROVAL <input type="checkbox"/>	CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO
OTHER <input type="checkbox"/>	

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, ETC. INCOME OR ANY OTHER INCIDENTAL DAMAGES.

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. REPAIRS PROPERLY COMPLETED AND CHECKED BY: X

Date: 8/21/2007 03:13 PM
 Estimate ID: 3982
 Estimate Version: 0
 Preliminary
 Profile ID: CUSTOMIZED

JIM CAUSLEY PONTIAC - GMC

1313 S. GRATIOT, CLINTON TWP, MI 48036
 (586) 465-8441
 Fax: (586) 463-0477
 Tax ID: 381545370

Damage Assessed By: DON KERSEY

Appraised For: THADDEUS KINZER

Deductible: UNKNOWN

Owner: [REDACTED]
 Address: [REDACTED] WASHINGTON, MI [REDACTED]
 Telephone: Home Phone: [REDACTED]

Mitchell Service: 910410

Description: 2006 Pontiac G6
 Body Style: 4D Sed
 VIN: 1G2ZG558064 [REDACTED]
 Mileage: 36,716
 Color: GRAY
 Options: CRUISE CONTROL

Drive Train: 3.5L Inj 6 Cyl 4A FWD

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	FRT BUMPER COVER ASSY			2.8 #
2	000008	BDY	REMOVE/REPLACE	FRT BUMPER COVER	19120467	GM PART 398.08	INC #
3	AUTO	REF	REFINISH	FRT BUMPER COVER			C 2.6
4	000011	BDY	REMOVE/REPLACE	FRT BUMPER ADHESIVE EMBLEM	25771372	GM PART 36.35	0.1
5	000012	BDY	REMOVE/REPLACE	FRT BUMPER IMPACT ABSORBER	22624987	GM PART 134.70	INC
6	931090	FRN*	REPAIR	UNIBODY STRUCTURE	Existing		6.0*
7	931104	MCH	ADD'L LABOR OP	FRONT END ALIGNMENT	Sublet	43.95	* 0.0*
8	000021	BDY	REMOVE/REPLACE	FRT BUMPER SPLASH SHIELD	15859479	GM PART 73.79	INC
9	002488	BDY	REMOVE/REPLACE	R LWR GRILLE	15243287	GM PART 48.78	INC #
10	000033	BDY	REMOVE/REPLACE	R FRONT COMBINATION LAMP ASSEMBLY	15835751	GM PART 210.00	INC
11	AUTO	BDY	CHECK/ADJUST	HEADLAMPS			0.4
12	000050	BDY	REMOVE/REPLACE	R FRT FOG LAMP ASSEMBLY	15162675	GM PART 149.04	INC #
13	000058	BDY	REPAIR	HOOD PANEL	Existing		1.0*
14	000137	BDY	REPAIR	R FENDER PANEL	Existing		2.0**
15	AUTO	REF	REFINISH	R FENDER OUTSIDE			C 1.9
16	000138	BDY	REPAIR	L FENDER PANEL	Existing		2.0**
17	AUTO	REF	REFINISH	L FENDER OUTSIDE			C 1.7
18	000145	BDY	REMOVE/REPLACE	R FENDER LINER	15255733	GM PART 32.77	0.4
19	000217	BDY	REMOVE/REPLACE	WHEEL	89060324	GM PART 273.52	0.3
20	931125	BDY	ADD'L LABOR OP	MOUNT & BALANCE TIRE	Sublet	15.00	* 0.0*
21	001640	MCH	REMOVE/REPLACE	STEERING ASSIST MOTOR	-M 15775370	GM PART 352.33	0.9
22	001213	REF	REFINISH	L FRT DOOR OUTSIDE			C 1.6
23	001229	BDY	REMOVE/INSTALL	L FRT REAR VIEW MIRROR			INC #
24	001223	BDY	REMOVE/INSTALL	L FRT OTR BELT MOULDING			0.8 #
25	000545	BDY	REMOVE/REPLACE	L FRT DOOR ADHESIVE MOULDING	89024127	GM PART 86.61	0.2
26	AUTO	REF	REFINISH	L FRT DOOR MOULDING			C 0.5

ESTIMATE RECALL NUMBER: 08/21/2007 15:11:04 3982

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UltraMate Version: 6.0.026

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Date: 8/21/2007 03:13 PM
 Estimate ID: 3982
 Estimate Version: 0
 Preliminary
 Profile ID: CUSTOMIZED

27	936001	ADD'L COST	TOWING		302.50 *
28	933006 FRM	ADD'L OPR	FRAME/RACK SET UP		1.0*
29	AUTO REF	ADD'L OPR	CLEAR COAT		2.2
30	AUTO	ADD'L COST	PAINT/MATERIALS		210.00 *
31	AUTO	ADD'L COST	HAZARDOUS WASTE DISPOSAL		2.00 *
32	900500 MCH*	ADD'L LABOR OP	DIAGNOSE POWER STEERING PROBLEM Existing		6.0*
33	900500 MCH*	ADD'L LABOR OP	RELEARN PWR STEER ASSIST MOTOR TO BExisting		1.0*

* - Judgment Item
 # - Labor Note Applies
 C - Included in Clear Coat Calc

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals	II. Part Replacement Summary	Amount
Body	10.0	36.00	0.00	15.00	375.00	Taxable Parts	1,795.97
Refinish	10.5	36.00	0.00	0.00	378.00	Sales Tax @ 6.000%	107.76
Frame	7.0	50.00	0.00	0.00	350.00		
Mechanical	7.9	78.01	0.00	43.95	660.23	Total Replacement Parts Amount	1,903.73
Non-Taxable Labor					1,763.23		
Labor Summary	35.4				1,763.23		
III. Additional Costs					Amount	IV. Adjustments	
Taxable Costs					210.00	Customer Responsibility	
Sales Tax @ 6.000%					12.60	0.00	
Non-Taxable Costs					304.50		
Total Additional Costs					527.10		
						I. Total Labor:	1,763.23
						II. Total Replacement Parts:	1,903.73
						III. Total Additional Costs:	527.10
						Gross Total:	4,194.06
						IV. Total Adjustments:	0.00
						Net Total:	4,194.06

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

Document ID# 1326540
2006 Pontiac G6
1G2ZG558064

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DTC U2105-U2199

Circuit Description

Modules connected to the GMLAN serial data circuits monitor for serial data communications during normal vehicle operation. Operating information and commands are exchanged among the modules. The modules have programmed information about what messages are needed to be exchanged on the serial data circuits, for each virtual network. The messages are also supervised and some periodic messages are used by the receiver module as an availability indication of the transmitter module. The supervision time-out period is 250 milliseconds. Each message contains the identification number of the transmitter module. When a message that indicates the availability of the transmitter module is not received, the receiver module sets a DTC 21xx where xx is equal to the 2-digit identification number of the transmitter module.

The DTC descriptors listed below provide a method for determining which module is not communicating. A module with a GMLAN serial data circuit malfunction or which loses power during the current ignition cycle will have a Loss of Communication DTC set by other modules that depend on information from that failed module. The modules that can communicate will set a DTC indicating the module that cannot communicate.

DTC Descriptors

This diagnostic procedure supports the following DTCs:

- DTC U2105 Lost Communications With Engine Control System
- DTC U2106 Lost Communications With Transmission Control System
- DTC U2107 Lost Communications With Body Control System
- DTC U2108 Lost Communications With ABS/TCS Control System
- DTC U2109 Lost Communications With Powertrain Multiple Control System
- DTC U2111 Lost Communications With Steering Control System
- DTC U2113 Lost Communications With Sensing Diagnostic Module (SDM)
- DTC U2116 Lost Communications With Instrument Panel Cluster (IPC)
- DTC U2122 Lost Communications With Radio
- DTC U2125 Lost Communication With Vehicle Communication Interface Module
- DTC U2127 Lost Communications With Front HVAC
- DTC U2137 Lost Communications With Vehicle Theft Deterrent (VTD)
- DTC U2171 Lost Communications With DVD Player
- DTC U2172 Lost Communications With Digital Radio Receiver

When more than one Loss of Communication DTC is set in either one module or in several modules, diagnose the DTCs

Service Information

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in the following order:

1. Current DTCs before history DTCs unless told otherwise in the diagnostic table.
2. The DTC which is reported the most times.

This vehicle has DTCs which include DTC Symptoms. For more information on DTC Symptoms, refer to DTC Symptom Description in Vehicle DTC Information.

DTC Symptom	DTC Symptom Descriptor
00	No Additional Information

Conditions for Running the DTCs

- Voltage supplied to the modules is in the normal operating voltage range.
- The vehicle power mode requires serial data communication to occur.
- DTC U2100 does not have a current status.

Conditions for Setting the DTC

A supervised periodic message that includes the transmitter module availability has not been received.

Action Taken When the DTC Sets

The module uses a default value for the missing parameter.

Conditions for Clearing the DTC

- A current DTC clears when the malfunction is no longer present.
- A history DTC clears when the module ignition cycle counter reaches the reset threshold, without a repeat of the malfunction.

Diagnostic Aids

- A poor connection at the inoperative module may cause this code to set.
- An improperly powered module may cause this code to set.

Test Description

The numbers below refer to the step numbers on the diagnostic table:

3. If the body control module (BCM) will not power up the vehicle cannot establish the correct power mode. This step tests for the correct power supply conditions for the BCM.
4. If DTC U2105 to U2177 are set as history and you can communicate with the suspect module, the malfunction is an intermittent communication buss, power supply, ground or internal module connection.

Service Information

Page 3 of 3

5. This step tests for the correct power supply conditions of the suspect module or modules.
7. The powertrain control module (PCM) that is used in the 3.5L (LX9) powertrain package can lose communication with the buss if there is a malfunction in the camshaft position (CMP) or the crankshaft position (CKP) sensors 12-volt reference circuit.
8. This step identifies which of the GMLAN busses the module or modules use for communication. Use the Data Link References for identifying the correct buss to analyze.
13. The module which was not communicating due to an open in the GMLAN serial data circuits may have set Loss of Communication DTCs for those modules that it was monitoring.
14. The modules which can communicate indicate the module which cannot communicate. You must clear the DTC from these modules to avoid future misdiagnosis.

Step	Action	Yes	No
<i>Schematic Reference: Data Link Connector Schematics</i>			
<i>Connector End View Reference: Master Electrical Component List in Wiring Systems</i>			
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle in Vehicle DTC Information
2	<ol style="list-style-type: none"> 1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. Attempt to communicate with the body control module (BCM). Were you able to communicate with the BCM?	Go to Step 4	Go to Step 3
3	<ol style="list-style-type: none"> 1. Turn the ignition OFF. 2. Disconnect the harness connectors from the BCM. 3. Test the following circuits of the BCM harness connector for the indicated condition. Refer to Circuit Testing and Wiring Repairs in Wiring Systems. <ul style="list-style-type: none"> • Switched and constant B+ supply circuits, for power • Ground circuits, for continuity • All communications circuits, for continuity Did you find and correct the condition?	Go to Step 11	Go to Step 9
4	Attempt to communicate with all of the modules on the vehicle. Were you able to communicate with all of the modules?	Go to Testing for Intermittent Conditions and Poor Connections in Wiring Systems	Go to Step 5
	Test the following circuits of the modules that do not communicate:		

Service Information

5	<ul style="list-style-type: none"> • Switched B+ supply circuits • Constant B+ supply circuits • Ground circuits <p>Did you find and correct the condition?</p>	Go to Step 11	Go to Step 6
6	Is the non-communicating module the powertrain control module (PCM) on a vehicle equipped with the 3.5L (LX9) VIN 8 engine?	Go to Step 7	Go to Step 8
7	<p>Test the 12-volt reference circuit of the camshaft position sensor and the crankshaft position sensor of the 3.5L LX9 PCM for a short to ground or low reference. Refer to Engine Controls Schematics in Engine Controls - 3.5L (LX9) for the correct circuit identification.</p> <p>Did you find and correct the condition?</p>	Go to Step 11	Go to Step 8
8	<ol style="list-style-type: none"> 1. Refer to Data Link References to identify the GMLAN buss or busses that the modules use to communicate and make a note. 2. If more than one module is not communicating, use the data link connector (DLC) schematic to determine which module is closest to the DLC. Start the analysis at that module. Refer to Data Link Connector Schematics . 3. Disconnect the harness connectors from the non-communicating modules. 4. Test for an open circuit in the appropriate buss between the GMLAN terminals of the disconnected harness connector and the DLC. Use the note from item one for buss identification. <p>Did you find and correct the condition?</p>	Go to Step 11	Go to Step 9
9	<p>Inspect for poor connections at the harness connector of the non-communicating module. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs in Wiring Systems.</p> <p>Did you find and correct the condition?</p>	Go to Step 11	Go to Step 10
10	<p>Important: Perform the module setup procedure, if required.</p> <p>Replace the non-communicating module. Refer to Control Module References for the correct setup procedure.</p> <p>Did you complete the replacement?</p>	Go to Step 11	--
11	<ol style="list-style-type: none"> 1. Make sure that the scan tool has been cycled OFF for at least 15 seconds in order to reset it. 2. Install the scan tool, if necessary. 3. Turn ON the ignition, with the engine OFF. 4. Retrieve DTCs from the module that was not communicating. 	Go to the Diagnostic	

Service Information

Page 5 of 5

	Does the scan tool display any DTCs which do not begin with a "U"?	System Check - Vehicle in Vehicle DTC Information	Go to Step 12
12	Use the scan tool to clear the DTCs that begin with a "U". Did you complete the action?	Go to Step 13	--
13	Retrieve DTCs from the modules which had the Loss of Communications DTC set. Does the scan tool display any DTCs which do not begin with a "U"?	Go to the Diagnostic System Check - Vehicle in Vehicle DTC Information	Go to Step 14
14	1. Attempt to communicate with all the modules on the vehicle. 2. Continue diagnosing or clearing the DTCs until all the modules have been diagnosed and all the DTCs have been cleared. Does DTC U2105-U2177 set in any module?	Go to Step 2	System OK

Document ID# 1326540

2006 Pontiac G6

1G2ZG558064

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Forward ->

Feedback

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**PONTIAC
GMC TRUCK**

38111 GRATIOT

• CLINTON TOWNSHIP, MI 48036-3592

TELEPHONE (586) 465-8465

FAX (586) 463-9850

www.jimcausley.com

A DIVISION OF JIM CAUSLEY, INC.

FACSIMILE TRANSMISSION

DATE 09-14-07

TO: _____

ATTN: Thaddeus

FAX #: 866-775-9477

FROM: Nicole

RE: _____

COMMENTS:

RO 848879

NUMBER OF PAGES TRANSMITTED (INCLUDING THIS PAGE) 10

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE ADVISE THE SENDER AS
SOON AS POSSIBLE
THANK YOU.

JIM CAUSLEY PONTIAC GMC TRUCK INC.
PHONE: 586-465-8465
FAX: 586-463-0604

77299

GRETCHEN PIOTROWSK 1223 230 09/14/07 PNCB848879

36,716 STEALTH GRA 7931

WASHINGTON, MI

06/PONTIAC/G6/G6 SEDAN

01/03/06

25

1 G 2 Z G 5 5 8 0 6 4

07/30/07

LABOR & PARTS

J# 1 61PNZ BODY WORK HOURS: TECH(S):1984 WARRANTY
REPAIR PER ESTIMATE
REPLACE PWR STEERING CONTROL MODULE - PER ESTIMATE

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, UNIT PRICE. Lists various car parts like FASCIA, EMBLEM, ABSORBER, SHIELD, HEADLAMP, CAPSULE, TRAY, MOTOR, GRILLE, WHEEL KIT, MOLDING, NOZZLE, LATCH, HUB.

JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 62PNZ PAINT SHOP WORK HOURS: TECH(S):1978
REPAIR PER ESTIMATE

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, UNIT PRICE. Summary row: JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+64PNZ BODY SHOP MECHANICAL HOURS: TECH(S):1924
REPAIR PER ESTIMATE

Table with columns: PARTS, QTY, FP, NUMBER, DESCRIPTION, UNIT PRICE. Summary row: JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

Table with columns: SUBLET, PO#, VEND, INV#, INV. DATE, DESCRIPTION, WARRANTY. Lists items like TOWING INV, WHEEL INV, MOUNT/BALANCE INV, CAR RENTAL INV, CREDIT WHEEL INV.

TOTAL - SUBLET 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
TOW IN

77299

GRETCHEN PIOTROWSK 1223 230 09/14/07 PNCB848879

36,716 STEALTH GRA 7931

WASHINGTON, MI

06/PONTIAC/G6/G6 SEDAN

01/03/06

25

1 G 2 Z G 5 5 8 0 6 4

07/30/07

TECHNICIAN CERTIFICATION

1984
1924

JEFFREY L GARDNER
ROBERT KITCHEN

M195436
M186084

TOTALS

IF YOUR VEHICLE IS A 2004 THRU CURRENT MODEL
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER.
IF FOR ANY REASON YOU CANNOT GIVE US A
"COMPLETELY SATISFIED SCORE"
PLEASE CALL YOUR SERVICE ADVISOR AT (586)-465-8465

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

SEP 14, 2007 R/O CLOSE OUT

Store 01 SERVC01 PORT 5015 3651

X. R/O NO.	848879	TYPE	BDY	SHOP	D# 2	PR	2	ST	K	11. ADVISOR	1223		
1. CUSTOMER	[REDACTED]									12. DATE IN	07/30/2007		
PHONE(B)	WASHINGTON MI	[REDACTED]								13. TIME IN	08:59am		
		PHONE(H)	[REDACTED]							14. DATE PR	09/13/2007		
2. SERIAL#	1G2ZG558064	[REDACTED]		PROD	DT						15. TIME PR	06:00pm	
LICENSE#		[REDACTED]		DEL	01/03/2006						16. TAG NO.	230	
DESC.	PN G6	STEALTH	GRAY	EBONY	06						17. MI I/O	36716/	
3. JOBS (J#)	1	2	3									18. PO NO.	
STATUS	F	F	F									19. COMMENTS	Y
4. LABOR				0.00				1916.24				20. RECOMMEN	
5. PARTS				0.00				1767.04				21. JRNL PFX	PICKUP
6. SUBLET				0.00				1237.50				22.	
7. G.O.G.				0.00				0.00					
8. MISC				0.00				0.00					
9. TAX				0.00				0.00					
10. EST \$ [0.00]	TOTALS [C]	0.00	[W]	4920.78	[I]	0.00						

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=CLAIMS) (A=ACCEPT PAYMENT) (TAB)

SEP 14, 2007 **PARTS** DISPLAY R/O 848879 Store 01 SERVC01 PORT 5015 3651

J#	PART-NO.	DESCRIPTION	T	COST	QTY	PRICE	EXT.PRC.	CWI	GRP
1	GM19151158	FASCIA 7.831	N	216.76	1	303.46	303.46	W	
1	GM22689321	EMBLEM 7.832	N	18.58	1	26.01	26.01	W	
1	GM22624987	ABSORBER 7.840	N	79.47	1	111.26	111.26	W	
1	GM25832756	SHIELD 8.153	N	37.71	1	52.79	52.79	W	
1	GM15881658	HEADLAMP 2.725	N	132.12	1	184.97	184.97	W	
1	GM15162675	CAPSULE A 2.72	N	89.43	1	125.20	125.20	W	
1	GM15217067	TRAY 2.333	N	22.00	1	30.80	30.80	W	
1	GM15775370	MOTOR 6.605	N	200.83	1	281.16	281.16	W	
1	GM15243287	GRILLE 1.266	N	28.78	1	40.29	40.29	W	
1	GM15255733	SHIELD 8.153	N	19.33	1	27.06	27.06	W	
1	GM89060324	WHEEL KIT 5.80	N	161.37	1	225.92	225.92	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	1262.18	1767.04
INTERNAL	0.00	0.00
TOTALS	1262.18	1767.04

(E=ENTER) (P=PAGE) (T=TRANSFER) (F=FORWARD) (S=SP ORD)

SEP 14, 2007 **PARTS** DISPLAY R/O 848879 Store 01 SERVC01 PORT 5015 3651

J#	PART-NO...	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	GM89024127	MOLDING	N	51.10	1	71.54	71.54	W	
1	GM15255732	SHIELD	N	20.49	1	28.69	28.69	W	
1	GM15247800	NOZZLE	N	9.12	2	12.77	25.54	W	
1	GM15876265	LATCH	N	29.11	1	40.75	40.75	W	
1	GM22706425	HUB	N	136.86	1	191.60	191.60	W	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	1262.18	1767.04
INTERNAL	0.00	0.00
TOTALS	1262.18	1767.04

(E=ENTER) (P=PAGE) (T=TRANSFER) (S=SP ORD)

SEP 14, 2007

SUBLET DISPLAY R/O 848879

3651

J#	T	PO#	VENDOR	DESCRIPTION	COST	PRICE	CWI	LP	GRP
1	N	139215	UTICA VANDYKE T	TOWING INV 24096	302.50	302.50	W	L	
1	N	139308	TRANSWHEEL CORP	WHEEL INV# 255478	145.00	179.00	W	P	
1	N	139661	LESLIE TIRE SER	MOUNT/BALANCE INV	18.50	18.50	W	P	
1	N	139771	ENTERPRISE RENT	CAR RENTAL INV# D	916.50	916.50	W	L	
1	N	139787	TRANSWHEEL CORP	CREDIT WHEEL INV#	-145.00	179.00	W	P	

BILL TYPE	COST	PRICE
CUSTOMER	0.00	0.00
WARRANTY	1237.50	1237.50
INTERNAL	0.00	0.00
TOTALS	1237.50	1237.50

(E=ENTER) (P=PAGE) (S=SUBLET PO)

Transwheel - void

CHECK# 56303

56303

CA VAN DYKE TOWING
43500 Utica Rd
STEPHENTON HEIGHTS, MI 48213
(313) 739-2680

Road Service

AMOUNT

\$302.50

M CAUSLEY, INC.
P.O. ID. # 38-1545370

AUTHORIZED SIGNATURE

AUTHORIZED SIGNATURE

DATE

08/01/07

NAME	TIME	A.M. REQUESTED BY	P.O. NO.
ADDRESS	PHONE		
CITY	STATE	ZIP	
AFTER INVENTORY			
LOCATION OF VEHICLE	YEAR, MAKE, MODEL	COLOR	DRIVER
STATE	VEHICLE I.D. NO.		REGISTERED OWNER
MILEAGE	SERVICE TIME	EXTRA PERSON	
FINISH	FINISH	FINISH	
START	START	START	
TOTAL	TOTAL	TOTAL	
REASON FOR TOW		SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT	<input type="checkbox"/> ABANDONED	<input type="checkbox"/> FLAT TIRE	<input type="checkbox"/> SINGLE LINE WINCHING
<input type="checkbox"/> ARREST	<input type="checkbox"/> STOLEN CAR	<input type="checkbox"/> OUT OF GAS	<input type="checkbox"/> DUAL LINE WINCHING
<input type="checkbox"/> UNREGISTERED	<input type="checkbox"/> BREAK DOWN	<input type="checkbox"/> ILLEGAL DRIVE	<input type="checkbox"/> WINCH BLOCKS
<input type="checkbox"/> TOW ZONE	<input type="checkbox"/> LOCK OUT	<input type="checkbox"/> SCOTCH BLOCKS	<input type="checkbox"/> POLLY
<input type="checkbox"/> SNOW REMOVAL	<input type="checkbox"/> START		
TYPE OF TOW		VEHICLE TOWED TO	
<input type="checkbox"/> SLING/HOIST TOW	<input type="checkbox"/> STATE POLICE	FIRST TOW	
<input type="checkbox"/> FLAT BED/RAMP	<input type="checkbox"/> LOCAL POLICE	SECOND TOW	
<input type="checkbox"/> WHEEL LIFT	<input type="checkbox"/> OWNER		
<input type="checkbox"/>	<input type="checkbox"/> DEALER		
STORAGE FROM		TOWING CHARGE	
TO		MILEAGE CHARGE	
PAID BY		EXTRA PERSON	
<input type="checkbox"/> CASH	<input type="checkbox"/> CHECK DRIVERS LIC. NO.	SPECIAL EQUIPMENT	
<input type="checkbox"/> CREDIT CARD	<input type="checkbox"/> AMEX	STORAGE	
CC NO.			
OPERATOR'S SIGNATURE	DATE		
TRUCK NO.		SUB-TOTAL	
AUTHORIZED SIGNATURE	DATE	TAX	
VEHICLE RELEASED TO	DATE	TOTAL	

NAME
UTICA
INV
CTR

24936

Not responsible for loss or damage to vehicle
in case of fire, theft or any other cause beyond our control.

Thank You
PRODUCT 2525

REMITTANCE ADVICE
DETACH AND RETAIN



PONTIAC-GMC TRUCK
JIM CAUSLEY, INC.
38111 GRATIOT AVE.
CLINTON TWP, MI 48038-2922
(313) 466-5465
www.jimcausley.com

CHECK NO.
56303

NET
AMOUNT

\$302.50

SPRINGER (10071)

ALIGNMENTS*BATTERIES
BRAKES*SHOCKS*STRUTS
REG.#F-145135
FED ID#38-2652652
TIRE SCRAP#H-3-50-50606



DAILY
7:00AM TO 6:00PM
SATURDAY
7:00AM TO 3:00PM
SUNDAY
CLOSED



RETAIL
144 N.B. GRATIOT
MT. CLEMENS, MI, 48043
(586)463-0922

RETAIL/COMMERCIAL
4520 HIGHLAND ROAD
WATERFORD, MI, 48328
(248)673-8473

COMMERCIAL
41220 EXECUTIVE DRIVE
HARRISON TWP, MI, 48045
(586)469-3799

INVOICE # 173351



TIME CLOSED: 08:21:10

CUSTOMER:

10101

CLINTON TWP., MI

WORK:

SALESMAN: 00004

0

VEHICLE:

PO NUMBER: BODY SHOP
2006 PONT G 6
LICENSE: MI
VIN: ZZZZZZZZZZZZZZZZZZZ
TERMS:

INVOICE DATE: 09/07/07

PRODUCT	LCT	DESCRIPTION	QUANTITY	PRICE	EXTENSION
100	0	PASSENGER DISMT/MT	1	10.00	10.00
115	0	PASSENGER TIRE BALANCE	1	8.50	8.50

LABOR: 18.50
INVOICE TOTAL: 18.50

ON ACCOUNT A/R

242
9/10/07
20848879

VENDOR _____ CR A/C 300 1050
INV. _____ DATE _____ P.O. 139661

PO NO. _____ AMT. _____

049079 AMT 1050

WARNING: FOR YOUR SAFETY, YOU SHOULD TIGHTEN ALL LUG NUTS AFTER DRIVING 100 MILES

PRINT NAME

SIGNATURE

LESLIE TIRE SERVICE INC. CERTIFIES THAT THEY DO CARRY PUBLIC LIABILITY, PROPERTY DAMAGE, AND WORKMAN'S COMPENSATION INSURANCES, AND PAYS SUCH TAXES, ASSESSMENTS OR CONTRIBUTIONS AS REQUIRED BY LAW. THE FULL AMOUNT OF THIS INVOICE SHALL BE DUE AND PAYABLE AT THE OPTION OF THE SELLER UPON DEFAULT HEREUNDER OR UPON DEFAULT ON ANY OTHER OBLIGATION OF BUYER TO SELLER.

ALL CLAIMS MUST BE ACCOMPANIED BY THIS BILL

A LATE CHARGE OF 1-1/2% PER MONTH, 18% PER ANNUM WILL BE ADDED TO UNPAID BALANCES. ALL INVOICES DUE "NET 10th"

Enterprise

[Signature]

MO 8:00A- 6:00P TU 8:00A- 6:00P
 WE 8:00A- 6:00P TH 8:00A- 6:00P
 FR 8:00A- 6:00P SA 9:00A-12:00P
 SU CLOSED

RENTAL VEHICLE: ENTERPRISE LEASING COMPANY OF DETROIT
 VEHICLE ADDRESS: 17 S. GRATIOT MOUNT CLEMENS MI 48036-3596
 586-954-3700

RENTAL AGREEMENT NO. **D 989180**

0220 PM 8/03/07 DAY = 24 HOUR PERIOD
 NO CHARGE FOR MILES

ORIGINAL VEHICLE: ROCHESTER HILLS MI
 LICENSE: MI EXPIRES 1/25/09
 HOURS @ 10.00/HOUR
 DAYS @ 22.17/DAY

DRIVER: CAUSLEY PONTIAC* JIM- BODY SHOP*
 DON B/S MGR
 VIN# KNADC1251563
 NO#648879

NO OTHER DRIVER PERMITTED

MI ONLY
 23.50/DAY

RENTER: X	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY SEE PAGE 2 OF AGREEMENT	RENTER: X	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT RISK OF BEING HELD RESPONSIBLE FOR DAMAGE TO RENTED VEHICLE UP TO \$20,000 PER ACCIDENT. DAMAGE TO RENTED VEHICLE IS NOT COVERED BY INSURANCE	RENTER: X	DW 13.99/DAY
RENTER: X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI)	RENTER: X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT RISK OF BEING HELD RESPONSIBLE FOR DAMAGE TO RENTED VEHICLE UP TO \$20,000 PER ACCIDENT. DAMAGE TO RENTED VEHICLE IS NOT COVERED BY INSURANCE	RENTER: X	FAI 2.00/DAY
RENTER: X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP)	RENTER: X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT RISK OF BEING HELD RESPONSIBLE FOR DAMAGE TO RENTED VEHICLE UP TO \$20,000 PER ACCIDENT. DAMAGE TO RENTED VEHICLE IS NOT COVERED BY INSURANCE	RENTER: X	SLP 9.99/DAY

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.
 I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE RENTER UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENT, UNREVOKED, UNREVOKED, CANCELLED OR SURRENDERED.

REPLACEMENT VEHICLE: 8/15/07
 TAX 6.0%

DATE	8/03/07
GMIL	709DJ
DATE	8/04/07
AMOUNT	50.00
PAID BY	CASH
DATE	8/03/2007

Fair Bureau 8/1000

AMOUNT DUE: 916.51
 39 Days @ \$23.50 = 916.51

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	09/17/07	Service Request #	71-547341262
Customer Name	[REDACTED]		
VIN	1G2ZG558064 [REDACTED]		
In-Service Date	1/3/2006	Service Contract?	No
Current Mileage	36716	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Jim Causley		
Dealer Svc Mgr	Don Kersey	Dir Warranty Admin:	Nicole Vivier
Dealer Phone	(586) 465-1281	Dealer Fax	(586) 463-0604
Dealer BAC	115912		
Dealer Division and Code	16-Pontiac-07100		
Repair Order Number	848879		
Repair Order Close Date	09/14/07		
Labor Op. Code Z1242	Dollar Amt:	\$4920.78	
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:	\$4920.78		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO () -			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Collision		
Cause:			
	Steering failure		
Correction:			
	Repair		
Justification:			
	Power steering failure resulting in collision		
PAR CRS:			
	Thaddeus Kinzer		
Additional Comments:			

**PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form**

Customer and Vehicle Information			
Date	09/17/07	Service Request #	71-547341262
Customer Name	[REDACTED]		
VIN	1G2ZG558064	[REDACTED]	
In-Service Date	1/3/2006	Service Contract?	No
Current Mileage	36716	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Jim Causley		
Dealer Svc Mgr	Don Kersey	Dir Warranty Admin:	Nicole Vivier
Dealer Phone	(586) 465-1281	Dealer Fax	(586) 463-0604
Dealer BAC	115912		
Dealer Division and Code	16-Pontiac-07100		
Repair Order Number	848879		
Repair Order Close Date	09/14/07		
Labor Op. Code Z1242	Dollar Amt:	\$4920.78	
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:	\$4920.78		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO () -			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:	Collision		
Cause:	Steering failure		
Correction:	Repair		
Justification:	Power steering failure resulting in collision		
PAR CRS:	Thaddeus Kinzer		
Additional Comments:			



A DIVISION OF JIM CAUSLEY, INC.

**PONTIAC
GMC TRUCK**

38111 GRATIOT

CLINTON TOWNSHIP, MI 48036-3592

TELEPHONE (586) 465-8465

FAX (586) 463-9850

www.jimcausley.com

FACSIMILE TRANSMISSION

DATE 09-14-07

TO: _____

ATTN: Thaddeus

FAX #: 860-775-9477

FROM: Nicole

RE: _____

COMMENTS:

RO 848879

NUMBER OF PAGES TRANSMITTED (INCLUDING THIS PAGE) ~~1~~ 2

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE ADVISE THE SENDER AS SOON AS POSSIBLE
THANK YOU.

JIM CAUSLEY PONTIAC GMC TRUCK INC.
PHONE: 586-465-8465
FAX: 586-463-0604

77299

GRETCHEN PIOTROWSK 1223 230 09/14/07 PNWB848879

36,716 STEALTH GRA 7931

WASHINGTON, MI

06/PONTIAC/G6/G6 SEDAN

01/03/06

25

1 G 2 Z G 5 5 8 0 6 4

07/30/07

LABOR & PARTS

J# 1 61PNZ BODY WORK HOURS: TECH(S):1984 1916.24

REPAIR PER ESTIMATE
REPLACE PWR STEERING CONTROL MODULE - PER ESTIMATE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		19151158	FASCIA 7.831	216.76	216.76	303.46	303.46
JOB # 1	1		22689321	EMBLEM 7.832	18.58	18.58	26.01	26.01
JOB # 1	1		22624987	ABSORBER 7.840	79.47	79.47	111.26	111.26
JOB # 1	1		25832756	SHIELD 8.153	37.71	37.71	52.79	52.79
JOB # 1	1		15881658	HEADLAMP 2.725	132.12	132.12	184.97	184.97
JOB # 1	1		15162675	CAPSULE A 2.725	89.43	89.43	125.20	125.20
JOB # 1	1		15217067	TRAY 2.333	22.00	22.00	30.80	30.80
JOB # 1	1		15775370	MOTOR 6.605	200.83	200.83	281.16	281.16
JOB # 1	1		15243287	GRILLE 1.266	28.78	28.78	40.29	40.29
JOB # 1	1		15255733	SHIELD 8.153	19.33	19.33	27.06	27.06
JOB # 1	1		89060324	WHEEL KIT 5.803	161.37	161.37	225.92	225.92
JOB # 1	1		89024127	MOLDING 12.112	51.10	51.10	71.54	71.54
JOB # 1	1		15255732	SHIELD 8.153	20.49	20.49	28.69	28.69
JOB # 1	2		15247800	NOZZLE 10.156	9.12	18.24	12.77	25.54
JOB # 1	1		15876265	LATCH 8.080	29.11	29.11	40.75	40.75
JOB # 1	1		22706425	HUB 6.311	136.86	136.86	191.60	191.60
					JOB # 1 COST TOTAL	1262.18		
					JOB # 1 TOTAL PARTS			1767.04
					JOB # 1 TOTAL LABOR & PARTS			3683.28

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
JOB # 1	139215	24096		07/30/07	TOWING INV 24096	302.50
JOB # 1	139308	255478		08/06/07	WHEEL INV# 255478	179.00
JOB # 1	139661	173351		09/07/07	MOUNT/BALANCE INV# 173351	18.50
JOB # 1	139771	D989180		09/13/07	CAR RENTAL INV# D989180	916.50
JOB # 1	139787	E		09/14/07	CREDIT WHEEL INV#255478	-179.00
TOTAL - SUBLET						1237.50

COMMENTS
TOW IN

TECHNICIAN CERTIFICATION
1984

JEFFREY L. GARDNER

M195436

R/O TAX 0.00
R/O TOTALS 4920.78

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
	4920.78
CLAIM TOTALS	4920.78

APPROVED BY SIGNATURE

77299

GRETCHEN PIOTROWSK 1223 230 09/14/07 PNWB848879

36,716 STEALTH GRA 7931

WASHINGTON, MI

06/PONTIAC/G6/G6 SEDAN

01/03/06

25

1 G 2 Z G 5 5 8 0 6 4

07/30/07

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.224

09/14/2007

WARRANTY NEW CLAIM

1610

RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
848879 07/30/2007 1G2ZG558064 6 07100 36716 XXX-XX-2435

CUSTOMER NAME: FIRST: LAST:

MIDDLE: PHONE:WORK:

HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.
1 01 0J 17 15775370 1767.04 6C A0001 3153.74

LN-TOT: 4920.78 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

COMMENTS: REPAIR PER ESTIMATE

NA
REPLACE PW

R STEERING CONTROL MODULE - PER ESTIMATE

MEMO PART NUMBERS: 19151158 22689321 22624987 25832756 15881658 15162675
15217067 15243287 15255733 89060324 89024127 15255732 15247800 15876265 22706425

R.O. TOTAL: 4920.78