

Service Satisfaction Survey

Please make any corrections to your name, address, or telephone number here: Dissatisfied Customer Home telephone Change to: Islalduallaallaalladalalddaadkaallalla Please provide us with your preferred email address: Dear Our records indicate that you had your 2006 G6 serviced at Circle Pontiac on December 26, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482). Thank you for having your vehicle serviced at Circle Pontiac. Sincerely, Scott Lawson, General Director Customer and Relationship Services Instructions Please use a dark pen or pencil (preferably black) when filling out this survey. Please check this box if you no longer own/lease this 2006 G6, and return the questionnaire. **PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 26, 2006, COMPLETE THIS SURVEY.** About Your Pontiac Dealership's Service Department Not At All Completely Satisfied Satiafied Satisfied How satisfied were you with the convenience of the Service Department's hours? Does Not Apply/Not Required Don't No Were services available to you on both an appointment and 2. non-appointment basis?..... 文 When arriving for service, were you greeted promptly? 3. Completely Somewhat Not At All Satisfied How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?..... About Your Service Consultant/Advisor Satisfied Satisfied Satisfied How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?

Please complete other side

Not At All

Satisfied

Does Not

Apply/Not

Were you offered transportation options?

How satisfied were you that you were kept informed about the status of

your service request?

Was your vehicle ready by the original time promised?

Does Not Apply/Not

Required

Satisfied

No Time

Know

Satisfied

Yes

Completely

Satisfied

Ven

9 .	How satisfied were you with the explanation you were given of all	Completely Very Somewhat Not At All Satisfied Satisfied Satisfied Satisfied
	services performed?	
10.	Overall, how satisfied were you with your Service Consultant?	
		About Service Delivery
11.	When you picked your vehicle up, how satisfied were you with:	Completely Very Somewhat Not At All Satisfied Satisfied Satisfied Satisfied
	- The time it took to complete the transaction?	
	- The ease of getting your vehicle?	
	The condition in which it was returned?	
12	Were ALL of your service concerns corrected on this service visit?	Yes No
12.	IF NO, why not? (check all that apply)	
		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
		Completely Very Somewhat Not At All
13	How satisfied are you that your vehicle was fixed right	Satisfied Satisfied Satisfied Satisfied
10.	on this service visit?	
14.	Were you given a copy of the completed repair order/invoice?	
15.	Were you contacted shortly after this service visit to determine your	Don't Know/ Yes No Not Sure
	satisfaction with the dealership's service?	
	Summing Up Your Experie	
	Suffilling Op Your Expens	ence
		Completely Very Somewhat Not At All Satisfied Satisfied
16.	Based on this service visit, overall, how satisfied are you	
	with Circle Pontiac?	Definitely Probably Might/ Probably Definitely
		Would Would Might Not Not Not
17.	Would you recommend this dealership for service?	
		Completely Very Somewhat Not At All Satisfied Satisfied Satisfied
18.	Overall, how satisfied are you with your 2006 G6?	
19.	Are you	
20.	Your age Under 25 25 - 34 35 - 4	14 ☐ 45 - 54 ☐ 55 - 64 ☐ 65 or older
	1 -	Yes, No
21.	May we include your name when providing this survey information to	o your dealership?
22.	Po you have any other comments/recommendations about Circle Polease Contact we by phone (708)	
	another survey. Some advice - a	
	you don't intend to respond big	n a prompt manner.
	If you have an issue with your vehicle or a core encourage you to first contact your dealer. If	
	Pontiac Customer Assistance	
	the Marian Control of the Control of	er y er wegen en e

About Your Service Consultant/Advisor - continued

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

000325

December 6, 2010



Service Request: 71-468965455

Customer Relationship Specialist: Greta Vanderhoek

Dear :

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to GM Motor Club. GM Motor Club will send you a membership package with your identification card along with a membership benefit guide which contains program details.

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, 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.

December 6, 2010



Service Request: 71-470137141

Customer Relationship Specialist: Sarah Goss

Dear

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

December 8, 2010



Service Request: 71-472504155

Customer Relationship Specialist: David Miller

Dear :

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit. MI 48232-5170

Detroit, MI 48232-5170

620 27 77

NIXIE

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283

TO SI

00 02/27/07

BC: 48232517070 *1759-02511-22-37

266404626233170

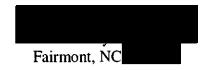


Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

February 21, 2007

CUSTOMER DID NOT RECEIVE THIS FROM GMC



Service Request: 71-472504155

Customer Relationship Specialist: David-Miller

Dear l

We would like to discuss your request for assistance regarding your 2006 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

Cole & Cole, PLLC

Attorneys and Counselors at Law 3303 W. Saginaw, Suite E-1 Lansing, Michigan 48917

JAN 2 5 2007



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



Cole & Cole, PLLC

Attorneys and Counselors at Law

3303 W. Saginaw, Suite E-1 • Lansing, Michigan 48917 Phone: 517-886-8950 • Toll Free: 877-265-3252 • Fax: 517-703-9516 Email: Administrator@Cole2Law.com Patrick D. Cole Denise M. Cole

January 17, 2007

General Motors Corp.
Community Relations/Customer Service
100 Renaissance Center
Detroit, MI 48265

Re: Complaint #1438558527 - Service Request #71-461315238

To Whom It May Concern:

This letter is to inform you that the law firm of COLE & COLE, PLLC represents of Eaton Rapids, Michigan who purchased a new 2005 Malibu Maxx from Glenn Buege Chevrolet, Inc. (Buege) in Eaton Rapids, Michigan.

has had multiple problems with this vehicle, but most glaring and dangerous is the problem she continues to have with her steering and front end. She first brought it to Buege in February of 2006 and they were unable to diagnose the problem. She again returned the vehicle to Buege in March of 2006 where the problem was diagnosed and was repaired in May of 2006. The same problem reappeared and was again repaired in September of 2006, October of 2006, and yet again in November of 2006. Shortly after the November repair the problem reoccurred and was told by Buege that they would not do the repair again.

Based upon these facts, GM Corp. As well as Buege are liable under many legal theories including but not limited to violations of the Uniform Commercial Code, breach of express and implied warranties, Michigan Consumer Protection Act, Michigan Vehicle Service and Repair Act, and the Magnuson-Moss Act and you may be subject to revocation of this contract. The has been more than patient to allow you to remedy this problem; however, if this problem is not remedied in a very reasonable time then litigation will become necessary. If you do not wish this to happen please contact me within one week from the date of this letter to work out a resolution to this problem.

Sincerely

Patrick D. Cole Attorney at Law

December 8, 2010



Service Request: 71-482643696

Customer Relationship Specialist: Jason Jackson

Dear

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62875F

This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until December 13, 2010, 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 MAXX. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership.

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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

ROBERT M. SILVERMAN+* CRAIG THOR KIMMEL+

- Member, PA Bar
- Member, NJ Bar
- x Member, DE Bar
- Member, NY Bar Member, MA Bar
- Member, MD Bar
- Member OH Bar
- Member, DC Bar
- [¢] Member, AZ Bar [£] Member, CO Bar
- § Member, MI Bar

KIMMEL & SILVERMAN

1-800-LEMON LAW

www.lemonlaw.com

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

BARRY R. WINDERMAN
MELISSA K. FIALA*
IRA P. SMADES*
DAVID L. LIEBERMAN***
ANGELA K. TROCCOLI*
FRED DAVIS** ANNE WARD#¢£

JACQUELYN S. KERNECHEL** RONALD ROWLAND***
CHRISTOPHER R. HOLLIDAY**

JACQUELINE C. HERRITT'
ROBERT A. RAPKIN'
HY DAVID RUBENSTEIN

BARRY R. WINDERMAN'

LOUIS DOBI, JR* HILARY WHEATLEY TAYLOR*

AMY D. COX

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 10451 Mill Run Circle, Suite 400, Owings Mills, MD 21117, P (410) 356-8835, F (410) 356-8896

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

December 8, 2010

VIA EMAIL ONLY gmerinfo@gmexpert.com

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

v. General Motors Corporation

Vehicle: 2005 Pontiac G6-GT Date of Purchase: 3/1/2005

Place of Purchase: Moorman's Pontiac, Dayton

VIN: 1G2ZH528254

Dear Sir/Madam:

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

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

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

Very truly yours,

Robert M. Silverman

RMS\ TL cc: Rachel Sever

GARY IN 464 APR 26 2007 23 APR 2007 PM 2 T Baneral Motors Corporation Ban. G. RICHAMS LARGONEER, JR : CHAINMAM & CEO 100 VEHAISSANCE CELITER DETRUCT MI 48265 INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 48265+0000

RECEIVED

APR 25 2007

G.R. WAGONER, JR.

G. VICHAMI LEAGOLTER, JN.
CHAMMARE & CEO
GENTEUR MOTORS CONFORATIONS
100 VERMISSANCE CERRETER
DETMOUT MI, 48265

APPUL 19 JOOT THORE COURESPONDERAGE FLOWN SALAH GOSS BY CUSTOMER WELSTIMSHIP SPECIALIST DATED 41601

B. MCHAND LLABOUEK . JR

DUMPS MY LAST COMPERSATION BYPHONE WITH LIMPS SANDER GOSS DID FOUR BULLHOMISE HEN TO OFFER THE COMPUTERS OF A ZOUS CHEY MAKIBY. A OIL CHARGE TO RESULTED SOME MATION DEFECTS, KITH THE COMPED FORED EMPLOYED INVOLVED AND THE EMPLOYED IND VOLVED IN BUILTON OF EMPLOYED IN CAPE TO INGHOR IND LAND WHEN THE COMPENS IN OUNTENT FUMD. AND INTENT LOTAL STRESS THE OWNER COMPANY COMPANY

of Proper Setherital

MY QUESTIDAD TO YOU MA. G. NICHANA. LIABORPER ANE YOU AHD YOUR EMPLOYEERS LEGABRIO ME FRAND AND CONSPIRACY IN SHORT DECEPTIVE BUSINESS PLYCTICES NOTE CHAMEN 30116 OF TIME 49.45C (B)-(2) Subsection (a). M.M. WAGOLIER, DO YOU WARET TO VESOLUE THIS ISSUE WAITHOUT A Legal BATTLE IF SO NERLY NEAC Sound NS & AM NOW IN THE PROCESS OF SUBMITTURG. THE MIGHT PAPEK work to the USDC for the the northern DISTRICT OF IXEDIANA THAT MEANS YOU MAY HAVE TO COME TO IMPINARA. TO Explain to A Federal Judge and Jury why The Consumers of a GM fromit was sold to them with defects. Defects that could CAUSE Serious bodily injury. It await

Your reply, I your to arrogant to not reply
watchtrarrogant to can be Tiling a Legal
action against GM Ant & photoday cull
Raigh Hader As a witness (No more rall) (Vo more calls Have a good Day EC/SAC And trestia be of

merrillaille, FH

PATRICK HELPRY

G. RICHARD XPAGOREX. IX.
CHARMER & CEO
CHARMER & CEO
GEREAR MOTORS COMPONATION
100 VERPAISSANCE CENTER
DETROOT MI. 48265

APUL 19 JOON IN RE: FLAUN PERPETRATEI BY YOUN EMPLOYEES

HOT TO LONG AGO, MY ON GOING CASE HAS BEER MOVED FROM OHE ENPLOYEE TO AROTHER THE LAST AND FINAL ONE, WAS A SAMA GOSS 1-866-490-5600 EXT 10712 - SENVICE REQUEST NO-MIGNOISTIGITHS EMPLOYEE DID MOTHING BUT LIE Attempted to give me a song and dance. LIE Attempted to give me a song and dance. INFACT MAY HAVE COMMITTED A HATE CRIME AS I AM DISABLED, AMD GM CONPORTION, et al. IN VIOLATION TALK 49 USC chapter 20102 -NO. 2. - 7(A) - 8 AMD (F) OUR DOUS WALIBULS, HAS BEER AT YANGUS DÉALEN SHIPS ASSOCIATED WITT THE NACK BYEN SIMION BIT CM DEGIEVERIBLE 40 which & come to a conclusion not only are they scamming consumers but GM TO AST was reading showhere that GM Loys out williams a year. To these declar ships

CERTIFIED MAIL

7006 2760 0004 4639 3768

Merrilloille, ER



U.S. POSTAGE PAIO MERRILLVILLE.IN 46410 MAR 29. 07 AMOUNT

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\$5.36

LAPR O & 2001

APR 0 3 2067

RETURN RECEIPT

CHENIOLET

P.O. BOX 33170

DETROIT M1-48232-5170

GEHELL MOTORS COMPORATIONS 300 Lenaissance Center Detroit M1. 48265. USA.

March 27, 2009 IN RE: Service dequest NO.--71-470137141

To all GM employee's whom this Correspondence may concern: 17 there is any question Produce contact. Em employee Nichard Detweiter at 1-866-790-5500 Est 20549. On the Consumus at GM Ochicle at 219-795-1305. Homethone Mote The consumes are secting to be The pocket expense The pocke Also please take notice. This matter of a rental car would not have ever occurred. IF the 2005 maliby we purchased was not dangerous and maliby we problems datective as we have had nothing but problems with the 2005 malibu LS Sinden * Please return all documents in this envelope front You.

copies PEC

P. Ligendina, Esq.

merrilluite, IN.

GEMENT MOTORS CONPORTION 300 Renaissance Center Detroit M1 48265 USA

> March 27, 2007 THE! SEULICE REQUEST NO. 71-470137141

THE MATTER OF JUOS CHEYNOLET MALIBY. THIS ISSUE YOULD HAVE HELTED OCCUMED IF THE PANTS ON THIS VEHICLE HAD NOT BEEN DEfective, IMSHURT, PRODUCT LIABILITY CASTE MAGNEUSON MUSS LIFAMMITY ACT LIOUATION THE LIST IS LONG THE OWNERS OF THIS CAN HAVE SUFFERED EMOTIONS DISTRESS AND ECONOMIC . DUNESS DO TO THE FRAMU PENPATAMEN BY GM et. PLease Neter to A Correspondence to EXECUTIVE HSSISTAUT for BM Corp. Susan Macewan Dated NOV. 15 JOOB. VIN. 1612T5482SF TH THAT CONNESTOURDENCE MENTIONED KIE GOT STREET With over a\$50.00 rental hill see a Hacked pint in yorke to Mike Inderson cherrolet Dated Oct. 12 2006
in yorke to Mike Inderson cherrolet Dated Oct. 12 2006
On this date oct. 12 2006. Furing a phone conversation
on this date oct. 12 2006. Furing a phone conversation
on this date oct. 12 2006. Furing a phone conversation
on this date oct. 12 2006. Furing a phone conversation
on this date oct. 12 2006. Furing a phone day
of mention to would call the foliage and Leave
the cor on their because it is not safe to drive
the cor out. No repaid were made due to
write Andrews refusal et al. Roughly one month
on the Andrews refusal et al. Roughly one month Later we took the yehicle to christenson -

CHELENOLET - GEO., HIGHLAND MOIMA, 46322 See invoice dated NOV. 14 2006 which is inclosed they seemed to have fixed the problem? Note, invoice dated march 23 foon from mite Antern inclosed here they allepedly fix. The problem that they should have tited out 12 2006. See invoices I should have fixed out 12 2006. See invoices I should have service Advisor on the invoice of march 23, 2007 In the Survice Adver words said trocking de e municol datel Nov. 14, 2006 and october the 2006 In short we would like to be ye in busted for out at the protect expenses. That should have never happen. Note the following shipler V. 6M. 2003-18.6M. Lambert V. 6M. 2001-15.0.M Styles V. GM, 2003-5.2.m. Hughes V. GM. 1994-11.9 m Buecolo V. GM 1990-10.3 M The Justice Dept. Fined Gm 1 million for not doing a Such recall pertinent windshield wipers Note former Gm Corp employees Mr. Ronald Elwell and Edward Ford In closed Consumers from within the brown manita envelope. Return what is rightfully owed to us. The # few both unsupred rental dates Continued dishonally will result in proper Legal Action: Subpresent Possible & could Submit the proper legal documents to a febral Judy, to stop the production line ab defective vehido

to Reiterate Place return all in closed documents to The Consumer En closed as all The necessary paper work to help us set The out of The pocket of penes for The Fentinger Rentals. Don't, est for any more Paper work for have what you need WON YIM, NO. 161ZTSY82SF The technology Gm has they or you can pull up the proper next into mation. We want our rental expenses for this defective Junta Cordial

Return all documents to P.EL.

Gm Service Regrest NO-71-470137141

75718 S100299 *INVOICE* 1550 East 61st Avenue, Merrillville, IN 46410 (219) 947-4151 (888) 947-4151 PAGE 1 MERRILLVILLE, IN www.mikeandersonchevy.com BUS: HOME: SERVICE ADVISOR: 6927 RANDALL KUDLO CELL: MILEAGE IN / OUT TAG LICENSE MAKE/MODEL YEAR COLOR 48071/4807 G1ZT54825F CHEVROLET MALIBU SILVER INV DATE PROMISED PO NO. RATE PAYMENT PROD. DATE WARR EXP. DEL. DATE 23MAR07 CASH 7:00 23MAR07 07MAR05 DD OPTIONS: DLR:10012 ENG:3.5 Liter SFI READY R.O. OPENED 15:56 23MAR07 07:38 23MAR07 LIST NET TOTAL LINE OPCODE TECH TYPE HOURS A CUSTOMER STATES; CLUNKING NOISE FROM STEERING - PREVIOUS CONCERN. CK AND ADVISE. CAUSE: LOOSE E7700 R&R INTERMEDIATE STEERING SHAFT AND BOLT, LUBE SHAFT AND REPOSITION. (N W FC: 93 PART#: COUNT: 0 CLAIM TYPE: Α AUTH CODE: B** REPLACE FUEL FILTER NWP FUEL FILTER IS IN FUEL TANK AND REGULAR REPLACEMENT NO REQUIRED. 0.00 4432 CP C** INSPECT BRAKES AND ADVISE. NWP NO WORK PERFORMED 0.00 0.00 4432 CP ,,,,48071 INSPECTED BRAKES AND FRONT HAVE APPROX 40% REMAINING AND REAR ,,,,, HAVE APPROX 30% REMAINING. ESTIMATE TO REPLACE= \$209.00 + TAX PER AXLE. ☐ Check □ Credit / □ AE Ø MC □ Visa □ Distinctor Charge Authorization TOTALS DESCRIPTION ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Selfer hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Selfer neither assumes no authorizes any other person to assume for it any liability in connection with the sale of this item/items. 0.00 LABOR AMOUNT PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 0.00 MISC. CHARGES 0.00 TOTAL CHARGES LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE PLEASE PAY
THIS AMOUNT DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED) 0.00

Service Rquest ND 71470137141-9M

137674

INVOICE



CHEVROLET - GC 9700 INDIANAPOLIS BLVD.

HIGHLAND, INDIANA 46322 SERVICE DIRECT (219) 924-2501; (219) 924-3344 CHICAGO (312) 375-3363

(N/C)

0.00

12.00

1.56

TOTALS

12.00

PAGE 1

BUS: HOME: SERVICE ADVISOR: 429 JONATHAN JACKSON
VIN LICENSE MILEAGE IN O MILEAGE IN/ OUT TAG MAKE/MODEL YEAR COLOR 39291/39291 1G1ZT54825F CHEVROLET MALIBU SILVER INV. DATE PAYMENT RATE PROMISED PO NO. PROD. DATE WARR, EXP. DEL DATE 14NOV06 COUP WAIT 14NOV06 01JAN05 IS

OPTIONS: R.O. OPENED READY

09:09 14NOV06 10:49 14NOV06

LIST NET TOTAL LINE OPCODE TECH TYPE HOURS

A KNOCKING WHEN TURNING STEERING WHEEL

CAUSE: LOOSE

PARTS:

MERRILLVILLE, IN

E7700 CLEANED BOLTS THREADS ADDED THREAD LOCKER

AND REINSTALLED BOLT TO INTERMITTENT SHAFT

409 W94 0.50

FC: 2W PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE: A

MM

0.00 TOTAL LINE A 0.00 OTHER: LABOR: PARTS: 0.00 ***************

B LUBE CHASSIS/CHANGE OIL/REPLACE OIL FILTER/TOP OFF FLUID LEVELS/RESET

TIRE PRESSURES/INSPECT HOSES AND BELTS/RESET ENGINE OIL

LIGHT/INSTALL OIL CHANGE STICKER TO WINDOW:

LOF LUBE CHASSIS/CHANGE OIL/REPLACE OIL

FILTER/TOP OFF FLUID LEVELS/RESET TIRE

PRESSURES/INSPECT HOSES AND BELTS/RESET

ENGINE OIL LIGHT/INSTALL OIL CHANGE STICKER

TO WINDOW:

409 CPQ 0.40

4.50 4.50 4.50 12490147 FILTER

7.91 7.91 7.911 5W30-5 24.41 TOTAL LINE B: 12.00 OTHER: 0.00 12.41 LABOR:

MISC.SUPPLIES/ENVIRO.CHARGE

YOUR "COMPLETE SATISFACTION" IS OUR GOAL. IF FOR ANY REASON YOU ARE NOT "COMPLETELY

SATISFIED" PLEASE CONTACT OUR SERVICE

DEPARTMENT AT---219-924-2501

12 MONTH/12,000 MILE WARRANTY-LABOR/PARTS DESCRIPTION

HANDLING CHARGE OF 1% PER MONTH IS ADDED TO YOUR ACCOUNT ON CHARGES OVER 30 DAYS. THIS IS AN ANNUAL PERCENTAGE RATE OF 12%.

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

stipulated.
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

DEFAULT: CUSTOMER AGREES TO PAY, IN ADDITION TO ALL OTHER AMOUNTS DUE HEREUNDER, REASONABLE ATTORNEY FEES, COLLECTION AND COURT COSTS AS MAY BE PERMITTED BY LAW.

CASH CHARGE AUTHORIZED BY: TERMS:

MESSAGE TO CUSTOMER

DISCLAIMER OF WARRANTIES LABOR AMOUNT 12.00 The Seller, CHRISTENSON CHEVROLET-GEO hereby expressly PARTS AMOUNT 12.41disclaims all warranties, either express or implied, including any implied warranty of merchantability 0.00 GAS, OIL, LUBE SUBLET AMOUNT 0.00 or fitness for a particular purpose, and CHRISTENSON CHEVROLET—GEO neither assume and the first any other person, to assume any liability in commettion with the sale of the vehicles or product. 1.56 MISG. CHARGES 25.97 TOTAL CHARGE 7.85 LESS INSURA SALES TAX 0.83 18.95 CUSTOMER CHRISTENSON CHEVROLET, INC

4400 NO. 71-4101311141-611 vest# 71470137141 *INVOICE* 1550 East 61st Avenue, Merrillville, IN 46410 (219) 947-4151 (888) 947-4151 PAGE 1 MERRILLVILLE, IN www.mikeandersonchevy.com HOME: BUS: SERVICE ADVISOR: 3628 CARL RAKOWSKI CELL: LICENSE MILEAGE IN / OUT TAG MAKE/MODEL COLOR YEAR 37049/37049 1G1ZT54825F CHEVROLET MALIBU SILVER INV DATE RATE PAYMENT DEL. DATE PROD. DATE WARR, EXP. PROMISED PO NO. CASH 20CT06 7:00 120CT06 0.00 07MAR05 IS READY OPTIONS: DLR:10012 ENG:3.5 Liter SFI R.O. OPENED 08:31 120CT06 12:38 120CT06 TOTAL LINE OPCODE TECH TYPE HOURS A CK KNOCK IN STEERING ON TURNS 2300 NO REPAIRS MADE 99 CP B LFT HEADLITE LOOSE 2600 NO REPAIRS MADE 0.00 C BRAKES SQUEAK WHEN APPLY 1600 NO REPAIRS MADE 99 CP D HARD TO SHIFT GEAR WHEN ON INCLINE 1500 NO REPAIRS MADE 0.00 99 CP *** **+++++++++++++++** E TRANS DID NOT GO INTO DRIVE RITEAWAY WHEN PUT IN GEAR 1500 NO REPAIRS MADE 99 CP F FROM A STOP ENG HAD HES ON ACCL ONCE 1203 NO REPAIRS MADE 0.00 0.00 99 CP ********* G RENTAL-ENTERPRISE SUB CUSTOMER TO PAY RENTAL CHARGE 0.00 99 CP ****** ☐ Cash _ AE MC Visa Diecever ☐ Check (i) Credit Aniia) Charge Authorization 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. TOTALS DESCRIPTION STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMENT The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. LABOR AMOUNT 0,00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00

item/items.

CUSTOMER SIGNATURE

SALES TAX

PLEASE PAY

THIS AMOUNT

0.00

0.00

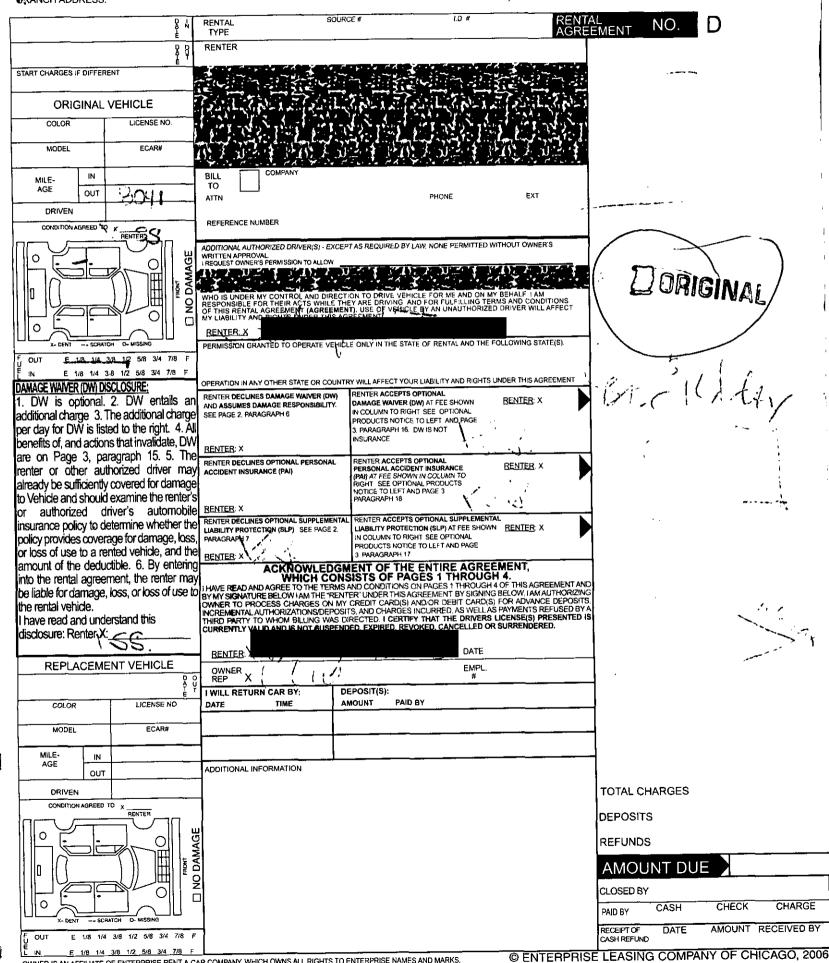
(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

OWNER OF VEHICLE: €RANCH ADDRESS:

S061

Illinois 1-800-220-9020



OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS. 6M Service Request NO 71-470137141

	60	A	PAGE 1 of 4 15GILFAL06
e nterpri		Adam / 19 To Elle	2- 5:00F TU 7:30A - 6:00F
OWNER OF VEHICLE: ETHEL PRINTE BRANCH ADDRESS: \$ 127 E. U.S. 15		1000/011 01 000	
A N	RENTAL SOURCE		EMENT NO. D 576027
START CHARGES IF DIFFERENT	RENTER	THE CONTROL OF THE CONTROL OF THE	JAY = S. HUNE BERIOD
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COLOR LICENSE NO.			-match gas -
MODEL PICTARI	COMPANY	and the state of t	COUFS & 10.00 PUT
MILE AGE OUT 4865	BILL COMPANY TO ATTN.	PHONE EXT	0AYS @ 37 00769
DRIVEN CONDITION AGREED TO VSAS	REFERENCE NUMBER:		1
	ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT WRITTEN APPROVAL REQUEST OWNER'S PERMISSION TO ALLOW	TAS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S	
D DAMA	WHO IS UNDER MY CONTROL AND DIRECTION		
2000	RESPONSIBLE FOR THEIR ACTS WHILE THE OF THIS RENTAL AGREEMENT (AGREEMENT MY LIABILITY AND RIGHTS MODER THIS AGR	Y ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS Y ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS JUST DEVIVER OF AN UNAUTHORIZED DRIVER WILL AFFECT FEVENT	
	PERMISSION PRANTED TO OPERATE VEHICLE	E ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S)	(ASSOCIATED
111	OPERATION IN ANY OTHER STATE OR COUNT	RY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.	DORIGINAL
	DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6.	COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT, SEE COW NOTICE TO	
responsibility for damage to the rental vehicle. The purchase of a CDW is optional and may be declined. You are	RENTER: X	LEFT AND PAGE 3, PARAGRAPH 16. CDW IS NOT INSURANCE. RENTER ACCEPTS OPTIONAL	in is in its
advised to carefully consider whether to sign this waiver if you have rental vehicle	ACCIDENT INSURANCE (PAI).	PERSONAL ACCIDENT INSUR- ANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT SEE PAGE 3.	,
collision coverage provided by your credit card or collision insurance on your	KEN LEK DECTIVES ON HOWAT SONATEWEN HAT	PARAGRAPH 18 RENTER ACCEPTS OPTIONAL	Fig. 1
own vehicle. Before deciding whether to purchase the CDW, you may wish to determine whether your own vehicle	LIABILITY PROTECTION (SLP). SEE PAGE 2. PARAGRAPH 7	SUPPLEMENTAL LIABILITY RENTER: X PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3. PARAGRAPH 17.	7/1
insurance affords you coverage for damage to the rental vehicle and the amount		MENT OF THE ENTIRE AGREEMENT, SISTS OF PAGES 1 THROUGH 4. VENTILAND ON PAGES 1 THROUGH 4. OF THIS AGREEMENT AND	
coverage.	BY MY SIGNATURE BELOW I AM THE REN' ING OWNER TO PROCESS CHARGES ON M	TER UNDER THIS AGREEMENT, BY SIGNING BELOW, TAM AUTHORIZ Y CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS SO AND CHARGES INCLIDED AS WELL AS BAYMENTS REFUSED BY	7,837,30,000
REPLACEMENT VEHICLE		IRECTED I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED II EQ. EXPIRED, REVOKED, CANCELLED OR SURRENDERED. DATE	10% total tax
REPLACEMENT VEHICLE	OWNER REP X	EMPL.	1 THA F .
COLOR LICENSE NO.	I WILL RETURN CAR BY: DATE TIME	DEPOSIT(S): AMOUNT PAID BY	1
MODEL ECAR#	3 1 1 1 1 1 1	Company of the second second	4
AGE OUT	ADDITIONAL INFORMATION		43.90 Refa
CONDITION AGREED TO X RENTER	1 1 4 51	10 , f back by)	TOTAL CHARGES
A A G	1 / 4) ().	DEPOSITS REFUNDS
Figure 1	3/24	by 10 am	AMOUNT DUE
X- DENT SCRATCH O-MISSING		/	CLOSED BY PAID BY CASH CHECK CHARGE
F OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F	1		RECEIPT OF DATE AMOUNT RECEIVED BY CASH REFUND
OWNER IS AN AFFILIATE OF ENTERPRISE RENT		ድምር <i>ለ</i>	ISE LEASING COMPANY OF CHICAGO, 200
GM Service P	+qu-5/ NO-71-47	20137171	

Selvice Request No -71-470137141-6 M

IN 02:37PM 10/12/06 OUT '08:46AM 10/12/06 ENTERPRISE LEASING COMPANY OF CHICAGO 219-947-4100 4357 E US HWY 30 155G IN 46410

RENTAL AGREEMENT D573945 PAGE 1 OF 1

24-HOUR DAY

MERRILLVILLE RENTAL TYPE D

SOURCE K30971 - 999

IN

DATE

AUTH

UNIT 1 UNIT # LIC# MODEL AVEO COLOR BLACK IN 8057 8041 OUT V# KL1TD66636B

IN MERRILLVILLE LOCAL:

DR. LICENSE EXPIRE 4/17/08 STATE IN WT DOB HAIR **EYES** S.S.# **EMPLOYER**

BILL TO N CUST # K30971 MIKE ANDERSON CHEVY UNKNOWN** ATTN: 1550 E. 61ST MERRILLVILLE

219-947-4151

46410

101206/101206 DAMAGE WAIVER PERSONAL ACC. INS. 101206/101206 ADDITIONAL DRIVER

NO OTHER DRIVER PERMITTED

PERMISSION TO LEAVE STATE YES NO X

NEED PO** INSURED

CLAIM INFO

POL/CLAIM/PO#

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION

AMOUNT PD.BY TYPE LOSS DATE 50.60 CASH SALE 10/12/06 ACCIDENT THEFT

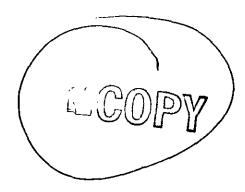
TYPE CAR MALIBU

SHOP MIKE ANDERSO PHONE 219-947-4151 NAME

CLOSED TICKET PAYMENT INFO

SUMMARY OF CHARGES DAY = 24 HOUR PERIOD MILES NO CHARGE 150 MI FREE/DA

> 30.00 30.00 1 DAYS



13.00 13.00 1 DAYS DW @ 3.00 3.00 1 DAYS PAI @ 4.00 1.84 EXCISETX % SALES TAX% 6.00 2.76

50.60 TOTAL CHARGES

50.60 DEPOSITS REFUND

OPENED BY #534CB CHRISTOPHER A WAL CLOSED BY #8163Y ADAM C MINTH

Note this copy is a print out of grand any questions call Enteriors. (P).

		*LINGLE OII	MPLE INTER	[0]	No		
FEDER/	L TRUTH-IN-LENDING DIS	SCLOSURE STATE	AENT		1	of Amount Finance	
FINANCE CHARGE The dollar amount the credit will cost you.	provided to you or o your behalf.	t The amoun have paid a made all pa scheduled.	t you will Ifter you have	Total Sale Price The total cost of your purchase on credit, including your downpayment of \$3,000,00	Lien Payoff \$	\$ <u>3.</u>	437.08.
\$ 8,850.05	\$ 23,615.	47 s 32	2, 465. 52	\$			_N/A
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				205	1		
-1	1 11.0.11.11.1	J WEKTE	21, 21	705	Unpaid Balance .		
e Assignee, on deposit or yment is ten (10) days (at allment is for \$200.00 or the right to prepay the us is below and on the revers	otherwise. 2, you will be charged: i) 5 ess. paid balance in full or in p e side for any additional in	% of the installmer art at anytime with formation about no	nt if the installme out penalty, onpayment, defa	nt is in excess of \$200.00;	N/A Year, Make Model of Buyer (Paid to) N/ *Insurance Companies: N/A N/A N/A N/A Public Officials (Licenses, Title & Taxes).	\$ Trade-In A \$\$ \$\$ \$\$	N/A N/A N/A N/A
(Names)	(Aesidence	Address)		MERRIL (City)	• To N/A GAP • To N/A • To N/A • To N/A	\$	55.39 N/A 495.00 N/A
(Names)	(Paridage	Addraga				(tip)	
TEWAY CHEVRO Firm or Trade Name) Buyer or Buyers, jointly a	LET, GEO, O 5 (Business Ad	373 N MIL dress) ase the following m	notor vehicle with	VE CHICAG	O II. 6	O6 30 (Zip)	the terms set forth
		Body Style	No. Cyl.	Serial Number	Body Color	Top Color	Key No.
05 CHEVROLE	r MALIEU	4DR SDN	N/A	1G17T54825F	SILVER	N/A	G1966 G1956
shown above together late until maturity in arge and the balance to id when due. Guaranto	with a Finance Charge on 71 install 2005 principal. The Finance Clipital of the principal	ments of \$ and continuing tharge has been continuing the continuing that the continuing the c	450. 91 on the same da imputed on the its due under the icle described at	sunt Financed from time to a each and a final installm y of each successive month scheduled unpaid balances is contract upon failure of to ove and all accessions under	time unpaid at the rate ofent of \$thereafter until fully paid. A of the Amount Financed on the financed on the Amount Financed on the financed o	10.95 91 Ill payments shithe assumption Buyer named hital Code until the	, beginning on all be applied first that all scheduled erein. Total of Payments vs. credits or other
	CHARGE The dollar amount the credit will cost you. \$ 8,850.05 will be: \$ Amount of Payment \$ 450.9 \$ N/A g a security interest in the e Assignee, on deposit or yment is ten (10) days late allment is for \$200.00 or I the right to prepay the uns shelow and on the revers scheduled date, prepayme (Names) TEWAY CHEVROI Firm or Trade Name) Buyer or Buyers, jointly an acknowledges delivery and ear Make of Vehicles ay to the order of Sell shown above together what is ten until maturity in arge and the balance to id when due. Guarantor	CHARGE The dollar amount the credit will cost you. \$ 8,850.05 \$ 23,615.4 will be: \$ Amount of Payments When Payments Air \$ 450.91 monthly beginning \$ Assignee, on deposit or otherwise. yment is ten (10) days late, you will be charged: i) 5 allment is for \$200.00 or less. the right to prepay the unpaid balance in full or in p is below and on the reverse side for any additional in scheduled date, prepayment refunds and penalties a scheduled date, prepayment refunds and penalties a large and the balance of Seller at the offices of: shown above together with a Finance Charge on late until maturity in 120.5 arge and the balance to principal. The Finance Clird when due. Guarantor, if any, guarantees colledit when due.	CHARGE The dollar amount the credit will cost your behalf. \$ 8,850.05 \$ 23,615.47 \$ 32. will be: \$ Amount of Payments When Payments Are Due \$ 450.91 monthly beginning APRIL g a security interest in the goods being purchased and in any moneys. e Assignee, on deposit or otherwise. yment is ten (10) days late, you will be charged: i) 5% of the installment is for \$200.00 or less. the right to prepay the unpaid balance in full or in part at anytime with selow and on the reverse side for any additional information about mescheduled date, prepayment refunds and penalties and further information scheduled date, prepayment refunds and penalties and further information about mescheduled date, prepayment refunds and penalties and further information with the properties of the principal balance until maturity in 12005 and continuing arge and the balance to principal. The Finance Charge on the principal balance in when due. Guarantor, if any, guarantees collection of all amount arge and the balance to principal. The Finance Charge on the principal balance in the principal part of the principal part of the principal. The Finance Charge on the principal balance in the principal part of the principal part	CHARGE The dollar amount the credit will cost The amount of credit provided to you or on your behalf. The amount of which will be will be: \$ 8,850.05	Payments Payments	CHARGE The dollar amount in the credit will cost by our provided to you or on your behalf. The amount of credit in the and after you have made all payments as scheduled. The amount of credit in the paid after you have made all payments as scheduled. The amount of credit in the paid after you have made all payments as scheduled. The amount of captures and expenses as scheduled. The amount of the payments are bus will be: \$ 8,850.05 \$ 23,615.47 \$ 32,465.52 \$ 35,465.52 \$	CHARGE The dollar amount of credit The amount you will Developed after you have including your You You

copies of original 1-5

PREPAYMENT: THE BUYER MAY PREPAY IN FULL OR IN PART THE UNPAID BALANCE OF THE CONTRACT AT ANY TIME WITHOUT PENALTY.
DELINQUENCY CHARGE: If any payment is ten (10) days later you will be charged; i) 5% of the installment if the installment is in excess of \$200.00; or ii) \$10.00 if the installment is for \$200.00 or less. In addition, Buyer agrees to pay reasonable attorneys frees, costs and expenses incurred in the collection or enforcement of the debt or in realizing on the collateral. Buyer agrees to pay Finance Charges after maturity of the linal installment of after acceleration upon default, at the Annual Percentage Rate stated herein so long as there exists any uncured default hereunder, all without relief from valuation or appraisement laws.
INSURANCE AGREEMENT: Motor Vehicle Damage or Loss insurance is required by Seller. (Buyer may choose the person through whom the insurance is to be obtained. If such insurance is to be obtained through Seller, the cost for a term of
LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT
Credit Insurance is not required by Seller nor is it a factor in approval of the extension of credit. No credit insurance is to be provided unless the Buyer signs the appropriate authorization below. Group Credit insurance is available for the term of the credit upon acceptance by insurer at the following costs:

Credit Disability Insurance \$ __ Credit Life Insurance \$ N/A I desire Credit Life Insurance only. I DO NOT-want Credit Life or Disability Insurance. I desire Credit Life and Disability Insurance. N/A N/A (Age of Insured) (Date) (Date) (Age of Insured) (Signature) (Date) (Signature) /A (Age of Insured) N/A (Date) (Age of Insured) (Signature) (Date) SEE REVERSE HEREOF FOR INFORMATION ON POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM. NOTICE OF PROPOSED GROUP CREDIT LIFE INSURANCE If a charge is made above for credit life insurance and if such insurance is to be procured by assignee, the undersigned takes notice that the decreasing term insurance written under a Group Credit Life Insurance Policy is to be purchased on the life of the Buyer or Buyers who signed above requesting it, subject to acceptance by the insurer and issuance of a certificate by (Home Office Address) The amount of premium is shown above. The term of insurance will commence on the date of this contract and expire on the originally scheduled maturity date of the indebtedness. The initial amount of insurance will be equal to the initial indebtedness and will decrease as any payment is made on the indebtedness in an amount computed by multiplying the amount of the payment by the ratio of initial insurance over the initial indebtedness. The proceeds of any insurance paid will be applied to reduce or extinguish the indebtedness. If insurance is terminated prior to the scheduled maturity date of the indebtedness, any premium refund will be paid or credited promptly to the person entitled thereto. Refund formula is on file with the Director of Insurance and with creditor. All of the foregoing is subject to the provisions of the certificate of insurance to be issued. Other insurance: GAP , the cost for a term of ____ 7 2 _ months will be \$ _ BUYER AGREES THAT THE PROVISIONS ON THE REVERSE SIDE HEREOF SHALL CONSTITUTE A PART OF THIS RETAIL INSTALLMENT CONTRACT AND BE INCORPORATED HEREIN. If this contract evidences the sale of a used motor vehicle (1) Buyer acknowledges receipt of the original or a true copy of the "Buyer's Guide" form displayed by Seller on the side window of the used vehicle; and (2) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS USED VEHICLE IS A PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

DOCUMENTARY FEE: A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATED TO CLOSING OF A SALE. THE BASE DOCUMENTARY FEE BEGINNING JANUARY 1, 1992, WAS \$40. THE MAXIMUM AMOUNT THAT MAY BE CHARGED FOR A DOCUMENTARY FEE IS THE BASE DOCUMENTARY FEE OF \$40 WHICH SHALL BE SUBJECT TO AN ANNUAL RATE ADJUSTMENT EQUAL TO THE PERCENTAGE OF CHANGE IN THE BUREAU OF LABOR STATISTICS CONSUMER PRICE INDEX. THIS NOTICE IS REQUIRED BY LAW.

The Annual Percentage Rate may be penaltable with the Saller If this Contract is assigned. Saller may retain or receive a portion of the Finance Charge. (Type of Insurance) The Annual Percentage Rate may be negotiable with the Seller. If this Contract is assigned, Seller may retain or receive a portion of the Finance Charge. NOTICE TO BUYER: 1. Do not sign this agreement before you read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the agreement you sign. 3. Under the law you have the right, among others, to pay in advance the full amount due and to obtain under cerain conditions a partial refund of the finance charge. Buyer acknowledged receipt of a fully completed copy of this contract executed by both Seller and Buyer. Guarantor, if any, acknowledged receipt of completed copies of this contract and of Explanation of Guarantor's Obligation. CO-BUYER: A Co-Buyer is a person who agrees to be primarily responsible for paying the entire debt and who (1) actually receives the vehicle or (2) is a parent or spouse of the Buyer, or (3) will be listed as an owner on the vehicle's title. By signing below, (1) I confirm that I will actually receive possession of the vehicle or will use it, or that I am a parent or spouse of the Buyer, or that I will be listed as an owner on the vehicle's title; (2) I agree to be primarly obligated under this contract; and (3) I consent to the Creditor having a security interest in the vehicle. Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract. MARCH 7, 2005 RETAIL INSTALLMENT CONTRACT GATEWAY CHEVROLET, GEO. OLDSMOBILE Buyer Buve **Guarantor** INSTRUCTIONS: If parent, spouse, or other person who is or will be listed as an owner on the vehicle's title is a co-buyer, sign above. hereby guarantee the collection of the above described amount upon failure of the eller named herein to collect said amount from the buyer named herein. Other co-signers, sign on the Guarantor line.

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BUYER'S COPY

Form IFI-26 (Rev. 9/04)

AUPITIUMAL AUREEMIENTS OF DUTER

1. Waiver of any default in the payment of any installment of the total of payments when due shall not operate as a waiver of any subsequent default. No extension of the time of payment or any other modification of the terms of this contract shall be binding on holder unless written consent thereto is given by an executive officer or holder. This contract

 shall be binding upon and inure to the benefit of the parties, their heirs, personal representatives, successor and assigns.
 Buyer agrees to keep said motor vehicle fully insured against loss by fire, theft and collision for the entire term of this contract in companies acceptable to holder. Holder is authorized to purchase all insurance included in this contract. Insurance coverages, other than required insurance, have been voluntarily contracted for by Buyer. Buyer may elect to purchase any required insurance from an insurance company, agent or broker of his own choice. If Buyer so elects, he shall furnish Seller with a policy or binder issued by a company acceptable to Seller on or before taking possession of the motor vehicle, and inclusion of Buyer's premiums in this contract is optional with Seller. All policies procured by Buyer shall provide that loss, if any, shall be payable to Buyer and to the holder of this contract, as their respective interest may appear and a clause requiring insurer to give the holder 10 days written notice of cancellation. In the event of the failure of Buyer to insure said motor vehicle or to deliver a fully paid policy to holder at the times and in the manner herein provided, or in the event of cancellation or expiration of any policy the time of this contract without replacement by Buyer within 10 days, such failure shall constitute an event of default hereunder. Holder shall have the option, but shall not be required, to procure such insurance for Buyer and to advance the premium therefor. Buyer hereby promises to pay any such premium with finance charge thereon at the annual percentage rate stated on the reverse side hereof as an additional indebtedness due hereunder. Buyer hereby assigns to holder the proceeds of all insurance on said motor vehicle including unearned premium refunds. In the event of default by Buyer hereunder, holder is authorized to cancel such insurance, receive and receipt for unearned premiums and to endorse any check or draft therefor made payable to Buyer. Any unearned premium received by the holder shall be credited to the final maturing installments of this contract except to the extent applied toward payment for similar insurance protecting the interest of Buyer and the holder, or either of them.

3. COLLATERAL PROTECTION INSURANCE. Unless you provide us with evidence of the insurance coverage required by your agreement with us, we may purchase insurance at your expense to protect our interests in your collateral. This insurance may, but need not, protect your interests. The coverage that we purchase may not pay any claim that you make or any claim that is made against you in connection with the collateral. You may later cancel any insurance purchased by us, but only after providing us with evidence that you have obtained insurance as required by our agreement. If we purchase insurance for the collateral, you will be responsible for the costs of that insurance, including interest and any other charges we may impose in connection with the placement of the insurance, until the effective date of the cancellation or expiration of the insurance. The costs of the insurance may be added to your total outstanding balance or obligation. The costs of the insurance when the cost of insurance you may be able to obtain on your own.

4. Buyer shall not use or permit said motor vehicle to be used in violation of any law or ordinance, State, Fede hereunder. Holder shall have the option, but shall not be required, to procure such insurance for Buyer and to advance the premium therefor. Buyer hereby promises to pay any such

hire or as a taxi. Buyer shall keep said motor vehicle free from all mechanic's liens, tax liens and all other liens.

- hire or as a taxi. Buyer shall keep said motor vehicle free from all mechanic's liens, tax liens and all other liens.

 5. Upon the occurrence of any event of default, the holder of this contract shall have the rights and remedies provided by Article 9 of the Illinois Uniform Commercial Code including, but not by way of limitation, the rights of the holder (a) to take immediate possession of the motor vehicle, with or without judicial process, and for such purpose, to enter upon the premises where it may be located; and (b) to give Buyer reasonable notice of the time and place of any public sale thereof or of the time after which any private sale or other intended disposition thereof is to be made; and (c) to dispose of the motor vehicle at public or private sale in accordance with said notice to Buyer and to buy at a public sale; and (d) to apply the proceeds of sale first to the reasonable expenses of retaking, holding, preparing for sale and selling and to reasonable attorneys' fees and legal expenses incurred by holder, and second, to satisfaction of Buyer's indebtedness hereon, and third, to satisfaction of any subordinate security interest in the motor vehicle if demand therefor is received by holder before disposition of the proceeds, and to account to Buyer for any surplus remaining. Buyer shall be liable for any deficiency. If the Buyer has paid an amount equal to 30% or more of the deferred payment price at the time of repossession, the Buyer may, within 21 days, redeem the collateral from the holder by tendering (a) the total of all unpaid amounts, including any unpaid delinquency or deferral charges due at the time of tender, without acceleration, and (b) performance necessary to cure any default other than nonpayment of the amounts due; and (c) any reasonable cost or fees incurred by the holder in the retaking of the goods. Tender of payment and performance in this manner restores to the Buyer his under the contract as though no default had occurred. The Buyer has a right to redeem the collateral fr of the motor vehicle as provided herein, Buyer may redeem it by paying holder all indebtedness secured hereby as well as expenses reasonably incurred by holder in retaking, holding, preparing the motor vehicle for sale, arranging for the sale and reasonable attorneys' fees and legal expenses. It is expressly agreed by Buyer that the requirements of reasonable notice shall be met if notice is mailed to Buyer at the address of Buyer shown herein not less than 10 days prior to the sale or other disposition. All rights and remedies of the holder, whether provided for in this contract or conferred by law, are cumulative.
 - 6. Holder is authorized to apply any payment made by Buyer hereon to any other indebtedness of Buyer to holder, whether arising under the contract or otherwise.

 7. Buyer agrees that holder, in retaking said motor vehicle as herein provided, may take possession of personal effects and property found therein and hold the same for delivery to
- 8. Buyer agrees that if delivery of the motor vehicle is not made at the time of execution of this contract, the identifying number or marks and the due date of the first installment may be inserted by Seller in Seller's counterpart of the contract after it has been signed by Buyer.

 9. If any provision of this contract is held invalid, the invalidity shall not affect the remaining provisions thereof.

"NOTICE OF POSSIBLE REFUND OF CREDIT LIFE OR DISABILITY INSURANCE PREMIUM." (1) IF YOU HAVE PURCHASED EITHER CREDIT LIFE OR CREDIT DISABILITY INSURANCE, OR BOTH, TO GUARANTEE PAY-MÉNTS BEING MADE IN CASE OF YOUR DEATH OR DISABILITY, ON YOUR VEHICLE PURCHASED UNDER AN INSTALLMENT SALES CONTRACT, YOU MAY BE ENTITLED TO A PARTIAL REFUND OF YOUR PREMIUM IF YOU PAY OFF YOUR INSTALL-MENT LOAN EARLY. (2) IN CASE OF EARLY COMPLETE PAYMENT OF YOUR LOAN, YOU SHOULD CONTACT THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE TO SEE IF A REFUND IS DUE. IF YOUR VEHICLE DEALER FINANCED YOUR LOAN. THE SELLER OF YOUR CREDIT LIFE OR CREDIT DISABILITY INSURANCE IS YOUR VEHICLE DEALER.

ASSIGNMENT

FOR VALUE RECEIVED, Seller hereby sells, assigns and transfers to

Name	of /	lssi	gnee)	

ASSIGNEE, its successors and assigns, all of Seller's right, title and interest in and to the within contract and the motor vehicle described therein. To induce Assignee to purchase said contract, Seller represents and warrants to Assignee (1) that the within contract is valid and genuine and correctly states the terms of the retail installment transaction between Seller contract, Seller represents and warrants to Assignee (1) that the within contract is valid and genuine and correctly states the terms of the retail installment transaction between Seller and Buyer; (2) that the motor vehicle described has been delivered to and accepted by the Buyer; (3) that the down payment was paid in full, in cash or in trade, and that no part was loaned to Buyer by Seller; (4) that Seller had good title to and the right to sell said motor vehicle to Buyer and that the motor vehicle is free of all liens, claims and encumbrances; (5) that no notice of any defense or right of action has been received by Seller, from Buyer-nor has Seller any, knowledge of any fact that would-impair the validity of the contract; (6) that Seller has the right to sell and assign this contract to Assignee; (7) that all buyers have legal capacity to contract; (8) that on the date of the contract seller executed and delivered to each Buyer a completed copy of the contract and to the Guarantor a completed copy of the contract and Explanation of Guarantor's Obligation; (9) Seller has complied with all requirements of the Federal Truth in Lending Act, Regulation Z, the Federal Equal Credit Opportunity Act and the Illinois Motor Vehicle Retail-Installment Sales Act and the regulations of all governmental agencies; (10) that on the date of the contract, Seller' assigned to Buyer the Manufacturer's Statement of Origin of the existing Certificate of Title, as the case may be, issued covering said motor vehicle, procured from Buyer a signed as holder of the first lien on the motor vehicle and the amount of said lien and caused to be delivered to the Secretary of State of Illinois all of the documents described with the prescribed fee; (11) that the motor vehicle has not been used as a taxi or for hire or for commercial transportation or by law enforcement agencies; (12) that the sale was made at Seller's place of business and was not a door-to-door sale within the definition of the Federal Trade Commission Trade Regulation R

•					•	
Dated:	<u>.</u>		 Sel	lar .	 _	
		_	361	GI		

Authorized Signature

Title

REPURCHASE AGREEMENT (Execute Assignment Also)
In Addition to Seller's obligations set forth in the above assignment, Seller agrees, in the event a claim or defense is asserted against Assignee by the Buyer at any time, Seller shall, on demand, repurchase the within contract for cash at a price equal to the net amount remaining unpaid on said contract; and Seller shall indemnify and hold Assignee harmless from any and all liabilities that may result at any time from any claim asserted by Buyer for recovery of amounts paid arising out of any promise, representation or warranty made by Seller or the Manufacturer to Buyer. Dated: Selfer Authorized Signature Tit!e FULL RECOURSE AGREEMENT (Execute Assignment Also) In Addition to Seller's obligations to set forth in the above assignment, Seller unconditionally guarantees prompt and full payment by Buyer of the Total of Payments and all other amounts due from Buyer under the within contract. If Buyer shall fail to pay any installment when due, Seller agrees to pay to Assignee, on demand, the full amount remaining unpaid on said contract. Seller agrees that it shall not be necessary for Assignee to proceed first against Buyer or to have recourse to the motor vehicle before proceeding to enforce this agreement. Extension of the time of payment or variation of terms effected by Assignee with Buyer shall not release Seller from his obligation hereunder. Selle By: Authorized Signature LIMITED REPURCHASE AGREEMENT (Execute Assignment Also) In Addition to Seller's obligations set forth in the above assignment, Seller agrees, in the event that Assignee repossesses the motor vehicle described in the within contract on account of default by Buyer and delivers the same to Seller, Seller shall, on demand, repurchase said motor vehicle for cash at a price equal to the amount remaining unpaid on said contract plus all costs and expenses, including attorneys' fees, incurred by Assignee by reason of Buyer's default or in connection with repossession and delivery _ full installments of the Total of Payments. Extension of the time of Selle Authorized Signature Title LIMITED GUARANTEE AGREEMENT (Execute Assignment Also) In Addition to Seller's obligations set forth in the above assignment, Seller unconditionally guarantees that, in the event of default by the Buyer in the full payment of any installment of the within contract when due, Seller will pay to Assignee, on demand, the unpaid balance then due on the contract up to the limit of \$_ full scheduled installments on the Total of Payments. Extension of the times of payment or variation of terms effected by Assignee with Buyer shall not release Seller from his obligation hereunder. Dated: Seller

Ву

Authorized Signature

Title

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WE FARTE

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IBRANCH INSTANCT OF SOM CHANGE THE 05055052003 055 052 NON-DLR NEW VEHICLE MERRILLVILLE IVEH YEAR THE MAKE THE MODEL HOLVER YEE TODOMETE 2005 CHE 2T54 4S 000013 1G1ZT54825F STALLHING 03/07/05 | 1 M0000 C OF O TIBET THE NO NAME TO GOT FOU MAILING AUDRESS! P 0 BOX 242510 NUVELL CREDIT CORP 72223 LITTLE ROCK

> TAMOUNT SUBJECT TO TAY TO MOUNT THE TAY .00 3 24492.00 1469.52

ET THE TAY ACTIONS THE REPORT THAT SALES ON THE TOTAL TO F WAS THOSE POTATED BE. DA GRAICH - THENTON EXEMPT IS EXEMPT

APPLICANT RESPONSIBLE FOR ACCURACY OF INFORMATION

APPLICATION FOR CERTIFICATE OF TITLE U STATE OF INDIANA & PUREAU OF MOTOR VERMAND. APPLICANT'S COPY

> TITLE " CHARGE SLIP <NOT A RECEIPT UNTIL PROPERLY VALIDATED>

RANSAGTION DATE: 03/16/2005 TRANSACTION: NON-DEALER TITLE/TRANSACTION-ID: 05-055-052-003

SHIRLEY A SLATER & PATRICK LOCKE

15.00 TITLE FEE: - SALES/USE FEE: 1469.52 ADMINISTRATIVE FEE: DELINOUENT FEE:

AMOUNT DUE: 1484.52

TOTAL DUE: 1,484.52 1 RECEIPT

ISSUING BRANCH: GARY --



December 6, 2010



Service Request: 71-471287745

Customer Relationship Specialist: Ginny Warwick

Dear

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 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528954 is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on March 26, 2007 and ending on March 26, 2008, and begins with 8,870 and ends with 20,870 odometer miles
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Business Resource Center

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

CMPP Request for Processing

SR# 71-471287745 New/Used: New Division: Pontiac Vehicle Style: Car Complete VIN 1G2ZH528954 Vehicle Year: 2005 Division - Dealer Code: Pontiac 16-32888 General Motors has agreed to: 1. Approve and pay for a new plan 1. Approve and pay for a new plan – no GMPP Coverage Currently 2. Authorize a new plan or upgrade; customer will pay total cost 3. Approve and pay for an upgrade; apply original coverage refund to Division making request. Special Instructions: Check if applicable ☐ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code (Selling dealer to keep profit. Division is debited the dealer's profit) Delivery Date: 10/26/04 Odometer reading: 8870 Plan Purchase Date: 3/26/07 Customer Ownership: Owner **Business Name:** Customer Name - Title: Mrs. (First - M.I. - Last): Address Line 1: Address Line 2: City: Norwalk State: Ohio Zip: Plan Type: SmartCare # of Months: 12 Months Mileage: 12,000 Plan Type: # of Months: Mileage: Deductible: 0 MSRP: 200.00 Plan Lien Holder (Select Division): Pontiac Division Address: P.O. Box 33172 Detroit, MI 48232-5172 CRM (Decision Maker): Ginny Warwick Team Manager / Liaison: Bridget Cazabon Team CARS Site: Date: 4/5/07

AVM Requested









GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 23, 2007

John Frankart Baumann Pontiac 339 Milan Avenue Norwalk, OH 44857

Re:

Siebel Request: 71-471287745 2005 Pontiac G6 GT Sedan VIN # 1G2ZH528954

Dear Mr. Frankart:

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,

James Kennedy BRC Customer Relationship Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 11704 FAX# 866-850-2186

ADR File Checklist

SR Number:71-471287745 Customer:	BBB Case: PGM0735054 VIN:1G2ZH528954				
Make/Model/Year: Pontiac/G6 GT/2005 Received Date: Feb 22/07 Day 15 D	In Service: 10/26/04 Mileage: 8167 ate: Mar 9/07 Goes Active: Apr 24/07				
Primary Concern: panaramic sunroof no	ise and air leak				
X Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:				
 ✓ Initial Calls (72 hrs): ✓ Customer ✓ Dealer Svc Mgr ✓ Dealer Finance Mgr ✓ AVM 	Completion Date/Time: 2/23/07 / 11:08 AM Completion Date/Time: 2/23/07 / 11:20 AM Completion Date/Time: / Completion Date/Time: 2/23/07 / 11:21 AM				
◯ Repair Orders Requested:	Received: Mar 1/07				
∑ Sales Documents:	Received: Feb 23/07				
BARS / Finance Sheet					
Case Assessment (by Day 14):Lemon Law Eligible:Presumption:	Yes ⊠ No □ Yes ⊠ No □				
⊠ GM Position – Customer / BBB Due	Date (7-10 days):				
Settlement / Goodwill Offered Date:					
All Documents Attached (by Day 15)					
X Arbitration Date: May 30/07 (Tamar	a Hall)				
	Completion Date/Time: 6/12/07 / 9:36 AM Completion Date/Time: 6/12/07 / 9:46 AM Completion Date/Time: 6/12/07 / 10:30 AM				
AVM: Mike Grudnowski Service Dealer: Baumann Pontiac Selling Dealer: Bill Klaus Pontiac	Node/Box: 630092/8225 Svc Mgr: Jay Schafer Contact: Jay Schafer				

NOTES: file assumed from James Kennedy by Ginny Warwick 3/20/07. CRS processed Smartcare 12/12 on 3/27/07.

Privileged and Confidential Information

Case Assessment By:Gir	nny Warwick	Siebel/CARS Request #:71-471287745			
Customer Name:					
Veh year:2005	Make: Pontiac	Model: G6	Current mileage: 8167		
Veh ID #:1G2ZH528954	In Service Date:10/26/04	Purchased: new	If used:n/a		
What is the customer seeking?replacement					

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				Panaramic Sunroof
5/19/05	173957	2225	16	front sunroof panel discolored, plastic mold discolored.
				sand front panel, refinish satin black.
8/8/05	381594	4118	32	roof whistles at 60mph, test drove and confirmed cust
				concern. found bulletin PIC3472Areplace sunroof seal.
				some wind noise still present, TAC adv adjust all panels
				on sunroofadjusted, replaced sunroof seal per bulletin,
0/7/05	200040	4467	7	still noise, tech assist adv some wind noise is normal.
9/7/05	382010	4167	7	cust sts excessive wind noise coming from sunroof, test
				drove, verified concern. TAC adv drop headliner to adjust sunroof moduleadjusted, test drove, still excessive wind
				noise. taped XM antenna, test drove, still excessive willd
				panel of sunroof, test drove, noise slightly better. adjusted
				front roof panel forward and adjusted rest of panels to GM
				spec per doc#1471040, 1575414, 1640177, windnoise ok as
				only wind rush remains. reinstalled headliner and released
				veh. adjust sunroof module and adjusted all panels
4/4/06	384384	5640	1	cust sts sunroof leaking, verified cust concern, attempted
				to adjust sunroof, #2 panel will not adjust, switch w/ #3,
				readjust sunroof panels and assembly. retest to verify
				repair, now operating within specs.
9/11/06	385829	7066	1	cust sts sunroof leaks, rattle noise from sunroof while
				driving. sunroof glass panel alignment off, cannot align
				due to gap deficiency. R&R sunroof module to attempt
				realignment, no success.
0/44/00	205022	7000	1	Leather Seat Heating Button-self activiates
9/11/06	385829	7066	1	cust sts seat heater comes on by itself at times when starting veh, complaint could not be duplicated or verified,
				operating as designed
				operating as designed
	l			I

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				Clicking Noise in Front Dash @ Windshield
11/12/04	55616	785	1	cust hears rattle on driver side roof near window. verified rattle, took off headliner trim and installed padding. driver side window catches on rubber seal, top part of window seen from outside, ordered seal.

Team Lead Approval:

3/9/05	56827	1016	1	SO seal is in-driver side window catches on rubber seal

OTHER SYMPTOM/CONCERN:

Date:	RO#: M	Iileage: I	Days Out: I	Description of Repair:
				Starter
3/9/05	56827	1016	*	veh battery keeps losing charge, veh won't start, intermittent
5/27/05	380683	2555	1	battery dead, won't startreplaced battery
				Steering Way Too Loose
8/8/05	381594	4118	*	cust sts steering loose and clunks when turning from side to side. test drove another G6 and felt noticable difference. checked suspension and found internal rack looseness-power steering rack needs to be replaced. installed new power steering rack per tech assist, steering still loose and noise still present. TAC adv replace intermediate shaft-replaced, clunk still present. tech assist adv replace steering columnreplaced, clunk less noticable but steering still loose TAC #8436424. performed alignment
9/7/05	382010	4167	*	cust sts clunking in steering. verified cust concern, clunk still coming from steering gear area. TAC adv replace steering gear, b-claim, steering gear already replaced in Aug, replaced power steering gear per TAC, performed alignment b/c steering wheel not straight
4/4/06	384384	5640	*	cust had steering gear replaced last year, steering feels very loose. operating as designed.

Total Days Out of Service:	61	(exclud	ing c	lays f	for cus	tomer p	oay I	reasons	such	as; I	Mainter	nance	and
	С	ollision	Repa	airs)									

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

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

Team Lead Approval: Date:

DVM and/or DEALER RECOMMENDATION(s): have done all that can be done. DVM declines repurchase as veh operating as designedwind noise is normal characteristic w/ panaramic roof
CRS RECOMMENDATION & RATIONALE (EXPLAIN): have declined cust request per DVM. After re- evaluating ROs and case assessment from previous agent, results differ by days out of service and will strongly request trade repurchase thru DVM
Decision reached by CRS: Arbitrate case: Settle case: X

Case Assessment By:Gir	nny Warwick	Siebel/CARS Request #:71-471287745			
Customer Name:					
Veh year:2005	Make: Pontiac	Model: G6	Current mileage: 8167		
Veh ID #:1G2ZH528954	In Service Date:10/26/04	Purchased: new	If used:n/a		
What is the customer see	eking?replacement		·		

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				Panaramic Sunroof
5/19/05	173957	2225	16	front sunroof panel discolored, plastic mold discolored. sand front panel, refinish satin black.
8/8/05	381594	4118	32	roof whistles at 60mph, test drove and confirmed cust concern. found bulletin PIC3472Areplace sunroof seal. some wind noise still present, TAC adv adjust all panels on sunroofadjusted, replaced sunroof seal per bulletin, still noise. tech assist adv some wind noise is normal.
9/7/05	382010	4167	7	cust sts excessive wind noise coming from sunroof. test drove, verified concern. TAC adv drop headliner to adjust sunroof moduleadjusted, test drove, still excessive wind noise. taped XM antenna, test drove, still noisy. taped each panel of sunroof, test drove, noise slightly better. adjusted front roof panel forward and adjusted rest of panels to GM spec per doc#1471040, 1575414, 1640177, windnoise ok as only wind rush remains. reinstalled headliner and released veh. adjust sunroof module and adjusted all panels
4/4/06	384384	5640	1	cust sts sunroof leaking, verified cust concern, attempted to adjust sunroof, #2 panel will not adjust, switch w/ #3, readjust sunroof panels and assembly. retest to verify repair, now operating within specs.
9/11/06	385829	7066	1	cust sts sunroof leaks, rattle noise from sunroof while driving. sunroof glass panel alignment off, cannot align due to gap deficiency. R&R sunroof module to attempt realignment, no success.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				Leather Seat Heating Button-self activiates
9/11/06	385829	7066	1	cust sts seat heater comes on by itself at times when starting veh, complaint could not be duplicated or verified, operating as designed

Team Lead Approval:

OTHER SYMPTOM/CONCERN:

•	•	· · · · · · · · · · · · · · · · · · ·	•		
Date:	RO#:	Mileage:	Days Out:	Description	of Repair:

Date:	RO#: MJ	reage:	Days Out:	Description of Repair:
				Clicking Noise in Front Dash @ Windshield
11/12/04	55616	785	1	cust hears rattle on driver side roof near window. verified rattle, took off headliner trim and installed padding. driver
				side window catches on rubber seal, top part of window
				seen from outside, ordered seal.
3/9/05	56827	1016	1	SO seal is in-driver side window catches on rubber seal
3/9/05	36827	1016	1	50 seal is in-driver side window catches on rubber seal
				Steering Way Too Loose
8/8/05	381594	4118	*	cust sts steering loose and clunks when turning from side to side, test drove another G6 and felt noticable
				difference. checked suspension and found internal rack
				looseness-power steering rack needs to be replaced.
				installed new power steering rack per tech assist, steering
				still loose and noise still present. TAC adv replace
				intermediate shaftreplaced, clunk still present. tech
				assist adv replace steering columnreplaced, clunk less
				noticable but steering still loose TAC #8436424. performed
				alignment
9/7/05	382010	4167	*	cust sts clunking in steering. verified cust concern, clunk
				still coming from steering gear area. TAC adv replace
				steering gear, b-claim, steering gear already replaced in
				Aug, replaced power steering gear per TAC, performed
				alignment b/c steering wheel not straight
4/4/06	384384	5640	*	cust had steering gear replaced last year, steering feels
				very loose. operating as designed.

Total Days Out of Service: 60____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?

Ohio Lemon Law

Team Lead Approval:

Date:

<u>DVM and/or DEALER RECOMMENDATION(s):</u> have done all that can be done. DVM declines repurchase as veh operating as designedwind noise is normal characteristic w/ panaramic roof
CRS RECOMMENDATION & RATIONALE (EXPLAIN): have declined cust request per DVM. After reevaluating ROs and case assessment from previous agent, results differ by days out of service and will strongly request trade repurchase thru DVM
Decision reached by CRS: Arbitrate case: Settle case: X

ARB SPECIALIST FORM

ARBITRATION DATE: May 20/07 ARB SPECIALIST: Tamara Hall **REVIEW DATE:** <DATE> CUSTOMER: **COREPOINT/SIEBEL#:** 71-471287745 **BBB CASE#:** PGM0735054 STATE: OH CRM: Ginny Warwick REQUIRED DOCUMENTS: COMPLETED DOCUMENTS ⊠ ccf \boxtimes □ REPAIR ORDERS \boxtimes □ CASE ASSESSMENT \boxtimes \boxtimes ⊠ GMVIS □ ATA (COMPLETED) ☐ ACV SALES DOCUMENTS \boxtimes NEGATIVE EQUITY/OVERALLOWANCE ☐ GM POSITION ☐ GOODWILL OFFERED \boxtimes ☐ CASE SCAN ☐ TSB (IF PERTAINS) SHOULD FILE BE ARBITRATED? (Circle) BRC YES AVM YES AVM NAME: Mike Grudnowski SUGGESTIONS/NOTES (IF BOX CHECKED-ACTION REQUIRED): REVIEW POSSIBLE OUTCOMES OF ARB WITH CUSTOMERS (I.E. MILEAGE/USAGE OR NEGATIVE EQUITY) ☐ NEW GOODWILL OFFER <NOTES> RETURNED TO CRM - ARB CRM's RECOMMENDATION: <DATE> <NOTES>

RETURN TO ARB SPECIALIST BY: <DATE>

BAUMANN PONTIAC CADILLAC GMC INC 339 MILAN AVE

NORWALK OH 44857

PHONE# 419-668-3300 FAX# 419-663-7232

BAC CODE #221348 PONTIAC 19-130 CADILLAC 20-413 GMC 21-135

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

La calla moder
TO: SIMOS FORMILLES
FAX: 8600.850.0100
FAX: 860.850.21860 FROM: John Frankhart, Swhay
OF PAGES (INCLUDING THIS ONE)
Stems requested!





GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 23, 2007

John Frankart Baumann Pontiac 339 Milan Avenue Norwalk, OH 44857

Re:

Siebel Request: 71-471287745 2005 Pontiac G6 GT Sedan VIN # 1G2ZH528954

Dear Mr. Frankart:

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,

James Kennedy BRC Customer Relationship Manager Ph# 800-231-1841, prompt 9, prompt 5, extension 11704 FAX# 866-850-2186 02/23/2007

11:29:01

3100

PAGE 1

Customer Nami Total R/O's	10	total ser	V. DAY	S 167	SERIAL NO. 1G	27H528954 FFFFFFF PN PONTIAC
LN# RO.NG.			•	J# T C	PERATION CODE.	DESCRIPTION
1 385829	09/11/2006	7066 A	83			NAME OF COMPANY
		Ţ	4	1 ₩ 5		BODY ELECTRICAL
		7	4	2 # 6	SIPNZO6	GLASS
2 384384	04/04/2006	5640 A	83	4 11 5	-ADMITAN	COUNT CYCTEM
		Ţ	15		52PNZ03	SOUND SYSTEM
		Ţ	15		SIPNZ12	WATER LEAK
		Ť	15	3 C 4		STEERING/SUSPENS
		Ţ	15		OPNZLOF	LUBE OIL AND FIL
		Ţ		• •	16PNZ04	ROTATE TIRES
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4 000040	AO 107 (OAAE	T	15 10	117	52PNZ03	SOUND SISSEN
4 382010	09/07/2005	4167 A T	20	1 11 4	15PNZ	STEERING/SUSPENS
		, T	20		HJENZ S1PNZ	EXTERIOR TRIM
5 381594	08/08/2005	•	10	2 W C	DTLMT	EXTENIOR INTO
3 301374	00/00/2003	7110 H	20	1 14 4	51PNZ	EXTERIOR TRIM
		Ť	20		50PNZ	ENGINE ELECTRICA
		Ţ	20		rspnz	STEERING/SUSPENS
		Ť	20			AIR CONDITIONING
		Ţ	20	5 W 4		WHEELS/TIRES
		Ť	10		70PNZ03	RENTAL
		Ţ	10	719		BODY REPAIR
6 380683	05/27/2005	-	14	/ 1 .	COLINT	DOD! UELKIN
0 300003	03/2//2003	2333 H	4	4 14 4	51PNZ	BODY ELECTRICAL
7 380245	04/19/2005	•	14		211 147	DOD! LLLUINIUM
/ 300243	V 1 /17/2003	1022 H	4	1 0	51PNZ	BODY ELECTRICAL
		Ť	4		LOPNZ13	DRIVEABILITY REC
8 56960C	03/22/2005	•	30545	26.	101 14213	DUIACUMICIAL UCO
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IA OMIAN	111111100	705 X T	9	1 W (C3358PN	

CONSUMER INSTALLMENT LOAN NOTE AND SECURITY AGREEMENT

		Simple Ir	nterest		
Borrower's Name & Address:	,	С	o-Borrower's Na	me & Address:	
NAME OF THE PARTY					•
NORWALK Lender: AMTRUST BANK, a division of		D:	ate of Loan:	10/19/200	4
Address: 1801 East Ninth Street, Suite 20		L	oan Account Nur		
Loan Amount \$ 23880. 41	City and State NO	RWALK		OH	Date10/19/2004
This is a loan directly from AMTRUST BANK signs this Consumer Note and Security of purchase from the property and any related services you are than one borrower, each of you is responsib	e buying. Please read this te both individually and joir	Agreement on the control of the cont	ement states the (the "Selle carefully and if you is Agreement (kr	terms of this simple in or," which term includes ou agree to these terms nown as "joint and seve	any of Seller's employees or agents) o , sign your name below. If there is more rral" responsibility).
For value received, the undersigned, jointly amount of TWENTY THREE THOU together with interest on the unpaid balance on the due dates shown in the paymer percent (and an any athor amount	a awad bara	under leveent ir	itaraat) tha tatal at nai	mente in the number and amounts and
Send payments to AmTrust Bank at: P.O. B to AmTrust Bank at: P.O. Box 6687, Clevela Loan Fee: Borrower agrees to pay a non-re	nd, Ohio 44101-1687. fundable loan fee of \$	150.00		address we designate	to you in writing. Send correspondence
TRUTH IN LENDING AC	T DISCLOSURE	S			
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHAR The dollar amount the cre you if you pay as schedul	edit will cost	The amount of provided to ye	ou or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.
4.694 %	\$3314.23		\$2388	30.41	\$27194.64
Payment Schedule: Your payment sche	dule will be.			· · · · · · · · · · · · · · · · · · ·	
Number of Payment(s)	Amount of Paym	nents	Whe	n Payments are Due	
66	s12.	04 √A	Mon	thly on the3 Day	of Each Month Starting 12/03/20
Prepayment Penalty: If you pay on Required Deposit: The Annual Assumption: This loan care Property Insurance: You may observe the other parts of this Agreement and any any required repayment in full before the scherosci	nk may also secure this loan. It is more than 10 days late, you If this Note early, you may hav Percentage Rate does not ref Innot be assumed. It is property insurance and G Other contract documents for a	ou will be char ve to pay a per fect the effect AP protection any additional ties, and secur	ged 5% of the payonalty. of any required defrom anyone you vinformation about rity interests.	ment amount, not to excee posit. vant that is acceptable to to nonpayment, default, the ri-	us. ght to accelerate maturity of the obligation,
Insurance/GAP Protection: Credit sign below agreeing to pay the additional cost.					
TYPE	10.00		TERM		PREMIUM
o Credit Life O Single C	Joint First		Mos.	\$	N/A
:	Single O Joint	First	Mos.		N/A
o GAP Protection (Debt Cancellation		First	Mos.		N/A
o Other	r Agreement)		First	Mos.	\$ N/A
	aat tha aradit ingura	I		ı	Ψ N/A
By signing below, you confirm that you Signature			-		
Itemization of Amount Financed. 1. To Seller on your behalf 2. Amount paid to public officials. 3. Credit insurance premiums 4. Extended Warranty Service Contr. 5. GAP Protection 6. Documentary service charge.	s 1399.0 s 1399.0 s 100.0	5 À Q À	ments, extras, apused in connection Year Vehicle Identificat Model You also give us a vidually or jointly described in the "to a source the interest of the second of the	his Toan, you hereby give purchs which you are purch purtenances or other equipn with such property (the Make 10 No. 162 ZH52 SEDAN GT asecurity interest in your dwith your co-Borrower or security" section of the Trusing any proceeds of the Col	89 54
7 To:		A /	or premiums for or purchased in co	rany such products or ser onnection with this Agreem	vices if the product or service was required ent. We agree that any other security inter- re toan from us does not secure this loan.

to Am Trust Bank at: P.O. Box 946/3, Cleveland, Ohio 44101-4673 or at any other address we designate to you in writing. Send correspondence to Am Trust Bank at: P.O. Box 6687, Cleveland, Ohio 44101-1687.

Loan Fee: Borrower agrees to pay a non-refundable loan fee of \$

Loan Fee: Borrower agrees to pay a non-	refundable loan fee of \$				
TRUTH IN LENDING AC	CT DISCLOSUR		क्रमीत्रेक्षण्डीक्र, त्यात्मात्रकृष्टी — मित्रीक्रमात्री (१०००)	ertenen in Serieska han is in Serieska (d. 1915) och af Senest.	To Johnson C. No Silver Tille servick i miseral Trovinske i judenskaft Mise
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. 4.694 %	The dollar amount the cryou if you pay as schedus. 3314.23	RGE redit will cost	The amount or provided to yo	Financed foredit used or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$_27194.64
Payment Schedule: Your payment sch	edule will be:	•		 	
Number of Payment(s)	Amount of Payr	nents	Wher	Payments are Due	
66	\$		Monti	hly on the3 Day	of Each Month Starting 12/03/20
	Ψ	N/A 			
Property Insurance: You may come of this Agreement and an any required repayment in full before the sch	ank may also secure this loan, ent is more than 10 days late, yoff this Note early, you may ha it Percentage Rate does not recannot be assumed. btain property insurance and Cy other contract documents for eduled date, prepayment penal	ou will be charge ve to pay a pena flect the effect of AP protection fro any additional inf ties, and security	id 5% of the paym Ity. any required depo om anyone you wa ormation about no interests.	ent amount, not to exceed osit. ant that is acceptable to unapayment, default, the right	us. ght to accelerate maturity of the obligation,
Insurance/GAP Protection: Credition below agreeing to pay the additional cost.	t Life Insurance, Credit Disabili	ty insurance, an	d GAP Protection	are not required to obtain	n credit and will not be provided unless you
TYPE			TERM		PREMIUM
o Credit Life O Single	O Joint First	М	os.	\$	N/A
စ် Credit Disability (Single O Joint	First	Mos.	\$	N/A
OGAP Protection (Debt Cancellation	n Agreement)	First	Mos.	\$	N/A
∮ o Other	•	Fi	rst	Mos.	\$ N/A
Signature Itemization of Amount Financed. To Seller on your behalf	22350.4	C	ollateral for this a	Agreement.	is a security interest in the following prop-
Amount paid to public officials Credit Insurance premiums	s 31.2 N/	5 m us Ye	ents, extras, appu ents on connection of ear 2005	ons which you are purcha rtenances or other equip with such property (the "C Make	sing with this loan, together with all attachment now or hereafter forming a part of or collateral").
4. Extended Warranty Service Control 5 GAP Protection	N/	À M	odel <u>G</u> <u>6</u> Sa	No. IG2 ZH52 EDAN GT ecurity interest in your de	New Used
5 GAP Protection 6 Documentary service charge 7 To: for 7 To: 10	\$	de de a.s al or	dually or jointly wit scribed in the "Se- security interest in service contracts, premiums for ar purchased in conr	th your co-Borrower or an curity" section of the Truth any proceeds of the Colla warranties, insurance or ny such products or servi section with this Agreeme	nother person) and in any other property n-in-Lending disclosures. You also give us teral and in any proceeds of any option- GAP Protection or refunds of any charges ces if the product or service was required nt. We agree that any other security inter-
9. To AmTrust for loan fee 10. Less prepaid finance charge 11. Total Amount Financed (sum of 1 through 9; minus 10) Bank of Seller may receive a portion of the ch	\$\frac{150.00}{(\$\frac{150.00}{\$\frac{23880.4}{\$\frac{1}{3}1	and the wh col be eve trai	I that you want to a debt if the Borrowe ich increase this an lect from the Borrow used against the B or in default, that fac to that makes you li	the dept, you will have to, ccept this responsibility. You may a mount. The Bank can colle der. The Bank can use the sorrower, such as suing yout the part of YO	debt. Think carefully before you do. If the Be sure you can afford to pay if you have to, fou may have to pay up to the full amount of also have to pay late fees or collection costs, ect this debt from you without first trying to aame collection methods against you that can u, garnishing your wages, etc. If this debt is UR credit record. This Notice is not the conference of the conferenc
This protection is \$You want to pay cash to purchase this protection.	Contract and/or a Warranty Control Review the sepa Control Review the sepa Control Review the sepa	act is available to	you <u>as an option</u> . E	y signing below, you elect important information abou	to purchase these services from ut the details of this protection.
BY SIGNING BELOW FACH BORROWER AC	, to the trial type D	TO ANGLE PER PER PER PER PER PER PER PER PER PE	CAMBLE IN LINES	ACKNOWLEDGES RECEI	10/19/
					DATE
PRINTED NAMEOriginal /	Bank - White Customer Cop	y - Canary D	ATURE ealer Copy - Pink	Bank Copy - Golden	DATE Rod IAL:016 Revised 3/04/2004

BUYERS ORDER

Cadillac.

GMC TRUCK

BILL KLAUS

PONTIAC • CADILLAC • GMC TRUCK, INC.
"Our name means a great deal!"
4683 STATE ROUTE 250 N.
NORWALK, OHIO 44857

(419) 668-3316 800-323-8164 Fax: (419) 663-7232

STOCK NO.	
3987	
D.O.B.	
S.S. NUMBER	

PURCHASER'S NAME				•"			DATE	/19/2004	
STREET ADDRESS		'We			PHO	NE			
CITY NORWALK	COUNTY HURO	ON	STATE(OHHC	ZIP	SALE	SPERSONGE (ORGE BEATT	V
ENTER MY ORDER FOR ONE WINEW	□ USED XXC			EMONSTRATOR	_	DRY OFFICIAL	☐ RENTAL VEHI	•	
YEAR MAKE		IODEL		BODY TYPE		COLOR	TRIM		
2005 PONTIAC		G6		SEDAN		BLACK	6	ኒጥ	
VIN 1 G 2 Z H 5 2 8	9 5 4		TO BE DELIV		/2004		STOCK NO.	3987	
REMARKS:	٠.		CASH	PRICE OF VE	EHICLE			\$26263.0	0
SEE VEHICLE DELIVERY RE	PORT ATTACHE	ED	EX	T SERVICE	CON	T. 12. 14.		1399.0	0
☐ SEE SPOT DELIVERY AGRE	EMENT ATTACH	1ED						N/	A
SEE LIMITED WARRANTY AT	TACHED							N/	Α
							,	N/	A
					_			N/	A
								N/	4
DEPOSIT RECEIPT:	NEGATIVE								
Dealer Hereby acknowledges receipt or the	I am aware that the ba my trade-in vehicle								
sum of \$N/A as a Deposit/Partial	N/A as a Deposit/Partial owed on my lease turn-in vehicle								
	exceeds the trade-in								
	Dealer and, as a res quested that the o								
days This Deposit/Postial Box	the vehicle be i	ncreased by							
	\$N/A to equity from my trade								
· ' '	owed on my lease tur								
	x					DOCUMENT F	EES	100.00)
TRADE-IN AND OTHE	R CREDITS			27762,00		← SELLING	PRICE -	27762.00	
TRADE-IN ALLOWANCE	N/A	$\overline{}$		N/A		×7.5% %=	SALES TAX	2082.16	
BALANCE OWED ON TRADE	N/A		XABLE OTAL	•		COUNTY HURON	1		
BALANCE OWED TO:	• • • • • • • • • • • • • • • • • • • •	OI	DOMETER N	J7762 00 MILEAGE STATEM	IENT	TITLE FILING	EES	5.00)
NET EQUITY	N/A	L		F THE ABOVE LE NOW READS		OTHER		31.25	
DEPOSIT	N/A		153	MILES/KILOM UNLESS CHECKE	ETERS.				
CASH ON DELIVERY	5000.00	□ OD	OMETER MIL	EAGE IS NOT ACC					
OTHER REBATE	1000.00			DERAL MILEAGE ULL DISCLOSURE		TOTAL		29880, 41	
TOTAL CREDIT	6000.00	>_				TOTAL CREDIT		6000.00	
TRADE-IN STOCK NO.	YEAR	MAKE		MODEL		BALANCE D	JE	23880 41	
BODY TYPE VIN		MILEAGE					1		1

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTIONWITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER, DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT, INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge receipt of a copy of this Agreement. THIS ARDER IS NOT VALIBUNILESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

PPROVED: SIGNED: SIGNED: DEALER OR AUTHORIGED REPRESENTATIVE



CUSTOMER NAME:

CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC CUSTOMER INCENTIVE ACKNOWLEÓGMENT AND/OR ASSIGNMENT

VIN:_	GM Consumer Cash GM October Instant Value \$ 500. 50 LGN of GM October In	(or see attached list*)	
	e de transfert (transfert vie ande retuere general vie determente de vie antique de service de la service de s O deservice (transfert de vier de service de deservice de vie antique de la company de service de service de s		
r Prince	i assign the total amount of customer incentive(s) I customer incentive(s) be applied: (a) to the law, as a price reduction (Bill of Sale indicates	down payment of pre-incentive price	of this vehicle, (b) where permissible by ce, amount of incentive and final price with
	Incentive Program Reference	Amount	GM Incentive Code
	GM CONSUMER CASH	\$ 1000.00	CNC
	GM OCTOBER INSTANT VALUE	\$ 500.00	LGN OCT25563389
			LGN OCT47655397
		\$	
		\$	
	Total Incombine Amount Chapting	\$ 2000	
	Total incentive Amount neceived	Ф <u>2000. </u>	
2.		not be in lieu of	customer incentive programs; for example,
	a Lelect to receive	·	
	in line of	. "	
	ar	nd/or	
	b. I elect to receive		
	CUSTOMER AND DEAL	LER ACKNOWLE	EDGMENT
to me delive	by the Dealer named below. This vehicle was purchary of this vehicle on I acknowledge receipt on from any future claim or obligation for indentive(s) of the control of the contro	sed/leased for pe of incentive(s) as	ersonal/business use and not resale and I took
		/	
the inc	centive(s) described in Item have been provided	to the said purcha	ser/lessee who has taken delivery of referenced
	Authorized Dealer Signature: John 6	Dughten,	M. Date: <u>10 /19/2004</u>
	Dealership Name: #111 Klaus Po	on iac Cadi	llac GMC Dealer Code: 09/23
· List n	nust include VIN, Delivery Date and Program Referen	oranieromanieromanieromanieromanieromanieromanieromanieromanieromanieromanieromanieromanieromanieromanieromani CC	

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File CHEVROLET, PONTIAC-GMC, BUICK and CADILLAC Copy #1 - Dealer Copy #2 - Customer

GM3795 1/01



PONTIAC • CADILLAC • GMC, INC.

339 Milan Ave.

Norwalk, Ohio 44857 Phone (419) 668-3316



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ006	6000 MILE SERVICE	МІ	0.00	19PNZZ	RECALL	CA	0.00
i i							
<u> </u>							

ÓPERATION	OPERATION DESCRI	PTION MO/N	II TOTAL		PERATION		OPERATION	DESCRIPTION	MO/MI	IOIAL
01PNZ006	6000 MILE SERVICE		II 0	.00 19	PNZZ		RECALL		CA	0.00
SERVICE HISTO								0050		OTION
DATE	REPAIR ORDER	· · · · · · · · · · · · · · · · · · ·		ECHNICIAI			PERATION		ATION DESCRI	
09/07/05	382010	4167	10	20 20	W	45P 61P	NZ	EXTERIOR	/SUSPENSION TRIM	•
08/08/05	381594	4118	10	20 20	W	61P 50P	NZ	EXTERIOR ENGINE EL	ECTRICAL	
				20 20	W	45P 21P		STEERING AIR COND	/SUSPENSION ITIONING	·
SALESPERSON NO	D.		SF	R V	ТСБ	=		STATE RE	G# ND003	
VEHICLE LD.		YEAR/MAKE/MODI					PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O NO.
<u> </u>	.пэ269,54,	J 05/PON	CUSTOMER NO		IVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER N	
CR. CO.			COLOR	1241		CONT	RACT NO	EXPIRATION DATE	EXPIRATION MILES	04/04/06 TAG NO.
CHGE. NORW	ALK, OH		TURBO M/MC	IAIR COL	ND. P. S. TE	RANS	MILEAGE	ADVISOR NO.	ADVISOR	⊥ 709 _−
WAR.	· · · · · · · · · · · · · · · · · · ·		PN	177			5 64	083	JAY SCHAI	ER
HESIDENGE I	PHONE BUSINESS	S PHONE	that you are	not respon	sible for loss o	or dam	age to vehicle or	ne along with the articles left in vel	nicle in case of fi	e, theft or any
The occur	CA (CA (CE	111101111	by the supp	lier or transi	orter. I bereby	v gránt	: vou and/or vour	inavailability of pa employees permis:	sion to operate the	e vehicle herein I
APPO NEMERIT	am 04/04/06 0	06:00pm	 described or 	streets, high	hways or elsew	here fo	or the purpose of te secure the repairs	esting and/or inspe	ction. An express	mechanic's lien
X _{Yes}			- X							
		bere in the							ORIGINAL	CUSTOMED'S
ORIGINAL	CUSTOMER ESTIMATE:	TOTAL					ESTIM (UNDER OHIO LAW	YOU HAVE THE	ORIGINAL ESTIMATE	CUSTOMER'S ACCEPTANCE
×							RIGHT TO AN ES EXPECTED COST SERVICES WILL	OF REPAIRS OR	_	
^							TWENTY-FIVE DOLL YOUR CHOICE.		AUTHORIZED	INITIAL HERE
1 W 52PNZ	:03	OUND SYSTE	M: HED CD'S	AND WII	LNOT		W	HILTEN	ADDITIONS	DATE
CHANGE CD		OT ESECTING	TER CD 3	MIND WIL	LINOI	ĺ		STIMATE RAL		IME
							ES	STIMATE	TOTAL	3Y
							1 [————————————————————————————————————	DO NOT REQUEST N ESTIMATE	I CIAL	DATE
2 W * 61PNZ	(12 W	ATER LEAK	11	, ,	فلم . مع		In the event that y			TME
CUSTOMER	STATES SUNROOF	S LEAKING.	J K . 3476	> 0.5 /	CIMITA.		authorize completi service, a charge w disassembly, reass	on of a repair or bill be imposed for	<u> </u>	37
							completed work St directly related to t	uch charge will be he actual amount	REPLACEI WILL BE RE	
3 W * 45PNZ	s:	TEERING/SUS	PENCION	ı			of labor or parts inspection, repair o	involved in the r service.	UNLE	:ss
	HAD STEERING GEA				TATES		DISCLAIMER OF Any warranty on t	he products sold	SPECIFIED O	THERWISE DISCARD
STEERING F	EELS VERY LOOSE						hereby are those nufacturer. The seconTIAC - CAL	eller, BAUMANN DILLAC • GMC,	Parts replaced	
						ł	INC., hereby exp Lall warranties, ci	ressly disclaims	manufacturer are retair	
4 6 000017	" OF **	upe ou this	eu ten				implied including ranty of merchant for a particular pur MANN PONTIAC	lability or fitness	BAUM.	
	LOF <i>LU</i> Request lube oil						GMC, INC, neith	er assumes nor l'	PONTIAC • CADILL	í
							authorizes any c assume for it any nection with the sa	liability in con-	or inspection by THIS FACILITY	
						}	or said products. ALL PAR	TS ARE	5% OF THE TO CHARGES UP	DTAL LABOR
5 C * 46PNZ	04 R (OTATE TIRES					NEW OR F	UNLESS	MUM OF \$20.00	FOR SHOP
CUSTOMER	REQUESTS TIRE RO	TATION					SPECIFIED O	NTEF	SUPPLIES AND DISPOSAL	OH WASTE
							GENERAL MOTORS WAR AND LABOR FOR 12 MON WHICHEVER OCCURS	ITHS OR 12 000 MILES	DEDUCT \$	
							(NSTALLED PARTS AND LINVOICE MUST BE PRES	ABOR, (A COPY OF THE	#	
6 Pulls +	es the right							TAG NUMBER	AUTH:	
1 / 1/2	100 10 100								DAYS	RENTAL

PAGE 1 OF 1

TECHNICIAN COPY

		-
1) RIR Radio and Sudap 20763	1.0	
2 Chafig windwein - attempt de	55° to	
adjust Sympy . #2 panel willen	t el-	
and # Board Swap slower and	B-132900	
adjust to Spec. Rume #2 pand adjust to Spec. Rume #2 pand and # Brand Swap places and Peadjust pands Virje Ryani	ري. در را	
3 Test chinger Complaint		
WPF		
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not sull on flat Road	SIRAIGHT IINE (HOUS)	STRAIGHT TIME (HOURS) STR.
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		ON OFF
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11241 PNWS384384 83 709 04/04/06 JAY SCHAFER 5.640 / 05/PONTIAC/G6/ NORWALK, OH 1 G 2 Z H 5 2 8 9 5 4 04/04/06 JOB# 1 CHARGES-----SOUND SYSTEM HOURS: 1.00 TECH(S):15 J# 1 52PNZ03 68.00 CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD'S. REPLACE AND SET UP PREVIOUSLY ORDERED RADIO LABOR 68.00 JOB# 1 JOURNAL PREFIX PNWS JOB# 1 TOTAL 68.00 JOB# 2 CHARGES-----LAB0R - - - - - -J# 2 61PNZ12 WATER LEAK HOURS: 1.70 TECH(S):15 115.60 CUSTOMER STATES SUNROOF IS LEAKING.
VERIFY CUSTOMER CONCERN; ATTEMPT TO ADJUST SUNROOF. #2 PANEL
WILL NOT ADJUST: SWITCH WITH #3 PANEL: READJUST BOTH PANELS
AND SUNROOF ASSY. RETEST TO VERIFY REPAIR ; NOW OPERATING WITHIN SPECS JOB# 2 TOTALS-----LABOR 115.60 JOB# 2 JOURNAL PREFIX PNWS JOB# 2 TOTAL · 115.60 R/O TAX R/O TOTALS 0.00 183.60 WARRANTY CLAIM DETAIL TOTALS.... CLAIM#..... 183.60 CLAIM TOTALS 183.60

PAGE 1 OF 2

APPROVED BY SIGNATURE

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 04:27pm

DCS AUDIT SLIP-----DCS DATA FILE: GMGMWF.142 WARRANTY NEW CLAIM 04/04/2006 1626 DIV DEALER ODOMETER SE<u>RVICE ADVISOR</u># 6 19130 5640 RO NUMBER RO DATE VIN 384384 04/04/2006 1G2ZH528954 MIDDLE: J CUSTOMER NAME: FIRST: PHONE; WORK: HOME: LABOP LHRS R0763 1.0 LN JOB CT CC PC 1 01 0J PART-NO. TOT-PTS OHRS NET-AMT. LAB-TOT. AUTH CODE: 68.00 TECH SSN: AUTH. AUTHOR .: LN-TOT: LN JOB CT CC PC LABOP LHRS OHRS NET-AMT. LAB-TOT. PART-NO. TOT-PTS 2 02 LN-TOT: 2K B2900 AUTH CODE: AUTH. AUTHOR .: 115.60 TECH SSN: R.O. TOTAL: 183.60

11241

JAY SCHAFER

83 709

04/04/06

PNCS384384

5,640 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

04/04/06

JOB# 1 CHARGES	
LABOR	WARRANTY
JOB# 1 TOTALS	0.00
JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL JOB# 2 CHARGES	
LABOR	Warranty
JOB# 2 TOTALS	
JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL JOB# 3 CHARGES	0.00
LABOR J# 3 45PNZ STEERING/SUSPENSION TECH(S):15 CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR, HE STATES STEERING FEELS VERY LOOSE OPERATING AS DESINGED	0.00
JOB# 3 TOTALS	
JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL JOB# 4 CHARGES	0.00
LABOR J# 4 00PNZLOF LUBE OIL AND FILTER TECH(S):15 CUSTOMER REQUEST LUBE OIL AND FILTER CHANGE SCHEDULED MAINTENANCE. COMPLETED ENGINE OIL AND FILTER CHANGE. TOPPED OFF FLUID LEVELS LUBRICATE CHASSIS INCLUDING DOOR HINGES. CHECKED AND ADJUSTED TIRE PRESSURES RESET OIL LIFE MONITORING SYSTEM.	8.00
PARTSQTYFP-NUMBER	5.00 10.00

PAGE 1 OF 2

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 04:27pm

11241 04/04/06 PNCS384384 JAY SCHAFER 83 709 5.640 / 05/PONTIAC/G6/ NORWALK, OH 1 G 2 Z H 5 2 8 9 5 4 04/04/06 JOB# 4 TOTALS-----8.00 15.00 PARTS JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 23.00 JOB# 5 CHARGES-----LABOR-----ROTATE TIRES 14.95 J# 5 46PNZ04 TECH(S):15 CUSTOMER REQUESTS TIRE ROTATION SCHEDULED MAINTENANCE PERFORMED TIRE ROTATION AS REQUESTED. JOB# 5 TOTALS-----14.95 JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL 14.95 JOB# 6 CHARGES..... LABOR - - - -SUSPENSION CONCERN TECH(S):15
CUSTOMER STATES CAR PULLS TO THE RIGHT WHILE DRIVING
ROAD TEST VEHICLE: DOES NOT PULL ON FLAT ROAD; CHECK
SUSPENSION 0.00 J# 6+45PNZ03 TECH(S):15 OPERATING PER MANUFACTURES SPECS JOB# 6 TOTALS-----JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL 0.00 MISC.....-CODE.....-DESCRIPTION.....-CONTROL NO......CONTROL NO..... JOB # A C1 SHOP SUPPLIES 2.30 TOTAL - MISC TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET...
TOTAL G.O.G.... [] CASH [] CHECK CK NO. [0.00 TOTAL MISC CHG. TOTAL MISC DISC [] VISA [] MASTERCARD [] DISCOVER * 2.30 0.00 [] AMER XPRESS [] OTHER [] CHARGE * TOTAL TAX..... 2.82 ************************************* **TOTAL INVOICE \$** 43.07 THANK YOU FOR YOUR BUSINESS!! CUSTOMER SIGNATURE

PAGE 2 OF 2

SERVICE FILE COPY

[END OF INVOICE] 04:27pm

NORWALK

JS 4683 U.S. Route 250 North Norwalk, OH 44857 Phone: (419) 668-3316 1 (800) 323-8164 FED I.D. # 34-1670067 VENDOR # 39-017744

|--|

1

DATE	YEAR	MAK	E		MODEL		VIN	STK/CUS	MILES IN M	000000000000000000000000000000000000000	JT TAG
03/09/05	05	PONTIA	2	G6		1G2ZH52	8954		1016		0
SERVICE DATE	NC	TIFIED	SVC 2	NDV	PROMISED	DATE/TIME	LICENSE	RATE	PAYMENT	INV	. DATE
10/19/04	00	/00/00	4.5	5	00/00/0	00:00		. 0	0 00	03/	09/05
R.O. NUMBER		TA	X ID		HOM	E PHONE	BUSINESS I	HONE	COLO	4	PRINT A
5682	7							0000	BLACK		1

VEHICLES BATTERY KEEPS LOOSING CHARGE . VEHICLE WONT START INTERMITTENT HOLUFAR IS DRIVER NETER JUNE

SPECIAL ORDERED SEAL HERE DRIVER SIDE WINDOW CATCHES ON THE RUBBER SEAL

BILL CODE -

DATE RECEIVED -

Marrel Roll of 105

OPEN 04088

P16 3349

(ASE_# 8048535

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THIS DEALERSHIP CHARGES 5% OF THE TOTAL LABOR CHARGES TO A MAXIMUM OF \$10.00 FOR SHOP SUPPLIES: *SUPPLIES are those miscellaneous items used in connection with the source of your vehicle. Applicable items are Nuts, Bolts, Washers, Cotter Pins, Tape, Silicones, Grease, Solvents, Gasket Sealers, Rags, Carburetor Cleaner, Towels, Window Cleaner, Solder, Battery Cleaner, Battery Sealer, Wire, Windshield Sealer, Choke Cleaner, Whitegrease, Paper Floor Mats, etc.

General Motors Labor and parts are warranted for 12 months or 12,000 miles, whichever occurs first.

FED ID # 34-1670067

VENDOR # 39-017744

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.				
WRITTEN	ORAL	I DO NOT REQUEST		
ESTIMATE	ESTIMATE	AN ESTIMATE		

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. AUTHORIZED CUSTOMERS ACCEPTANCE

\$	\$	BUTTAL HERE	DATETIMEF
REPLACED PARTS W	LL BE RETURNED UNI	ESS SUBJECT TO A MANUFAL	LIURER'S CORE CHARGE OR OTHERWISE INDICATED
,	,,,,,,,	DISCARD	
12 -	man 1	7-11-15	1 (VB) (E X)
11/11/K	! 1911 !		
CLOSCOMER SIGNA	TURE		

<- Back Forward ->

Document ID# 1625978 2005 Pontiac G6

Feedback Print

Seal, Sunroof Sliding Glass - Replace

OPERATION NUMBER: B2770

LABOR TIME: 1.4

Note: Panoramic Only

<- Back | Forward ->

Document ID# 1625978 2005 Pontiac G6

Feedback

Print

<- Back Forward ->

Document ID# 1584835 2006 Pontiac G6

Feedback

Print

Gear Assembly, Power Steering - Replace

OPERATION NUMBER: E9740

LABOR TIME: 0.7

Note: For alignment times, refer to Operation E2020 and add the applicable times to the regular labor hours.

<- Back

Forward ->

Document ID# 1584835 2006 Pontiac G6

Feedback

Print

8/31/2005

<- Back

Forward ->

Document ID# 1584735 2006 Pontiac G6

Feedback

Print

Wheel Alignment - Check And/Or Adjust

OPERATION NUMBER: E2020

LABOR TIME: 0.5

Note: Prior wholesale approval required for vehicles under 500 miles/800 kilometers.

Includes: Four wheel alignment set-up and check tire pressure.

To Adjust Front Camber - Both Sides	ADD:	0.8
To Adjust Front Camber - One Side	ADD:	0.5
To Adjust Rear Camber - Both Sides	ADD:	0.3
To Adjust Rear Camber - One Side	ADD:	0.2
To Adjust Rear Toe	ADD:	0.2
To Adjust Front Toe	ADD:	$\left(0.2\right)$
To Road Test Vehicle	ADD:	(0.2)

Forward -> <- Back

Document ID# 1584735 2006 Pontiac G6

Feedback

Print

8/31/2005

Dear Customer,

Welcome to the all new RaceWay Pontiac/Cadillac/GMC if your satisfied with our service tell your friends. If your not satisfied with our service tell US.

Thank You,

Garry Hoskins Service Manager

Name Address

Telephone Vehicle (VIN) License Technician Mileage **Time Printed**

8/31/05 3:32 PM

Front : Left

Specified Range Actual Before -1.7° -0.2° 2.4° 3.9° -0.07°* 0.00° 0.20° 13.1° 13.2° 12.3° 12.3°

Camber Caster Toe SAI **Included Angle** Turning Angle Diff.

Pontlac: G6: 2005-06

Actual Before Specified Range -1.5° 0.1° 2.4° 3.9° 0.00° 0.20° 13.5° 13.4° 12.8° 12.8°

Front : Right

Front

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

Actual	Before	Specified Range
	·	-1.0° 0.6°
		-0.8° 0.8°
-0.4° -0.	-0.3°	
	0.00°*	0.00° 0.40°

Rear: Left

Actual	Before	Specified Range
		-1.3° -0.3°
0.25°*	0.24°*	0.00° 0.20°

Camber Toe

Actual	Before	Specified Range	
		-1.3° -0.3°	
-0.09°*	-0.10°*	0.00° 0.20°	

Rear: Right

Rear

Cross Camber Total Toe Thrust Angle

Actual	Before	Specified Range
0.2°	0.0°	
4		0.00° 0.40°
		-0.30° 0.30°

^{*} This value is not within specification. Tire wear, handling and safety problems may result.

Dear Customer,

Welcome to the all new RaceWay Pontiac/Cadillac/GMC if your satisfied with our service tell your friends. If your not satisfied with our service tell US.

Thank You,

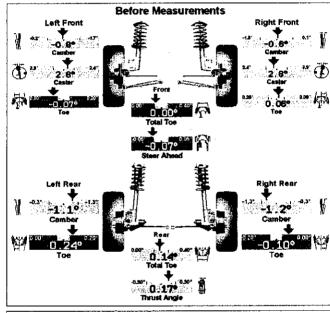
Garry Hoskins Service Manager

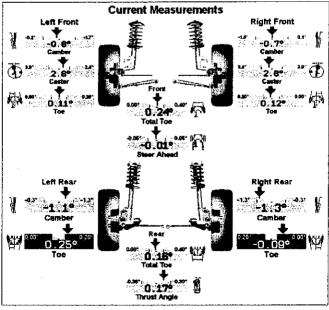
Name Address

Telephone Vehicle (VIN) License Technician Mileage Time Printed

8/31/05 3:31 PM

Pontiac: G6: 2005-06





Service Information Page 1 of 1

<- Back Forward ->

Document ID# 1475246 2005 Pontiac G6

Feedback

Print

Column Assembly, Steering - Replace

OPERATION NUMBER: E7680

Pontiac LABOR TIME: (1.5)

Chevrolet LABOR TIME: 1.1

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time performing diagnosis.

(0.0-0.3)

With Adjustable Foot Pedals ADD: 0.2

<- Back Forward -> Document ID# 1475246
2005 Pontiac G6

Feedback Print

9/2/2005

<- Back | Forward ->

Document ID# 1474668 2005 Pontiac G6

Feedback Print

Window, Sunroof - Replace

OPERATION NUMBER: B2760

One Piece

Panoramic 2/3 Window LABOR TIME: 0.6

Panoramic Front Window LABOR TIME: 0.5

Panoramic Rear Window LABOR TIME: 0.5

Second Second

Feedback

LABOR TIME: 0.3

Print





PNCS381594

Pontiac • Cadillac • GMC

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NORWALK, OH

11241

GARRY HOSKINS

10 445 09/09/05

PNCS381594

4.118 /

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

08/08/05

JOB# 1 CHARGES Thank you for this opportunity to serve you. It LABOR---J# 1 61PNZ WARRANTY EXTERIOR TRIM HOURS: 4.80 TECH(S):20 ROOF WHISTLES AT 60MPH
TEST DROVE VEHICLE CONFIRMED CUSTOMER CONCERN. CHECKED
CHECKED FOR BULLETINS FOUND PIC3472A. SAYS TO REPLACE
SUNROOF SEAL. SOME WIND NOISE STILL PRESENT. CALLED
TAC THEY SUGGESTED ADJUSTING ALL WINDOW PANELS ON PANORANIC SUNROOF. ADJUSTED PANELS.
REPLACED SUNROOF SEAL PER BULLETIN. STILL SOME NOISE LEFT. CALLED TECHNICAL ASSIST THEY SUGGESTED ADJUSTING PANELS ON PANORAMIC SUNROOF. ADJUSTED ALL PANELS. STILL SOME WIND NOISE PRESENT. CALLED TECH ASSIST THEY SAID SOME WIND NOISE IS NORMAL. PARTS-----QTY---FP-NUMBER-------DESCRIPTION------UNIT PRICE-1 15291339 SEAL 12.810 TOTAL - PARTS JOB# 1 TOTALS------JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00 LABOR-----ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20 WARRANTY J# 2 50PNZ STARTER STICKS EVERY SO OFTEN WHEN STARTING VEHICLE. HAD VEHICLE FOR ABOUT 1 WEEK AND COULD NOT DUPLICATE CUSTOMER CONCERN. COULD NOT DUPLICATE CUSTOMER CONCERN. JOB# 2 TOTALS-----0.00 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL LABOR - - -STEERING/SUSPENSION HOURS: 6.20 TECH(S):20 J# 3 45PNZ WARRANTY STEERING/SUSPENSION HOURS: 6.20 TECH(S):20
CUSTOMER STATES STEERING FEELS LOOSE AND ALSO CLUNKS WHEN
TURNING FROM SIDE TO SIDE.
TEST DROVE ANOTHER G6 FELT A NOTICEABLE DIFFERENCE. PUT CAR
ON HOIST TO CHECK SUSPENSION FOUND INTERNAL RACK LOOSENESS
POWER STEERING RACK NEEDS TO BE REPLACED.
INSTALLED NEW POWER STEERING RACK PER TECH ASSIST. STEERING
WAS STILL LOOSE AND NOISE STILL PRESENT. CALLED TECHNICAL
ASSISTANCE AGAIN AND THE SUGGESTED REPLACING INTERMEDIATE
SHAFT. REPLACED INTERMEDIATE SHAFT. CLUNKING STILL PRESENT.
TECH ASSIST SAID REPLACE STEERING COLUMN. REPLACED STEERING
COLUMN CLUNK LESS NOTICEABLE STEERING STILL LOOSE. TAC

is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

WARRANTY STATEMENT AND DIS-CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. NEITHER ASSUMES AUTHORIZES ANY OTHER PERSON TO WARRANTY ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.

> General Motor labor and parts are warranted for 12 months or 12,000 miles whichever occurs first.



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WARRANTY





PAGE 1 OF 3

SERVICE FILE COPY

COLUMN CLUNK LESS NOTICEABLE STEERING STILL LOOSE. TAC

PARTS------OTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-

GEAR KIT 6.508

[CONTINUED ON NEXT PAGE] 04:50pm

SE623381 O (03/05)

CASE NUMBER 8436424

1

15216792

PERFORMED ALIGNMENT PER TAC ASSIST





PNCS381594

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339 Milan Avenue Norwalk, Ohio 44857

11241

GARRY HOSKINS

10 445 09/09/05

PNCS381594

4,118 /

NORWALK, OH

05/PONTIAC/G6/

1 G Z Z H 5 2 8 9 5 4

08/08/05

PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-WARRANTY FLUID 8.800 89020661 88967179 S/COL REM 6.518 WARRANTY 1 CORE RETURN CORE RETURN WARRANTY 15216792 WARRANTY -1 88967179 TOTAL - PARTS 0.00JOB# 3 TOTALS-----LABOR-----AIR CONDITIONING HOURS: 0.30 TECH(S):20 J# 4 21PNZ A/C CONDENSATION BUILDS UP WHEN ON IN THE MIDDLE AND DRIPS CHECKED A/C SYSTEM NO PROBLEM FOUND. CONDENSATION LEAKING FROM BOTTOM OF CAR IS NORMAL. NO PROBLEM FOUND NO PROBLEM FOUND 4 TOTALS-----LABOR - - - - -J# 5 46PNZ WHEELS/TIRES HOURS: 0.30 TECH(S):20 CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LOW IN RIGHT FRONT TIRE. FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL.

JOB# 6 CHARGES-----0.00 💆 LABOR - - - -RENTAL HOURS: TECH(S):10 RENTAL VEHICLE WARRANTY J# 6+70PNZ03 PROVIDED CUSTOMER RENTAL VEHICLE. MISC-----CODE------DESCRIPTION-------CONTROL NO------W6 WARRANTY RENTAL CAR WARRANTY WARRANTY RENTAL CAR WARRANTY TOTAL - MISC 0.00 JOB# 6 TOTALS-----JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL
JOB# 7 CHARGES-----0.00 LABOR-----BÖDY REPAIR HOURS: TECH(S):10 INTERNAL J# 7+96PNZ

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

WARRANTY STATEMENT AND DIS-CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR WARRANTY FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES, IF DEALER PROVIDES A WRITTEN WARRANTY, ANY WARRANTY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.

> General Motor labor and parts are warranted for 12 months or 12,000 miles whichever occurs first.



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PAGE 2 OF 3

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 04:50pm

REPAIR FRONT OF VEHICLE. HIT ON LOT







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11241	GARRY HOSKI	NS 10	445	09/09/05 PNCS381594
NORWALK, OH	05/PONTIAC/ 1 G Z Z H !	G6/ 5 2 8 9 5 4	4,118	08/08/05
PARTSQTYFP-NUMBER	DESCRIPTION	TOTAL - PARTS	INTERNAL INTERNAL INTERNAL INTERNAL INTERNAL 0.00	Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.
197	09/05 BODY REPAIR	TOTAL - SUBLET	INTERNAL 0.00	WARRANTY STATEMENT AND DIS- CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
JOB# 7 TOTALS	JOB# 7 JOURNAL PREFIX I	PNCS JOB# 7 TOTAL	0.00	WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
**************************************	***********] * DISCOVER * CHARGE *	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00	ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.
				General Motor labor and parts are warranted for 12 months or 12,000 miles whichever



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occurs first.





PAGE 3 OF 3

CUSTOMER SIGNATURE

SERVICE FILE COPY

DUPLICATE INVOICE

[END OF INVOICE] 04:50pm

Miles. -8069 Things Wilrong on Gle-Sun Roof to much wind Noise, Can see out & even when you Close the Cover to sunroof at still very Noisy. Steering love At M. (Play www.) This more when derving in dest consissus - Dever Seat heat Comes on by itself + When you turn of it comes on still Road are Rough. Been cleating with and This sence We Puchased Car from 3:11 thes I have Not gotton Satisfaction doen with all the ownership Changes, Theat Belt light on that Blinks to then goes

Service Information Page 1 of 11

<- Back | Forward ->

Document ID# 1873237 2005 Pontiac G6

Feedback

Print

Subject:

General Guide to Panoramic Sunroof Noise Issues #05-08-

67-014D - (11/20/2006)

Models:

2005-2006 Pontiac G6



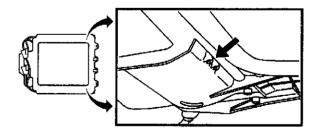
This bulletin is being revised to remove the statement about contacting Webasto before replacing a sunroof module. Please discard Corporate Bulletin Number 05-08-67-014C (Section 08 - Body and Accessories).

Important: U.S. Dealer Technicians - Please review Tech Assist video 50250.17T1 at the GM Training web site prior to any repair of the panoramic sunroof system.

Condition #1

Some customers may comment on an itch type noise occurring over bumps. The noise comes from the front area of headliner at the corners where headliner meets the sunroof module, over the driver's and/or front passenger's head area.

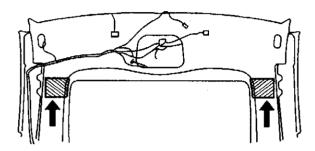
Cause





The headliner may rub on a pair of plastic screw boss holes (empty/no screws in these bosses) that are part of the sunroof module on each side of the module towards the front.

Correction





For vehicles built prior to May 9, 2005, partially lower the front of the headliner enough to access this area, being careful not to bend or damage the headliner while performing the following procedure. Install a 102 mm X 102 mm (4 in X 4 in) felt/flocking tape* patch to the backside of the headliner, just under the pair of plastic screw boss holes (empty/no screws in these bosses) that are part of the sunroof module on each side of the module (driver/passenger) towards the front. Then reinstall the headliner.

*The felt/flocking tape, BSR P/N KT13296, can be purchased from Kent Automotive by calling 1-800-654-6333 (in Canada, 1-800-563-1717).

Condition #2

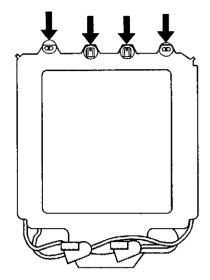
Some customers may comment on a plastic/metal itch and/or crack/snap type noise that occurs while driving over bumps. This noise comes from across the front edge of the sunroof module. The noise may also sound like it is coming from side or center of the roof as well.

Cause

This condition may be caused by the module mounting bolt/fastener (roof interaction with the fastener).

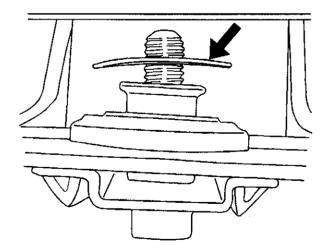
Service Information Page 3 of 11

Correction





1. Install 14 Mylar washers to the mounting bolts/fasteners. Drop the headliner enough to access these attachments, being careful not to bend or damage the headliner while performing the following procedure. Loosen all front 4 module mounting bolts. Verify that the screws are not engaged into the roof.





- 2. Install four (4) Mylar washers, one on each of the four compensators.
- 3. On the two outboard compensators only, spin the tolerance compensator screw to raise the tolerance compensator barrel to its fully deployed position prior to engagement into the clinch nut in the roof. Fasten the two outboard tolerance compensators to the roof assembly by hand (Torque specification 9 N·m/80 lb in).

Figure 1

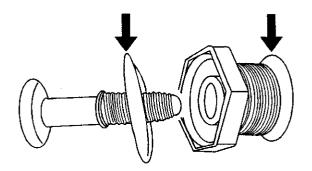
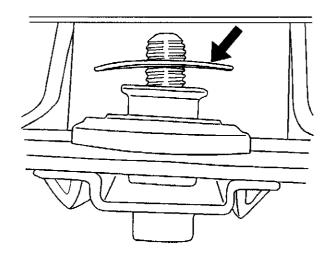


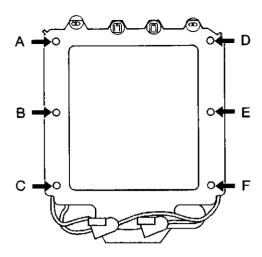


Figure 2





4. Install ten (10) Mylar washers - two to A, C, D, F. Refer to Figure 1. Install one washer to B and E, between the compensator and the roof. Refer to Figure 2. Follow the procedure below.





Important: To prevent the sunroof from dropping, loosen one corner at a time following the procedure listed below. Do not over tighten the mounting bolts.

Starting with A, remove the TORX screw from the center of the 19mm nut. Discard the small retaining spring holding the TORX screw to the 19mm nut. Insert a Mylar washer in between the TORX screw and the 19mm nut and one above the 19mm nut between the height adjuster and the body. Retighten the TORX screw into the body to 10 N·m (89 lb in). Refer to the sequence below.

- Loosen A. Refer to the illustration above.
- Loosen B.
- Install two washers to A and one to B.
- · Tighten A.
- Loosen C.
- Install two washers to C.
- Tighten C and B.
- Repeat for D, E and F.
- 5. Prior to fastening the two center tolerance compensators, turn the screw to lower the barrel to its lowest position. Before fastening, get out of the vehicle and observe the main seal to body contact. If the seal appears to have good engagement to the roof, proceed with tightening the center two tolerance compensators screws (Torque specification 9 N·m/80 lb in). If the seal appears to be pulled away from the body, prior to fastening the two center screws, press firmly up on the black rail between the two screws as you tighten the screws. This will improve the seal contact along the front edge.
- 6. Cycle the roof to the full open and closed positions. Measure the glass gap between the first and second panel. Glass gap specification is 3.5 mm to 5.5 mm (0.14 in to 0.22 in). If the glass gap is

Service Information Page 6 of 11

not within this specification, adjust the wind deflector glass panel #1 to achieve this specification. DO NOT adjust the second glass panel at this time. Recycle and re-measure the gap to achieve the correct specification.

- 7. Measure the front wind deflector glass panel to body on both sides of the vehicle. The front edge of the wind deflector panel should be flush to -2 mm (-0.79 in) below the body. The rear edge of the wind deflector glass panel height to the second glass panel should be flush to 1 mm (0.040 in) above the second glass panel. Adjust the wind deflector to meet the proper specifications if necessary.
- 8. Perform the air leak blower test to verify that are no wind leaks in the system prior to reinstallation of the headliner.
- 9. Verify that the flock tape is in place on the headliner or the roof module as described in Condition #1.
- 10. Test drive the vehicle to confirm that all noises have been eliminated.
- 11. Reinstall the headliner.

Condition #3

Some customer may comment on wind noise from the front outside of the sunroof module at the leading edge and/or either corner of the seal to the metal roof.

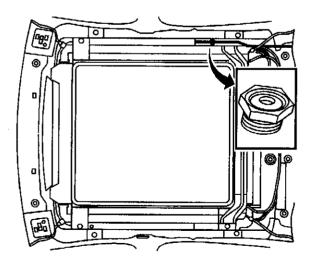
Cause A

Insufficient seal contact to the roof.

Cause B

This condition may be caused by the roller and/or a puckered seal.

Correction A



Service Information Page 7 of 11



Correct this condition by turning the four corner leveling nuts to 19 mm hex heads clockwise. This will tighten the module to the roof, creating a better module to roof seal.

Correction B

Important: DO NOT order an entire module to obtain the seal.

For vehicles built prior to April 28, 2005, replace the module seal with updated P/N 15291339 and adjust the front glass panel properly (refer to Sun Roof Window Alignment in SI).

If the vehicle was built after April 28, 2005, the vehicle already has the updated module seal. Adjust the front panel properly (refer to Sun Roof Windows Alignment).

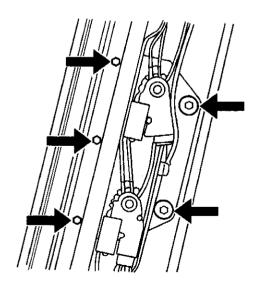
Condition #4

Customers may comment on a plastic/metal rattle type noise that occurs while driving over bumps. This noise usually comes from the rear of the sunroof module.

Cause

This condition may be caused by loose mounting bolts/fasteners.

Correction





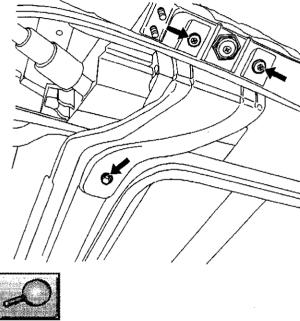
Page 8 of 11

Important: Do not overtighten the mounting bolts.

1. Partially lower the headliner enough to access these attachments, being careful to bend or damage the headliner while performing the following procedure. Loosen all (5) rear center mounting bolts and then re-tighten all (5) center mounting bolts at the rear of the module to 10 N·m(89 lb in). Note that the forward 3 mounting bolts are accessed by the holes in the sunshade when the sunshade is fully closed.

Important: These screws should be snug. Do not over tighten the mounting bolts.

2. Tighten both rear motor attachment screws (3 per motor/6 total) to 4 N·m(35 lb in).



- 3. Press the reinforcement upward while tightening the rear crossmember attachment screws (3 per side/6 total) to 4 N·m (35 lb in). Refer to the illustration above.
- 4. Re-install the headliner.

Condition #5

Some customers may comment on wind noise from the front outside of the vehicle from the glass panel area of the sunroof module. This condition could also be reported as a HVAC blower motor type noise that changes with fan speed.

Cause

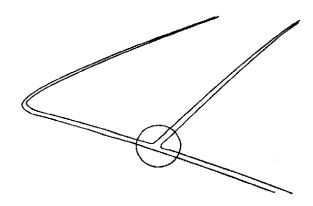
This condition may be caused by glass panel to panel adjustment and/or panel to module adjustment.

Correction

Perform the blower test on the module to identify any leak area. Run a line of tape across the front of the module seal from vehicle side to side and from roof metal to first panel glass. If noise is eliminated, adjust the front glass panel properly (refer to Sun Roof Windows Alignment).

Service Information Page 9 of 11

If the noise is still present, continue to tape off the leading edge of the next glass section until the noise is gone, then adjust the panel(s) as necessary (refer to Sun Roof Windows Alignment). If needed, also refer to Sun Roof Window Seal Roll Repair.





Important: Keep in mind that some leakage is normal at the T-joints on this roof panel. There are small holes in the seal at the T-joints. These are engineered allowances.

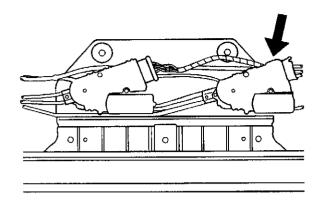
Condition #6

After servicing the sunroof module, the sunshade does not cycle.

Cause

This condition may be caused by an incorrect drive motor on the sunshade.

Correction





Since both these motor have different internal software, verify that the sunshade motor (passenger side motor) has a black case. (The white case motor is the glass drive motor [driver side motor]).

Condition #7

Seal itch between glass panels.

Correction

Apply GM Weatherstrip Lubricant, P/N 3634770 (in Canada, P/N 10953518), to the seal between each panel.

Parts Information

Part Number	Description	Qty
15911310	Mylar Washer	14

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



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2005 Pontiac G6

Feedback

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<- Back Forward -> **Document ID# 1470954** 2005 Pontiac G6

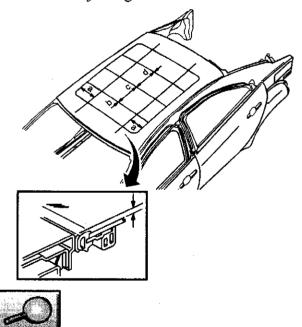
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Sunroof Window Height and Opening Fit Adjustment (C3Y)

Important: Wind/whistle noise, air leaks and possible water leaks on the C3Y panoramic sunroof when closed. The easiest way to identify the location of the air leak is to use a rubber hose against your ear in order to listen for the air leak. Using a rubber hose, 1/2 inch diameter 3 feet long, listen around all the sunroof window scaling locations while all the door, windows and the sunroof window panels are closed, with the HVAC blower on high. It should be note that some leakage will be heard at the "T" joints on vehicles without a customer complaint.

- 1. Open the sunshade.
- 2. If adjusting the front sunroof window, refer to Sunroof Window Replacement Front.
- 3. If adjusting the 2nd or 3rd sunroof window, refer to Sunroof Window Replacement Middle.
- 4. If adjusting the rear sunroof window, refer to Sunroof Window Replacement Rear.
- 5. Loosen the adjusting screws on each side of the sunroof window.



- 6. Adjust the sunroof window using the following guidelines:
 - Adjust the front sunroof window to be flush to the roof panel at flushness points (a), 90mm (3.5 in) in board on each side of the sunroof opening.
 - Adjust the 2nd sunroof window flush to 1 mm (0.04 in) below the top surface (b) of the front sunroof window at the same flushness points (a), 90mm (3.5 in) in board on each side of the sunroof opening.
 - Adjust the 3rd sunroof window flush to 1 mm (0.04 in) below the top surface (c) of the 2nd sunroof window at the same flushness points (a), 90mm (3.5 in) in board on each side of

the sunroof opening.

• Adjust the rear sunroof window flush to 1 mm (0.04 in) below the top surface (d) of the 3rd sunroof window at the same flushness points 90mm (3.5 in) in board on each side of the sunroof opening.

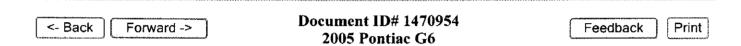
Notice: Refer to Fastener Notice in Cautions and Notices.

7. Tighten the sunroof window adjustment screws.

Tighten

Tighten the screws to 4 N·m (35 lb in).

- 8. Perform the air leak test, as noted above.
- 9. Inspect the operation of the sunroof window.
- 10. Close the sunshade.





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.

March 26, 2007

Re: vs Pontiac/GMC Division # PGM0735054 VIN: 1G2ZH528954115264

NORWALK OH

Dear

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

Ginny Warwick of GM has offered and the customer Joni Yacob has accepted the following to resolve case PGM0735054. The customer will return to the dealership to have her concerns repaired. The customer will drive the vehicle for 30 days after the repairs. If the repairs are satisfactory she will contact Ms. Warwick and the manufacture will issue the customer one month's vehicle payment. The customer will fax proof of payment amount to 866 850-2190. The manufacture will issue a component April 28, 2007.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

John Ryan at Extension 529

cc: James Kennedy



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.

March 22, 2007

Re:C14 PGM0735054 : Yacob vs Pontiac/GMC Division 1G2ZH528954





We have made two attempts to contact you by telephone to discuss your case. We need to hear from you before we can proceed. Please call the BBB as soon as possible at 800.955.5100.

The BBB AUTO LINE program operates in accordance with federal regulations that require us to complete each case within 40 days. Your assistance is necessary in order to move ahead. If we do not hear from you within seven days from the date on this letter, we will have to close your case.

If your case is closed, and you later decide to pursue your case through the BBB AUTO LINE program, a new case will be opened. If a new case is filed, we will make a new eligibility determination based on the manufacturer *Program Summary* guidelines in effect at that time.

We look forward to assisting you in the resolution of your claim and await your call.

Sincerely,













2504 HAYES AVE. SANDUSKY, OHIO 44870 (419) 625-1313





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RIGHT CHOICE DOC & SOLUTIONS (440) 937-9966













CHEVROLET-OLDS-CADILLAC, INC. 2504 HAYES AVE. SANDUSKY, OHIO 44870

(413) 625-1313



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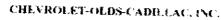


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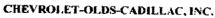
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CHEVROLET-OLDS-CADILLAC, INC.







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lase allow ≀have.	us the oportunity to rectify a	iny concerns von		E \$7.17	1		
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Water & WOOF Dut & 80, UTIONS 1440, 937-8986





CHEVROLET-OLDS-CADILLAC, INC.







2504 HAYES AVE SANDUSKY, OHIO 44870 (411) 625-1313

Goodwrench Service

01011CVCB173957

CUSTOMERNO	CVCB173957	MR 1915E 19781 M2					
45717		ALLEN J	отт	232 (M) (A)	5264	05/19/05	TAVOICE NO. CVCB17395
NORWALK, OH		FÁR VAN KON	AC/G6/4 DOG		2,225	BLACK/	STOCK NO DELIVERY MEES
	`v	1 G 2 Z	H 5 2 8 9	SEDAN		เปล่านักและเลือกการ KLAUS	PF-DREETION DATE
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ABOR & PARTS BODY EXTERIO						T	
LT DOOR HAS DEFECT I FACTORY DEFECT SAND & BUFF DOOR	N CLEARCOAT AT B	elt W eather	(S):443 STRIP		WARRANTY	serve you. It is o	this opportunity to our aim to perform
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2 02CVZ01 BODY EXTERIOR	R HOURS:	• • • • • • • • • • • • •	1 TOTAL LABOR	& PARTS	0.00	factory tell you please tell us im	r friends, if not
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SAND FRONT PANEL. REF	INISH SATIN BLAC	on	LIST PRICE-UNI JOB # 2 TOTA	IT PRICE. NL PARTS	0.00	The Seller, FOSTER CADILLAC, INC., here all warranties, either exing any implied warrantimess for a particular	aby expressly disclaims press or implied, includ- ity of merchantability of
3+02CVZ02 BODY EXTERIOR			2 TOTAL LABOR	& PARTS	0.00	assumes nor authorize	ADILLAC, INC. neither
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			OPE & DIGIN	L PARIS	0.00		
4+02CVZ03 BODY EXTERIOR	HOURS:	JUB #	TOTAL LABOR	& PARTS	0.00		
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	***************************************	JOB # 4	TOTAL LABOR 8	PARTS	70.00		
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SE 1 OF 2 -4CCOU	NTING COPY	1	(CONTINUED ON I	NEXT PAGE) 04:2	10pm		



Date:

BBB AUTO LINE

Case Number: PGM0735054-1R

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

06/06/07

ACCEPTANCE OR REJECTION OF DECISION

Custon	mer:	
Busine	ess:	
Mfr-In	Pontiac/GMC nfo: 1712 OH 1G2ZH528954	
	sed is the Arbitration decision in your case. We hope you have tor(s) to be satisfactory. Please call us if you have any question	
	COMPLETE THE FOLLOWING AND RETU	RN IT TO US IMMEDIATELY
consid	If this form is not received in our office within 14 days from the lered rejected and the manufacturer will be notified. You sto the CBBB at 703.247.9700. We suggest you call your case	may want to return the form via certified mail or
Please	check one of the following.	
	_ I ACCEPT THE ARBITRATION DECISION. I understand	this means:
*	the business will be legally bound to abide by this decision; a	and,
*	I, too, will be legally bound, which means I give up any right has been resolved at the arbitration hearing, unless the busine decision or unless otherwise provided by state or federal law.	ess fails to perform according to the Arbitrator's
	_ I REJECT THE ARBITRATION DECISION. I understand	this means:
*	I may pursue other legal remedies under state or federal law; Section 1345.75 of the Ohio Revised Code.	including asserting a cause of action under
*	depending on federal or state law, the decision may be introd court action relating to any matter considered in this arbitration	
*	the business will not be obligated to perform any part of the	decision; and,
*	this will end Better Business Bureau involvement in my case	
Signatu	rure(s) of Titled Owner(s):	Date:



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

June 6, 2007

Re:m04 PGM0735054-1R vs Pontiac/GMC Division 1G2ZH528954

GINNY WARWICK PONTIAC/GMC PO BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance*/*Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if we may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

BBB

DENIAL DEDISION

CASE: PGM0735054-1R	Customer:
VIN: 1G2ZH528954	Hearing Date: 05/30/07
Arbitrator: John S. Satkowski	Date: 06/01/07

Question 1

The customer's request (listed below) is denied.

for vehicle replacement under the Ohio lemon Law

CASE: PGM0735054-1R	Customer:
Arbitrator: John S. Satkowski	Date: 06/01/07



REASONS FOR DECISION FORM

CASE: PGM0735054-1R	Customer:
VIN: 1G2ZH528954	Hearing Date: 05/30/07
Arbitrator: John S. Satkowski	Date: 06/01/07

Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Denial

- b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)
 - 1. Under the Ohio Lemon law, the vehicle must have had at least 3 attempts to correct a non-conforming defect and be out of service for 30 days or longer, unless the non-conforming defect is hazardous to the operation of the vehicle. Since neither the sunroof noise, heated seat issue, clicking noise in the front dash, looseness in the steering, nor the starter shriek is a serious condition, the case fails under Ohio Lemon Law guidelines of 3 instances in the first 12 months or 18,000 miles, whichever occurs first.
 - 2. During the test drive, the wind noise from the sunroof was noticed as well as the "noise" in the front right dash whenever the vehicle went over a bump in the road. However, the leather seat heating button did not come on, the steering wheel did not appear to be loose, and the starter did not shriek as noted in the claim.
 - 3. Since the issue of the air noise and the noise in the front dash does not materially affect the operation of the vehicle, replacement is not justified even outside the Lemon Law standards.
 - 4 The vehicle is still within the original warranty period, attempts should be made to have the remaining 2 issues of the sunroof and the dash noise addressed by a dealer.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

Please indicate the cumulative number of days the vehicle was out of service for all problems

27

Question 4

Was final notice given? (Yes / No / Not Applicable)

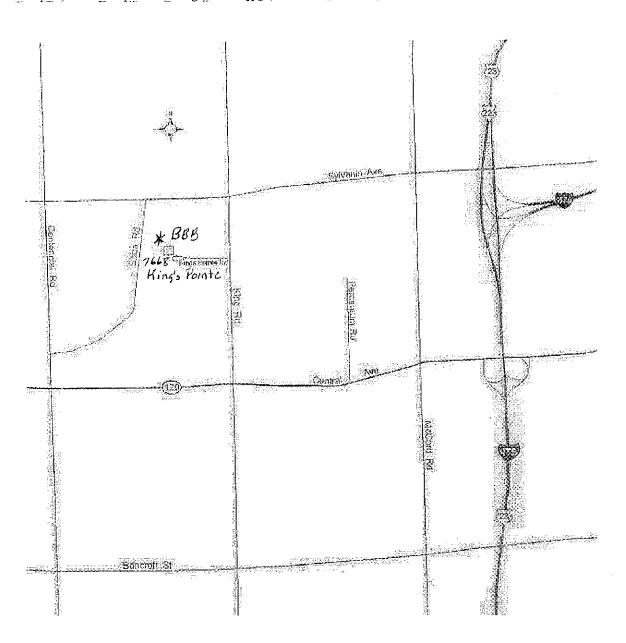
No

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection:

10324

CASE: PGM0735054-1R	Customer:
Arbitrator: John S. Satkowski	Date: 06/01/07



Integrity Place 7668 King's Pointe Road Toledo, OH 43617



Date:

BBB AUTO LINE

Case Number: PGM0735054-1R

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

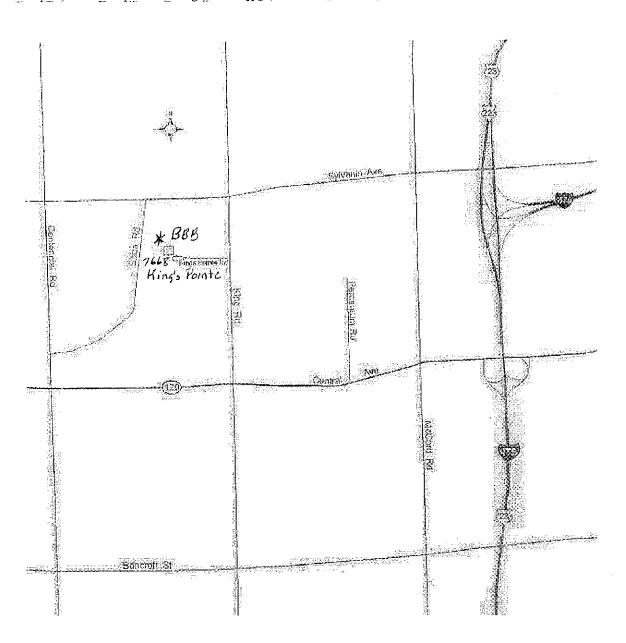
Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

05/10/07

NOTICE OF HEARING/INSPECTION

	stomer: siness: Po	ontiac/GMC						
		712 OH 1G2ZH	5289541					
Ar	bitrator(s):							
He	aring Date, Tim	e, Place: 05/30,	/07 2 PM ET					
		7668	Serving NW Ohio & Kings Pointe Rd o, OH436170000	È SE Mich, Inc.				
Ma	nner in Which l	Parties Will Par	ticipate:					
Cu	stomer is being	represented by	: <u>yes</u> Self	no Attorne	y			
At	torney Name:							
At	torney Phone Nu	umber:						
At	torney Fax Num	ber:						
Cu	stomer:	🛚 in persor	1	□ by phone	Γ	□ in writin	g	
Ma	ınufacturer:	☐ in persor	1	🛚 by phone	Γ	□ in writin	g	
				INSTRUCTION	IS			
1.	_	· · · · · · · · · · · · · · · · · · ·	s (2 copies) and c BBB AUTO LII		_	evidence	can be submitted	after the
2.	•	•	rsement for past red for all test driv	•	-		-	
3.		our absence sho	once if you cannould you fail to at					
4.	Refer to How I	BBB AUTO LIN	E Works for more	e detailed inform	ation on the arb	itration pro	ocess.	
He	aring Site Phone	e Number:	4195786000		Hearing Site Fa	x Number:	4195786001	



Integrity Place 7668 King's Pointe Road Toledo, OH 43617

BAUMANN PONTIAC CADILLAC GMC INC 339 MILAN AVE NORWALK OH 44857

PHONE# 419-668-3300 FAX# 419-663-7232

BAC CODE #221348 PONTIAC 19-130 CADILLAC 20-413 GMC 21-135

TO: Mr. Icenwedy
=AX: 861. 850-2186
FROM: Jay Schafer
FOF PAGES (INCLUDING THIS ONE)
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83

PNWS385829

12/29/06

09/11/06

PNWS385829



11241

136.00

136.00

APPROVED BY SIGNATURE

7.066 / 05/PONTIAC/G6/ NORWALK, OH 1 G 2 Z H 5 2 8 9 5 4 JOB# 1 CHARGES-----LABOR - - - - -BODY ELECTRICAL HOURS: 0.30 TECH(S):4 J# 1 51PNZ CUSTOMER STATES SEAT HEATER COMES ON BYITSELF AT TIMES WHEN STARTING VEHICLE COMPLAINT COULD NOT BE DUPLICATED OR VERIFIED. OPERATING AS DESIGNED. JOB# 1 TOTALS-----LABOR 20.40 JOB# 1 JOURNAL PREFIX PNWS JOB# 1 TOTAL 20.40 JOB# 2 CHARGES-----LABOR - - -GLASS HOURS: 1.70 TECH(S):4
CUSTOMER STATES SUNROOF LEAKS; RATTLE NOISE FROM SUNROOF
WHILE DRIVING
SUNROOF GLASS PANEL ALIGNMENT OFF, CAN NOT ALIGN DUE TO
GAP DEFICIENCY. J# 2 61PNZ06 115.60 R & R SUNROOF MODULE TO ATTEMPT REALIGNMENT. NO SUCCESS. JOB# 2 TOTALS-----LABOR 115.60 JOB# 2 JOURNAL PREFIX PNWS JOB# 2 TOTAL 115.60 R/O TAX 0.00 R/O TOTALS 136.00 WARRANTY CLAIM DETAIL TOTALS....

JAY SCHAFER

PAGE 1 OF 2

CLAIM TOTALS

PONTIAC • CADILLAC • GMC, INC.



Norwalk, Ohio 44857 Phone (419) 668-3316







RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ006	6000 MILE SERVICE	MI Table	0.00	19PNZZ	RECALL	ÇA நெருந்தில்	0.00

SERVICE HISTO	RY								
DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERAT	ION DESCRIP	TION
04/04/06	384384	5640	83	15 15 15 15 15	> ≥□∪∪∪	52PNZ03 61PNZ12 45PNZ 00PNZLOF 46PNZ04 45PNZ03	SOUND SYST WATER LEAK STEERING/SU LUBE OIL ANI ROTATE TIRE SUSPENSION	SPENSION O FILTER S	
ALESPERSON NO).	•	S_1	FRVI		F	STATE REG#	# ND00317	71
VEHICLE I.D.	• • • • • • • • • • • • • • • • • • • •	YEAR/MAKE/M	IODEL	_		PRODUCTION DATE	STOCK NO. LK	CENSE NO.	R, O. NO.
CASH 1 G2Z	H5289541	05/20/	NTIAC/G6/					•	385829

SALES	PER	SON NO.		_S_	F	2 1	VT		F		STATE REC	G# ND00317	1
		VEHICLE I.D. NO.	YEAR/MAKE/MODEL			•			-	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R, O. NO.
CASH	Ω.	1G2ZH528954	05/PONTIA	AC / C.6	. /							•	385829
l	_			CUSTON	IÉR NO.		SERVIC	E CONTRA	CT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
CR. C	D. 🗆				112	241							09/11/06
				COLOR		- , .			CONTI	RACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CHGE	. 🗆	NORWALK OLL									<u> </u>		
		NORWALK, OH		TURBO	M/MC	. All	FI COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR	
WAR.					PNZ					7.066	83	IAV SCHAFFI	2
SERVICE C	ONTRACT	RESIDENCE PHONE BUSINESS PHONE		"I here	by auti	orize	the rep	air work	herein s	et forth to be done	e along with the	necessary materia	al and agree
												icle in case of fire,	
	l											rts or delays in part sion to operate the v	
<u> </u>		08:16am 09/11/06 06:00										ction. An express m	
APPOIN	TMENT		LABOR RATE							ecure the repairs the		otton: All express in	Januarilo o ilon
☐ Yes				V			9						
x ^{□ No}				^ _									
JOB													
	OF		TAL				4 1			ESTIMAT	-		CCEPTANCE

ORIGINAL CUSTOMER ESTIMATE:	TOTAL	
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	DDY ELECTRIC	
CUSTOMER STATES SEAT HEATI TARTING VEHICLE	ER COMES ON B	YITSELF AT TIMES WHEN
		W9995.3
51 * 04DN700		Din 12
USTOMER STATES SUNROOF L	. <i>ASS</i> EAKS;RATTLE N	IOISE FROM SUNROOF
HILE DRIVING		82720
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		5
·		OLH 1.2

ESTIMATE	ORIGINAL	CUSTOMER'S
UNDER OHIO LAW) YOU HAVE THE	ESTIMATE	ACCEPTANCE
RIGHT TO AN ESTIMATE IF THE		·
EXPECTED COST OF REPAIRS OR		part of the second
SERVICES WILL BE MORE THAN	S	
TWENTY-FIVE DOLLARS. INITIAL	17	INITIAL HERE
YOUR CHOICE.	AUTHORIZED	
	ADDITIONS	DATE
WRITTEN		1
ESTIMATE		TIME
OBAL		
ESTIMATE	\$	BY
ESTIMATE		. '
I DO NOT REQUEST	TOTAL	
AN ESTIMATE		DATE
n. ts.		l
In the event that you, the customer,		THME
authorize commencement but do not	φ . · ·	
authorize completion of a repair or	\$	BY
service, a charge will be imposed for		<u> </u>
disassembly, reassembly or partially	REPLACE	ED PARTS
completed work. Such charge will be directly related to the actual amount.	WILLBER	RETURNED
of labor or parts involved in the		[1] 14 F. P.
inspection, repair or service.	UNL	.ESS
hopeone if ropes of ootenes.	44 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1.11

inspection, repair or service.

DISCLAIMER OF WARRANTIES:
Any warranty on the products sold hereby are those made by the manufacturer. The seller, BAUMANN PONTIAC - CADILLAC - GMC, INC., hereby expressly disclaims all warranties; either express or implied including any implied warranty of merchantability or fitness for a particular purpose, and BAUMANN PONTIAC - CADILLAC - GMC, INC; neither assumes nor authorizes any other person to authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

GUARANTEE
GENERAL MOTOR WARFANTS THEIR PARTS
AND LABOR FOR 12 MONTHS OR 12,000 MILES
WHICHEVER OCCURS FIRST ON G.M.
INSTALLED PARTS AND LABOR (A COPY OF THE
INVOICE MUST BE PRESENTED) RENTAL NUMBER TAG NUMBER

SPECIFIED OTHERWISE

_ DISCARD Parts replaced pursuant to manufacturer's warranty

are retained by BAUMANN

PONTIAC - CADILLAC - GMC INC. for inspection by manufacturer.

THIS FACILITY CHARGES 5% OF THE TOTAL LABOR CHARGES UP TO A MAXI-MUM OF \$20.00 FOR SHOP SUPPLIES AND/OR WASTE DISPOSAL.

DEDUCT \$.

AUTH: DAYS

RENTAL 385829

PAGE 1 OF 1

CLARK ASSOCIATES, INC. - (419) 334-3838

TECHNICIAN COPY

289

TORNING ON WHEN STANDING VERICLE

2. GAP BETWEED SUNROOF GLASS &
WEATHER STRIP - R. SIDE!
COULD NOT ADJUST TO CLOSE RAP.







PNCS381594

Pontiac • Cadillac • GMC

339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.racewaypontiac.com

11241

GARRY HOSKINS

10 445 09/09/05

PNCS381594

4.118 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5

08/08/05

J0B# 1 CHARGES----- Thank you for this opportunity to serve you. It LABORD# 11 61PNZ EXTERIOR TRIM HOURS: 4.80 TECH(S):20 ROOF WHISTLES AT 60MPH
TEST DROVE VEHICLE CONFIRMED CUSTOMER CONCERN. CHECKED
CHECKED FOR BULLETINS FOUND PIC3472A. SAYS TO REPLACE
SUNROOF SEAL. SOME WIND NOISE STILL PRESENT. CALLED
TAC THEY SUGGESTED ADJUSTING ALL WINDOW PANELS ON
PANORAMIC SUNROOF. ADJUSTED PANELS.
PELACED SUNROOF SEAL PER BULLETIN. STILL SOME NOISE LEFT.
CALLED TECHNICAL ASSIST THEY SUGGESTED ADJUSTING PANELS
ON PANORAMIC SUNROOF. ADJUSTED ALL PANELS. STILL SOME
WIND NOISE PRESENT. CALLED TECH ASSIST THEY SAID SOME
WIND NOISE IS NORMAL. PARTS -----QTY --- FP-NUMBER -------DESCRIPTION -------UNIT PRICE-1 15291339 SEAL 12.810 TOTAL - PARTS JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL JOB# 2 CHARGES-----ENGINE ELECTRICAL MARKANTY J# 2 50PNZ STARTER STICKS EVERY SO OFTEN WHEN STARTING VEHICLE. HAD VEHICLE FOR ABOUT 1 WEEK AND COULD NOT DUPLICATE CUSTOMER CONCERN. COULD NOT DUPLICATE CUSTOMER CONCERN. JOB# 2 TOTALS-----0.00 LABOR
STEERING/SUSPENSION HOURS: 6.20 TECH(S):20

CUSTOMER STATES STEERING FEELS LOOSE AND ALSO CLUNKS WHEN
TURNING FROM SIDE TO SIDE.

TEST DROVE ANOTHER G6 FELT A NOTICEABLE DIFFERENCE. PUT CAR
ON HOIST TO CHECK SUSPENSION FOUND INTERNAL RACK LOOSENESS
POWER STEERING RACK NEEDS TO BE REPLACED.
INSTALLED NEW POWER STEERING RACK PER TECH ASSIST. STEERING
WAS STILL LOOSE AND NOISE STILL PRESENT. CALLED TECHNICAL
ASSISTANCE AGAIN AND THE SUGGESTED REPLACING INTERMEDIATE
SHAFT. REPLACED INTERMEDIATE SHAFT. CLUNKING STILL PRESENT.
TECH ASSIST SAID REPLACE STEERING COLUMN. REPLACED STEERING
COLUMN CLUNK LESS NOTICEABLE STEERING STILL LOOSE. TAC PERFORMED ALIGNMENT PER TAC ASSIST PARTS-----QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-WARRANTY 15216792 GEAR KIT 6.508

Is our aim to perform all the repairs requested WARRANTY on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

> WARRANTY STATEMENT AND DIS-CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO WARRANTY ASSUME FOR IT ANY LIABILITY IN 0.00 CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.

> > General Motor labor and parts are warranted for 12 months or 12,000 miles whichever occurs first.



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11241

GARRY HOSKINS

10 445 09/09/05

PNCS381594

4.118 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

08/08/05

PARTS-----QTY---FP-NUMBER-------DESCRIPTION-----------UNIT PRICE-WARRANTY 89020661 FLUID 8.800 88967179 S/COL REM 6.518 WARRANTY CORE RETURN CORE RETURN 15216792 WARRANTY WARRANTY TOTAL - PARTS 0.00 JOB# 3 TOTALS-----LABOR - - - - -AIR CONDITIONING HOURS: 0.30 TECH(S):20 WARRANTY

A/C CONDENSATION BUILDS UP WHEN ON IN THE MIDDLE AND DRIPS
CHECKED A/C SYSTEM NO PROBLEM FOUND. CONDENSATION LEAKING
FROM BOTTOM OF CAR IS NORMAL. NO PROBLEM FOUND

WARRANTY

FITNESS FOR A PARTICULAR PURPOSE,
AND NEITHER ASSUMES NOR
AUTHORIZES ANY OTHER PERSON TO NO PROBLEM FOUND JOB# 4 TOTALS-----JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00 J# 5 46PNZ AREA SWHEELS/TIRES WARRANTY IMPLIED WARRANTIES ARE EXPRESSLY CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LOW IN RIGHT FRONT TIRE. FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI JOB# 5 TOTALS-----JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL 0.00 # 6-70PNZ03 RENTAL HOURS: TECH(S):10 RENTAL VEHICLE PROVIDED CUSTOMER RENTAL VEHICLE. MISC.....-CODE.....-DESCRIPTION......CONTROL NO..... WARRANTY RENTAL CAR WARRANTY RENTAL CAR WARRANTY WARRANTY TOTAL - MISC 0.00 JOB# 6 TOTALS-----JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL LABOR.

J# 7796PNZ BODY REPAIR HOURS TECH(S):10 INTERNAL I ABOR - - - - -REPAIR FRONT OF VEHICLE. HIT ON LOT

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately. WARRANTY STATEMENT AND DIS-

CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES, IF DEALER PROVIDES A WRITTEN WARRANTY, ANY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.

General Motor labor and parts are warranted for 12 months or 12,000 miles whichever occurs first.



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339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.racewaypontiac.com

PNCS381594

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GARRY HOSKINS

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CUSTOMER SIGNATURE ************************************	E *******	****	General Motor labor and parts are warranted for 12 months or 12,000 miles whichever occurs first.
THANK YOU FOR YOUR BUSINESS!!			WARRANTY.
*********	TOTAL INVOICE \$	0.00	LIMITED TO THE TERM OF THE WRITTEN
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL TAX	0.00	PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSLY
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL MISC CHG. TOTAL MISC DISC	0.00	SUPPLIER WARRANTIES. IF DEALER
* [] CASH [] CHECK CK NO. []	TOTAL G.O.G	0.00 0.00	IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER
*	TOTAL PARTS TOTAL SUBLET	0.00	PARTS OR THIS REPAIR, THIS DISCLAIMER
************	TOTAL LABOR	0.00	CONNECTION WITH THE SALE OF SAID
TOTALS			AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN
JOB# 7 JOURNAL PREFIX	PNCS JOB# 7 TOTAL	0.00	AND NEITHER ASSUMES NOR
JOB# 7 TOTALS			WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
		0.00	OR IMPLIED, INCLUDING ANY IMPLIED
787 09/09/05 BODY REPAIR	TOTAL - SUBLET	INTERNAL 0.00	DISCLAIMS ALL WARRANTIES EXPRESS
SUBLETPO#VEND INV#-INV.DATE-DESCRIPTION			WARRANTY STATEMENT AND DIS- CLAIMER: THE DEALER HEREBY
1 15000344 1 140014 1.001	TOTAL - PARTS	0.00	
/1 25771372 EMBLEM 7.832 1 12335944 FASCIA 7.831		INTERNAL INTERNAL	satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.
1 15221712 GRILLE 1.266 1 22699328 GRILLE 1.266		INTERNAL INTERNAL	on this repair order to your complete
1 15222918 HOOD 8.000	ONIT TRICE	INTERNAL	is our aim to perform all the repairs requested
PARTSOTYFP-NUMBERDESCRIPTION	UNIT PRICE-		Thank you for this opportunity to serve you. It
			•
			08/08/05

RACEWAY













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· · · · /			Milan Ave e: (419) 66	nue Norwa 88-3300 • Fax	ik, Ohio 4 (419) 66:			ر در	•	
RECOMMENDED	SERVICES			racewaypontia				8896	777	
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APPOINTMENT Yes No No HOPNZ ROOF WHISTLI Y - 2	ES AT 60MPH	LABOR RATE ATERIOR TRI INGINE ELEC TEN WHEN ST	responsible mechanic's vehicle on s	l you neither assume of for loss or damage to 1 tilgen is hereby seknowle treets, highways or els	he above vehic dged on the ab	cle, or article cove vehicle purpose of	I set therein; in case to secure the amoun esting and/or inspect of the secure that it is not to secure the sec	of fire, theft or other to of repairs thereto; to go such vehicle. WHY YOUL HAVE N ESTIMATE IF N COST OF NUCES WILL TWENTY-FIVE YOUR CHOICE. BITTEN	cause beyond your cor	itrol; that an expres
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>Herry Gew A W 21PNZ A/C CONDENS	Ordered &	R-08 → IR CONDITIO WHEN ON IN	e # (Ris d NING THE MIDI	01591 8-2 9	er teknit	a a a B B B B B B B B B B B B B B B B B	the event that you thorize commence unborder commence control to the control to t	ment but do not a repair or service, but for disassembly, or completed work. Cettly related to the or parts involved in service. URCHASED IS ARRANTY OF 12 DILLES BY THE HE TERMS OF ARE AVAILABLE TION.	Parts replace manufacturer's warn are reta RACEWAY PONTIA for inspection b ALL PAF NEW OR REBUILT SPECIFIED O	RWISE DISCARD del pursuant to ranty and core par ince CADILLAC GM y manufacturer. RTS ARE FACTORY UNLESS DTHERWISE.
65 W 46PNZ CHECK TIRE PI	RESSURE	/HEELS/TIRE				W M A III W	ARRANTIES EXPRES ERCHANTABILITY OF SSUMES NOR AUTHO CONNECTION WITH NO WAY AFFECTS TH ARRANTIES. IF DE ARRANTIES ARE EXP	IS OR IMPLIED, IN RITINESS FOR A RIZES ANY OTHER THE SALE OF SAID IE PROVISIONS OF A ALER PROVIDES RESSLY LIMITED TO	R: THE DEALER HER CLUDING ANY IMPLIE, PARTICULAR PURP- PERSON TO ASSUME I PARTS OR THIS REPA ANY MANUFACTURER : A WRITTEN WARRA OTHE TERM OF THE W	ED WARRANTIES OSE, AND NEITH FOR IT ANY LIABILI IR. THIS DISCLAIM OR OTHER SUPPLI INTY, ANY IMPLI
1	12 W	<i>u</i>		ala di Barana di	again in a			ACE	PAYE	<i>9</i>

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GMC

381594[|]

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A estation

In 10 of seed per 750# PI (3472) R/O NO. 38 1594 TIME FLAT RATE Aug ≥ 9 10 ANG = 8 35 fest drove - wind noise still there R/O NO. 38 1594 STRAIGHT TIME (HOURS) Aug = 9 28 B adjusted from and Rew glass pends ANG = 9 10 1)4 + est drove - botter R/O NO. 38 1594 FLAT RATE AGG = 10 12 63 ANG = 9 28 EMP. NO. 20 R/0140. 381594 TIME STRAIGHT 1. 1 replaced Steering Sear for Nolsy Aug 2 10 32 9/46 = 10 12 2. 3 1- alignment and adjusted Toe. STRAIGHT TIME (Hours) R/O NO. 3 8 1594 TIME OPER. NO. Aus 7 15 44 EMP. NO. 26 ONAUG 7 14 96 FLAT RATE R/O NO. 38594 (\mathfrak{F}) OPER, NO. AJG IT 14 95 ON AUG 7 13 18 Called TAC on Steering and Sun roof EMP. NO. 🔐 STRAIGHT TIME (HOURS FLAT RATE R/O NO. 38/594 en at TAC Aug - 8 98 3. B per TAC disconnected inter, Shaft anon oAug — 8 26 worked grease in the shaft demonstrate STRAIGHT TIME (HOURS) FLAT RATE R/O NO. 381594 Marion - MANONESCHOLOGO CON CONTRACTOR CONTR TIME OPER, NO Aug - 10 30 DECORDO CONTINUES is or chaird inter, shaft, allthe better. STRAIGHT TIME (HOURS) <u>ok</u>laa — 9 78 ordered steerny Column per TSB R/O NO. 381594 TIME OPER. NO. It taped all of surroof with tape per TAC. Aus - 14 18 OADS - 13 50 STRAIGHT TIME (HOURS)) 2, test drove - removed tape one sloss R/O NO. 38 1594 TIME panel at atime. found land 2nd panel Aug - 10 56 ON 10 38) 3. adjust 1st and 2 nd, panels STRAIGHT TIME (Hours) r/o no. 38 [5a4 TIME 14. + 45+ drove Aug - 11 28 and the test ONUS - 11 02 STRAIGHT TIME (HOURS) R/O NO. 3815014 TIME **№** 63 Aug - 11 72 Aug - 11 40 FLAT RATE R/ONO. 381594 TIME

Aug - 11 86

sue earnot get whid/Rosh noise but
better a new 6-6 Noise is about the
same.

1, teplaced steering column for loosenessing not much better knoth

in Called TAC said to lister to front and in with chassis hears - noise loadest at Rack called TAC said to put I more Raeli on Car and talked to Martin Course on Sun Roof sove me more DOC numbers for more adjusted had to adjust sun Roof Madale.

	STRAIGH	17	t .		
	OS	IRS) FLAT RAT		TI	ME OFF
	• • •		OF		Ass - 13 50
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þ.	~ A (OPER		AUS <> 17 06





RECOMMENDED SERVICES

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OPERATION OTPNZOUS	OPERATION DESCRIPTION 3000 MILE SERVICE	ON MO/MI MI	TOTAL	OPERA	TION	OPERATION L	DESCRIPTION	WON	TOTAL
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SERVICE HISTORY DATE SERVING SOURCE SERVING SOURCE SOURC		ALL PAR NEW OR F REBUILT SPECIFIED C	TS ARE FACTORY UNLESS						
			• • • • • • • • • • • • • • • • • • •			WARRANTIES EXPRES MERCHANTABILITY OF ASSUMES NOR AUTHO IN CONNECTION WITH IN NO WAY AFFECTS TH WARRANTIES. IF DE	S OR IMPLIED, INC FITNESS FOR A RIZES ANY OTHER F THE SALE OF SAID I BE PROVISIONS OF A ALER PROVIDES A	CLUDING ANY IMPLIE PARTICULAR PURPO PERSON TO ASSUME PARTS OR THIS REPAI INY MANUFACTURER O A WRITTEN WARRAI	D WARRANTIES OF DSE, AND NEITHER OR IT ANY LIABILITY R. THIS DISCLAIMER DR OTHER SUPPLIER NTY, ANY IMPLIED

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382010ⁱ

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VIN#	RO#		ENG SIZE	
1. CAUSE:	cering sear for clark,	-m	PARTS AVAILABLE	PRICE
CORRECTION:	Cerry gear for Clarks	2. drawi	STRAIGHT THAE HOURS	
2. CAUSE: J-Alignment 6	adjusted toe	PLATRATE R/O NO. OPER.	Sign -	STRAIGHT TIME (Hous)
correction: removed head Lower Left test drove	liner and adjusted Sin Roof Modu side down.	- IIME	382010 TIME	FLAT RATE 8/O NO. 38 FLAT RATE 8/O NO. 38 FLAT RATE 8/O NO. 38
3. CAUSE:	tetter but still there XM Radic Aut, and bases of any better taped off each	9 9 9		2010 TIME
adjusted front CORRECTION:	panel forward and adjusted others to 1471040 1575414, 1640177 ok only wind Kushi	s s s s s s s s s s s s s s s s s s s	ON 8 15 53	7 7 7 56 126
4. CAUSE:	STRAIGH STRAIGH TIME (HO)	7	R/O NO. 382 010 OPE EMP. NO. 20 R/O NO. 382010	TIME OFF 3 Aus ~ 10 32 OAug ~ 9 50
CORRECTION:	22 O STRAIGHT TIME (HOURS)		OPE EMP. NO. 20 R/O NO. 382010	AUG ~ 10 68 OAUG ~ 10 32 TIME OFF 5
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	STRAIGHT TIME (HOURS)	FLAT RATE R	MP. NO. 20	OAUS \$\infty\$ 10 85 IME OFF 7 AUS \$\infty\$ 12 15





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GARRY HOSKINS

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09/13/05

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4,167 /

NORWALK, OH

PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5

09/07/05

JOB# 1 CHARGES-----STEERING/SUSPENSION HOURS: 1.60 TECH(S):20 WARRANTY LABOR----CUSTOMER STATES CLUNKING IN STEERING VERIFIED CUSTOMER CONCERN. CLUNK STILL COMING FROM STEERING GEAR AREA. CALLED TAC ASSIST THEY SAID TO REPLACE STEERING GEAR. B-CLAIM. POWERSTEERING GEAR WAS JUST REPLACED IN J# 1 45PNZ REPLACED POWER STEERING GEAR PER TAC ASSIST. PERFORMED ALIGNMENT BECAUSE STEERING WHEEL WAS NOT STRAIGHT. PARTS-----QTY---FP-NUMBER---------DESCRIPTION--------UNIT PRICE-WARRANTY GEAR KIT 6.508 WARRANTY 15216792 FLUID 8.800 0.0089020661 TOTAL - PARTS JOB# 1 TOTALS-----JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL JOB# 2 CHARGES-----WARRANTY #2+61PNZ EXTERIOR TRIM HOURS: 4.90 TECH(S):20 CUSTOMER STATES EXCESSIVE WIND NOISE STILL COMING FROM SUNROOF.
TEST DROVE VEHICLE. VERIFIED CUSTOMER CONCERN. CALLED TAC
ASSIST THEY SAID TO DROP HEADLINER TO ADJUST SUNROOF MODULE
AJUSTED MODULE. TEST DROVE VEHICLE AGAIN. SUNROOF STILL
AJUSTED MODULE. TEST DROVE VEHICLE AGAIN. SUNROOF STILL
HAS EXCESSIVE WIND NOISE. TAPED UP XM SATELITE RADIO ANTENNA
TEST DROVE AGAIN. STILL NOISEY. TAPED EACH PANE OF SUNROOF.
TEST DROVE. NOISE SLIGHTY BETTER. ADJUSTED FRONT SUNROOF
PANE FOWARD AND ADJUSTED REST OF PANELS TO GM SPEC. PER
DOCUMENT #1471040. 1575414, 1640177. WINDNOISE OK. ONLY
WIND RUSH REMAINS. REINSTALLED HEADLINER AND RELEASED
VEHICLE. ADJUSTED SUNROOF MODULE AND ADJUSTED ALL PANES OF SUNROOF.

Thank you for this opportunity to serve you. I is our aim to perform all the repairs requester on this repair order to your complete satisfaction. If our service was satisfactory te your friends, if not, please tell us immediately

WARRANTY STATEMENT AND DIS CLAIMER: THE DEALER HEREB DISCLAIMS ALL WARRANTIES EXPRES OR IMPLIED, INCLUDING ANY IMPLIE WARRANTIES OF MERCHANTABILITY C FITNESS FOR A PARTICULAR PURPOS NEITHER ASSUMES NO AND AUTHORIZES ANY OTHER PERSON 1 ASSUME FOR IT ANY LIABILITY CONNECTION WITH THE SALE OF SA 0.00 PARTS OR THIS REPAIR. THIS DISCLAIM IN NO WAY AFFECTS THE PROVISIONS ANY MANUFACTURER OR OTH SUPPLIER WARRANTIES. IF DEAL PROVIDES A WRITTEN WARRANTY, A IMPLIED WARRANTIES ARE EXPRES! LIMITED TO THE TERM OF THE WRITT WARRANTY.

> General Motor labor and parts are warran for 12 months or 12,000 miles which occurs first.



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JOB# 2 TOTALS-----JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

0.00











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	D SERVICES			w.racewaypon					
OPERATION	OPERATION DESCRI	PTION M	O/MI	TOTAL	OPERATION	OPERATION	DESCRIPTION	MO/MI	TOTAL
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03/22/05 03/09/05	56960C 56827C	1022 1016	3054 3054		C C W	DIAGPN DIAGPN C1043PN Y0014PN			
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			custo	DMER NO. SE	RVICE CONTRACT		DÉLIVERY MILES	SELLING DEALER N	05/27/0
NORW	ALK, OH		coro	7		CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	703
INORW	ALK, UH		TURBO	PNZZ	ND. P. S. T	PANS MILEAGE 2.55!	ADVISOR NO.	ADVISOR DIANA MOH	1R
I	PHONE BUSINESS	PHONE	for suc	y authorize the repair w h repair, and agree: tha	t you are not respo	to be done by you, together winsible for any delays caused bother person to assume for you	h the furnishing by you unavailability or delaye	of the necessary parts and availability of parts of	and other mater r material for a

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.	ORIGINAL ESTIMATE	CUSTOMER ACCEPTANCE
		MINETICAL
WRITTEN ESTIMATE	AUTHORIZED ADDITIONS	DATÉ
ORAL ESTIMATE		TIME
I DO NOT REQUEST AN ESTIMATE	\$	BY
In the event that you the customer	DEDLACED B	ADTO MALL BE

authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, eassembly of partially completed work Such charge will be directly related to the ictual amount of labor or parts involved in the inspection, repair or service.

SERVICE WORK PURCHASED IS UNDER LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES BY THE MANUFACTURER, THE TERMS OF THE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE _ DISCARD

Parts replaced pursuant to manufacturer's warranty and core parts are retained by RACEWAY PONTIAC CADILLAC GMC for inspection by manufacturer.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HERBY DISCLAIMS ALL WARRANTIES 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 SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY.



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11241 NORWALK, OH

CUSTOMER SIGNATURE

DIANA MOHR

14 703 05/27/05

PNCS380683

2,555 /

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

05/27/05

JOB# 1 CHARGES			Thank you for this opportunity to serve you. I
LABOR	0:50 TECH(S):4	WARRANTY	is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory te your friends, if not, please tell us immediately.
PARTSQTYFP-NUMBER	TOTAL - PARTS	WARRANTY 0.00	WARRANTY STATEMENT AND DIS CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF
	RNAL PREFIX PNCS JOB# 1 TOTAL	0.00	FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOF AUTHORIZES ANY OTHER PERSON TO
**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00	ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSIVE LIMITED TO THE TERM OF THE WRITTEN WARRANTY.
			General Motor labor and parts are warranted

for 12 months or 12,000 miles whichever occurs first.



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FED I.D. # 34-1670067 VENDOR # 39-017744

PAGE MAKE DATE YEAR MODEL VIN STK/CUS MILES IN MILES OUT TAG 11/12/04 05 PONTIAC G6 1G2ZH528954 785 0.1 NOTIFIED SVC ADV SERVICE DATE PROMISED DATE/TIME LICENSE RATE PAYMENT INV. DATE 10/19/04 02/23/05 00/00/00 00:00 . 00 01 02/23/05 R.O. NUMBER TAX ID HOME PHONE BUSINESS PHONE 55616 0000 BLACK 1

BUBBLE ON THE DRIVER SIDE DOOR BILL CODE - C NEEDS TO GO TO BODY SHOP HEARS RATTLE ON THE DRIVER SIDE ROOF BY THE WINDOW DIANA HEARD VERIFIED RATTLE . TOOK OFF HEADLINER TRIM AND ISTALLED PADDING BILL CODE -W COMPLAINT CODE -DROP HEADLINER AND INSTALLED PADDING RATTLE IS GONE C3358 INST PADDING 39 FAIL CODE -NULL GM FAIL CODE -DIS COLOR IN THE SUNROOF BRACKET FROM THE INSIDE TOWARD THE WINDSHIELD DIANA SEEN NEED TO COMPARE WITH ANOTHER G6 SUNROOF MAY BE NORMAL 4====== REPAIR\LINE 04 =========== DRIVER SIDE WINDOW CAICHES ON THE RUBBER SEAL . TOP PART OF WINDOW SEEN FROM THE OUTSIDE BILL CODE -ORDERED SEAL == REPAIR\L**I**INE 05 _______ CLEAN INSIDE AND OUT OF WINDOWS C BILL CODE -CLEANED WINDOWS TAKE OFF WEIGHTS ON FRONT OF TIRES AND BALANCE PUT TIRES ON THE REAR BILL CODE -୍ଦ TAKING TIRES TO A TIRE PLACE 101904 PAYMENT TYPE - 1 .00 DATE RECEIVED -



Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

General Motors labor and parts are warranted for 12 months or 12,000 miles, whichever occurs first.

	DISCLAIMER OF WARRANTIES
	Any warranties on the item/items sold
	hereby are those made by the
	manufacturer. The seller hereby
	expressly disclaims all warranties, either
	express or implied, including any implied
	warranty or merchantability fitness for a
	particular purpose, and neither assumes
	nor authorizes any other person to
	assume any liability in connection with
J	the sale of this item/items.
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 CUSTOMER	SIGNATURE	

	LABOR AMOUNT	.00
t e	PARTS AMOUNT	.00
/	MISC. SALES	.00
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5	TOTAL CHARGE	.00
1	DEDUCTIBLE	.00
	SALES TAX	.00
	OTHER PAY	.00
	CUSTOMER PAY	.00





GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 23, 2007

John Frankart Baumann Pontiac 339 Milan Avenue Norwalk, OH 44857

Re:

Siebel Request: 71-471287745 2005 Pontiac G6 GT Sedan VIN # 1G2ZH528954

Dear Mr. Frankart:

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,

James Kennedy
BRC Customer Relationship Manager
Ph# 800-231-1841, prompt 9, prompt 5, extension 11704
FAX# 866-850-2186



Council of Better Business Bureaus, Inc.

BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

AGREEMENT TO ARBITRATE

Date:	05/08/07	Case Number: PGM0735054-1R
Customer:		

Business: Pontiac/GMC

Mfr-Info: 1712 OH 1G2ZH528954

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model: G6 Year : 2005

All parties named above submit to arbitration the following:

- * Panaramic Sunroof to much noise/air leak
- * Leather Seat Heating button comes on by itself
- * clicking noise in the front dash of windshield
- * Steering way to loose
- * Starter shieks

The parties have come to agreement on the following:

Each party requests the arbitrator(s) render the following decision:

: Replacement Consumer Manufacturer: Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:

Purchase price: (reflects the deduction of a rebate, if applicable)

(* Indicates additional remedies that can only be included if a lemon law repurchase is awarded)

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

MANUFACTURER RESPONSE FORM

Case Number: PGM0735054 Customer Name: VIN: 1G2ZH528954		Probable Hearin	State:	ОН	03/13/07 do
This claim is \(\sim \text{IN Warranty}\) Has the customer contacted you Is the VIN listed above correct? If you checked NO, please indicated Customer Contact Info:	regarding the claim?	□YES □1			
SETTLEMENT INFORMATIO What, if anything, are you willing dealership name for repairs, spec	g to offer the customer		oute? Pleas	e inclu	de as much detail as possible (e.g.,
Has this offer been communicated If you checked YES, please indicated The customer accepted the offer The customer rejected the offer The customer has not indicated.	ite the customer's resp fer on// er on//		ES 🗆 N	NO	
If the customer accepts this offer frame:	, when will the settler	nent be performe	1 ? Please in	ndicate	a specific performance date or time
ARBITRATION INFORMATIO	N				
Please list customer requests tha	t you feel are ineligible	e for arbitration ar	d explain v	vhy.	
Please write your position as to the	ne cause of each proble	em listed on the ℓ	ustomer Clai	im Forn	<i>i</i> .
Please indicate the decision you	request the arbitrator (to render:			
List the amount of any over allow I will participate □ By phone		\$n writing			
Return this form as soon as possil	ole				
То:		by:			
BBB AUTO LINE	Future cont	act:			
Fax: 703.247.9700	Phone:	Fax:			_



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

March 13, 2007

Re:m09 PGM0735054

vs Pontiac/GMC Division 1G2ZH528954

PATRICIA CHANDLER PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

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

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

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

Sincerely,



WYNN'S EXTENDED CARE, INC.

P.O. Box 2470, Breat CA 92822

CONTRACT NO.: EC 20119893

WYNN'S EXTENDED CARES VEHICLE SERVICE CONTRACT/APPLICATION

This document is an Application for a Venicle Service Contract. If this Application is accepted by Us, then it will become Your Contract. The words in bolidace type (other than the headings in this Contract) are defined in the "DEFINITIONS" section below SELLING DEALER **CUSTOMER INFORMATION** Name SILL KLADS PORTIAC CAUTLLAC SEC ASSI US BIETE ISO MOSTS EXPRESSES. ON NUMBER OF 44857 Telephonis Dealer: Account No VEHICLE INFORMATION Current Odometer Reading: Vehicle Furchase Price 5 Vehicle Identification Number (VIN) 16.2205 26954 16161.05 Model Class 1399 00 Service Date 63.5 31.Dak Lienholder (# 2019) ANTRUST ANTO FIRAGES 16/19/2004 NEW/NEAR NEW OR USED VEHICLE CONTRACT INFORMATION MUST BE COMPLETED DEDUCTIBLE VEHICLE WHIEW COVERAGE PLAN (it no box is marked, Extended Care Coverage applies) \$100 standard Deductible for all Covered Regairs: NEAR NEW] POWERTRAIN EXTENDED CARE You may select one Deductible option at an additional cost: T USED NEW MEAR NEW VEHICLE CONTRACT INFORMATION -550 Deductible for all Covered Repairs COVERAGE TERM (Box must be marked) A Disappearing Deductible (\$8 Deductible for all Covered Repairs 3 Years / 50,000 Miles 3 Years / 100,000 Miles portormed by the Selling Dealer) 3 Years / 80,000 Miles 4 Years / 100,000 Miles 3: \$0:0 adortible for all Covered Repolits (1) 4 Years / 60,000 Miles 5 Years / 100,000 Miles. USED VEHICLE CONTRACT INFORMATION - COVERAGE TERM 5 Years / 75,000 Miles 6 Years / 100,000 Miles (Box must be marked) 7 Years / 100,000 Miles 3 Years / 72,000 Miles 12 Montas / 12,000 Miles ... A surcharge applies to Vehicles that have over 12,000 miles on the ortometer at time of Contract sale. Check box that reflects mileage at time of Contract sale. 24 Months / 24,000 Miles 12,001 - 24,000 Miles 36,001 - 48,000 Miles 36 Months / 36,000 Miles [] 48,001 - 59,390 Miles 24,001 - 36,000 Miles 48 Months / 48,000 Miles Coverage begins on the date of Contract purchase and zero miles and expires upon the bassing of the number of months and miles specified above, whichever occurs first. Contract must be purchased at time of Coverage begins on the date that this Controls was purchased and expires upon the passing of the number of months or miles specified Vehicle sale or Vehicle must have 1 month and 1,000 miles of Vehicle above, whichever occurs first. Contract toust be purchased on date of Manutacturer's Wananty remaining. Vehicle sale. MANDATORY COVERAGES (Coverage(s) must be purblased and surcharge(s) paid at time of sale if Vehicle is equipped with the following —initial thuse that apply): Four Wheel Drive_____ Turbo/Supercharger_______Business Use _____ Four Wheel Steering 10 Cylinder Vehicles (Trucks, Vans and SUV's Gnly) Vehicles with 4x4/Diesei/Turbo Combined Note: Seals and gaskers are covered for all New/Near New Vehicle Contracts. Seals and gaskers are covered for all Used Vehicle Contracts if the Vehicle has 80,000 miles or less on the coometer on the date of its purchase. OFTIONAL COVERAGES (Coverage(s) must be purchased and surcharge(s) paid at the tinux of sale it You choose the following -- mittal those that apply): High-Tech (Used Only) Skals & Gaskets (Usert Only) Note: Vehicles with 80,001 failes or more on the odurreter on the date of Contract purchase do not have seats and gaskets coverage unless Seats and Gaskets Coverage is purchased Seals and Gaskets Coverage may be purchased for an additional fee for Vehicles with less than 125,000 miles on the odometer. Please see Covered Parts section for details. CONTRACT OBLIGOR (We, Us or Our): Administrator have agreed to and acknowledge the maintenance schedule, the claims process, the coverage provided, the time and mileage limitations, the exclusions of coverage, the state law disclosures and the concellation provisions of this Vehicle Service Contract and have read and understood said provisions. It is understood that the purchase of this Vehicle Service Contract is NOT a requirement to purchase or obtain financing. I understand that the above information may be subject to verification and that this employed and provision is sole above information to purchase or obtain financing. I understand that the above vehicle is not eligible for the term or coverage written as determined by the Administration its sole discretion June 18 Se Axers 500 AUTHORIZED REPHESENTATIVE OF SELLING DEALER CUSTOMER SIGNATURE 10-17 2009 Date: 13/19/10/4

THIS SERVICE CONTRACT IS INSURED FOR ITS LIABILITY UNDER A SERVICE CONTRACT REIMBURSEMENT INSURANCE POLICY ISSUED BY NATIONAL CASUALTY COMPANY/SCOTTSDALE INSURANCE COMPANY, MEMBER COMPANIES OF THE NATIONALIDE INSURANCE GOUD. IF WE DO NOT SETTLE YOUR CLAIM(S), AS ADMINISTRATOR WITHIN SIXTY (60) DAYS OF OUR RECEIPT OF YOUR PROOF OF LOSS, YOU MAY MAKE A CLAIM DIRECTLY ADAINST: NATIONAL CASUALTY COMPANY/SCOTTSDALE INSURANCE COMPANY, P.D. BOX.4110, SOOTTSDALE, AZ 65288 (500) 432-7675.

IMPORTANT: Before Deginning any repair work on Your Vehicle, call Wynn's Extended Care at 1-800-922-4392.

ODOMETER DISCLOSURE STATEMENT

Pederal law land State lim, if applicable) requires that you state the nitleage apon transfer of ownership. Failure to complete or providing a false statement may result in lines and for imprisonment.

L. SILL KLAUS PONTIAC CADILLAC CMC (transfero sname, Print)

153 (no tenths) miles and to the best state that the odometer now reads of my knowledge that it reflects the actual mileage of the vehicle described below. unless one of the following statements is checked.

[] (1) I hereby tertify that to the best of my knowledge the edometer reading reflects the amount of milesge in excess of its mechanical limits.

 $\overline{[Z]}$ (3) I hereby contify that the adometer reading is NOT too actual mileage WARNING - ODOMETER DISCREPANCY.

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James Hennedy Bankson 5100pm

866-790-5600 ext. 11704. File # 71-471287745

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TAKING TIRES TO A TIRE PLACE

DATE RECEIVED:

101964 PAYMENT TYPE - 1



flight you for this apportunity to serve you. It is our aim to perform all the repairs requested on this repair order to complete satisfaction. If our service was setisfactory tell your friends, if not, please tell us iromediately.

General Arotors labor and parts are warranted for 12 months or 17,046

DISCLAIMER OF WARRANTIES	LABOR AMOUNT
Any warranties on the item/items sold hereby are those made by the	PARTS AMOUNT
manufacturer. The seller hereby expressly discisions all warranties, either	MILEO CATES
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the sale of this item/items.	SALES TAX

CUSTOMER SIGNATURE

PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
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NORWALK

OH



4683 U.S. Route 250 North Norwalk, OH 44867 Phone: (419) 668-3316 1 (800) 023-8164 FCD LD, #34-1872067 VENDOR #33-0177-4

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DATE RECEIVED - 101904 PAYMENT TYPE -

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serve you. It is our aim to parform all the repairs requested on this repair neder to complete satisfaction. If our service was satisfactory tell your friends, it out, please tell us rainiediately.

General Motors labor and parts are warranted for 12 months of 12.000 miles, whichever coours first.

DISCLAIMER OF WARRANTIES Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability fitness for a particular purpose, and neither assumes nor authorizes any other person to assume any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
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4683 U.S. Route 250 North Norwalk, OH 44857 Phone: (419) 668-3316 1 (600) 3.23-8164 FEO LD. # 36-1670067 VERMOR F 39 017744

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General Motors labor and parts are warranced for 12 mouths or 12,000 miles, whichever occurs first.

DISCLAIMER OF WARRANTIES Any warranties on the item/items sold hereby are those made by the manufacturar. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability fitness for a particular purpose, and neither assumes nor authorizes any other porson to assume any liability in connection with the sale of this item/items.

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4893 U.S. Route 250 North Norwalk, OH 44857 Phone: (419) 668-3316 1 (800) 323-8164 FEZ NC. # 34-1870067 VENDOR # 39 01 7744

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Any warranties on the products sold hereby are those made by the manufacturer. The selfer hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular puspose, and neither assumes nor authorizes any other denon to assume for it any liability in composition with the sale of this item/items.

THIS DEALERSHIP CHARGES 5% OF THE TOTAL LABOR CHARGES TO A MAXIMUM OF \$10.00 FOR SHOP SUPPLIES: "SUPPLIES are those miscellarieous hiers used in connection with the source of your vahiale. Applicable items are Nuts, Bolts, Washers, Cotter Pins, Tape, Silicones, Grease, Solvents, Gasket Sealers, Rags, Carburetor Cleaner, Towels, Window Cleaner, Solder, Battery Cleaner, Battery Scaler, Wire, Windshield Sealer, Choke Cleaner, Whitegrease, Paper Floor Mats, etc.

General Mutors Labor and parts are warranted for 12 months or 12,000 miles.

whichever occurs first.

PED ID # 34-1670067 VENDOR # 39:017744 ESTIMATE
RUNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMAT; IS THE EXPECTED
COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS.
INTIAL YOUR CHOICE.

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ARE ESTIMATE.

You, the customer, authorite commencement but do not authorize completion of a repairing end by incorped for deacasmoty, reasonably or partially completed work. Such should state to the setual amount of labor or parts involved in the inspection, repair or service.

AUL PARTS USED ARE NEW UNLESS SPECIFIED OTHERWISE.

QUINCRIZED CRGI-TUCA



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339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.racewaypontiac.com

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CUSTOMER SIGNATURE	the and the Antonio Committee of the				RACE	WAY (V)

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PONTIAC . CADILLAC . GMC 239 Milan Avenue — Norwells, Ocio 44657 Picera (419) 658 3360 • Fac (419) 563-7232 www.raccyrgytorliac.com





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NORWALK; OH	VEHICLE DO NO.	5 2 8 9	5 4		SELLING DEALER NO	PRODUCTION DATE
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LABOR- J# 2 10FNZ13 DRIVEABILITY RECALL HOURS RECALL04088. COULDNT PERFORM WOULD	S: TECH(S			0.00		MERCHANTABILITY O PARTICULAR PURPOSE ASSUMES NO
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THANK YOU FOR YOUR BUSINESS!!					for 12 months or occurs first.	12,000 miles whicheve
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PAGE 1 OF 1

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339 Miles Averus — Nerva N. Ond 14857
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PNCS380683 GMC

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CUSTOMER SIGNATURE

DIANA MOHR

14 703 05/27/05

PNC\$380683

2,555 /

NORWALK, OH

05/PONTIAC/G6/

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05/27/05

JOB# 1 CHARGES			Thank you for this opportunity to serve you.
LABOR- J# 1 51PNZ BODY ELECTRICAL HOURS: 0.50 FECH(S BATTERY DEAD WONT START BATTERY DEAD REPLACED BATTERYU		WARRANTY	is our aim to perform all the repulse requested on this repair order to your complete satisfaction, if our service was satisfactory to your friends, if not, please tell us immodiately
PARTS QTY FP-NUMBER DESCRIPTION 1 19001628 BATTERY JOR# 1 TOTALS	FOTAL - PARIS	WARRANTY 0.00	WARRANTY STATEMENT AND DIS CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF
JOB# 1 JOURNAL PREFIX	PNCS JOB# 1 TOTAL	0.00	FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
**************************************	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00	ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAIR PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSIVE LIMITED TO THE TERM OF THE WRITTEN WARRANTY.
			General Motor labor and parts are warrante

for 12 months or 12,000 miles whichever occurs first.



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GARRY HOSKINS

10 445 09/09/05

PNC\$381594

4,118 /

NORWALK, OH

05/PONTIAC/G6/

16228528954

08/08/05

------ Thank you for this opportunity to serve you, it JOB# 1 CHARGES----is our aim to perform all tire repairs requested LABOR -on this repair order to your complete J# 1 61.PWZ EXTERIOR TRIM HOURS: 4.80 TECH(S):20 WARRANTY satisfaction. If our service was satisfactory teil ROOF WHISTLES AT 60MPH
TEST DROVE VEHICLE CONFIRMED CUSTOMER CONCERN. CHECKED your friends, if not, please tell us immediately. CHECKED FOR BULLETINS FOUND PIC3472A. SAYS TO REPLACE SUNROOF SEAL SOME WIND NOISE STILL PRESENT. CALLED TAC THEY SUGGESTED ADJUSTING ALL WINDOW PANELS ON -----WARRANTY STATEMENT AND DIS-CLAIMER: THE DEALER HEREBY PANORAMIC SUNROOF. ADJUSTED PANELS.
REPLACED SUNROOF SEAL PER BULLETIN. STILL SOME NOISE LEFT. DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED CALLED TECHNICAL ASSIST THEY SUGGESTED ADJUSTING PANELS ON PANDRAMIC SUNROOF, ADJUSTED ALL PANELS, STILL SOME WIND NOISE PRESENT, CALLED TECH ASSIST THEY SAID SOME WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WIND NOISE IS NORMAL. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO PARTS-----QTY---FP-NUMBER--------DESCRIPTION------UNIT PRICE-WARRANTY ASSUME FOR IT ANY LIABILITY IN 3 15291339 SEAL 12.810 CONNECTION WITH THE SALE OF SAID TOTAL - PARTS PARTS OR THIS BEPAIR, THIS DISCLAIMER JOB# 1 TOTALS-----IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY LABOR -----IMPLIED WARRANTIES ARE EXPRESSLY J# 2 50PNZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20 WARRANTY LIMITED TO THE TERM OF THE WRITTEN STARTER STICKS EVERY SO OFTEN WHEN STARTING VEHICLE. WARRANTY. HAD VEHICLE FOR ABOUT I WEEK AND COULD NOT DUPLICATE CUSTOMER CONCERN. COULD NOT DUPLICATE CUSTOMER CONCERN. General Motor labor and parts are warranted for 12 months or 12,000 miles whichever JOB# 2 TOTALS..... occurs first.

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

LABOR - - - - -

J# 3 45PNZ

WARRANTY

0.00

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STEERING/SUSPENSION HOURS: 6.20 TECH(S):20 CUSTOMER STATES STEERING FEELS LOOSE AND ALSO CLUNKS WHEN TURNING FROM SIDE TO SIDE. TEST DROVE ANOTHER GG FELT A NOTICEABLE DIFFERENCE. PUT CAR ON HOLST TO CHECK SUSPENSION FOUND INTERNAL RACK LOOSENESS POWER STEERING RACK NEEDS TO BE REPLACED. INSTALLED NEW POWER STEERING RACK PER TECH ASSIST. STEERING

WAS STILL LOOSE AND NOISE STILL PRESENT. CALLED TECHNICAL ASSISTANCE AGAIN AND THE SUGGESTED REPLACING INTERMEDIATE SHAFT. REPLACED INTERMEDIATE SHAFT. CLUNKING STILL PRESENT TECH ASSIST SAID REPLACE STEERING COLUMN. REPLACED STEERING COLUMN CLUNK LESS NOTICEABLE STEERING STILL LOOSE. TAC

CASE NUMBER 8436424

PERFORMED ALIGNMENT PER TAC ASSIST

1 15216792 GEAR KIT 6,508

WARRANTY



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	TOTAL - PARTY	0.00	y-ou
108# 3 TOTA	ALS:		WA CLA
JOB# 4 CHAF	RGES	0.00	DIS OR
ABOR 第4-21PNZ	AIR COMDITIONING HOURS: 0.30 TECH(S):20 A/C CONDENSATION BUILDS UP WHEN ON IN THE MIDDLE AND DRIPS CHECKED A/C SYSTEM NO PROBLEM FOUND. CONDENSATION LEAKING FROM BOTTOM OF CAR IS NORMAL. NO PROBLEM FOUND NO PROBLEM FOUND	 WARRANTY	WAI FITE AND AUT ASS
JOB# 4 TOTA	ALS		CO! PAR
JOB# 5 CHAF	JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL	0.00	AN)
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	WHEELS/TIRES HOURS: 0.30 TECH(S):20 CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE YOU IN RIGHT FRONT	WARRANTY	IMP LIM WA
垪 5 46PNZ	WHEELS/TIRES HOURS: 0.30 TECH(S):20 CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LOW IN RIGHT FRONT TIRE. FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI. NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI		(MP UM WA Ger
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芽 5 46PNZ JOB# - 5 TOTA JOB# - 6 CHAP	WHEELS/TIRES HOURS: 0.30 TECH(S):20 CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LCW IN RIGHT FRONT TIRE. FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI. NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI ALS. JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL RGES. RENTAL HOURS: TECH(S):10	WARRANTY 1. 0.00	Gen for
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)	WHEELS/TIRES HOURS: 0.30 TECH(S):20 CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LCW IN RIGHT FRONT TIRE. FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI. NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI ALS. JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL RENTAL HOURS: TECH(S):10 RENTAL VEHICLE PROVIDED CUSTOMER FENTAL VEHICLE. JOE	WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY	(MP LIM) WAI Gen for occi
芽 5 46PNZ JOB# - 5 TOTV JOB# - 6 CHAF LABOR	WHEELS/TIRES HOURS: 0.30 TECH(S):20 CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LCW IN RIGHT FRONT TIRE. FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI. NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI ALS. JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL RENTAL HOURS: TECH(S):10 RENTAL VEHICLE PROVIDED CUSTOMER FENTAL VEHICLE. DESCRIPTION CONTROL NO WIG WARRANTY RENTAL CAR WIG WARRANTY RENTAL CAR	WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY	Gen for occe
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Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your nomplete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY

CLAIMS ALL WARRANTIES EXPRESS IMPLIED. INCLUDING ANY IMPLIED RRANTIES OF MERCHANTABILITY OR NESS FOR A PARTICULAR PURPOSE, D NEITHER ASSUMES NOR THORIZES ANY OTHER PERSON TO SUME FOR IT ANY LIABILITY IN NNECTION WITH THE SALE OF SAID RTS OR THIS REPAIR. THIS DISCLAIMER. NO WAY AFFECTS THE PROVISIONS OF MANUFACTURER OR OTHER PPLIER WARRANTIES, IF DEALER DVIDES A WRITTEN WARRANTY, ANY LIED WARRANTIES ARE EXPRESSLY ITED TO THE TERM OF THE WRITTEN RRANTY.

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GARRY HOSKINS

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203 PONTIAC/G6/

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09/07/05

NORWALK, OH

LABOR - - - -· 3 452NZ

STEERING/SUSPENSION HOURS: 1.60 TECH(S):20

CUSTOMER STATES CLUNKING IN STEERING

VERIFIED CUSTOMER CONCERN. CLUNK STILL COMING FROM STEERING GEAR AREA. CALLED TAC ASSIST THEY SAID TO REPLACE STEERING GEAR. B-CLAIM. POWERSTEERING GEAR WAS JUST REPLACED IN AUGUST

REPLACED POWER STEERING GEAR PER TAC ASSIST, PERFORMED ALIGNMENT BECAUSE STEERING WHEEL WAS NOT STRAIGHT.

PARTS-----QTY---FP-NUMBER-------DESCRIPTION-------UNIT PRICE-

15216792 89020561

GEAR KIT 6.508

WARRANTY

TOTAL PARTS

FLUIU 8.800

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL

LABOR

J# 2+51PNZ

EXTERIOR TRIM HOURS: 4.90 TECH(\$):20 CUSTOMER STATES EXCESSIVE WIND NOISE STILL COMING FROM SUNROOF

TEST DROVE VEHICLE. VERIFIED CUSTOMER CONCERN. CALLED TAC TEST DROVE VEHICLE. VERIFIED CUSTOMER CONCERN. CALLED TAC ASSIST THEY SAID TO DROP HEADLINER TO ADJUST SUNROOF MODULE AJUSTED MODULE. TEST DROVE VEHICLE AGAIN. SUNROOF STILL HAS EXCESSIVE WIND NOISE. TAPED UP XM SATELITE RADIO ANTENNA TEST DROVE AGAIN. STILL NOISEY. TAPED EACH PANE OF SUNROOF. TEST DROVE. NOISE SLIGHTY BETTER. ADJUSTED FRONT SUNROOF PANE FOWARD AND ADJUSTED REST OF PANELS TO GM SPEC. PER DOCUMENT #1471040. 1575414. 1640177. WINDNOISE OK. ONLY WIND RUSH REMAINS. REINSTALLED HEADLINER AND RELEASED VEHICLE. VEHICLE

ADJUSTED SUNROOF MODULE AND ADJUSTED ALL PANES OF SUNROOF.

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

WARRANTY

0.00

0.00

Thank you for this opportunity to serve you, if is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

WARRANTY STATEMENT AND DIS-CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR WARRANTY FITNESS FOR A PARTICULAR PURPOSE. AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID 0.00 PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER WARRANTY SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.

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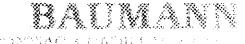
PONTIAC . CADILLAC . GMC 339 Milan Avanue Norwalk, Ohio 44857 Plante, (619) 655-3300 • Fitx (410) 663-7232





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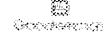
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Tasta diagramatica in unit anti-missoria della compressione compressio

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QUABANTEE

GENERAL MOJORS WAGRANTS THEIR PARTS AND LAPOR FOR 12 MORSTIS OR 12,000 MILES WISCHIVER OCCURS FIRST ON G.M. INSTALLED PARTS AND LAPOR. (A COPY OF THE INVOICE MONT RE PRESENTED)

> ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

THIS FACILITY CHARGES 5% OF THE YOTAL LABOR CHARGES UP TO A MAX-MUM OF \$20.00 FOR SHOP SUPPLIES AND/OR WASTE DISPOSAL.

In the event that you, the distinction authorize nominacement out do not authorize completion of a repair or service, a charge will be imposed for disassembly reassembly or pertially controlled work. Such charge will be directly related to the actual amount of labor or parts hyphed in the impediant repair or service.

THANK YOU















339 MBc), Ave. Noosalk Olde 44857 Phone (119) 638-3300

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THANK YOU











339 Miller Ave. Norwell Object1957 Phone (419) 668-3360





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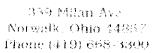
















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PAGE 1 OF 1

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THANK YOU

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Sec. 2







CHIVROLDY-OLDSZ'ADDIAL, MAL

250 - Dayes Avenue P.O. Box 1300 BANDUSKY, OFFICE 4 1870 Phones (410) 825-4013





CASH PEDEIVED FROM

45717

NORWALK, OHIO

NUMBER

DATE

RECEIVED BY MARCY E ALLISON 07/28/05

THAT

16:42

[ACCE.		CONTOUR MUNIFER !		AMC Ba
220E	375.73	45717	CASH	375.73

PIGNATURE

PAYMENT FOR BODY REPAIRS

PAGE 1

RECERT





P A Research Co. 7 Kionsus Cing, 5(O. 64180; 1997)

Installment Statement

Customer Service Phone Number

Customer Information

1-800-789-8001

Payment Remittance Address:

Please do not send correspondence to this address See reverse side for correspondence address

Systems & Services Technologies, Inc. P. O. Box 801997

Kansas City, MO 64180-1997

FF86200 0122PG 554600000 2554610 +

//1590\8560/0029

*BWNHCDN

Norwalk OH

TOTAL AMOUNT DUE:

PAYMENT DUE DATE:

Scheduled Payment:

Pasi Due Payments: Other Fees:

Late Charges:

Libertativation for the transportation of the Land of the Links

Account Statement

8412.04

- 30 00

\$0.09

\$0.00

April 03, 2007

February 13, 2007 Statement Date: Account Number: Borrower: Collatexal: 2005 Positive G6 TG2ZH528954

Account Summary Lasi Eavinent Received:

Date: Pohruary 02, 2007

Current Balance*:

Amount: -\$500.00

\$12,628.15

Important Messages

We Thank You For Your Business

You no longer have to wait for the mailman to bring you your statement every month. You can now go to www.acconduinto.com and review your monthly statement, make a payment, sign up for automatic payments, or receive payotf quotes. All of this account information is just a click away.

> ົມ 85364-000 10007G21

To avoid delays in handling please do not include correspondence with your payment PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



P.O. Box 801997 Kansas City, МО 64180-1597

Please toake checks payable to Systems & Services Technologies, Inc.

Account Number:

the Date: Total Amount Due:

April 63, 2097 \$412.04

Check box for address or phone number changes.

Check box for Automatic Payment Plan form Please see reverse side of billing statement

Systems & Services Technologies, Inc. P. O. Box 801997 Kunsas City, MO 64180-1997 Radan de de califor de la sacre del des lebras es alfabaca en la californa

Flease print your account number on check

Please alleat 5.7 days for malting to ensure payment is defined by the due that

^{*}This is your current halance only, this is not the payoff amount.



NORWALK



Norwalk, OH 44857 Phone. (419) 658-3316 1 (800) 323 8164 FED I.D. # 34-1670083 VENUOS # 39-017714

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BILL CODE -

COULDN'T DUPLICATE CONCERN

nu osasana maranga kanga kanga PEPATR LINE 02 . 200 danga kanga kanga kanga kanga kanga kanga kanga kanga kang REMOTE START DOENST WORK AND DOC AND JEFF ARE AWARE OF THIS CONCERN PERFORMED RECALL 04088 . NEED TO HOOK UP TECH 2 AND THE CAR TO OUR COMPUTER IN ORDER FOR IT TO WORK. UNTIL THEN ITS NOT GOING TO WORK. WILL BE 2WKS OF SO.

Blli CODE -

DATE RECEIVED -

101904 PAYMENT TYPE - 1

.00

Dould you Look @ this and Let ME Know what to do

Hands Dau

LABOR AMOUNT

PARTS AMOUNT

CUSTOMER PAY

MISC. SALES

.00

.00

.00

7504 Car 50

MEORIANT

Thank you for this parameter to serve you it is our aim to perform all the repairs requested on this repair. order to complete satisfaction. If our service was sansfactory tell your.

friends, if not, please ten us uninegiately,

General Motors labor and parts are 000,51 in althour 11 not betweenew males, whichever ecours first,

.00 MATERIALS .00 TOTAL CHARGE .00 DEDICTIBLE .00 SALES TAX .00 OTBER PAY .00

CUSTOMER SIGNATURE



PAGE 1 OF 1

CUSTOMER COPY



FOSTER

CHAVELY EXHIBER CAPELLAC, INC.







0504 HAYES AVE. SANDESKY, OHIO 49870

(419) 625-1313



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OMMENTS	(TIAA)					R CHEVROLET-OLÔ
CTALS					all warranties, eirber s	reby expressly disclaid express or implied, included in the control of the contro
onk you for allowing us to be of service to you. GOAL is to COMPLETELY SATISFY each and every one of our stomers. If for any reason, your service experience was completely SATISFYING, Please contact our Service mager Chris Capucini for mechanical repairs or Allen cour Body Shop Manager, for body repairs. your repairs were under warranty, you may receive survey from GM. We ask that you please take the time to lot this survey as it helps us to better meet and maked your expectations. Please keep in mind that on this every anything less than COMPLETELY SATIFIED is a failing made. If you feel you cannot answer COMPLETELY SATIFIED was allow us the oportunity to rectify any concerns you		TOTAL LABOR TOTAL PARTS TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CH TOTAL MISC DI TOTAL TAX TOTAL INVOI	CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00 0.00	CHEVROLET-GLDS-CADILLAC, INC. 0	
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[END OF INVOICE | 12:03pm











CHEVROUSE CROSS CADIFICAC, INC.

2504 HAYES AVE. SANDUSKY, OHIO 44870 (419) 625-1313



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STIMATE USTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$28.00 COMMENTS	(+TAX)			fitness for a particulal CHEVROLET-OLDS-	inty of merchantability r purpose, and FOSTI CADILLAC, INC. noith zos arry other person
NILL PICK UP AT 4			,	assume for it any lie the sale of these par	ability in connection w is.
Thank you for allowing us to be of servi Dur GOAL is to COMPLETELY SATISFY each a customers If, for any reason, your servi not COMPLETELY SATISFYING, Prease contact Manager Chris Capucini for mechanical re	ce to you. nd every one of our ce experience was to our Service pairs or Allen	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG.	8.67 16.36 0.00 0.00 0.87	p A	. D
Ott. our Body Shop Manager, for body rep if your repairs were under warranty, you a survey from GM. We ask that you please fill out this survey as it helps us to b exceed your expectations. Please keep in	ains, may receive take the time to etter meet and mind that on this	TOTAL MISC DISC	0.00 1.81	WW OX	
survey anything less than COMPLETELY SAT grade. If you feel you cannot answer COM please allow us the oportunity to rectif may have.	IFIED is a failing PLETELY SATISFIED			450	W)
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PAGE 1 OF 1 CUSTOMER	RICOPY	[END OF INVOICE)	





FOSTER







CHOVROLET-OLES CARLLAS, INC

2504 HAYES AVE 54MOUBRY, CRIO METO (419) 635-1313



<u>45717</u>	ALLEN J OTT	232	5264	05/19/05	CVCB1.7395	
		Williaso L		BLACK/	STICKER	
MORWALK, OH	VEAT/MAKETY DEHT 05/PONTIAC/G6/4 DO		DELIVERY DATE	DELIVERY MILES		
**************************************	1 G 2 Z H 5 Z 8	3 5 4		KLAUS	Production by its	
	A T E. NO.		05/04/05			
	COMMENTS				and the state of t	
LABUR & PARTS J# 1 02CVZ BODY EXTERIOR HOURS: TECH(S):443 LT DOOR HAS DEFECT IN CLEARCOAT AT BELT WEATHERSTRIP FACTORY DEFECT SAND & BUFF DOOR PARTS				Thank you for this opportunity serve you. It is our aim to perfoall the repairs requested on trepair order to your complete sisfaction. If our service was sai		
2 02CVZ01 BODY EXTERIOR HO FRONT SUNROOF PANEL DISCOLORED	WARRANTY					
PLASTIC MOLD DISCOLORED SAND FRONT PANEL. REFINISH SATIN BLACK				The Seller, FOSTER CHEVROLET-OF CADILLAC, INC., hereby expressly disclar warranties, either express or implied, in		
RTSQTYFP-NUMBERDES	CRIPTIONLIST PRICE- JOB # 2.7	·····LIST PRICE UNIT PRICE ing any implied wa			rexpress or implied, inc rranty of merchantabili ilar purpose, and FOS	
	JOB # 2 TOTAL LAB	OR & PARTS	0.00	 LOHEVEOLESSOLOS CADILLAC IM 		
3+02CVZ02 800Y EXTERIOR HO ded Operation (ALAN @ 05/18/2005 15:27) TRUNK LID RUBS BUMPER COVER GAP TOO TIGHT, ONLY HITS WHEN T REMOVED TRUNK INTERIOR TRIM, AD CLOSE EASIER, SANDED & BUFFED SC	URS: TECH(S):443 RUNK IS SHUT WITH FORCE JUSTED STRIKER & LATCH TO		WARRANTY	assume for it any li the sale of these par	ability in connection v ts.	
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W 1	JOB # 3 TOTAL LAB	OR & PARTS	0.00			
4+02CVZ03 BODY EXTERIOR HO ded Operation (MARCY @ 05/18/2005 15:69) INSTALL VENT VISORS CUSTOMER COURTESY	URS: TECH(S):443		0.00			
RTSQTYFP-NUMBERDES B # 4 1 17800852 DEF	LECTOR 10.707 70.00	UNIT PRICE- 70.00 OTAL PARTS	70.00 70.00			
		JOB # 4 TOTAL LABOR & PARTS				
SCCODEDESCRIPTIONB#4 RC RECON SEOP CHARGE	707	79.95 79.95				
TIMATE SYOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$150,45 (+TA	X)		İ			

JONS (444) 937-9966

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 04:20pm





FOSTER







2604 HAYES AVE. SAMBUSKY, OIFIO 44000 (419) 525-1313

CHEVROLET-OLDS-CADH LAKE HE



VEARY VALVE PRODUCT 05 / POINT AC/G6/4 DOOR SEDAN	7 AL	LEN J OTT	232	52 <u>64</u>	05/19/05	CVCB17395
NORWALK, OH 1 G 2 Z H 5 Z 8 9 5 4 KLAUS 20 M/S CONTROLL		:	MILETAGE	2,225	BLACK/	
TALS TOTAL LABOR TOTAL LA	: · · · · · · · · · · · · · · · · · · ·		R SEDAN		ļ	
TALS Thank you for allowing us to be of service to you. TOTAL LABOR TOTAL LABOR TOTAL LABOR TOTAL LABOR TOTAL PARTS TOTAL SERVE you. It is our aim to completely Satisfy each and every one of our total Serve you. It is our aim to completely Satisfy each and every one of our total Serve you. It is our aim to completely Satisfying. Please contact our Service 101AL MISC CHG. TOTAL MISC CHG. TOTAL MISC DISC. TOTAL MISC DISC. TOTAL INVOICE \$ The selver, FOSTEP CHEVROLE CADULAC, INc., hereby expressive all warranties, either express or implied warranty of merchan filness for a particular guipose, and CHEVROLET CLOS-CADULAC, INc., hereby expressive all warranties, either express or implied warranty of merchan filness for a particular guipose, and CHEVROLET CLOS-CADULAC, INc., hereby expressive assumes for it any liability in connect assume for it any liability in connect assume for it any liability in connect assume for it any liability in connect assume for it any liability in connect assume for it any liability in connect assume for it any liability in connect assume for it any liability in connect and chevrolet	√F:d¹	OUT IN THE			KLAUS	128790073081241
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The Selter, FOSTER CHEVROLE And I warrantes, either express or implied warrantes for a particular outpose, and CHEVROLET CLDS-CADILLAC, No. CUSTOMER SIGNATURE The Selter, FOSTER CHEVROLE CADILLAC, No., hereby expressly all warrantes, either express or implied ing any implied warranty of merchan fitness for a particular outpose, and CHEVROLET CLDS-CADILLAC, No. AND AND AND AND AND AND AND AND AND AND	PELY SATISFY each and every or reason, your service experier (ING, Please contact our Servi i for mechanical repairs or Al nager, for body repairs, under warranty, you may receiv ask that you please take the b as it helps us to better meet	ne of our TOTAL and was TOTAL and TO	PARTS SUBLET A.O.G ATSC CHG. MISC DISC FAX	70.00 0.00 0.00 79.95 0.00 10.50	serve you. It is all the repairs repair order to isfaction. If our factory tell you	our aim to perfo requested on the your complete s service was satur friends, if n
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	TURE	MAY 2.0 XAS			assumes nor author assume for it any li	izes any otne: perso: ability, in connection :
		VISA	P)			
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CUSTOMER COPY





CHRYRELLIANDS COMPLETE INC.







2504 MAYES AVE. SACURISKY, 17943 448 T 4419) 67%-1313

SOCKWOKS Sections of

457 <u>17</u>	SUE COUTS	469 Transano, 469	5264	_05/18/05
	YEAR / MAKE : MODEL		2,459	BLACK/
NORWALK, OH		(G6/4 DOOR SEOAN .		9EU-Deg (1-2015) (2-1) (
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ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING				
ORIGINAL ESTIMATE OF \$0.00 (+TAX COMMENTS			The Seller, POSTER CHEVROLET OLD CADILLAC, INC., hereby expressly disclain all warranties, either express or implied, including	
TO BOLY SHOP WHEN DUNE			ing any implied warranty of merchantability fitness for a particular curpose, and FOSTI	
Thank you for allowing us to be of service to Our GOAL is to COMPLETELY SATISFY each and ewcustomers. If, for any reason, your service expnot COMPLETELY SATISFYING, Please contact our Manager Chris Capucini for mechanical repairs Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may a survey from GM. We ask that you please take fill out this survey as it helps us to better exceed your expectations. Please keep in mind survey anything less than COMPLETELY SATIFIED grade. If you feel you cannot answer COMPLETE.	ery one of our perience was Service or Allen receive the time to meet and is a failing	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00	CHEVROLET-OLDS-CADILIAC, INC. rielit assumes not authorizes any other person assume for it any liability in connection with sale of these parts.
please allow us the oportunity to rectify any may have.	concerns you	e e e e e e e e e e e e e e e e e e e		
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CUSTOMER SIGNATURE		MAY 2 O PAR		
PACE 4 OF 4				
PAGE 1 OF 1 CUSTOMER COPY	ť	[EMD OF IMPOICE]	09:23am	1









PONTIAC + CADILLAC + GMC

339 Milan Avenue Norwalk, Olifo 44857 Phone: (419) 668-3000 • Fax (419) 663-7232 www.ranewaypontiac.com

11241	DIANA MOHR		14 IA) N	703	05/27/05	PNCS380683
	LASOF POLE	DEENSE NO	MM.TAC É	2,555	COLOR	18800K 1-5
MORWALK, OH	75AR / MAKA / WOODEL 05/PONTILAC	:/G6/	\		DELIVERY DATE	LIEUVERY MILES
MOTORALING CAL	1 G 2 Z H	5 2 8 9	5 4		SELLING DEALER NO.	PRODUCTION CATE
	ELENO		P. O. NO		05/27/05	
	COMB/FritS				03/27/03	<u> </u>
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PARTSQTYFP-NUMBER DESCRIT 1 19001628 BATTER	PTION Y		T PRICE-	WARRANTY 0.00	CLAIMER: THE DISCLAIMS ALL W	FEMENT AND DIS- DEALER HEREBY ARBANTIES EXPRESS JUDING ANY IMPLIED
JOB# 1 TOTALS						MERCHANTABILITY OR ARTICULAR PURPOSE.
JOBA I	JOURNAL PREFIX	PNCS JOB#	1 TOTAL	0.00	AND NEITHER	ASSUMES NOR OTHER PERSON TO
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	* *	TOTAL TA		0.00		TEN WARRANTY, ANY IES ARE EXPRESSLY
**************************************	*	TOTAL II	VOICE \$	0.00		FRM OF THE WRITTEN
HANK YOU FOR YOUR BUSINESS!!				ļ		
CUSTOMER SIGNATURE						and parts are warranted 2,000 miles whichever
					330 Milyn Avenue 19ene, (429) 668 33	NAY COMC ADILLAC • GMC Ashraik Chiri 14557 00 • Fix (4 h) 94 17232 apportfactor GMC

PAGE 1 GF 1

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[END OF INVOICE | 02:31pm

Ar 323390 O (2557) 6

Job Number:

07/19/2005 at 04:34 PM 17120

FOSTER CHEVROLFT-OLDS-CADILLAC

Federal IO #:344455951 LIFETIME WARKANTY ON PIP & FINISH

2504 HAYES AVE

SANDUSKY, OH 44870

(419)625-1313 Fax: (419)625-5301

PRELIMINARY ESTIMATE

Written By: Brandon Tebbe Adjuster:

Insured:
Owner:
Address:
Norwalk, OS

Claim #
Policy #
Deductible:
Date of Loss:

Type of Loss:

Point of Impact: 6. Rear

Other:

Inspect FOSTER CHEVFOLET-OLDS-CADILLAC

Location: 2504 HAYES AVE

Recline/Lounge Seats
Aluminum/Alloy Wheels

SANDUSKY, OH 44870

Insurance Company:

Cellular:

2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:Black

2 Days to Repair

VIN: 1G2ZH528954 Lic: Condition: Excellent Tilt Wheel Air Conditioning Rear Defogger Keyless Entry Cruise Control Intermittent Wipers Dual Mirrors Traction Control Body Side Moldings - Clear Coat Paint Rear Spoiler Fog Lamps Power Windows Power Brakes Power Steering Power Mirrors Power Driver Seat Power Locks Power Trunk/Tailgate AM Radio FM Radio CD Player Steres Driver Air Bag Cloth C Search/Seek Passenger Air Bag Anti-Lock Brakes (4) Bucket Seats 4 Wheel Disc Brakes

NO.	02.	DESCRIPTION	Q u	PΥ	eXT.	PRICE	LABOR	PAINT
1	·····	REAR BUMPER					,	
2	13 & I	R&I bumper cover					1.0	
3	R⊊I	Lower cover					0.3	
4 ×	Rpr	Bumper cover					0.5	2.8
5		Add for Clear Coat						1.1
6 Fr	R&1	License Plate					0.2	
7#		Flex additive	Ĵ	1	8	T 06.		
8 %		Paint waste disposal	-	1.	3	.00 T		

Automatic Transmission Overdrive





PM

Job Mumber:

47257

PRELIMINARY ESTIMATE

PONT GG GT 6-3.50-88 40 SED Black Fat: Black

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	DESCRIPTION	QTY EXT. PRICE LAROR 5	PAINT
AMOUNT	Subtotals ==>	11.00 2.0	3.9
375,73			
	Parts		0,00
	Body Labor	2.0 hrs @ \$ 40.00/h.	80.00
	Paint Wabor	3.9 hrs @ \$ 40.00/hr	156.00
	Paint Supplies	3.9 hrs @ \$ 22.00/hr	85.80
	Sublet/Misc.		11.00
	SUSTOTAL	\$	332.80
स्ट	Sales Tax	\$ 332.80 @ 6.5000%	21.63
	GRAND TOTAL	\$	354.43
	ADJUSTMENTS:		
	Deductible		0.00
	CUSTOMER PAY	\$	00.0
#11 REPH 10878 1011 NEW BH 1018 172805	INSURANCE PAY	\$	354.43

WARRANTY ON FIT & FINISH IS FOR THE LIFETIME THAT THE VEHICLE IS UNDER THE SAME OWNERSHIP AS WHEN REPAIRED, RUST/CORROSTON IS NOT A COVERED CONDITION, A COPY OF THIS LIMITED WARRANTY IS AVAILABLE UPON REQUEST. FED TAX (D # 34-4455-951 FAX 419-625-5301

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRIFQ05 Database Date 07/2005, CCC Data Date 07/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/vehicle dealerships. OPT OEM parts are OEM parts that are provided by or through alternate soutces other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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 soutce. Tilde sign (*) items indicate MOTOR Not-Included Dabor 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 IRQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Record parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

CCC Pathways - A product of CCC Information Services Inc.











COE RA LK, CHEVROLEY-OLDS PADSAME, INC. 2008 HAVES AVE

SANGUSECY, GEOG 44879 (419) 625-1013



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	ALLEN 1 OFT	* ****		
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NORWALK, ON	MALL PARK NOTING		07/27/05	CVC817747
	PONTIAC/G6/4 DOOR	3,698	BLACK/	Arod, wa
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}-		-	KLAUS	· Transport Transport
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REPAIR RE BUMPER COVER HOURS:	2.50		/ 3.3/ 0.3	
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}		100.00	hank you for the	s opportunity to
3# 2+70CVZ-1	J08 # 1 105-	S	erve you, it is ou! I the repairs rec	aim to past
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14:03)	3.90 TECH(S):348 PT00	156 00 1181	action Ken.	' Complete sat- [
3# 3+02CVZ		- 1 tac	ton tell in.	Was satis-
Added Operation BUDY EXTERIOR	JOB # 2 TOTAL LABOR & PARTS	ple	ase tell us imme	rienas, if not,
ADDITIONAL DAMAGE TO BUMPER NOT SEEN /	1.00 TECH(\$):273	100.00 1		
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MATERIALS	JOB # 3 TOTAL LABOR & PARTS	ilines	oranties, either express by implied warranty of s for a particular purpo ROLET-OLDS-CADILI	merchantability or
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CUSTOMER HEREBY ACCURAGE	TOTAL - GOG	96,80 the sal	es not authorizes any for it any licibility in a of these parts.	Other person to
** #3/1 /3 / reason	*******	96.80	o or mess parts.	with
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CUSTOMER'S COPY

08/30/2005 at 01:40 PM 50573

Job Number: 4033

No WAX / R. 8/30/05

AMGRE'S BODY AND FRAME INC. License #:44857002 Federal ID #:341340045 LEL N PLEASANT ST.

8 0 Box 29 NORWALK, OH 44857

(419)668-2959 Fax: (419)668-5401

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

Written By: WILLIAM TRACHT Adjuster: Gary Goskins

Insured: Owner: Address:

Norwalk, OH Evening:

Claim Policy # Deductible: Date of Loss: Type of Loss:

Point of Impact: 12. Front

Inspect ANGIE'S BODY AND FRAME INC.

Location: LEL N PLEASANT ST.

P 0 Box 25

NORWALK - OH 44857

Business:

Insurance Company:

Business: (419)668-3316 3 Days to Repair

2005 PONT GE GT 6-3.5L-FI 4D SED Black Int:

VIN: 162ZH528954 Lic: OH Prod Date: 09/2004 Odometer: 4139

Condition: Excellent

Air (onditioning Cruise Control Theft Deterrent/Alarm Body Side Moldings Electric Glass Sunroof Rear Spoiler Power Brakes Power Driver Seat AM Radio Search/Seek

Automatic Transmission .

Driver Air Bag

Leather Seats

Rear Defogger Intermittent Wipers Steering Wheel Controls Dual Mirrors Traction Control Clear Coat Paint Power Windows Power Mirrors FM Radio CD Player Passenger Air Bag Bucket Seats Ovendrive

Tilt Wheel Keyless Entry Tinted Glass Roof Console Fog Lamps Power Steering Power Locks

Power Trunk/Tailgate

Stereo

Anti-Lock Brakes (4) 4 Wheel Disc Brakes Recline/Lounge Seats Aluminum/Alloy Wheels

2.3

** ** ** ** ** ** ** ** ** ** **					 	·	
NO-	OP.	DESCRIPTION	- 4		 		PAINT
5 7* 20J		"FINAL FRONT BUMPER		1	 The control of the second of t	O POS APP - 2003 - 440 - 444 - 450	

0/H front bumper 2.2 4* Repl Sumper cover $Q_{-}QQ_{-}$ Incl. 50513

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY 2005 PONT 65 CT 5-3.51.-FT 40 SED Black Int:

NO-	OF.	DESCRIPTION		EXT. PRICE		PAINT
5		Add for Clear Coat	<i>*</i> * * * * * * * * * * * * * * * * * *		. — Jan ager har had har been been been	l•1
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7*	Repl	Emblem	ľ	0.400	Incl.	
8		GRILLE				
4*	Repl	RT Grille	Ţ.	0.00	Incl.	
1.[]*	Repl	RT Trim ring	1.	0.00	Incl·	
L i		FRONT LAMPS				
1.2	RaI	RT Headlamp assy			Incl·	
13	R&I	LT Headlamp assy			<pre>Incl·</pre>	
ኒ ୱ	RRI	RT fog lamp assy			Incl·	
15	R&I	LT Fog lamp assy			Incl:	
18	Repl	Aim headlamps	1.		0.ម	
17		HOOD				
18*	Repl	Hood	1.	0.00	1.0	2.8
19		Add for Clear Coat				1-1
20		Add for Underside(Complete)] 4
21	R&I	Insulator			Incl.	
222#		Misc.	1,			
#E5		HAZARDOUS WASTE REMOVAL	1.	3.00		
24#		COLOR MATCH & TINT	ŀ			$0 \cdot 5$
25#		MASK FOR OVERSPRAY	ŀ	5.00	0 - 5	
1 gr., gran ann aith sinn ran		Subtotals ==>		8.00	4.3	7.7
		Parts				& • (
		Body Labor	ц	.3 hrs a =	3 8. 00/hr	163. u
		Paint Labor	9	-7 hrs a \$	3 8 -00/hr	368.L
			4	.7 hrs ∂ \$	aa.Do/hr	573*1
		ZUBTOTAL	। तरण वरण वरण वर्णा वरण वर्णा			753.
		GRAND TOTAL				753.4







PONTIAC . CADILLAC . GMC

339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.racewaypontiac.com

DOMESTICAL STREET	11241	GARRY HOSKINS	1.0	445	09/09/05	PNC5381594	
		the distribution of the following distribution of the state of the sta	At Ac.	4,118	says i	\$1880.000	
` NORWALK	OH	05/PONTIAC/G6/			$1 \leq L(\mathfrak{g}_{1} + \mathfrak{g}_{2})$	Tylenge Willer District	
14/21/40/41"	γ Οττ	1 G 2 Z H 5 2 8	9 5 4		The property of the second	wholes to say?	
•		(1 1 1 - B)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		08/08/05		
		1788 / MT	!				
JUNF I CHA	K0E3		, <u>, , , , , , , , , , , , , , , , , , </u>	ינים בים מימים מים. י	main journal one o	pportunity to serve you. It	
LABOR J# 1 61PNZ	ROOF WHISTLES AT 60MPH TEST DROVE VEHICLE CONFI	HOURS: 4.80 TECH(S):20		WARRANTY	is our aim to perform all the repairs req on this repair order to your co satisfaction. If our service was satisfact your friends, if not, please tell us immed		
	SUNROOF SEAL. SOME WIND TAC THEY SUGGESTED ADJUS PANORAMIC SUNROOF. ADJUS REPLACED SUNROOF SEAL PE CALLED TECHNICAL ASSIST ON PANORAMIC SUNROOF. A	DUND PIC3472A. SAYS TO REPLACE NOISE STILL PRESENT. CALLED STING ALL WINDOW PANELS ON STED PANELS. THEY SUGGESTED ADJUSTING PANELS DJUSTED ALL PANELS. STILL SOME LED TECH ASSIST THEY SAID SOME			WARRANTY STA CLAIMER: THE DISCLAIMS ALL V OR IMPLIED, INCO WARRANTIES OF	TEMENT AND DIS- DEALER HEREBY VARRANTIES EXPRESS LUDING ANY IMPLIED MERCHANTABILITY OR PARTICULAR PURPOSE	
 ;	1 15291339		ITAL - PARTS	WARRANTY 0.00	AUTHORIZES AND ASSUME FOR I CONNECTION WIT	OTHER PERSON TO T ANY LIABILITY IN THE SALE OF SAID PAIR THIS DISCLAIMER	
J08# 1 T0T	ALS	• • • • • • • • • • • • • • • • • • • •			IN NO WAY AFFEC	IS THE PROVISIONS OF	
J 08# 2 CHA	RGES	JOB# 1 JOURNAL PREFIX PNCS JO	B# 1 TOTAL	0.00		furer or other RANTIES, IF DEALER	
				(;		TTEN WARRANTY, ANY TIES ARE EXPRESSLY	
J# 2 50PNZ	STARTER STICKS EVERY SO	AL HOURS: 0.30 TECH(S):20 OFTEN WHEN STARTING VEHICLE. WEEK AND COULD NOT DUPLICATE		WARRANTY	LIMITED TO THE TERM OF THE WR WARRANTY.		
:	COULD NOT DUPLICATE CUST					and parts are warranted 12,000 miles whichever	
					occurs first.		
JOB# 3 CHA	RGES	JOB# 2 JOURNAL PREFIX PNCS JC	B# 2 TOTAL	0.00	A		
LABOR 3# 3 45PNZ	STEERING/SUSPENS CUSTOMER STATES STEERING TURNING FROM SIDE TO SIDE	SION HOURS: 6.20 TECH(S):20 G FEELS LOOSE AND ALSO CLUNKS WHEN		WARRANTY	PONTIAC = 6 339 Milan Avenu	CADILLAC • GMC e Norvalk, Otto 44857 0000 • Fax (419) 663-7:032	
	TEST DROVE ANOTHER G6 FE ON HOIST TO CHECK SUSPEL POWER STEERING RACK NEED INSTALLED NEW POWER STEE WAS STILL LOOSE AND NOTE ASSISTANCE AGAIN AND THE SHAFT. REPLACED INTERMED TECH ASSIST SAID REPLACE	ELT A NOTICEABLE DIFFERENCE. PUT CANSION FOUND INTERNAL RACK LOOSENESS OS TO BE REPLACED. ERING RACK PER TECH ASSIST. STEERING STILL PRESENT. CALLED TECHNICAL. E SUGGESTED REPLACING INTERMEDIATE STATE SHAFT. CLUNKING STILL PRESENT E STEERING COLUMN. REPLACED STEERING ABLE STEERING STILL LOOSE. TAC	ж ж			GMC	
PARTS	QTYFP-NUMSER 1 15216792	DESCRIPTION	-UNIT PRICE-	WARRANTY			

PAGE 1 OF 3

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 04:57pm

WARRANTY.

SE995331 Q (63:05)







PONTIAC . CADILLAC . GMC

339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.racewaypontiac.com

11241	GARRY HOS	SKINS	10 445	09/09/05	PNC\$381594
	SAUGE CO.	PROBLE	4,118	3 mg 11	Artika (m. 1
NORWALK, OH	OS/PONTI	AC/G6/		31157 + 12 (27.II)	Transport (Page 1)
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	1 COMP 1			08/08/05	
ARTS QTY - FP - NUMBER 1 89020661 1 88967179 -1 15216792 -1 88967179		TOTAL -	WARRANT WARRANT WARRANT WARRANT	is our aim to perform on this repair ord satisfaction. If our ser	portunity to serve you. all the repairs requeste fer to your complet vice was satisfactory te page tell us immediately
OB# 3 TOTALS	JOHA O JOHNSKI DOCT		TOTAL O O	CLAIMER: THE	EMENT AND DIS
OB# 4 CHARGES	JOB# 3 JOURNAL PREFI	LX PNUS JUB# 3	TOTAL 0.00	; DISCLAIMS ALL W	ARRANTIES EXPRES UDING ANY IMPLIEI
CHECKED A/C SYSTEM		E AND DRIPS	WARPANT	WARRANTIES OF I FITNESS FOR A PA AND NEITHER AUTHORIZES ANY ASSUME FOR IT	MERCHANTABILITY OF
OB# 4 TOTALS				PARTS OF THIS RE	PAIR. THIS DISCLAIME
OB# 5 CHARGES	JOB# 4 JOURNAL PREFI	IX PNCS JOB# 4	TOTAL 0.0	ANY MANUFACT	SITHE PROVISIONS O JRER OR OTHE ANTIES, IF DEALE
	ES HOURS: 0.30 TECH	H(S):20 N RIGHT FRONT	WARRANT	IMPLIED WARRANT	TEN WARRANTY, AN IES ARE EXPRESSU ERM OF THE WRITTE
32 PSI. NO LEAKS FOUND AT	THIS TIME ADJUSTED TIRE PRESS	SURE TO 32 PSI			and parts are warrante
IOB# 5 TOTALS				occurs first.	12,000 milio William
108# 6 CHARGES	JOB# 5 JOURNAL PREF	IX PNCS JOB# 5	TOTAL 0.0	RACE	Way
ABOR	HOURS: TECH	H(S):10	WARRANT	PONTIAC • C 339 Milati Avenue Phone: (419) 008-3	ADILLAC • GMC Norwalk, Ohio 44857 300 • Fsv (419) 663-7202 wypoollau.com
NISCCODEDESCRIPTI W6 WARRANTY		CONTROL NO TOTAL -	WARRANT		* GMC
108# 6 TOTALS				•	
OB# 7 CHARGES	30B# 6 JOURNAL PRES	IX PNCS JOB# 6	TOTAL 0.0	0° -	
ABOR		H(S):10	INTERNA	Ŀ	

800Y REPAIR HOURS: REPAIR FRONT OF VEHICLE, HIT ON LOT









PONTIAC . CADILLAC . GMC

339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.recewaypontiac.com

1	1241	Ĩ	GARRY HOSKINS		10	445	09/09/05	FNC\$381594
			Western than a	r v fe l	4.	4,118	age.	To the control of the
NORWALK, (į	05/PONTIAC/GE				1.95 (90) (2.4)	promote the second
•			1 G 2 Z H 5	2 8 9 5 4			Principal Control	And a second
					1.7		08/08/05	
PARTS::::::::::::	FD : MEMOREY		rtonerationeration		NACCO			
1 1 1 1 1	1 15222918 1 15221712 1 22699328 1 25771372	HOOD 8. GRILLE GRILLE EMBLEM	000 1.266 1.266	TOTAL - PA		INTERNAL INTERNAL INTERNAL INTERNAL	is our aim to perfor on this repair of satisfaction, if our s	Copodifunity to serve you, it in all the repairs requested order to your complete service was satisfactory tell please tell us immediately.
/8/	(19709705 BODY RE	TIONPAIR	TOTAL - SU		INTERNAL 0.00	CLAIMER: THE DISCLAIMS ALL	ATEMENT AND DIS- DEALER HEREBY WARRANTIES EXPRESS
		JOB# 7 J	OURNAL PREFIX PNC:	S J06# 7 T0)TAL	0.00	WARRANTIES OF FITNESS FOR A AND NEITHER	
* [] CASH * [] VISA * [] AMER XPR	**************************************	[] DISCOVER * [] CHARGE *		TOTAL LABOR. TOTAL PARTS. TOTAL SUBLET TOTAL G.O.G. TOTAL MISC C TOTAL MISC D TOTAL TAX	HG.	0.00.0 0.00.0 0.00.0 0.00.0	ASSUME FOR CONNECTION WI PARTS OR THIS R IN NO WAY AFFEC ANY MANUFAC SUPPLIER WAR PROVIDES A WR IMPLIED WARRAN	IY OTHER PERSON TO IT ANY LIABILITY IN THE SALE OF SAID EPAIR. THIS DISCLAIMER OF THE PROVISIONS OF TURER OR OTHER BANTIES. IF DEALER ITTEN WARRANTY, ANY VITES ARE EXPRESSLY FERM OF THE WRITTEN
CUSTOMER	SIGNATURE							ir and parts are warranted 12,000 indes whichever

PONTIAC · CADILLAC · GMC

300 Mlan Asienuc Norwalk, Ohio 44557 Prinne (419) 668-0500 • Par (419) 663-7202 www.rataewaypontigs.com







CUSTOMER'S COPY

10/05/2005 at 02:50 PM 20213

Job Number: 4093

ANGIE'S BODY AND FRAME INC. License #:44857002 Federal ID #:341340045

LEL N PLEASANT ST. P 0 Box 29

NORWALK - 09 44857

(419)668-2959 Fax: (419)668-5401

PRELIMINARY ESTIMATE

Written By: WILLIAM TRACHT Adjuster:

Insured:

Owner: Address:

Norwalk, OH

Evening:

Claim # Policy #

Deductible: Date of Loss:

Type of Loss:

Point of Impact: 16. Non-Collision

Inspect ANGIE'S BODY AND FRAME INC.

Location: 121 N PLEASANT ST.

P5 x08 0 9

NORWALK - OH 44857

Business:

Insurance

Company:

Days to Repair

2005 PONT Gb GT 6-3.5L-FI 40 SED Black Int:

Air Conditioning Cruise Control Body Side Moldings Fog Lamps Power Steering Power Locks Power Trunk/Tailgate Sterea Anti-Lock Brakes (4) 4 Wheel Disc Brakes Recline/Lounge Seats

VIN: 162ZH528954

Lic: Prod Date: Rear Defogger Intermittent Wipers Dual Mirrors Rear Spoiler Power Brakes Power Driver Seat AM Radio Search/Seek Driver Air Bag Cloth Seats Automatic Transmission

Odometer: Tilt Wheel Keyless Entry Traction Control Clear Coat Paint Power Windows Power Mirrors FM Radio CD Player

Passenger Air Bag

Bucket Seats Overdrive

Aluminum/Alloy Wheels

				~	~~~~.		*** *** *** *** *** ** ** ** **
NO -	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1#		"FINAL BILL"],	~~~~.			W. W. A. A. A. A. A. A. A. A.
2#		DETAIL	ı				
3#		CLEAN EXTERIOR & APPLY SEALANT	1,			2.0	
r† #		Remove Overspray	1			7.0	
₽		Misc.	1.			- 0	
l ₃ #		MATERIAL	1.	₹.	.00		

PPDP PredmuM dob

PRELIMINARY ESTIMATE 2005 PONT SE OT 6-3-51-FI ND SED Black Int:

NO.	08.	DESCRIPTION	QTY EXT. PRICE LABOR F	PAINT
	5 5 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6	Subtotals ==>	2.00 3.0	
		suntuidis	c.uu 3.u	U∗U
		Parts		2.00
		Body Labor	3-8 hrs a \$ 38-80/hr	777 00
		THETATAL	en en en en eur du du der det en en en ein der han en	***
		SUBTOTAL	\$	172.00
		Sales Tax	* 116.00 2 7.0000%	54.8
		GRAND TOTAL	\$	124-12

ANGLE'S BODY & FRAME, INC. GUARANTEES PARTS AND WORKMANSHIP OF ALL REPAIRS PERFORMED BY OUR SHOP. THIS GUARANTEE WILL CONTINUE DURING YOUR CUNERSHIP OF THE VEHICLE IDENTIFIED ON THE ESTIMATE. THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE WARRANTIES APPLICABLE TO THESE

AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN MOTOR VEHICLE MANUFACTURER.

FED TAX ID # 34-1340045

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1F005 Database Date 09/2005: CCC Data Date 09/2005: 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) parts are OEM parts that may be provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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 Prices are provided by National Auto Glass Specifications. Inc. Pound sign (*) items indicate manual entries. Some 2005 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.

Job Number: 4033

ANGTE'S BODY AND FRAME INC.

License *: Federal ID *:

121 N PLEASANT ST.

P 0 Box 29

NORWALK - OH 44857

(419)668-2959 Fax: (419)668-5401

SUPPLEMENT OF RECORD 1 WITH SUMMARY

Weitten By: TERRE RANDLEMAN 09/49/2005 08:15 AM

Adjuster: Gary Goskins

Insured:

Owner: Address:

Evening:

Norwalk: OH

Policy # Deductible: Date of Loss:

Claim

Type of Loss:

Point of Impact: Lil. Front

Inspect ANGIE'S BODY AND FRAME INC. Business: (419)668-2959

Location: LEL N PLEASANT ST.

P 0 Box 29

NORWALK - OH 44857

Insurance

Company:

Business: (419)666-3366

3 Days to Repair

2005 PONT GL GT 5-3.5L-FI 4D SED Black Int:

Lic: OH Prod Date: 09/2004 Odometer: 4139 VIN: 162ZH528954

Condition: Excellent

Air Conditioning Cruise Control

Theft Deterrent/Alarm Body Side Moldings

Electric Glass Sunroof

Rear Spoiler Power Brakes

Power Driver Seat

AM Radio Search/Seek

Driver Air Bag Leather Seats

Automatic Transmission

Rear Defogger Intermittent Wipers Steering Wheel Controls Tinted Glass

Dual Mirrors Traction Control Clear Coat Paint

Power Windows

Power Mirrors

FM Radio CD Player

Passenger Air Bag Bucket Seats

Overdrive

Tilt Wheel Keyless Entry

Roof Console Fog Lamps Power Steering

Power Locks

Power Trunk/Tailgate

Stereo

Anti-Lock Brakes (4) 4 Wheel Disc Brakes

Recline/Lounge Seats Aluminum/Alloy Wheels

DESCRIPTION RTY EXT. PRICE LABOR PAINT T# 20F "FINAL BILL"

5 FRONT BUMPER

3 0/H front bumper

ц ж - Kepl Bumper cover

0-00

2 . 2 Incl.

2 ⋅ 8

20213

SUPPLAMENT OF RECORD 1 WITH SUMMARY 2005 PONT SE OT 6-3-51-FI 40 SED Black Int:

Job Number: 4033

Nô.	OP.	DESCRIPTION		EXT. PRICE		
5	_~~~~	Add for Clear Coat	ar en yay yar yar r		ом простав пр остав се	1.1
Ŀ	R&I	License bracket			0.2	
7*	Repl	Emblem	1	0.00	Incl.	
B.		GRILLE				
9∗	Repl	RT Grille	1,	0.00	Incl-	
1.0*	Rep1	RT Trim ring	J.	0.00	Incl.	
],],		FRONT LAMPS				
12	R&I	RT Headlamp assy			Incl.	
3. H	RXI	LT Headlamp assy			Incl+	
1, ų	R2I	RT Fog lamp assy			Incl.	
3.5	RaI	LT fog lamp assy			Incl.	
16	Repl	Aim headlamps	ı.		13 - 4	
1,7		ноор				
18*	Repl	Hood	I,	0.00	1 - O	8 - 5
la		Add for Clear Coat				1. · 1.
20		Add for Underside(Complete)				3, 4
21	R&I	Insulator			Incl.	
22#		Misc.	J ₄			
#E5		HAZARDOUS WASTE REMOVAL	1,	3.00		
24 #		COLOR MATCH & TINT	ŀ			0 - 5
25#		MASK FOR OVERSPRAY	J.	5 - 00	0.5	
56# ZOP						
27# SOL		ZYAG DF ROF XAW ON	3			
		Subtotals ==>				7.7
		Parts				8 - 0 0
		Body Labor	Lį.	.∃ hrs a \$	38.88/hr	
		Paint Labor		.7 hrs a *		
		Paint Supplies	9	7 hrs a 🕏	22.00/hr	213.40
		SUBTOTAL			\$	753.40
		GRAND TOTAL	**************************************		*	753-40

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NORWALK,	Off	05/PONTIAC	/G6/			COLUMN CATE	Programme
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		e no				<u></u>	
-30 8 4470 [Al	ge i sesseni sad ria i vissosemene rene	र धार असे पार ए अध्यक्षण अस्य भारत्वास्त्र स्था	LABOR PARTS		3.00 15.00		A CONTRACTOR OF THE CONTRACTOR
. BOR# E CHADE	J06# GES	4 JOURNAL PREFIX	PNCS JOB# 4	TOTAL	23.00		(<u>)</u>
LABOR	ROTATE LIRES CUSTOMER REQUESTS TIRE ROTATION SCHEDULED MAINTENANCE PERFORMED LIRE ROTATION AS REQ	TECH(S) V);15		14.95	endiaf võinu manutauli kee lo i või nigiridas la kirausteleig Salde yasa aarukira ko	pine is instance as every tiem the thousake from who col- y more from the col- field it presse have the leases to most day.
008# 5 TOTA	LS		LABOR		14.95	MARCHER COST	BANNA STAND DIRECT
;	308# GES	5 JOURNAL PREFIX	PNCS JOB# 5	TOTAL	14.95	d 1 kg=4	988-08 1-8
JOB# 6 CHAR	GES						
: J# 6+45PNZ03	SUSPENSION CONCERN CUSTOMER STAYES CAR PULLS IO T ROAD TEST VEHICLE; DOES NOT PU SUSPENSION OPERATING PER MANUFACTURES SPE LS-	LL ON FLAT ROAD; CHE CS	ING - ECK		-0.00	routy in this product- inside by the mon BAUMARN PONICIAC INIC. bote-by expres rantice, either expres	ARBANITES, Any who is additionably and thereby and the laboration of the soliton of the control
; 301 9; 13 101A :		6 JOURNAL PREFIX		TOTAL	n na s	fillness for a par-	tioular policess and D - CADILLAC - GMC.
	DEDESCRIPTION C1 SHOP SUPPLIES		CONTROL NO		2.30	INC., permor assum other person to assur- connection with the sa	es nor authorizes any me for a any fiziality in ale of the vehicle or and
: 			TOTAL -	MISC	2.30		BANGES
*********** * [] CASH	**************************************	**** *] * *	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.C TOTAL MIS	TS LET J.G C CHG.	0.00	GENERAL MOTOR PARTS AND LABOR 12,000 MILES WI FIRST ON GAL IN LABOR (A COM MORT BE PRESENT	S WARRANTS TREER CFOR LO MONUES OR RICHEVOR - OCCURS STALLED PARTS AND YOU THE ON YOUR
* [] AMER		*	TOTAL MIS TOTAL TAX	C DISC	0.00 2.82		
: * ************	***************	* ****	TOTAL IN	VOICE \$	43.07		
THANK YOU FO	R YOUR-BUSINESS!!				•		
CUSTO	MER STĞNATURE	7 nn - Th nod e looch we e t	APR BELL	17 TE 1 5 2005 LL	55		KYOU
PAGE 2 OF 2	CUSTOMER CO)PY	[END O	F INVOICE TO	04:27pm	The second section of the second seco	The second secon





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11241 NORWALK, OH

JAY SCHAFER

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PNCS384384

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05/PONTIAC/G6/

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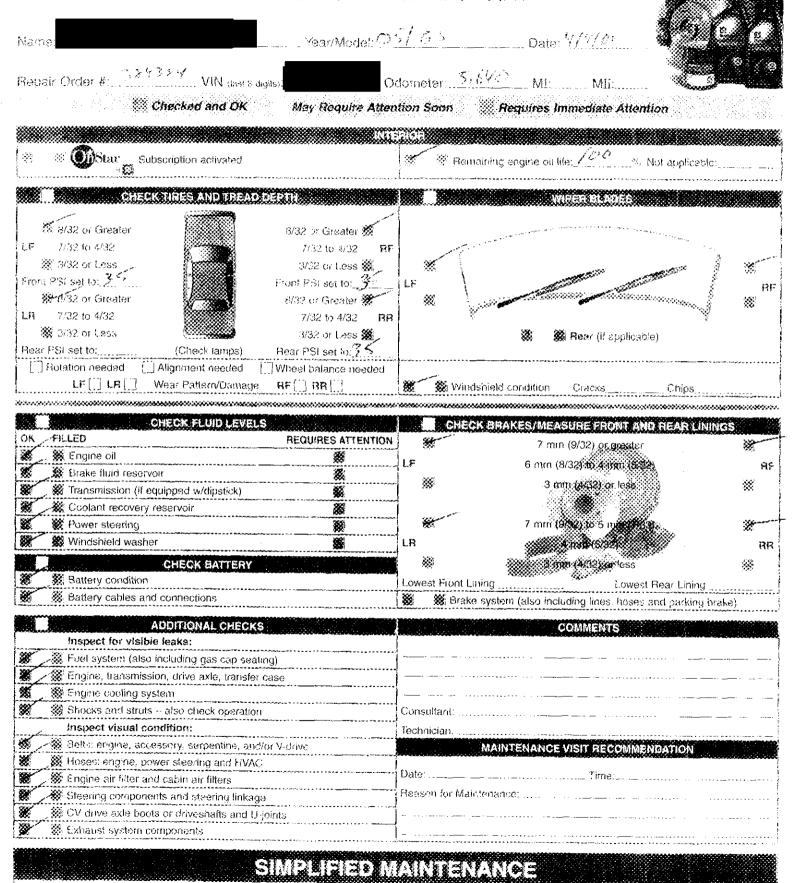
04/04/06

3(B)第一十二(HAR(B):5===== J# 1 52PNZ03 SOUND SYSTEM TECH(\$):15 WARRANTY CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT GMPOMPANI CHANGE CD'S. REPLACE AND SET UP PREVIOUSLY ORDERED RADIO By Hilly & Hotel Carlot Lag. JOB接 1 TOTALS ····· JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00 Changahatoly Saturified Liveney In each carry materials, array and a collection of the FRANK Marie LABOR----300500 POWER STATE OF STATE WATER LEAK J雅 2 61PNZ12 TECH(S):15 WARRANTY CUSTOMER STATES SUNROOF IS LEAKING.
VERIFY CUSTOMER CONCERN: ATTEMPT TO ADJUST SUNROOF. #2 PANEL
WILL NOT ADJUST: SWITCH WITH #3 PANEL: READJUST BOTH PANELS 439 34000 AND SUNROOF ASSY. REYEST TO VERIFY REPAIR; NOW OPERATING WITHIN SPECS DISCLAMER OF WARRANICES Any wer-Taky on the products soft frareny are mode JOB# 2 TOTALS----made by the manufactures fre setar, BAUMANN PONTTAG > 01/2001 AU - 19660 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL JOB# 3 CHARGES -----ITIC, here-by expressily disclaims all warmoties, either express or applied, including LABOR ----any intelled wantanty of mentile trability or J# 3 45PNZ STEERING/SUSPENSION TECH(\$):15 filtross for a particular ourgose, and CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR, HE STATES BAUMANTE MONTHAU + CROILLRO + CMC. STEERING FEELS VERY LOOSE INC., neither assumes con authorizes any j OPERATING AS DESINGED office person to session for disky fability in correction with the safe of the venicle or valid. JOB# 3 TOTALS----renducts. GL/ARAN/[EE JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL GENERAL MOTORS WARRAGES THEER JOB# 4 CHARGES-----PARIS AND LABOR FOR 12 MOVIETS OR 12,000 MILES WHICHEVER OCCURS LABOR----HERE ON OME MARKET HIS TWO J# 4 OCPNZLOF LUBE OIL AND FILTER 1 8.00 LABOR. (A COPY OF THE INVOICE TECH(S):15 CUSTOMER REQUEST LUBE OIL AND FILTER CHANGE SCHEDULED MAINTENANCE. MUST BE PRESENTED) COMPLETED ENGINE OIL AND FILTER CHANGE. TOPPED OFF FLUID LEVELS LUBRICATE CHASSIS INCLUDING DOOR HINGES. CHECKED AND ADJUSTED TIRE PRESSURES RESET OIL LIFE MONITORING SYSTEM. PARTS-----QTY---SP-NUMBER-----------------DESCRIPTION-------------UNIT PRICE-25010792 OIL FLIR 1.836 R 5.00 5.00 89021593 01L 8.800 10.00 TOTAL - PARTS 15.00

THANK YOU



WULTI-POINT VEHICLE INSPECTION



Required

Performed

Required

Performed











CHRYROLEU-CADILLAC, INC. 2504 HAYES AVE. SANIBUSKY, OHIO 44877 (419) 525-1313



оцетомен мо. 45717	SUE COUTS		5264	11/22/06	NVO CIT 10. CVCS 1.991.29
	CARON RATE	MU,EXOS	0	COLDE BLACK / OCTUVERY DOTE	- SANCK B.)
NORWALK, OH	<u> </u>	G6/4 DOOR SEDAN			DELIVERY MILE.
· -	T G 2 Z H S			SELLING DOVICE NO. KLAUS	1990 A ROUTH OFFICE AS
	FFF NO.	≥ O. NO.		11/21/06	
	COMMENTS				
ABOR X PAPTS	HOURS: 0,00 TECH(S):	266	0.00	Thook you for t	his opportunity to
	JOB # 1 1	OTAL LABOR & PARTS		serve you. It is o	our aim to perform
discCobeDESCRIPTION		CONTROL NO	70.05		requested on this rour complete sat-
JOB # 1 RC RECON SHOP CHARGE		TOTAL - MISC	79,95 79,95	isfaction. If our	service was satis-
STIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$86.00	(+TAX)			factory tell you please tell us imm	r friends, if not, mediately.
IOMENTS	• • • • • • • • • • • • • • • • • • • •				CHEVROLET CADILLÁC,
01ALS				either express or impli	disclaims all warranties, ed, including any implied
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ALL WARRANTES, IF ANY, BY A NAME ACTURED OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MARKACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH MARRANTES, UNLESS DEALER PURIORISES PURCHS, SER WITH A SEPARATE WRITTEN MARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF, DEALER HEREBY DISCLAMIS ALL WARRANTES, EXPRESS OR RIPLIED INCLUDING ANY MYLIEG WARRANTES, OF MERICHANTABILITY OR PITHOSS BY DEALER PURPOSE IN COMMECTION WITH THE MARRANTES EXPRESSED AND SERVICE SHOWING PURPOSE IN COMMECTION WITH THE MELATED PRODUCTS AND SERVICES SOLD BY DEALER DEALER METHER ASSUMES MOR AUTHORITIES ANY DIFFER PRODUCTS AND THE METHER ASSUMES MOR AUTHORITIES AND THE METHER SHOWING SOLD BY DEALER ON THE METHER SHOWING SOLD BY DEALER ON THE METHER SHOWING SOLD BY DEALER ON THE METHER SHOWING SOLD BY DEALER ON THE METHER SHOWING SHOWING SHOWING TO THE MERITIFIED WARRANTY IS PROVIDED BY DEALER ON THE METHER SOLD BY DEALER ON THE METHER SHOWING SHOWING SAFE LIMITED IN BURATION TO THE TERM OF THE MERITIFIED WARRANTY SERVICE CONTRACT.

CONTRACTUAL DISCLOSURE STATEMENT 1985D VEHICLES ONLY) THE IMPORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRACT PROVISIONS IN THE CONTRACT OF SALE

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized if have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement this same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby additioning receiption a copy of this Agreement. THIS APPLIES INCHITATION INCOMPLETED BY THAT EN OF ALCHOLDING REPORTS NATURE.

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STATE OF ONO - BUREAU OF MOTOR VEHICLES CERTIFICATE OF REGISTRATION

REG. DATE: 08/28/2006 EAP. DATE: 08/28/2007 ISSUE DATE: 08/28/2006 APP NO.: VALIDATION NO.: AGENCY: OWNER NAME: VEHICLE OWNERSHIP: SONGLE USER ID: N5OLD APP NO.: OWNER ADDR.: OLD PLATE: CITY: NORWALK STATE OHZir: TAX DISTRICT: NORWALK COUNTY: HURON INSIDE CORP LIMITE: YES VEHICLE CLASS: PASSENGER VEHICLE YEAR: 2005 OUOMETER MEADING: 153 BOOY TYPE: 48 MAKE: FONT STATE FEES: \$31.00 CURTIFICATE TITLE NO.: 3900362591 PLATE TYPE: SUNBURST PERSONALIZED \$35.00 VEH, SERIAL NO.: 1G2ZH528954 REG TYPE: RÉNEWAL LOCAL TAX: \$5.00 10/19/2004 PURCHASE DATE: REFL/CO. FEE: \$0.00 NEW SUSPENSION/REVOCATION: NO DEPUTY FEE: \$3.50 PRIOR OPERATION: YES FEES PAID: YES TOTAL FEES: \$74.50

- . In Chio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a troffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first
 offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense,
 and \$500.00 on any additional offense*Pay a \$50.00 negative for any failure to surrender his or her driver license, license plates or registration AND*Be required to

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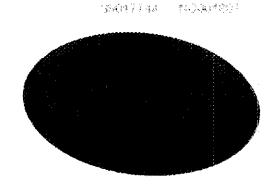
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PO BOX 660796 SACRAMENTO, CA 86885



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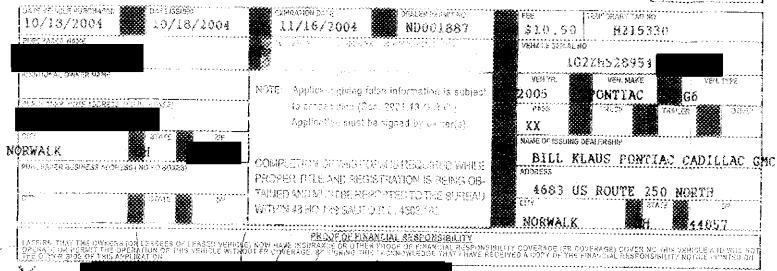
SUSAN S. HAZEL CLERK OF COURTS 131 IST

ALL BURGS MUST BE TYPED AND COMPLETED

TEMPORARY TAG REGISTRATION APPLICATION

Submission of incomplete forms may result in the suspension of the incomplete of the foreigns.

QP 51258



SIGNATURE OF COPY OF APPLICATION TO SERVE AS REGISTRATION CARD AND MUST BE IN POSSESSION OF OPERATOR OF VEHICLE DISPLAYING TEMPORARY TAG. TEMPORARY TAG. EXPIRES 30 DAYS FROM DATE OF ISSUANCE AND BHOULD BE DESTROYED BY PURCHASER.

MAIL ORIGINAL TO: ONO BUREAU OF MOTOR VEHICLES, TEMPORARY TAG SECTION, P.O. BOX 182154, COLUMBUS, OHIO 43218-2154 GREEN COPY - CUSTOMER | RED COPY - DEALER

BMV 4349 4/04

Customer Claim Form

Contact Date: 03/22/07	Start Date:	Case Num	nber: PGM0735054
· · · · · · · · · · · · · · · · · · ·	m on this vehicle with the	BBB or another dispute res	solution provider? EJ YES 🎵 NO
Titled Owner(s) Name&A	<u>address</u>		
NORWALK, OH Day Phone: Fax Number Customer Contact Info:		ing Phone: _ il Address:	Cell Phone:
Vehicle Information Name(s) of individual(s) or bu Vehicle Use: Mersonal Busi Transmission Type: Make: Pontiac/GMC M Vehicle Identification Number Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier: Has vehicle been in an acciden Description of Damage: At + fook Off. While Purchase/Lease Informatic Purchase Date: 10/04/04 Mileag Purchased As: New Duse Is the vehicle in your possession Lienholder's Name: Address: City/St/Zip: Cleveland, off. Phone: () - Lienholder Acct #:	ness Both Perce Number of vodel: G6 GT: I G Z Z H 5 2 8 9 Bauman Pontiae Dealershi Bill Klaus Pontiae, Norwa Westfield National Insurant/had body damage? Yes while Coac A+ I I was in for Suran (Complete left side if vehicle at purchase: 153 and Demon? yes	entage of time vehicle used rehicles owned or leased by Model Year: 2005 54 ip, ilk, OH nee Policy Number: X No X Date of accided to the Source of MR or Source of the Source of th	ent: 8-17-05. The basked into include was leased) leage at lease: Used [I] Demo ssession? le: : p: e:
Customer's Desired Outce Give me a new car Of Equal Flippend Wannerty Signature of Titled Owner(s)/Le I am submitting this dispute for resel LINE Arbitection Rules.	afull Value of included * (sco(s):	What we paid	yor G6 Date 3/9/07

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

Customer Name:

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem)

Total Days out of Service:

CZTOO MARY.

Case Number: If GM0735054

Date: 10/31/05 Mileage: 0
Date: 3/7/2007. Mileage: 885

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. Panaramic Suproof to much noise/air leak	yes	RACCWAY DEALERShip	9/9/05	418	(
		Raceway	9/13/05	4,167	
		Bouman	4/4/00	5,640	
		Bennan	Philippin	7066	}
2. Leather Seat Heating button comes on by itself	yes	Carmaian	12/29/06	7066	
Not-Sure on dates lauxl. Never 96+ Paintout.		Baumana			
,			,		
3. clicking noise in the front dash of windshield	yes	Baumann	12/24/06	7066	
		Boursann	Jan/Feb		
4					
4. Steering way to loose	yes	RACKWay Dealership	9/9/05	4118	?
	}	Raceway Bauman-	1	4,167	,
		Bauman-	9/4/06	5640	
Starten Sticko.	yes	Roceway	9/4/05	4118	
Starter Sticks. Dong again, Say it is Normal.		Boumann.	Teb?		
				# # w. w. # # ##### w. m. #. * * * * * * * * * * * * * * * * * *	

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



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838 Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

MANUFACTURER RESPONSE FORM

Case Number: PGM0735054 Customer Name: VIN: 1G2ZH528954			State:	nte: 03/13/07 OH Tolodo
VIN: 1G2ZH528954 This claim is □ IN Warranty		Probable Hearing Lo	eation:	Toledo
Has the customer contacted you			□NO	
Is the VIN listed above correct? If you checked NO, please indica	te the correct VIN:	□ YES □ NO		
Customer Contact Info:	<u> </u>		- — — -	
SETTLEMENT INFORMATIO What, if anything, are you willing dealership name for repairs, speci	g to offer the customer		Please	include as much detail as possible (e.g.,
Has this offer been communicate		□YES	□ N()
If you checked YES, please indicated The customer accepted the of	-	onse below:		
☐ The customer rejected the off				
☐ The customer has not indicate		er.		
If the customer accepts this offer frame:	, when will the settlem	nent be performed? I	Please inc	icate a specific performance date or time
ARBITRATION INFORMATIO	N			
Please list customer requests tha	t you feel are ineligible	for arbitration and ex	xplain wh	y.
Please write your position as to the	ne cause of each problem	m listed on the <i>Custon</i>	mer Claim	Form.
Please indicate the decision you i	equest the arbitrator to	o render:		
List the amount of any over allow I will participate □ By phone		\$ n writing		
Return this form as soon as possib	ole			
To:	Completed b	oy:	Date	://
BBB AUTO LINE	Future conta	net:		
Fax: 703.247.9700	Phone:	Fax:		



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

March 13, 2007

Re:m09 PGM0735054



vs Pontiac/GMC Division 1G2ZH528954

54

PATRICIA CHANDLER PONTIAC/GMC P O BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

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

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

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

Sincerely,



WYNN'S EXTENDED CARE, INC.

P.O. Box 2470, Breat, CA 92822

CONTRACT NO.: EC 20119893

WYNN'S EXTENDED CARE® VEHICLE SERVICE CONTRACT/APPLICATION

This document is an Application for a Venicle Service Contract. If this Application is accepted by Us, then it will become Your Contract. The words in bolidace type (other than the headings in this Contract) are defined in the "DEFINITIONS" section below SELLING DEALER **CUSTOMER INFORMATION** Name SILL KLADS PORTIAC CAUTLLAC SEC ASSI US BIETE ISO MOSTS EXPRESES. ON NUMBER OF 44857 Telephonis Dealer: Tolephane Account No. VEHICLE INFORMATION Current Odometer Reading: Vehicle Furchase Price 5 Vehicle Identification Number (VIN) 16.28N526954 16161.05 Make Model Class 1399 00 Service Date 63.5 31.Dak Lienholder (# 2019) 16/19/2004 NEW/NEAR NEW OR USED VEHICLE CONTRACT INFORMATION MUST BE COMPLETED DEDUCTIBLE VEHICLE WHIEW COVERAGE PLAN (it no box is marked, Extended Care Coverage applies) \$100 standard Deductible for all Covered Regairs: NEAR NEW] POWERTRAIN EXTENDED CARE You may select one Deductible option at an additional cost: T USED NEW MEAR NEW VEHICLE CONTRACT INFORMATION -550 Deductible for all Covered Repairs COVERAGE TERM (Box must be marked) A Disappearing Deductible (\$8 Deductible for all Covered Repairs 3 Years / 50,000 Miles 3 Years / 100,000 Miles portormed by the Selling Dealer) 3 Years / 80,000 Miles 4 Years / 100,000 Miles 3: \$0:0 adortible for all Covered Repolits (1) 4 Years / 60,000 Miles 5 Years / 100,000 Miles. USED VEHICLE CONTRACT INFORMATION - COVERAGE TERM 5 Years / 75,000 Miles 6 Years / 100,000 Miles (Box must be marked) 7 Years / 100,000 Miles 3 Years / 72,000 Miles 12 Montas / 12,000 Miles ... A surcharge applies to Vehicles that have over 12,000 miles on the ortometer at time of Contract sale. Check box that reflects mileage at time of Contract sale. 24 Months / 24,000 Miles 12,001 - 24,000 Miles 36,001 - 48,000 Miles 36 Months / 36,000 Miles [] 48,001 - 59,390 Miles 24,001 - 36,000 Miles 48 Months / 48,000 Miles Coverage begins on the date of Contract purchase and zero miles and expires upon the bassing of the number of months and miles specified above, whichever occurs first. Contract must be purchased at time of Coverage begins on the date that this Controls was purchased and expires upon the passing of the number of months or miles specified Vehicle sale or Vehicle must have 1 month and 1,000 miles of Vehicle above, whichever occurs first. Contract toust be purchased on date of Manutacturer's Wananty remaining. Vehicle sale. MANDATORY COVERAGES (Coverage(s) must be purblashed and surcharge(s) paid at time of sale if Vehicle is equipped with the following —initial thuse that apply): Four Wheel Drive_____ Turbo/Supercharger_______Business Use _____ Four Wheel Steering 10 Cylinder Vehicles (Trucks, Vans and SUV's Gnly) Vehicles with 4x4/Diesei/Turbo Combined Note: Seals and gaskers are covered for all New/Near New Vehicle Contracts. Seals and gaskers are covered for all Used Vehicle Contracts if the Vehicle has 80,000 miles or less on the coometer on the date of its purchase. OFTIONAL COVERAGES (Coverage(s) must be purchased and surcharge(s) paid at the tinux of sale it You choose the following -- mittal those that apply): High-Tech (Used Only) Skals & Gaskets (Usert Only) Note: Vehicles with 80,001 failes or more on the odurreter on the date of Contract purchase do not have seats and gaskets coverage unless Seats and Gaskets Coverage is purchased Seals and Gaskets Coverage may be purchased for an additional fee for Vehicles with less than 125,000 miles on the odometer. Please see Covered Parts section for details. CONTRACT OBLIGOR (We, Us or Our): Administrator have agreed to and acknowledge the maintenance schedule, the claims process, the coverage provided, the time and mileage limitations, the exclusions of coverage, the state law disclosures and the concellation provisions of this Vehicle Service Contract and have read and understood said provisions. It is understood that the purchase of this Vehicle Service Contract is NOT a requirement to purchase or obtain financing. I understand that the above information may be subject to verification and that this employed and provision is an obtain financing. I understand that the above vehicle is not eligible for the term or coverage written as determined by the Administration its sole discretion June 18 Se Axers 500 AUTHORIZED REPHESENTATIVE OF SELLING DEALER CUSTOMER SIGNATURE 10-17 2009 Date: 13/19/18/4

THIS SERVICE CONTRACT IS INSURED FOR ITS LIABILITY UNDER A SERVICE CONTRACT REIMBURSEMENT INSURANCE POLICY ISSUED BY NATIONAL CASUALTY COMPANY/SCOTTSDALE INSURANCE COMPANY, MEMBER COMPANIES OF THE NATIONAL PRODER OF LOSS, YOU MAY MAKE DO NOT SETTLE YOUR CLAIM(S), AS ADMINISTRATOR WITHIN SKITY (60) DAYS OF OUR RECEIPT OF YOUR PRODER OF LOSS, YOU MAY MAKE A CLAIM DIRECTLY ADAINST: NATIONAL CASUALTY COMPANY/SCOTTSDALE INSURANCE COMPANY, P.O. BOX.4110, SCOTTSDALE, AZ 65268 (\$00) 423-7675

IMPORTANT: Before Deginning any repair work on Your Vehicle, call Wynn's Extended Care at 1-800-922-4392.

ODOMETER DISCLOSURE STATEMENT

Pederal law (and State lime, if applicable) requires that you state the mileage upon mansfer of ownership. Failure to complete or providing a false statement may result in fines and for impresentment.

L. SILL KLAUS PONTIAC CADILLAC CMC (transfero sname, Print)

state that the odometer now reads ______153___ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below. miles one of the following statements is checked.

mness one or the manying secondaries is the first of my knowledge the odometer reading reflects the amount of indexes in excess of its mechanical limits.

Tensors the analysis approximation reading is NOT too actual mileage WARNING - ODOMETER DISCREPANCY

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PONTIAC VEHICLE DENTHICATION NUMBER	. G 6	AEN.	
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NORWALK CH			
MINISTER OF THE		STATE 200	(CODE
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James Hennedy Bankson 5100pm

866-790-5600 ext. 11704. File # 71-471287745

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COMPLAINT CODE - NO BILL CODE DROP HEADLINER AND INSTALLED PADDING RATTLE IS CONE

39 INST PADDING

C3358 2.7 FAIL CODE

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SACETAN CONTRACTOR OF THE SACETAN REPAIR LINE 03 ASSESSMENT OF THE SACETAN PROPERTY OF THE SACETAN PRO

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DRIVER SIDE WINDOW CATCHES ON THE RUBBER SEAL . TOP PART OF WINDOW

SEEN FROM THE OUTSIDE.

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CLEAN INSIDE AND OUT OF WINDOWS

BILL CODE -

CLEANED WINDOWS AND ALLEGA DE CONTRACTE DE CONTRACTE REPAIR LINE DE CONTRACTE DE CONTR

TAKE OFF WEIGHTS ON FRONT OF TIRES AND BALANCE PUT TIRES ON THE REAR

BILL CODE -C

TAKING TIRES TO A TIRE PLACE

DATE RECEIVED: -

101904 PAYMENT TYPE - 1



flight you for this apportunity to serve you. It is our aim to perform all the repairs requested on this repair order to complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us iromediately.

General Arotors labor and parts are warranted for 12 months or 17,046 railes, whichever occurs first.

DISCLAIMER OF WARRANTIES	LAB
Any warranties on the item/items sold	PART
nariety are those manufacturer. The seller hereby expressly discisins all warranties, either express or implied, including any implied.	MISC
express or implied, including any implied warranty or merchantability fitness for a	MAT
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nor authorizes any other person to assume any liability in connection with	DEDI
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CUSTOMER SIGNATURE

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MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
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SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00



NORWALK



4683 U.S. Route 250 North Norwalk, OH 44897 Phone: (419) 668-3316 1 (800) 323-8164

<u>eage</u>

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WHEN GOT DUT OF VEHICLE AND OPENED THE DOOR THE CD PLAYER WAS STILL ON, WAS TRYING TO SHUT OFF AND IT WOULDN'T SHUT OVE. THEN FINALLY AFTER A COUPLE OF MINUTES IT SHUT OFF MY ITSELF. MOT SURE IF THAT IS WHY THE BATTERY HAS BEEN DRAINING. €... BILL CODE -COULDN'T DUPLICATE CONCERN pemote start doenst work and too and just are aware of this concern PERFORMED RECALL 04088 . NEED TO HOOK UP TECH 2 AND THE CAR TO OUR COMPUTER IN ORDER FOR IT TO WORK. UNTIL THEN ITS NOT COING TO WORK. WILL BE 2WKS OR SO. BILL CODE - C DIAGNOSIS 2 M A ANDERGREEN CONTROL OF THE EXTREMENT ACCOUNTS THE STREET CONTROL OF THE STREET COST DEBIT CREDIT

101904 PAYMENT TYPE -

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DATE RECEIVED -

101904 PAYMENT TYPE -

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serve you. It is our aim to perform all the repairs requested on this lepair. order to complete satisfaction. If our service was satisfactory tell your friends, it out, please tell us rainiediately.

General Motors labor and parts are warranted for 12 months of 12.000 miles, whichever occurs first.

DISCLAIMER OF WARRANTIES Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability fitness for a particular purpose, and neither assumes nor authorizes any other person to assume any liability in connection with the sale of this irem/items.

CUSTOMER SIGNATURE

LABOR AMOUNT	.00
PARTS AMOUN!	.00
MISC, SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE	.00
SALES TAX	.00
OTHER PAY	.00
CUSTOMER PAY	.00



DATE YEAR MAKE

05 PONTIAC

MOTIFICO SVC ADV

NORWALK

11/12/04

SERVICE DATE:

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MODEL.

LICENSE

VIN

1G2ZH528954

PROMISED DATE/TIME



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STRUCIS MILLS IN MILES OUT TAG

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PAYMENE

4683 U.S. Route 250 North Norwalk, OH 44857 Phone: (419) 668-3316 1 (600) 323-3164 FED ID. # 36-1470087 VFIDDOR F 39 017744

PAGE 1

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INV. DATE

02/23/05

RONAMBER TAXID HOMEPHONE BUSINESS PRONE 55816 COUNTY REPAIR LINE OF STORE OF STORE DOOR BILL CODE C NEEDS TO GO TO BODY SHOP HEARS PATTLE ON THE DRIVER SIDE ROOF BY THE WINDOW DIAMA HEARD VERIFIED RATTLE. TOOK OFF HEADLINER TRIM AND ISTAILED PADDING BILL CODE W COMPLAINT CODE MQ DROF HEADLINER AND INSTALLED PADDING RATTLE AS TONE CASES INST PADDING 39 FAIL CODE - 2J CE NULL FAIL CODE - 2J CE NUTTH ANOTHER GE SUNFOOF MAY BE NORMAL CILCODE - 2J CE NULL FAIL CODE - 2J CE NUTTH ANOTHER GE SUNFOOF MAY BE NORMAL CILCODE - 2J CE NUTTH ANOTHER GE SUNFOOF MAY BE NORMAL CLODE - 2D CE NUMBER SIDE WINDOW CAPCORS ON THE RUBBER SEAL . TOP PART OF WINDOW REPAIR LINE 05 CLEANED WINDOWS CLEANED WINDOWS CLEANED WINDOWS CLEANED WINDOWS CLEANED WINDOWS CLEANED WINDOWS CASES FROM THE PLACE DATE RECEIVED - 101904 PAYMENT TYPE 1 .0C	10/19/04	02/23/05	4.5	00/00/00 00:00	.0	0 01	0.2
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DISCLAIMER OF WARRANTIES Any warranties on the item/items sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability fitness for a particular purpose, and neither assumes nor authorizes any other person to assume any liability in connection with the sale of this item/items.

CUSTOMER	SIGNATURE

	·
LABOR AMOUNT	.00
PARTS AMOUNT	.00
MISC. SALES	.00
MATERIALS	.00
TOTAL CHARGE	.00
DEDUCTIBLE.	.00
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OTHER PAY	.00
CUSTOMER PAY	.00





4683 U.S. Route 250 North Norwalk, OH 44857 Phone: (419) 668-3316) (800) 523-8164 FEO LC. # 34-1670067 VENDOR # 39 017744

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SPECIAL ORDERED SEAL HERE DRIVER SIDE WINDOW CATCHES ON THE RUBBER

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Any warranties on the products sold hereby are those made by the manufacturer. The selfer hereby expressly displants all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular prapose, and neither assumes nor authorizes any other cerson to assume for it any liability in connection with the sale of this item/items

THIS DEALERSHIP CHARGES 5% OF THE TOTAL LABOR CHARGES TO A MAXIMUM OF \$10.00 FOR SHOP SUPPLIES: "SUPPLIES are those miscellareous items used in connection with the source of your vahicle. Applicable items are Nuts, Bolts, Washers, Cetter Pins, Tape, Silicones, Grease, Solvents, Gasket Sealers, Rags, Carburetor Cleaner, Towels, Window Cleaner, Solder, Battery Cleaner, Battery Scaler, Wire, Windshield Sealer, Choke Cleaner, Whitegrease, Paper Floor Mats, etc.

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FED ID # 34-1670067 VENDOR # 39-017744 NUMBER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IS THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

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AUDITIONS CUSTOMENS ACCEPTANCE



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1.4 NO 04/19/05 11241 PNCS380245 DITANA MOHR Service NO TAGOR BAGE LUCCASE NO MILEAGE 1,022 EARTMAKE/MODEL DELIVERY MILLS 05/PONTIAC/G6/ NORWALK, OH 1 G 2 Z H 5 2 8 9 5 4 CALER IARG DAILUUS ให้สอดีนิดาโอก ติลักล์ 04719/05 JOB# 1 CHARGES----Thank you for this opportunity to serve you is our aim to perform all the repairs requested LABOR --on this repair order to your complete BODY ELECTRICAL HOURS: TECH(S):4
WHEN GOT OUT OF VEHICLE AND OPENED DOOR THE CD PLAYER WAS
STILL ON. WAS TRING TO SHUT OFF AND IT WOULDN'T SHUT OFF. 3# 1 51PNZ satisfaction. If our service was satisfactory tell your friends, if not please tell us immediately JOB# 1 TOTALS WARRANTY STATEMENT AND CLAIMER: THE DEALER HEREBY JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.0d DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED LAROR.... WARRANTIES OF MERCHANTABILITY OF DRIVEABILITY RECALL HOURS: TECH(S):4
RECALLG4038. COULDN'T PERFORM WOULD NEED 0.00FITNESS FOR A PARTICULAR PURPOSE NEITHER ASSUMES AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR ************************* TOTAL LABOR.... SUPPLIER WARRANTIES, IF DEALER TOTAL PARTS.... 0.00PROVIDES A WRITTEN WARRANTY, ANY [] CHECK CK NO. [TOTAL SUBLET... 0.00 [] CASH TOTAL G.O.G....
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TOTAL MISC DISC 0.00 IMPLIED WARRANTIES ARE EXPRESSI 0.00 [] VISA [] MASTERCARD [] DISCOVER LIMITED TO THE TERM OF THE WRITTE 0.00 WARRANTY. [] CHARGE TOTAL TAX..... [] AMER XPRESS [] OTHER 0.00 **TOTAL INVOICE \$** 0.00General Motor labor and parts are warrante for 12 months or 12,000 miles whicheve THANK YOU FOR YOUR BUSINESS!! occurs first.



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THANK YOU FOR YOUR BUSINESS!!						ļ	occurs first.	12,000 miles whicheve
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DIANA MOHR

14 703 05/27/05

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2,555 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

05/27/05

				Thank you for this opportunity to serve you, it is our aim to perform all the repairs requested
			WARRANTY	on this repair order to your complete satisfaction, if our service was satisfactory tell your friends, if not, please tell us immediately.
TYFP-NUMBER 1 19001628	DESCRIPTION BATTERY	FOTAL - PARIS	WARRANTY 0.00	WARRANTY STATEMENT AND DIS- CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED. INCLUDING ANY IMPLIED
	JOB# 1 JOURNAL PREFIX	PNCS JOB# 1 TOTAL	0.00	WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO
**************************************	**********	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00 0.00	ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY IMPLIED WARRANTIES ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.
	BODY ELECTRICAL BATTERY DEAD WONT START BATTERY DEAD REPLACED BATTERYU TYFP-NUMBER	BODY ELECTRICAL HOURS: 0.50 TECHCS BATTERY DEAD WONT START BATTERY DEAD REPLACED BATTERYU TYFP-NUMBER	BODY ELECTRICAL HOURS: 0.50 FECH(S):4 BATTERY DEAD WONT START BATTERY DEAD REPLACED BATTERYU TYFP-NUMBER- DESCRIPTION UNIT PRICE- 1 19001628 BATTERY JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL ***********************************	BODY ELECTRICAL HOURS: 0.50 FECH(S):4 WARRANTY BATTERY DEAD WONT START BATTERY DEAD REPLACED BATTERYU

for 12 months or 12,000 miles whichever occurs first.

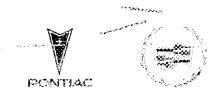


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PNCS381594

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11241

GARRY HOSKINS

10 445 09/09/05

PNC\$381594

4,118 /

NORWALK, OH

05/PONTEAC/G6/

1 G 2 Z H 5 2 8 9 5 4

08/08/05

JOB# 1 CHARGES-----Thank you for this opportunity to serve you, it is our aim to perform all tire repairs requested LABOR -on this repair order to your complete J# 1 61.PWZ EXTERIOR TRIM HOURS: 4.80 TECH(S):20 WARRANTY satisfaction. If our service was satisfactory teil ROOF WHISTLES AT 60MPH
TEST DROVE VEHICLE CONFIRMED CUSTOMER CONCERN. CHECKED your friends, if not, please tell us immediately. CHECKED FOR BULLETINS FOUND PIC3472A. SAYS TO REPLACE SUNROOF SEAL SOME WIND NOISE STILL PRESENT. CALLED TAC THEY SUGGESTED ADJUSTING ALL WINDOW PANELS ON -----WARRANTY STATEMENT AND DIS-CLAIMER: THE DEALER HEREBY PANORAMIC SUNROOF. ADJUSTED PANELS.
REPLACED SUNROOF SEAL PER BULLETIN. STILL SOME NOISE LEFT. DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED CALLED TECHNICAL ASSIST THEY SUGGESTED ADJUSTING PANELS ON PANDRAMIC SUNROOF, ADJUSTED ALL PANELS, STILL SOME WIND NOISE PRESENT, CALLED TECH ASSIST THEY SAID SOME WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. WIND NOISE IS NORMAL. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO PARTS-----QTY---FP-NUMBER--------DESCRIPTION------UNIT PRICE-ASSUME FOR IT ANY LIABILITY IN WARRANTY 3 15291339 SEAL 12.810 CONNECTION WITH THE SALE OF SAID TOTAL - PARTS PARTS OR THIS BEPAIR, THIS DISCLAIMER JOB# 1 TOTALS-----IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL SUPPLIER WARRANTIES. IF DEALER JOB# 2 CHARGES-----PROVIDES A WRITTEN WARRANTY, ANY

WARRANTY

0.00

WARRANTY

General Motor labor and parts are warranted for 12 months or 12,000 miles whichever

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IMPLIED WARRANTIES ARE EXPRESSLY

LIMITED TO THE TERM OF THE WRITTEN

occurs first.

PONTAL

WARRANTY.

RACEWAY

JOB# 3 CHARGES

LABOR -----

J# 2 50PNZ

LABOR - - - - - -J# 3 45PNZ

STEERING/SUSPENSION HOURS: 6.20 TECH(S):20 CUSTOMER STATES STEERING FEELS LOOSE AND ALSO CLUNKS WHEN TURNING FROM SIDE TO SIDE. TEST DROVE ANOTHER GG FELL A NOTICEABLE DIFFERENCE. PUT CAR

ON HOLST TO CHECK SUSPENSION FOUND INTERNAL RACK LOOSENESS POWER STEERING RACK NEEDS TO BE REPLACED. INSTALLED NEW POWER STEERING RACK PER TECH ASSIST. STEERING

ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20

STARTER STICKS EVERY SO OFTEN WHEN STARTING VEHICLE.

HAD VEHICLE FOR ABOUT I WEEK AND COULD NOT DUPLICATE

JOB# 2 TOTALS.....

COULD NOT DUPLICATE CUSTOMER CONCERN.

WAS STILL LOOSE AND NOISE STILL PRESENT. CALLED TECHNICAL ASSISTANCE AGAIN AND THE SUGGESTED REPLACING INTERMEDIATE SHAFT. REPLACED INTERMEDIATE SHAFT. CLUNKING STILL PRESENT TECH ASSIST SAID REPLACE STEERING COLUMN. REPLACED STEERING COLUMN CLUNK LESS NOTICEABLE STEERING STILL LOOSE. TAC

CASE NUMBER 8436424

15216792

1

CUSTOMER CONCERN.

PERFORMED ALIGNMENT PER TAC ASSIST

GEAR KIT 6,508

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

WARRANTY

PAGE 1 OF 3

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GMC



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08/08/05

LABOR	RENTAL HOURS: TECH(S):10 RENTAL VEHICLE PROVIDED CUSTOMER FENTAL VEHICLE. DE OBSCRIPTION CONTROL NO WARRANTY RENTAL CAR W6 WARRANTY RENTAL CAR W6 WARRANTY RENTAL CAR TOTAL - MISC LS JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL	
_ABOR	RENTAL HOURS: TECH(S):10 RENTAL VEHICLE PROVIDED CUSTOMER FENTAL VEHICLE. DE	WARRANTY WARRANTY
ABOR # 6+70PNZ03	RENTAL HOURS: TECH(S):10 RENTAL VEHICLE PROVIDED CUSTOMER FENTAL VEHICLE. DE OESCRIPTION	WARRANTY WARRANTY
AROR	RENTAL HOURS: TECH(S):10 RENTAL VEHICLE	WARRANTY
	GES	0.00
•	NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI 1.S	
ABOR∙∙∙∙∙ # 5 46PNZ	WHEELS/TIRES HOURS: 0.30 TECH(S):20 CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LOW IN RIGHT FRONT TIRE. FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI.	WARRANTY
	JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL GES	0.00
1033# 4 TOTA	L5	
ABOR 第:4:21PNZ	AIR COMDITIONING HOURS: 0.30 TECH(S):20 A/C CONDENSATION BUILDS UP WHEN ON IN THE MIDDLE AND DRIPS CHECKED A/C SYSTEM NO PROBLEM FOUND. CONDENSATION LEAKING FROM BOTTOM OF CAR IS NORMAL. NO PROBLEM FOUND NO PROBLEM FOUND	WARRANTY
	GES	0.00
700 ₁₁ 3 1777	£S	
10R# 3 TOTA		WARRANTY 0.00
JOR# 3 TOT∆	IVIAL - PARIO	
10R# 3 TOT∆		WARRANTY WARRANTY

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GARRY HOSKINS

10 445 09/33/05

PNC5382010

203 PONTIAC/G6/

1622H52895

09/07/05

NORWALK, OH

LABOR - - - -· 3 452NZ

STEERING/SUSPENSION HOURS: 1.60 TECH(S):20

CUSTOMER STATES CLUNKING IN STEERING

VERIFIED CUSTOMER CONCERN. CLUNK STILL COMING FROM STEERING GEAR AREA. CALLED TAC ASSIST THEY SAID TO REPLACE STEERING GEAR. B-CLAIM. POWERSTEERING GEAR WAS JUST REPLACED IN AUGUST

REPLACED POWER STEERING GEAR PER TAC ASSIST, PERFORMED ALIGNMENT BECAUSE STEERING WHEEL WAS NOT STRAIGHT.

PARTS-----QTY---FP-NUMBER------DESCRIPTION------UNIT PRICE-

15216792 89020561

GEAR KIT 6.508 FLUIU 8.800

TOTAL PARTS

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL

LABOR J# 2+51PNZ

EXTERIOR TRIM HOURS: 4.90 TECH(\$):20 CUSTOMER STATES EXCESSIVE WIND NOISE STILL COMING FROM

TEST DROVE VEHICLE. VERIFIED CUSTOMER CONCERN. CALLED TAC TEST DROVE VEHICLE. VERIFIED CUSTOMER CONCERN. CALLED TAC ASSIST THEY SAID TO DROP HEADLINER TO ADJUST SUNROOF MODULE AJUSTED MODULE. TEST DROVE VEHICLE AGAIN. SUNROOF STILL HAS EXCESSIVE WIND NOISE. TAPED UP XM SATELITE RADIO ANTENNA TEST DROVE AGAIN. STILL NOISEY. TAPED EACH PANE OF SUNROOF. TEST DROVE. NOISE SLIGHTY BETTER. ADJUSTED FRONT SUNROOF PANE FOWARD AND ADJUSTED REST OF PANELS TO GM SPEC. PER DOCUMENT #1471040. 1575414. 1640177. WINDNOISE OK. ONLY WIND RUSH REMAINS. REINSTALLED HEADLINER AND RELEASED VEHICLE.

VEHICLE

ADJUSTED SUNROOF MODULE AND ADJUSTED ALL PANES OF SUNROOF.

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

WARRANTY

WARRANTY

0.00

0.00

4,167

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[CONTINUED ON NEXT PAGE] 04:55pm





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POPLINE RY MUSEL

Problems 11241 TEREMY 35 709 LARGE PARK THICKNESS NO. 5,000 DESCRIPTION DATE 05/PONTTAC/G6/ NORWALK, OF stituini in Alberta ZHS289 4 16 6 S LABOR J# 1 52PNZ03 SOUND SYSTEM TECH(\$):15 INTERNAL CUST STATES THAT HER RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD NEED TO ORDER RADIO. ORDERED RADIO. JOB# 1 TOYALS-----JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TUTAL 0.00 TOTAL LABOR.... 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET ... [] CASH [] CHECK CK NO. [1 0.00 TOTAL G.O.G.... TOTAL MISC CHG. 0.00 [] VISA F 1 MASTERCARD [] DISCOVER 0.00 TOTAL MISC DISC 0.001 [] AMER XPRESS [] OTHER [] CHARGE TOTAL TAX..... 0.00**TOTAL INVOICE \$** 0.00 THANK YOU FOR YOUR BUSINESS!! CUSTOMER SIGNATURE DUPLICATE INVOICE *****************

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POWING + CADRULATIN HAR JIFFO 415-568 4300

DISCLAIMER OF WARRANTIES AND WAS renty on the products hold becally are toose made by the manufacturer, the seller, BALLMANN PONTIAC . CACHULAU . HMO. INC., hereby expressly disolated all wasranties, either explans or implied implieding any implied wereanty of merchanistility or fitness for a particular purpose and BAUMANN PONTIAC . CARRLAC . GMC. INC., neither assumes her authorized any other person to assume out it any liability in conception with the sale of the vehicle or said products.

QUABANTEE

GENERAL MOJORS WARRANTS THEIR PARTS AND LAPOR FOR 12 MUNICIPALITY OR 12,000 MILES WINCHIVER OCCURS FIRST ON G.M. INSTALLED PARTS AND LAPOR. (A COPY OF THE INVOICE MUST BE PRESENTED)

> ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

THIS FACILITY CHARGES 5% OF YOTAL LABOR CHARGES UP TO A MAY IMUM OF \$20.00 FOR SHOP SUPPLIES AND/OR WASTE DISPOSAL.

In the event that you, the ousterned authoriza nominencement out do not adhorize completion of a repair or service, a charge will be imposed for disasterably reassembly or partially contribled work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or sorvice.

THANK YOU



EL PAGE LOFIZ

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THANK YOU

339 Miles Ave. Newscalk Olife 44857 Phone (119) 638-3300

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339 Miller Ave. Norwell Obio 11957 Phone (419) 668 3360





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339 Milan Ave Norwalk, Ohio 44857 Phone (419) 668-3300



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250 - Dayes Avenue P.O. Box 1300 BANDUSKY, OFFICE 4 1870 Phones (410) 825-4015





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NORWALK, OHIO

45717

NUMBER

RECEIVED BY MARCY E ALLISON

DATE

07/28/05

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PIGNATURE

PAYMENT FOR BODY REPAIRS

PAGE 1

RECERT





D 73 R. s. 2010/07 Kionaus Circ. 5(O. 64180-1997)

Installment Statement

Customer Service Phone Number: 1.849.789.8001

Customer Information

Payment Remittance Address:

Please do not send correspondence to this address. See reverse side for correspondance address Systems & Services Technologies, Inc.

P. O. Box 801997 Kansas City, MO 64180-1997

*BUNHCDN *//1590\8550/0029*

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Norwalk OH

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TOTAL AMOUNT DE PAYMENT DUE DA'I		Statement Date: Account Number: Borrower: Collatexal: VIN:	February 13, 2007 2005 Pontiac G6 1G2ZH528954
Scheduled Payment: Lote Charges: Past Due Payments: Other Fees:	\$412:04 \$6 00 \$9:00 \$0.00	Account Summary Last Payment Received: Bale: Tebruary 02, 2007 Current Balance*	Amount: -\$500,00 \$12,628.15

^{*}This is your current habituce only, this is not the payoff amount.

Important Messages

We Thank You For Your Business

You no longer have to wait for the mailman to bring you your statement every month. You can now go to www.acconduinto.com and review your monthly statement, make a payment, sign up for automatic payments, or receive payotf quotes. All of this account information is just a click away.

> ົມ 85364-000 10007G21

To avoid delays in handling please do not include correspondence with your payment PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



P.O. Box 801997 Kansas City, МО 64180-1597

Please toake checks payable to Systems & Services Fechnologies, Inc.

Account Number:

the Date:

Total Amount Due:

April 63, 2097 \$412.04

Check box for address or phone number changes.

Check box for Automatic Payment Plan form Please see reverse side of billing statement

Systems & Services Technologies, Inc. P. O. Box 801997 Kunsas City, MO 64180-1997 Radan de de califor de la sacre del des lebras es alfabaca en la californa

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NORWALK





Norwalk, OH 44857 Phone: (419) 658-3316 1 (800) 323 8164 FED I.D. # 34-1670083 VENUOS # 39-017714

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BILL CODE -

COULDN'T DUPLICATE CONCERN

REMOTE START DOENS'T WORK AND DOC AND URFF ARE AWARE OF THIS CONCERN PERFORMED RECALL 04088 . NEED TO HOOK UP TECH 2 AND THE CAR TO OUR COMPUTER IN ORDER FOR IT TO WORK. UNTIL THEN ITS NOT GOING TO WORK. WILL BE 2WKS OR SG.

BULL CODE -

DATE RECEIVED -

101904 PAYMENT TYPE - 1

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Pould you Look @ this and Let ME Know what to do

7504 Car 10

MEORIANT

ATT SUE

Thank you for this post-regard to serve you it is our aim to perform all

the repairs requested on this repair. order to complete satisfaction. If our service was sansfactory tell your. friends, if not, please tell usuninegiately,

General Winters labor and points are: warranded for 12 months in 12,000. males, whichever ecours first,

Any warranties on the item/ite	ms sold
hereby are those made	by the
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expressly disclaims all warrantie	
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assume any liability in connection with the sale of this item/items.

	LABOR AMOUNT	.00
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sale of this item/items.	SALES TAX	.00
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	CUSTOMER PAY	.00













CHAVES AND STREET, SECOND STATE LAC. INC. 2504 HAYES AVE.

SALDBOXY, OND 41870 (419) 625-1313



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COMMENTS				CADILLAG, INC., he	R CHEVROLET-OLÔS roby expressity disclaim express or implied, includ
Thank you for allowing us to be of service Dur GOAL is to COMPLETELY SATISFY each and customers. If, for any reason, your service not COMPLETELY SATISFYING, Please contact of Manager Chris Capucini for mechanical repair let, our Body Shop Manager, for body repair If your repairs were under warranty, you may survey from GM. We ask that you please ta fill out this survey as it helps us to bett exceed your expectations. Please keep in misurvey anything less than COMPLETELY SATIET grade. If you feel you cannot answer COMPLETELY SATIET	every one of our experience was our Service our Allen s. by receive the time to be meet and ind that on this its a failing	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX TOTAL INVOICE \$	0.00 0.00 0.00 0.00 0.00 0.00	ing any implied warra fitness for a particula CHEVROLET-CLDS assumes for authori	anty of merchantability of ir purpose, and POSTEI CADILLAC, into neither zers any inther person to ability in connection with
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PAGE 1 OF 1 CUSTOMER O	07.1	END OF INVOICE			











CHEVROUSE CROSS CAMILLAC, INC.

2504 HAYES AVE. SANDUSKY, OHYD MAYO (419) 625-1313



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USTOMER HE	REBY ACKNOWLEDGE						ing any implied warran fitness for a particular	purpose, and FOST
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# FOSTER







### CHOVROLET-OLES CARLLAS, INC

2504 HAYES AVE 54MOUBRY, CIRCL METO (419) 675-1313



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# FOSTER







2604 HAYES AVE. SARBUSKY, OIRO 44000 (419) 825-1313

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45717	ADVISOR ALLEN J OTT	232	5264	05/19/05	CVC817395
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2504 MAYES AVE. SACURISKY, 17943 448 T 4419) 67%-1313

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### PONTIAC + CADILLAC + GMC

339 Milan Avenue Norwalk, Olifo 44857 Phone: (419) 668-3000 • Fax (419) 663-7232 www.ranewaypontiac.com

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		630 Milya Avenue 19ano, (429) 668 33 www.euro	AOILLAC • GMC Aorwali, Chic 18057 800 • Fax (439 vis 3-2202 Asyportiac.com
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Job Number:

07/19/2005 at 04:34 PM 17120

FOSTER CHEVROLFT-OLDS-CADILLAC

Federal IO #:344455951

LIFETIME WARKANTY ON PIP & FINISH

2504 HAYES AVE SANDUSKY, OH 44870

(419)625-1313 Fax: (419)625-5301

### PRELIMINARY ESTIMATE

Written By: Brandon Tebbe Adjuster:

Insured:
Owner:
Address:
Norwalk, OS
Evening:

Claim # Policy #

Deductible: Date of Loss: Type of Loss:

Point of Impact: 6. Rear

Inspect FOSTER CHEVFOLET-OLDS-CADILLAC

Location: 2504 HAYES AVE

SANDUSKY, OH 44870

Other:

Insurance

Cellular:

Company:

Power Locks

2 Days to Repair

2005 PONT G6 GT 6-3.5D-FI 4D SED Black Int:Black

VIN: 1627H528954 Lic: Prod Date: 09/2004 Odometer: 3698

Condition: Excellent Air Conditioning Cruise Control Body Side Moldings Fog Lamps Power Steering

Intermittent Wipers
Dual Mirrors
Rear Spoiler
Power Brakes
Power Driver Seat
AM Radio

Rear Defogger

Tilt Wheel
Keyless Entry
Traction Control
Clear Coat Paint
Power Windows
Power Mirrors
FM Radio

Power Trunk/Tailgate Steres Anti-Lock Brakes (4)

Search/Seek Driver Ain Bag Cloth Seats CD Player Passenger Air Bag

4 Wheel Disc Brakes Recline/Lounge Seats Aluminum/Alley Wheels

Automatic Transmission

Bucket Seats Overdrive

NO.	02.	DESCRIPTION	QT	Y EXT	PRICE	LABOR	PAINT
1	·· ·· · <del></del> -	REAR BUMPER					
2	13 & I	R41 bumper cover				1.0	
3	R&I	Lower cover				0.3	
4 ×	Rpr	Bumper cover				0.5	2.8
5	-	Add for Clear Coat					1.1
6 Fr	R&I	License Plate				0.2	
7事		Flez additive	1	t	3.00 T		
8 🖟		Paint waste disposal	1.	4.	3.00 T		





PM

Job Mumber:

### 47257

### PRELIMINARY ESTIMATE

PONT GG GT 6-3.50-88 40 SED Black Fat: Black

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	DESCRIPTION	QTY EXT. PRICE LAROR 5	PAINT
AMOUNT	Subtotals ==>	11.00 2.0	3.9
375,73			
	Parts		0,00
	Body Labor	2.0 hrs @ \$ 40.00/h.	80.00
	Paint Wabor	3.9 hrs @ \$ 40.00/hr	156.00
	Paint Supplies	3.9 hrs @ \$ 22.00/hr	85.80
	Sublet/Misc.		11.00
	SUSTOTAL	\$	332.80
स्ट	Sales Tax	\$ 332.80 @ 6.5000%	21.63
	GRAND TOTAL	\$	354.43
	ADJUSTMENTS:		
	Deductible		0.00
	CUSTOMER PAY	\$	00.0
#11 REPH 10878   1011 NEW BH 1018 172805	INSURANCE PAY	\$	354.43

WARRANTY ON FIT & FINISH IS FOR THE LIFETIME THAT THE VEHICLE IS UNDER THE SAME OWNERSHIP AS WHEN REPAIRED, RUST/CORROSTON IS NOT A COVERED CONDITION, A COPY OF THIS LIMITED WARRANTY IS AVAILABLE UPON REQUEST. FED TAX (D # 34-4455-951 FAX 419-625-5301

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DRIFQ05 Database Date 07/2005, CCC Data Date 07/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/vehicle dealerships. OPT OEM parts are OEM parts that are provided by or through alternate soutces other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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 soutce. Tilde sign (*) items indicate MOTOR Not-Included Dabor 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 IRQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Record parts are described as Recore. NAGS Part Numbers and Prices are provided by National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

CCC Pathways - A product of CCC Information Services Inc.



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<u>un</u> Paris

2504 HAVES AVS SANCEBEC, GEIG 44979 (418) 525 1019



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Job Number: 4033

No WAY LE

ANGRE'S BODY AND FRAME INC. License #:44857002 Federal ID #:341340045 LEL N PLEASANT ST.

8 0 Box 29 NORWALK, OH 44857

(419)668-2959 Fax: (419)668-5401

### PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

Written By: WILLIAM TRACHT Adjuster: Gary Goskins

Insured: Owner: Address: Norwalk, OH

Evening:

Claim Policy # Deductible:

Date of Loss: Type of Loss:

Point of Impact: 12. Front

Inspect ANGIE'S BODY AND FRAME INC.

Location: LEL N PLEASANT ST.

P 0 Box 25

NORWALK - OH 44857

Business:

Insurance Company:

Business: (419)668-3316 3 Days to Repair

2005 PONT GE GT 6-3.5L-FI 4D SED Black Int:

VIN: 1622H528954 Lic: OH Prod Date: 09/2004 Odometer: 4139

Condition: Excellent

Air (onditioning Cruise Control Theft Deterrent/Alarm Body Side Moldings Electric Glass Sunroof Rear Spoiler Power Brakes Power Driver Seat AM Radio Search/Seek Driver Air Bag

Automatic Transmission

Leather Seats

Rear Defogger Intermittent Wipers Steering Wheel Controls Dual Mirrors Traction Control Clear Coat Paint Power Windows Power Mirrors FM Radio CD Player Passenger Air Bag Bucket Seats

Overdrive

Tilt Wheel Keyless Entry Tinted Glass Roof Console Fog Lamps Power Steering Power Locks

Power Trunk/Tailgate

Stereo

Anti-Lock Brakes (4) 4 Wheel Disc Brakes Recline/Lounge Seats Aluminum/Alloy Wheels

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		GRAND TOTAL				753.4







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### PONTIAC . CADILLAC . GMC

339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.racewaypontiac.com

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INSTALLED NEW POWER STEERING RACK PER TECH ASSIST. STEERING WAS STILL LOOSE AND NOISE STILL PRESENT. CALLED TECHNICAL ASSISTANCE AGAIN AND THE SUGGESTED REPLACING INTERMEDIATE SHAFT. REPLACED INTERMEDIATE SHAFT. SET AND REPLACE STEEDING. 339 Milan Avenue Norwalk, Ohio 44857 Phone: (413) 568 3300 • Fax (419) 663-7232 www.racswaypontiac.com GMC PONTIAC TECH ASSIST SAID REPLACE STEERING COLUMN, REPLACED STEERING COLUMN CLUNK LESS NOTICEABLE STEERING STILL LOOSE, TAC CASE NUMBER 8436424 PERFORMED ALIGNMENT PER TAC ASSIST

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WARRANTY.

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GMC

### PONTIAC . CADILLAC . GMC

339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 * Fax (419) 663-7232 www.racewaypentiac.com

, and the second 10 445 11241 09/09/05 PNC5381594 GARRY HOSKINS 4.118 7 hagay sewell. and the control 05/PONTTAC/G6/ NORWALK, OH Section 1 16224528954 08/08/05 PARTS - 101-10TY-11-FP-NUMSER-1010-1011-T-11-10ESCR (PTION) - 1-1-1-1-1-1-1-1-1-1-UNIT PRICE Thank you for this opportunity to serve you, it 89020661 FLUID 8.800 WARRANTY: 1 is our aim to perform all the repairs requested S/COL REM 6.518 WARRANTY 88967179 1 on this repair order to your complete WARRANTY 15216792 CORE RETURN satisfaction. If our service was satisfactory tell WARRANTY 88967179 CORE RETURN your friends, if not, please tell us immediately, TOTAL - PARTS 0.00 ____ JOB# 3 TOTALS-----WARRANTY STATEMENT AND DIS-CLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR LABOR-----AIR CONDITIONING HOURS: 0.30 TECH(S):20
A/C CONDENSATION BUILDS UP WHEN ON IN THE MIDDLE AND DRIPS
CHECKED A/C SYSTEM NO PROBLEM FOUND. CONDENSATION LEAKING
FROM BOTTOM OF CAR IS NORMAL. NO PROBLEM FOUND WARPANTY J# 4 21PNZ FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN NO PROBLEM FOUND CONNECTION WITH THE SALE OF SAID JOB# 4 TOTALS-----PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL ANY MANUFACTURER OR OTHER SUPPLIER WARRANTIES. IF DEALER PROVIDES A WRITTEN WARRANTY, ANY LAB08---WHEELS/TIRES HOURS: 0.30 TECH(S):20 J# 5 46PNZ WARRANTY IMPLIED WARRANTIES ARE EXPRESSLY CHECK TIRE PRESSURE VERIFIED CUSTOMER CONCERN. TIRE PRESSURE LOW IN RIGHT FRONT LIMITED TO THE TERM OF THE WRITTEN WARRANTY. TIRE, FOUND NO LEAKS AT THIS TIME ADJUSTED TIRE PRESSURE TO NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI General Motor labor and parts are warranted for 12 months or 12,000 miles whichever JOB# 5 TOTALS occurs first JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL JOB# 6 CHARGES 0.00 RACEWA J# 6+70PNZ03 RENTAL HOURS: TECH(S):10 WARRANTY PONTIAC . CADILLAC . GMC RENTAL VEHICLE 339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 PROVIDED CUSTOMER RENTAL VEHICLE. www.racewayponliac.com MISC-----CODE------DESCRIPTION-------CONTROL NO------W6 WARRANTY RENTAL CAR WARRANTY TOTAL - MISC 0.00DOMESTAC J08# 6 TOTALS-----JOB# 6 JOURNAL PRESIX PNCS JOB# 6 TOTAL  $0.00^{\circ}$ JOB# 7 CHARGES-----LABOR-----J# 7+96PNZ 800Y REPAIR HOURS: TECH(S):10 INTERNAL

PAGE 2 OF 3

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### PONTIAC . CADILLAC . GMC

339 Milan Avenue Norwalk, Ohio 44857 Phone: (419) 668-3300 • Fax (419) 663-7232 www.recewaypontiac.com

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	JGB#	7 JOURNAL PREFIX PNC	S JOB# 7 TOTA	d. 0.00	WARRANTIES OF	LUDING ANY IMPLIED MERCHANTABILITY OR PARTICULAR PURPOSE ASSUMES NOR
	***** <del>***</del> ************		TOTAL LABOR	. 0.00		OTHER PERSON TO ANY LIABILITY IN
*	[ ] CHECK CK NO. [ ] [ ] DISCOVER		TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG	. 0.00 0.00 . 0.00 . 0.00	CONNECTION WITH PARTS OR THIS RE IN NO WAY AFFECT	H THE SALE OF SAID PAIR, THIS DISCLAIMER IS THE PROVISIONS OF
* [] AMER XPRE	ESS [] OTHER [] CHARGE	*	TOTAL MISC DIS	C 0.00 . 0.00		TURER OR OTHER BANTIES, IF DEALER
* *********	**************************************	*	OTAL INVOIC		PROVIDES A WRIT	FTEN WARRANTY, ANY TIES ARE EXPRESSLY
THANK YOU FOR YO	OUR BUSINESS!!	,		5.00		EBM OF THE WRITTEN
CUSTOMER	SIGNATURE			:		and parts are warranted 12,000 miles whichever
CUSTOMER	SIGNATURE			* ************************************	for 12 months or	

RACEWAY PONTIAG · CADILLAG · GMC

PONTIAC • CADILLAC • GMC
300 Mish Aseono Novalik, Ohio 4357
finane (419) 563 5000 • Fax (419) 663-7202
workfall-waypontigs.com







### **CUSTOMER'S** COPY

10/05/2005 at 02:50 PM 20213

Job Number: 4093

ANGIE'S BODY AND FRAME INC. License #:44857002 Federal ID #:341340045 LEL N PLEASANT ST.

P 0 Box 29

NORWALK - 09 44857

(419)668-2959 Fax: (419)668-5401

### PRELIMINARY ESTIMATE

Written By: WILLIAM TRACHT Adjuster:

Insured:

Owner: Address:

Norwalk, OH

Evening:

Claim # Policy #

Deductible: Date of Loss:

Type of Loss:

Point of Impact: 16. Non-Collision

Inspect ANGIE'S BODY AND FRAME INC.

Location: LEL N PLEASANT ST.

P5 x08 0 9

NORWALK - OH 44857

Business:

Insurance

Company:

Days to Repair

2005 PONT GB GT 6-3.5L-FI 4D SED Black Int:

Air Conditioning Cruise Control Body Side Moldings Fog Lamps Power Steering Power Locks Power Trunk/Tailgate Stereo Anti-Lock Brakes (4) 4 Wheel Disc Brakes

Recline/Lounge Seats

VIN: 162ZH528954

Lic: Prod Date: Rear Defogger Intermittent Wipers Dual Mirrors Rear Spoiler Power Brakes Power Driver Seat AM Radio Search/Seek

Odometer: Tilt Wheel Keyless Entry Traction Control Clear Coat Paint Power Windows Power Mirrors FM Radio CD Player

Driver Air Bag Cloth Seats

Passenger Air Bag

Automatic Transmission

Bucket Seats Overdrive

Aluminum/Alloy Wheels

				~	~~~~~		
NO -	OP.	DESCRIPTION		EXT.	PRICE	LABOR	PAINT
7.#		"FINAL BILL"	],	~~~~			#: #: #1 #1 #1 #1 #1 #4 #4 #4 #1 #1
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PPDP PredmuM dob

### PRELIMINARY ESTIMATE 2005 PONT SE OT 6-3-51-FI ND SED Black Int:

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		Parts Body Labor	3.8 hrs 3 \$ 38.88/hr	00.411
		Sales Tax	\$ 114.80 @ 7.0000%	00.411 51.6
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ANGLE'S BODY & FRAME, INC. GUARANTEES PARTS AND WORKMANSHIP OF ALL REPAIRS PERFORMED BY OUR SHOP. THIS GUARANTEE WILL CONTINUE DURING YOUR CUNERSHIP OF THE VEHICLE IDENTIFIED ON THE ESTIMATE. THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE WARRANTIES APPLICABLE TO THESE

AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN MOTOR VEHICLE MANUFACTURER.

FED TAX ID # 34-1340045

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1F005 Database Date 09/2005: CCC Data Date 09/2005: 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) parts are OEM parts that may be provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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 Prices are provided by National Auto Glass Specifications. Inc. Pound sign (*) items indicate manual entries. Some 2005 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.

Job Number: 4033

ANGIE'S BODY AND FRAME INC.

License *: Federal ID #1

121 N PLEASANT ST.

P 0 Box 29

NORWALK - OH 44857

(419)668-2959 Fax: (419)668-5401

SUPPLEMENT OF RECORD 1 WITH SUMMARY

Weitten By: TERRE RANDLEMAN 09/49/2005 08:15 AM

Adjuster: Gary Goskins

Insured:

Owner:

Address:

Norwalk: OH

Evening:

Claim Policy #

Deductible:

Date of Loss:

Type of Loss:

Point of Impact: Lil. Front

Inspect ANGIE'S BODY AND FRAME INC. Business: (419)668-2959

Location: LEL N PLEASANT ST.

P 0 Box 29

NORWALK - OH 44857

Insurance

Company:

Business: (419)666-3366

3 Days to Repair

2005 PONT GL GT 6-3.5L-FI 4D SED Black Int:

OH Prod Date: 09/2004 Odometer: 4139 VIN: 162ZH528954 Lic:

Condition: Excellent

Air Conditioning Cruise Control

Theft Deterrent/Alarm Body Side Moldings

Electric Glass Sunroof

Rear Spoiler Power Brakes

Power Driver Seat

AM Radio

Search/Seek Driver Air Bag

Leather Seats Automatic Transmission Rear Defogger

Intermittent Wipers Steering Wheel Controls Tinted Glass Dual Mirrors

Traction Control Clear Coat Paint

Power Windows

Power Mirrors

FM Radio CD Player

Passenger Air Bag

Bucket Seats Overdrive

Tilt Wheel Keyless Entry Roof Console Fog Lamps

Power Steering Power Locks

Power Trunk/Tailgate

Stereo

Anti-Lock Brakes (4) 4 Wheel Disc Brakes

Recline/Lounge Seats Aluminum/Alloy Wheels

ÕΡ. DESCRIPTION RTY EXT. PRICE LABOR PAINT T# 20F "FINAL BILL"

5 FRONT BUMPER

3 0/H front bumper

**ц** ж - Kepl Bumper cover **0-00** 

Incl.

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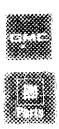
20213

### SUPPLAMENT OF RECORD 1 WITH SUMMARY 2005 PONT SE OT 6-3-51-FI 40 SED Black Int:

Job Number: 4033

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ľń	rs I	RT Fog lamp assy			Incl.	
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23#		HAZARDOUS WASTE REMOVAL	1,	3.00		
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25#		MASK FOR OVERSPRAY	].	5 - 00	0.5	
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27# SOL	<b></b>	NO WAX FOR HD DAYS	1 			
		Subtotals ==>				7.7
		Parts				8-00
		8ody Labor	Ц	.∃ hrs a \$	38.88/hr	
		Paint Labor		-7 hrs a *		
		Paint Supplies	9	7 hrs 0 \$	22.00/hr	213.40
		SUBTOTAL			\$	753.40
		GRAND TOTAL	**************************************	~~****	*	753-40

2



TOPE 485 (CHEE) (CHE 2014) 1250 1280 1290 1

PAGE 2 OF 2

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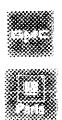
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# TMONEST CONTRACTOR



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			PARTS	15.00		
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; ;	IOB# 5 JOURNAL F	PREFIX PNCS	NOD# 5 TOTAL	14.95	년 <b>1</b> 및 -	868-0814
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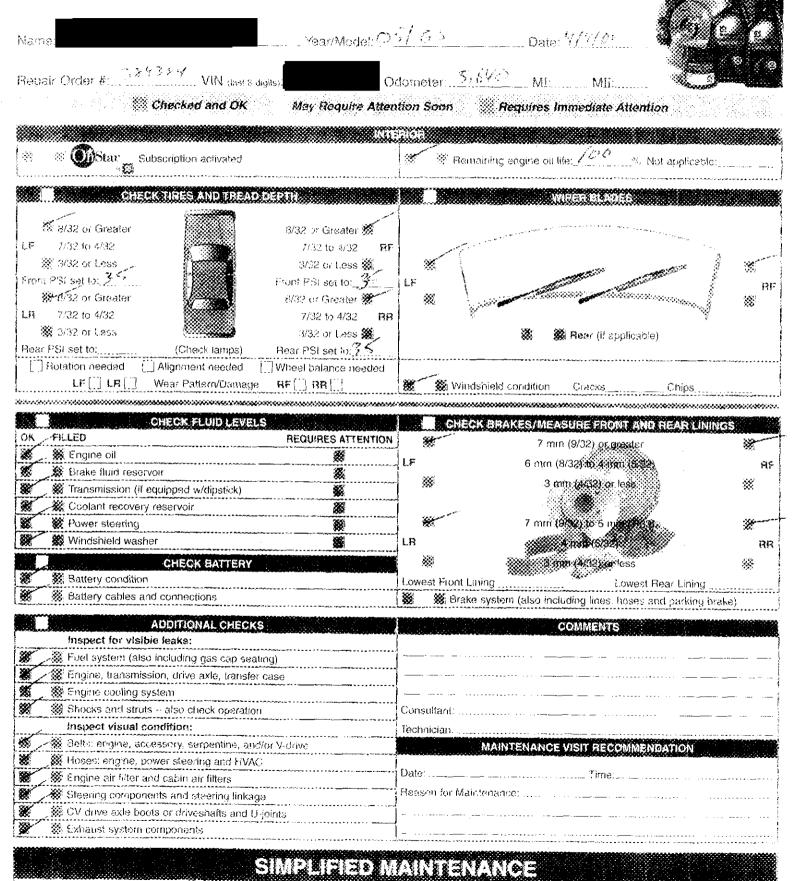
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J# 3 45PNZ STEERING/SUSPENSION TECH(S):15 CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR. HE STATES STEERING FEELS VERY LOOSE OPERATING AS DESINGED  JOB# 3 TOTALS		Idenas for a particular purpose, and BAUMAMN MONTHAD - CROID, &C CMC, INC., neither assumes nor authorizos any other perion to answer-fir d ony datality in connection with the safe of the venicle or vaid.
JOB# 4 CHARGES JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL	0.00	FURNERAL MOTORS WARRAGES THEEL
LABOR		PARTS AND LABOR FOR 12.55, FITTES OR 12.000 MILES WHICHEVER OCCURS HERT ON US ON THE ENVOICE LABOR. (A COPY OF THE ENVOICE AGENTS OF THE ENVOICE AGENT BE PRESUNTED)
TOPPED OFF FLUID LEVELS LUBRICATE CHASSIS INCLUDING DOOR HINGES. CHECKED AND ADJUSTED TIRE PRESSURES RESET OIL LIFE MONITORING SYSTEM.		
PARTSQTYSP-NUMBER	5.00 10.00 15.00	



# WULTI-POINT VEHICLE INSPECTION



Required

Performed

Required

Performed











CHRYROLEU-CADILLAC, INC. 2504 HAYES AVE. SANIBUSKY, OHIO 44877 (419) 525-1313



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The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized if have read the terms and conditions printed on the back hereof and agree to them as a part of this Agreement this same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby additioning receiption a copy of this Agreement. THIS APPERTING MORALING AND ACCEPTED BY THEM FIRE THE VIEW ALCOHOLD BY THEM SENDING PROPERTING.

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## STATE OF ONIO - BUREAU OF MOTOR VEHICLES CERTIFICATE OF REGISTRATION

REG. DATE: 08/28/2006 APP NO.: VALIDATION NO.: AGENCY: OWNER NAME: VEHICLE OWNERSHIP: SONGLE USER ID: OLD APP NO.: OWNER ADDR.: OLD PLATE: CITY: NORWALK STATE OHZir: TAX DISTRICT: NORWALK COUNTY: HURON INSIDE CORP LIMITE: YES VEHICLE CLASS: PASSENGER VEHICLE YEAR: 2005 OUOMETER MEADING: 153 BOOY TYPE: 48 MAKE: FONT STATE FEES: \$31.00 CURTIFICATE TITLE NO.: 3900362591 PLATE TYPE: SUNBURST PERSONALIZED \$35.00 VEH, SERIAL NO.: 1G2ZH528954 REG TYPE: RÉNEWAL LOCAL TAX: \$5.00 10/19/2004 PURCHASE DATE: REFL/CO. FEE: \$0.00 NEW SUSPENSION/REVOCATION: NO DEPUTY FEE: \$3.50 PRIOR OPERATION: YES FEES PAID: YES TOTAL FEES: \$74.50

- . In Chio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
- It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
- PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a troffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
- ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first
  officiase, one year on second offense. Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense,
  and \$500.00 on any additional offense*Pay a \$50.00 negative for any failure to surrender his or her driver license, license plates or registration AND*Be required to

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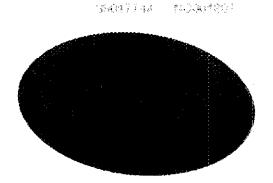
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PO BOX 660790 SACRAMENTO, CA 85885



VATNEBS MY HAND AND OFFICIAL SEAL THIS 2nd DAY OF NOVEMBER WOA

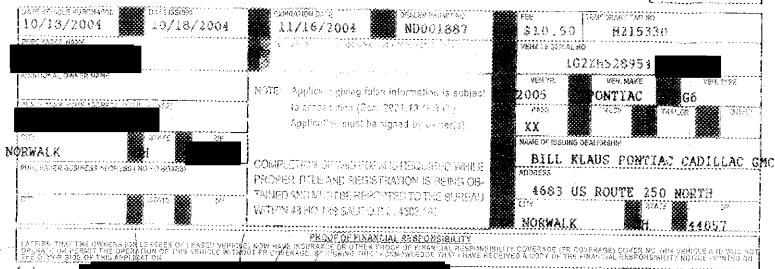
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SUSAN S. HAZEL CLERK OF COURTS TST TST ALL BURGS MUST BE TYPED AND COMPLETED

#### TEMPORARY TAG REGISTRATION APPLICATION

Submission of incomplete forms may result in the suspension of the incomposition of the included for temporary tag professes.

QP 51258



SIGNATURE OF

HQ/18/2004

IMPORTANT - GREEN COPT OF APPLICATION TO SERVE AS REGISTRATION CARD AND MUST BE IN POSSESSION OF OPERATOR OF VEHICLE DISPLAYING TEMPORARY TAG. TEMPORARY TAG. EXPIRES 30 DAYS FROM DATE OF ISSUANCE AND SHOULD BE DESTROYED BY PURCHASER.

MAIL ORIGINAL TO: OHIO BUREAU OF MOTOR VEHICLES, TEMPORARY TAG SECTION, P.O. BOX 182154, COLUMBUS, OHIO 43218-2154 GREEN COPY - CUSTOMER RED COPY - DEALER

BMV 4349 4/04

140

### Customer Claim Form

Contact Date: 03/22/07	Start Date:	Clase N	iumber: PGM0735054
• •	m on this vehicle with th	e BBB or another dispute	resolution provider? EJ YES 🛱 NO Number:
Titled Owner(s) Name&A	<u>Address</u>		
NORWALK, OH  Day Phone: Fux Number: Customer Contact Info:		ning Phone: nail Address:	Gell Phone:
Vehicle Information Name(s) of individual(s) or bu Vehicle Use: All'ersonal Busi Transmission Type: Make: Pontiae/GMC M Vehicle Identification Number Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier: Has vehicle been in an acciden Description of Damage: All Hease Information Purchase/Lease Information Purchase Date: 10/04/04 Mileag Purchased As: All New Buse Is the vehicle in your possession Lienholder's Name: Address: City/St/Zip: Cleveland,	Incss Both Perconnection Number of Number of Rodel: G6 GT  I G Z Z H 5 2 8'  Bauman Pontiac Dealers Bill Klaus Pontiac, Norw Westfield National Insurational Dealers at Mass in for Second Complete left side if one at purchase: 153 and Demon? yes	centage of time vehicle used vehicles owned or leased Model Year: 2005  954  hip,  valk, OH  mee Policy Numbers Date of according to the Shape Sorre  which was purchased or right	ber: cident: 8-17-05. e.one backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backed and backe
Phone: ( ) - Lienholder Acct # :		· ·	ione:
Customer's Desired Outco Give me a new car Of Equal Flippend Wannesty. Signature of Titled Owner(s)/Le Lam submitting this dispute for resulting Arbitection Rules.	included	? What we pa	Date 3/9/07

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

Customer	Manne
Unstanter	Panno

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:

GTOO MANY.

Case Number: If GM0735054

Date: 10/31/05 Mileage: 0
Date: 3/7/2007. Mileage: \$55

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. Panaramic Suproof to much noise/air leak	yes	RACCWAY DEALERShip	9/9/05	418	(
		Raceway	9/13/05	4,167	
		Bouman	4/4/00	5,640	
		Bennan	Philippin	7066	}
2. Leather Seat Heating button comes on by itself	yes	Carmaian	12/29/06	7066	
Not-Sure on dates lauxl. Never 96+ Paintout.		Baumana			
,			,		
3. clicking noise in the front dash of windshield	yes	Baumann	12/24/06	7066	
		Bourson	Jan/Feb		
4					
4. Steering way to loose	yes	RACKWay Dealership	9/9/05	4118	?
	}	Raceway Bauman-	1	4,167	, 
		Bauman-	9/4/06	5640	
Starten Sticko.	yes	Roceway	9/4/05	4118	
Starter Sticks. Dong again. Say it is Normal.		Boumann.	Teb?		
				# # w. w. # # ##### w. m. #. * * * * * * * * * * * * * * * * * *	

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



#### **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.

April 19, 2007

Re:C12 PGM0735054 :Yacob vs Pontiac/GMC Division 1G2ZH528954			
NORWALK OH			
Dear l			
Our records show that you and the manufacturer agreed to a neg AUTO LINE. To make sure our records are accurate, please ans		•	h BBB
Was the settlement performed? (please circle)	Yes	No	
On what date was the settlement performed?			
Was the performance satisfactory?	Yes	No	
If the performance was NOT satisfactory, do you want to pursue your claim further through the BBB AUTO LINE program?	Yes	No	
If you want to pursue your claim further, what is the current mileage on your vehicle's odometer?			
If your settlement involved a repurchase or replacement of your	vehicle, please answer	the following question	<u>18:</u>
On what date did the manufacturer or its dealer advise you the t	ransaction could take p	place?	
On what date did you complete the transaction?			
I will continue to assist you by reopening your case or starting a rand the specific situation in your case. Please complete the above have not heard from you within eight days from the date of this I satisfactory and will close your case.	ve questions and return	this letter to our offic	_
This form can be faxed to us at 703.247.9700. Please feel free to questions.	contact me at 800. 95	5.5100 if you have any	r
Again, thank you for letting us be of service.			
Sincerely,			
John Ryan at Extension 529			



BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800 055 5100 February 202 247 6

Phone 800.955.5100 Fax: 703.247.9700

#### ARBITRATOR SELECTION LIST

Customer:

Case Number: PGM0735054-1R

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

#### **Arbitrator Information**

Arbitrator's Name: John Satkowski

**Arbitrator's Occupation:** 

#### Arbitrator's Biography:

Mr. Satkowski has been an arbitrator for the BBB since 1985. His financial experience, analysis skills, and experience with automotive cases over the years has allowed him to handle complex cases and provide thorough analysis of all sides of an issue before rendering a decision. If an issue requires an outsider to provide expertise, he will seek their assistance for complex issues. His final decisions are based on the case facts and are fair to all the parties.



Council of Better Business Bureaus, Inc.

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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.**

#### NOTICE OF HEARING/INSPECTION

Da	te:	05/09/07		Case Number:	PGM0735054-1R
Cu	stomer:				
Bu	siness:	Pontiac/GMC			
Mf	r-Info:	1712 OH 1G2ZH	528954		
Ar	bitrator(s):	Mr. John S. Satkov	vski		
Не	aring Date, T	ime, Place: 05/20	/07 2 PM ET		
		7668	Serving NW Ohio & SE Mich Kings Pointe Rd o, OH436170000	n, Inc.	
Ma	nner in Whic	h Parties Will Par	ticipate:		
Cu	stomer is bein	ng represented by	: <u>yes</u> Self <u>no</u>	Attorney	
Atı	torney Name:				
Atı	torney Phone	Number:			
Att	torney Fax Nu	ımber:			
Cu	stomer:	🛚 in person	n □ by p	hone	☐ in writing
Ma	nufacturer:	☐ in person	n ⊠ by p	hone	☐ in writing
			INSTRU	JCTIONS	
1.			s (2 copies) and other evid BBB AUTO LINE Arbit		ring. No evidence can be submitted after the
2.		nsurance is requir			be present at the hearing. Current vehicle perable, please contact your Case Specialist
3.		your absence sho			ng or the inspection. The hearing may be e inspection may prevent issuance of a
4.	Refer to Hov	v BBB AUTO LIN	E Works for more detailed	d information or	the arbitration process.
Не	aring Site Pho	one Number:	4195786000	Hearing	g Site Fax Number: 4195786001



#### 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.

May 9, 2007

Re:m03 PGM0735054-1R vs Pontiac/GMC Div

vs Pontiac/GMC Division 1G2ZH528954

GINNY WARWICK PONTIAC/GMC PO BOX 33172 DETROIT MI 48232

Dear Madam/Sir:

#### Enclosed are:

- * the Agreement to Arbitrate;
- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline;
- * Notice of Hearing/Inspection, and,
- * a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

John Ryan at Extension 529

## **Opening Statement**

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

Confirm the tape recorder is on and explain to the parties the hearing is being recorded.
Welcome the parties and thank them for using arbitration.
Administer the Oaths of Participant.
State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
Review the hearing format, which is included in the hearing packet.
Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
Explain you will keep the hearing focused on issues in the <i>Agreement to Arbitrate</i> .
Explain the decision is conditionally binding, and confirm the parties understand what that means.
Read aloud and confirm the Agreement to Arbitrate.
Explain that no decision will be divulged today, but a written decision will be sent to the parties.

### **Arbitration Hearing Format**

#### **Arbitrator's Opening Statement**

#### Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es) [20 minutes]
- B. Presentation of business' testimony, evidence and witness(es) [20 minutes]

#### Questioning

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

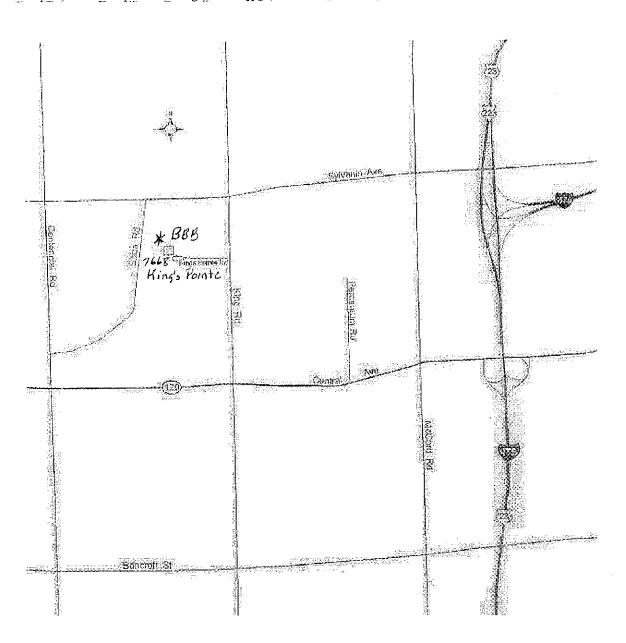
#### Inspection

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer [5 minutes]
- D. Questions or comments about inspection (and test drive) by business [5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

Recess - Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.

#### Closing the Hearing

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by business [5 minutes]
- D. Closing statement by consumer [5 minutes]



Integrity Place 7668 King's Pointe Road Toledo, OH 43617



P.O. Box 801997 Kansas City, MO 64180-1997

#BWNHCDN #//153048680/DD29#

epaezoo ozzzeo p<mark>reannono eredelo +</mark>

Norwalk OH

bladdallalad<del>dadadldlaaldladaladddahl</del>

Installment Statement

Customer Service Phone Number: 1-800-789-8001

Payment Remittance Address:

Please do not send correspondence to this address See reverse side for correspondence address

Systems & Services Technologies, Inc. P. O. Box 801997

Kansas City, MO 64180-1997

TOTAL AMOUNT PAYMENT DUE D	Account Statement  DUE: \$412,04  ATE: May 03, 2007
Scheduled Payment:	\$412.04
Late Charges:	\$0.00
Past Due Payments:	\$0.00
Other Fees:	\$0.00

Customer Information Statement Date: March 13, 2007 Account Number: Borrower: Collateral: 2005 Pontiac G6 VIN: 1G2ZH528954

Account Summary

Last Payinent Received: Date: March 02, 2007 Current Balance*

Amount: -\$500.00

#### Important Messages

#### We Thank You For Your Business

You no longer have to wan for the markman to bring you your statement every month. You can now go to www.accountinfo.com and review your monthly statement, make a payment, sign up for automatic payments, or receive payoff quotes. All of this account

To avoid delays in handling please do not include correspondence with your payment PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

☐ STG64-00D "000582"



P. O. Box 801997

Please make checks payable to Systems & Services Technologies, Inc.

Kansas City, MO 64180-1997

**Account Number:** 

Due Date: **Total Amount Due:**  May 03, 2007

\$412.04

Check box for address or phone number changes.

Check box for Automatic Payment Plan form. Please see reverse side of billing statement.

Systems & Services Technologies, Inc. P. O. Box 801997

Kansas City, MO 64180-1997

httachdadthaldtaaattidadadadadadadadadad

Please print your account number on check. Please allow 5-7 days for mailing to cusure payment is delivered by the due date.

^{*}This is your current balance only, this is not the payoff amount.

41U 192 ORDE VIN	G6 - GT SEDAN BLACK EBONY R NO. HJVS6P/TRE STOCK NO 1G2 ZH52 89 54		DETROIT VEHICLE IN	MI 48	3243-1114 048959900
MODE 2ZH6 AP3 A51	L & FACTORY OPTIONS  9 G6 - GT SEDAN  REMOTE VEHICLE STARTER SYSTEM  LEATHER PACKAGE:  * LEATHER APPOINTED SEATING  * 6-WAY POWER DRIVER SEAT  * HEATED FRONT SEATS  * LEATHER WRAPPED STEERING WHL  * STEERING WHEEL RADIO CONTROL  * LEATHER WRAPPED SHIFT KNOB	MSRP 23300.00 150.00 1365.00	INV AMT 21319.50 133.50 1214.85	RETAIL - INVOICE ( SHIPPED ( EXP I/T ( INT COM ( PRC EFF ( KEYS G214 WFP-S QTF BANK: GMA	STOCK 09/20/04 09/19/04 09/24/04 09/24/04 09/15/04 40 G2140 R OPT-1 AC - 010 06-887
PCH	AND PARK BRAKE HANDLE 50-STATE EMISSIONS AXLE RATIO 3.29 ENGINE, 3.5L V6 SFI 4-SPEED AUTOMATIC TRANSMISSION PREMIUM VALUE PACKAGE INCLUDES * WHEELS, 17" CHROMETECH * AM/FM STEREO 6 DISC CD PLAYE (REPLACES STD/OPT/PKG RADIO) * PANORAMIC ROOF, POWER * ONSTAR SYSTEM-INCLUDES 1 YEA SAFE & SOUND	0.00 3145.00 R	2799.05	SHIP WT: HP: GMS: SUPPLR: MRM: MEMO	2558/ <b>.</b> 53
VK3	CUSTOMER DIALOG NETWORK LICENSE PLATE BRACKET, FRONT GT, PCH OPTION PKG DISCOUNT	5.00	4.45		

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

TOTAL MODEL & OPTIONS DESTINATION CHARGE DEALER CO-OP ADVERTISING		625.00	H/B	261	
TOTAL MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CR	EDIT				
**************************************	ULTIMATE COHOLDBACK, F.	OST BECAUSI INANCE CREI AY APPLY TO	E OF DIT A	MANU ND R	FACTURER ETURN TO
THIS MOTOR VEHICLE IS SUBJECT TO .	A SECURITY	INTEREST H	ELD B	Y GM	IAC.

REMIT TO GMAC NO. 010 VIN 1G2ZH528954 2AD48959900 \$ 25492.50 INV 2AD48959900 DUE 09/24/04 DEALER 06-887

JIM PACE PONTIAC, INC.

05/22/2007 at 01:01 PM 20213

ANGIE'S BODY AND FRAME INC.

License #:44857002 Federal ID #:341340045

121 N PLEASANT ST. P O Box 29

NORWALK, OH 44857

(419)668-2959 Fax: (419)668-5401

SUPPLEMENT OF RECORD 1 WITH SUMMARY

Written By: TERRI RANDLEMAN 09/13/2005 08:16 AM

Adjuster: Gary Goskins

Insured:

Owner:

Address:

Evening:

Insurance Company:

Norwalk, OH

Claim # Policy #

Deductible: Date of Loss:

Type of Loss:

Point of Impact: 12. Front

Inspect ANGIE'S BODY AND FRAME INC.

Location: 121 N PLEASANT ST.

P O Box 29

NORWALK, OH 44857

Business: (419)668-3316

Business: (419)668-2959

Job Number: 4033

3 Days to Repair

2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:

VIN: 1G2ZH528954 Lic: DJY G6 OH Prod Date: 09/2004 Odometer: 4139

Condition: Excellent

Electric Glass Sunroof Rear Spoiler Power Brakes

Power Driver Seat

AM Radio Search/Seek

Driver Air Bag Leather Seats Automatic Transmission Overdrive

Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Keyless Entry
Theft Deterrent/Alarm Steering Wheel Controls Tinted Glass
Body Side Moldings Dual Mirrors Roof Console Traction Control

Clear Coat Paint Power Windows Power Mirrors

FM Radio CD Player Passenger Air Bag Bucket Seats

Fog Lamps Power Steering Power Steers Power Trunk/Tailgate Stereo

Keyless Entry

Anti-Lock Brakes (4) 4 Wheel Pisc -- Recline/Lounge Seats

Aluminum/Alloy Wheels

______ QTY EXT. PRICE LABOR PAINT DESCRIPTION NO. OP. "FINAL BILL" 1# S01 1 2 FRONT BUMPER O/H front bump Repl Bumper cover 3 O/H front bumper 2.2 4 * 0.00 Incl. 1 2.8 Add for Clear Coat 5 1.1 R&I License bracket Repl Emblem 0.2 6 0.00 Incl.

05/22/2007 at 01:01 PM 20213

Job Number: 4033

## SUPPLEMENT OF RECORD 1 WITH SUMMARY 2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
8		GRILLE				
9*	Repl	RT Grille	1	0.00	Incl.	
10*	Repl	RT Trim ring	1	0.00	Incl.	
11		FRONT LAMPS				
12	R&I	RT Headlamp assy			Incl.	
13	R&I	LT Headlamp assy			Incl.	
14	R&I	RT Fog lamp assy			Incl.	
15	R&I	LT Fog lamp assy			Incl.	
16	Repl	Aim headlamps	1		0.4	
17		HOOD				
18*	Repl	Hood	1	0.00	1.0	2.8
19		Add for Clear Coat				1.1
20		Add for Underside(Complete)				1.4
21	R&I	Insulator			Incl.	
22#		Misc.	1			
23#		HAZARDOUS WASTE REMOVAL	1	3.00		
24#		COLOR MATCH & TINT	1			0.5
25#		MASK FOR OVERSPRAY	1	5.00	0.5	
26# S01						
27# S01		NO WAX FOR 90 DAYS	1			
		Subtotals ==>		8.00	4.3	9.7
		Parts				8.00
		Body Labor	4	3 hrs @ \$	38.00/hr	
				.7 hrs @ \$		
		Paint Supplies				
		SUBTOTAL			\$	753.40
		GRAND TOTAL			 \$	753.40

ANGIE'S BODY & FRAME, INC. GUARANTEES PARTS AND WORKMANSHIP OF ALL REPAIRS PERFORMED BY OUR SHOP. THIS GUARANTEE WILL CONTINUE DURING YOUR OWNERSHIP OF THE VEHICLE IDENTIFIED ON THE ESTIMATE.

THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE

WARRANTIES APPLICABLE TO THESE

AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN MOTOR VEHICLE MANUFACTURER.

SIGNATURE.....DATE.....DATE.....

FED TAX ID # 34-1340045

## SUPPLEMENT OF RECORD 1 WITH SUMMARY 2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:

Job Number: 4033

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05 Database Date 08/2005, CCC Data Date 08/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM parts are OEM parts that are provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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 Prices are provided by National Auto Glass Specifications, Inc. 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.

05/22/2007 at 01:01 PM

20213

#### SUPPLEMENT OF RECORD 1 WITH SUMMARY

Job Number: 4033

2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAI	NT
1#		DELETED ITEMS REPAIRS WILL TAKE APPROX 3 DAYS	1					
1# S01 26# S01		ADDED ITEMS "FINAL BILL"	1					
		NO WAX FOR 90 DAYS	1					
		Subtotals ==>		0	.00	0.0	0	.0
		Parts						0.00
		SUBTOTAL					\$	0.00
Estimate Supplement S		753.40 WILLIAM TRACHT 0.00 TERRI RANDLEMAN						

Job Total \$ 753.40

ANGIE'S BODY & FRAME, INC. GUARANTEES PARTS AND WORKMANSHIP OF ALL REPAIRS PERFORMED BY OUR SHOP. THIS GUARANTEE WILL CONTINUE DURING YOUR OWNERSHIP OF THE VEHICLE IDENTIFIED ON THE ESTIMATE. THIS ESTIMATE HAS BEEN PREPARED BASED UPON THE USE OF ONE OR MORE AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE

WARRANTIES APPLICABLE TO THESE

AFTERMARKET CRASH PARTS ARE PROVIDED BY THE PARTS MANUFACTURER OR DISTRIBUTOR RATHER THAN BY YOUR OWN MOTOR VEHICLE MANUFACTURER.

SIGNATURE.....DATE.....DATE.....

FED TAX ID # 34-1340045

#### SUPPLEMENT OF RECORD 1 WITH SUMMARY

Job Number: 4033

2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05 Database Date 08/2005, CCC Data Date 08/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM parts are OEM parts that are provided by or through alternate sources other than the OE/Vehicle dealerships. OPT OEM parts may reflect some specific, special, or unique pricing or discount. 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 Prices are provided by National Auto Glass Specifications, Inc. 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.

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

December 7, 2010



Service Request: 71-474864281

Customer Relationship Specialist: Barbara Micallef

Dear

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

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

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

Sincerely,

Pontiac Customer Assistance Center

December 7, 2010

Kevin Le, Esq. Law Offices of Kevin Le, PLLC 1700 Commerce St Ste 1340 Dallas, TX 75201-5131

RE: v. General Motors Corporation

Service Request: 71-474864281

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558364

Customer Relationship Specialist: Brion Stevens

Dear Mr. Le:

Enclosed please find two checks to settle the above-referenced case. The first is in the amount of \$5,000.00 made payable to Law Offices of Kevin Le, PLLC.

The second is in the amount of \$1,500.00 made payable to Law Offices of Kevin Le, PLLC.

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

Sincerely,

General Motors Corporation

LG0063 V6302006

#### Privileged and Confidential Information

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

By: Pat Easley State: TX

Customer Name:	Service Request: 71-474864281	GM Legal File No.:	(Number)
----------------	-------------------------------	--------------------	----------

Vehicle ID No.: 1G2ZG558364 In Service Date: 12/08/2005 Vehicle is: NEW BAC Code: 116565 Vehicle Purchased Used on: {n/a or

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: GMAC ☐ Other ☐: {Name}

#### 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.

**Description of Complaint and Repair Performed:** 

C/S hears a pop noise, when you turn the steering wheel back and forth,

#### ☐ Steering

RO #:

381632

Days Out:

Mileage:

18,298

Date:

1-29-07

		also when turning steering wheel gets really hard either direction While driving veh pulls to the right.  D/S gear assembly-power steering replace-Found play in steering gear causing popping. Remove both outer tie rods from old gear to install on new steering gear, set front toe. Check for bulletins and found bulletin #06-02-32-007.
2-10-07 382303 2	18,621	C/S when making hard turns steering seems hard D/S Motor and controller assembly, electronic power steering replace. Road tested veh and felt stiff steering in both directions(steering module)Toe set twice due to gear swap from stock unit total. Raised veh and inspected for possible damage and possible mis-alignment of steering shaft boot and seen no problems. Checked for possible bulletins and contacted TAC and spoke to David Lehman. Was instructed since no DTC codes stored to replace steering module.after approval from GM Rep John Jacobs. Road tested veh again and did not change condition. Raised veh again and swapped gears and reset front. Replace steering column per TAC and set toe. Calibrated steering wheel and steering module and road tested veh w/ Brent Alyea(SVM) and felt no binding or stiff steering.

#### ☐ <u>Body/Trim</u>

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8-14-06	373417	2	9,109	C/S that there is a rattling noise in the roof area on a rough road-check and report (SOP)  D/S housing assembly, sunroof-replace-subletted to Specialty shop.

8-14-06	373417	*	9,109	C/S that the passenger side air bag light fell out of the dash-check and report.  D/S instrument panel inflatable restraint module indicator replacement-Lamp assembly loose-reinstall lamp assembly.
10-16-06	376649	1	12,185	C/S hears a rattle noise coming from the roof area, mainly in the corners of the roof, when driving on uneven surface and when turning left or right. D/S headlining assembly one piece R&R or replace resecure rear sunroof cross member. Reinstall headliner. Recheck for noise
1-18-07	381145	2	17,743	C/S there is a popping in the headliner D/S housing assembly, sunroof(module) replace. Sunroof creeking at module and at front 2 corners where headlining was rubbing sunroof housing-test drove and traced noises. Removed and found milar washers on mounting bolts where under torqued. Retorqued mounting bolts. Also insulated front mounting clips and placed foam between headlining and sunroof housing to stop rubbing. Test drove and noises heard had stopped.
1-18-07	381145	*	17,743	C/S there is a noise in the dash when the heat is on.  D/S NPF veh working as designed at this time. Performed system check. Checked and no bulletin found for concern.
1-29-07	381632	8	18,298	C/S hears a rattle coming from the sunroof around the driver side visor D/S housing rubbing headlining and weatherstrips between glass panels creeking. Installed felt patches and lubed seals. Called TAC and started case#9444200.
2-10-07	382303	*	18,621	C/S 4 panel sunroof still rattles a lot.  D/S weatherstrip creeking at top of driver's door. Test drove and no abnormal noises heard from sunroof. Did hear creeking noise from topof driver's door and traced to weatherstrip. Cleaned and coated w/GM weatherstrip lubricant.
☐ <u>HVAC</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1-29-07	381632	*	18,298	C/S when the nlower motor is on and heater is on, hear like a clattering/thumping noise coming from the blower motor area.  D/S veh working as designed at this time.
2-10-07	382303	*	18,621	C/S that there is a weird noise when heater is on.
				D/S unable to duplicate at this time.
☐ <u>Glass</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10-16-06	376649	*	12,185	C/S that window lock switch does not lock the other windows. Check and report.  D/S veh working as designed at this time.
1-29-07	381632	*	18,298	C/S front panel has excess wind rush noises at 60 mph

014E.

D/S seal-sunroof sliding glass -replace.-Sunroof seal not sealing. B-2770-1.4. Replaced w/updated seal per bulletin #05-08-67-

#### THE STATE LEMON LAW READS:

Days out of service: 30 or more days within earlier of 24/24K, with at least 2 attempts made within 12/12

Repairs 4 or more attempts to same nonconformity, 2 attempts made within earlier of 12/12 and another made within 12/12 following repair attempts.

Time period 6 months following earlier of 1) expiration of warranty or 2) 24 months/24k miles following original delivery date

Does Lemon Law state nonconformity must continue to exist? Yes

If applicable, safety-related repairs if same nonconformity creates a serious safety hazard and has caused the veh to have been subject to repair 2 or more times by manufacturer, converter, or any of their agents, or franchised dealers.

Safety-related time period 2 or more to same w/at least 1 attempt made within earlier of 12/12 and another one within earlier of 12/12 after first attempt.

Number of repair attempts in the presumption period: 9
Total days out of service during the presumption period: 15
Total days out of service during customer's ownership: 15

#### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT} Prior SR 1-430940834-Frame Rattles, NO RECALLS, Cust does maint at dlr.

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

#### RECOMMENDATION AND RATIONALE

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

{TEXT}

REASON FOR REMOVAL

{TEXT}

CRS FINAL OFFER: {CASH/REP/TRADE}: DATE: {Date} OFFER TO CUST: \${Amount} ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${Amount}

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

DEMAND:

AMOUNT TO CUST: \${Amount}

ATTORNEY FEES: \${Amount}

OR INCLUSIVE OFFER: \${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.

#### LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201

EMAIL: KL@LAWLE.COM

FT. WORTH 817.719.0121 DALLAS: 214.389.3858

FAX: 888.746.4770

# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 04/17/07

Via: USPS Certified Mail/RRR

Pontiac GMC	Vista Ridge Pontiac
Attn: Legal Department	Attn: Legal Department
PO BOX 33172	2700 N. I 35 E
Detroit, MI 48232- 5172	Carrollton, TX 75007
,	

RE: Notice of Violations of the Magnuson-Moss Warranty Act; the Texas

Deceptive Trade Practices-Consumer Protection Act (Texas Business
and Commerce Code Section 17.41 et seq.); and the Uniform

Commercial Code

My client:

Make/Model: Pontiac G6

VIN: 1G2ZG558364

To Whom It May Concern:

Please be advised that this office represents regarding claims against Pontiac GMC and Vista Ridge Pontiac pursuant to the federal Magnuson-Moss Warranty Act, the Texas Deceptive Trade Practices Act ("DTPA"), and the Uniform Commercial Code with regard to the above-referenced vehicle. Also, be advised that this is a formal demand for relief.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU - ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. Please direct all future contacts and correspondence to the office listed above. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU.

Pursuant to Texas Business & Commerce Code § 17.50(d) and 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorney fees. If you settle directly with our client and do not make arrangements for payments of our attorney fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's vehicle for which relief is sought and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:



7005 1020 0001 1720 9447



MAY 0 4 2007 Law Offices of Kevin Le, PLLC 1700 Commerce St., Ste. 1340 Dallas TX 75201

> Pontiac GMC Attn: Legal Department PO Box 33172

Detroit MI 48232-5172 الماليان المالين المالينية المالين الماليين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين المالين ال

- 1. Defective steering and/or suspension as evidenced by steering lockups while the vehicle is operating, faulty steering column, popping noises, and vehicle pulling to the right (2 times);
- 2. Defective roof frame as evidenced by excessive rattling and abnormal popping noises (5 times);
- 3. Defective exterior and/or components as evidenced by noises at 60 miles per hour near vehicle's front panel, noised near the dash, and noises in the blower motor area (3 times);
- 4. Defective components as evidenced my noises in the dash (1 time);
- 5. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities above constitute a substantial impairment of the use, value, and safety of the vehicle. Because of these defects and non-conformities, my client's car was rendered inoperable while the steering column locked up in the middle of oncoming traffic. My client has justifiably lost confidence in the vehicle. My client's repair history clearly shows there was a breach of both written and implied warranties:

Based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Further, the transaction in question constitutes violations of the Texas Deceptive Trade Practices. Specifically, the violations include, but are not limited to:

- 1. Representing that goods or services are of a particular standard, quality, or grade if they are of another;
- 2. Knowingly making false or misleading statements of fact concerning the need for parts, replacement, or repair;
- 3. Representing that a guarantee or warranty confers or involves rights or remedies which it does not have or involve;
- 4. Breach of express and implied warranty and warranty of merchantability,
- 5. Representing that work or services have been performed on, or parts replaced in, goods when the work or services were not performed or the parts replaced; and;
- 6. Failing to disclose information concerning goods or services which was known at the time of the transaction if such failure to disclose such information was intended to induce the consumer into a transaction into which the consumer would not have entered had the information been disclosed.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges, and/or incidental and consequential damages. In summary, my client merely requests a refund, repurchase, or replacement for the defective vehicle as provided by the Texas Lemon Law AND our attorney fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act and the Texas Deceptive Trade Practices Act.

Please be advised that pursuant to the Uniform Commercial Code (§ 2-711(3)), my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code § 9-503 and § 9-507, as well as any other applicable remedies.

Our attorney fees, which currently stand at \$1,500 are minimal at this stage. We would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money, and effort could be saved by all parties involved with a quick resolution of this claim.

If you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within a reasonable time or after sixty (60) days from your receipt of this letter, a lawsuit will be filed.

Sincerely,

Kevin Le

Attorney at Law

KL/ps

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



CHECK NO.

50-937

DATE 06/21/07

,500.00

North American Operations General Motors Corporation Disbursement Account

*LAW OFFICES OF KEVIN LE, PLLC* 4640 LAKE PARK DR THE COLONY TX 75056-3466 

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

AUDIT

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000066 PAYMENT DATE VENDOR NAME LAW OFFICES OF KEVIN LE, PLLC 06/21/07 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 06/20/07 VM&1-8RKV9Q 71-474864281:1-8RKV9Q 00.0000 1,500.00 1,500.00 1G2ZG558364 , ks.) ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 W3 TOTAL 1,500.00 .00 1,500.00

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 CHECK NO. 213 DATE 06/21/07 AMOUNT : 5 000 DOLLARS ********5,000.00 North American Operations General Motors Corporation Disbursement Account THE COLONY SIGNATURE The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000065 PAYMENT DATE VENDOR NAME 06/21/07 REGISTER NO DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 06/20/07 VM. 1-8RKV90 00.0000 5,000.00 5,000.00 .00 71-474864281.1-8RKV90 1G2ZG558364 ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 **TOTAL** 5,000.00 .00 5,000.00

#### LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813 FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM



THE INFORMATION CONTAINED IN THIS FAX TRANSMISSION MAY BE PRIVILEGED AND CONFIDENTIAL AND IS INTENDED SOLELY FOR USE BY THE INDIVIDUAL OR ENTITY NAMED AS THE RECIPIENT THEREOF. IF YOU ARE NOT THE INTENDED RECIPIENT, BE AWARE THAT ANY DISCLOSURE, COPYING, DISTRIBUTION, OR USE OF THE CONTENTS OF THIS TRANSMISSION IS PROHIBITED. IF YOU HAVE RECEIVED THIS TRANSMISSION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY CALLING 888.333,3813.

To:

Brion Stevens /BRC

Fax No:

866.592.1369

Company:

RE:

GM

From: Kevin Le Date: 6/18/07

Pages:

(including cover sheet)

#### Message:

If you have any questions regarding this matter, please feel free to contact my office.

#### LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813

FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM

06/18/07

VIA FAX at 1.866.592.1369

General Motors Corporation Attn: Brion Stevens / BRC PO Box 33170 Detroit, MI 48232-5170

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1 G 2 Z G 5 5 8 3 6 4

**Service Request: 71-474864281** 

Dear Mr. Stevens:

Please find attached signed Release of Claim and Vehicle Registration. The originals have been mailed to you via USPS First Class Mail.

Upon receipt, please issue 2 separate checks in settlement of this matter.

Specifically, the first check in the amount of \$5,000 should be issued directly to my client, and the second check in the amount of \$1,500 should be issued to my office, the Law Offices of Kevin Le, PLLC.

Please feel free to contact me if you have any questions.

Variation 1

Attorney at Law

#### RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 6,500.00 paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2006 Pontiac G6 bearing Vehicle Identification Number 1 G2ZG558364 ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 5,000.00, made payable to Anthony Carniero; the second in the amount of \$ 1,500.00, made payable to Law Offices of Kevin Le, PLLC.

The subject vehicle's mileage is 23705 on the date of the signing of this release.

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

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

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

DATE SIGNED: 5-30-07	
Claimant's Signature	Claimant's Signature
Address	Address
The Colon UTX. City, State, Zip Code	City, State, Zip Code

LGC029 V6302006

STATE OF TEXAS
COUNTY OF DENTON
Sworn to (or affirmed) and subscribed before me this 30 day of 100, by Anthony Carniero.
DAWN MARIE MILLER MY COMMISSION EXPIRES  Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Page 1 Pag
Print, type or stanff Commissioned Name of Botary Public
Personally Known OR Produced identification
Type of identification
My commission expires: December 39 2007
CC: File

May 22, 2007 Page 2

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044 Y07022006

Attach.

237.95	
Odometer	
Client's Signature	Client's Signature
10-1477	
Date	Date

















Texas Department of Transportation VEHICLE INQUIRY RECEIPT

COUNTY: DENTON

PLATE NO:

DOCUMENT NO: 05751138704093353

TAC NAME: STEVE MOSSMAN

DATE: 05/07/2007 TIME: 01:12PM

EMPLOYEE ID: PETGCOL

EFFECTIVE DATE: 01/02/2007 EXPIRATION DATE: 12/2007

TRANSACTION ID: 06100439207131243

OWNER NAME AND ADDRESS

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000 PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 VEHICLE CLASSIFICATION: PASS YR/MAKE: 2006/PONT MODEL: GS1 BODY STYLE: 4D UNIT NO: COUNTY NO: 61 EMPTY WT: 3600 CARRYING CAPACITY: 0 GROSS WT: 3600 TONNAGE: 0.00 TRAILER TYPE: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P

BODY VEHICLE IDENTIFICATION NO:

REGISTRATION ISSUE DATE: 01/02/2007
ODOMETER READING: 16 BRAND: A PREVIOUS PLATE NO:

PREVIOUS EXP MO/YR: 11/2006
PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1

VEHICLE RECORD NOTATIONS ACTUAL MILEAGE

RELEASE OF PERSONAL INFO RESTRICTED

SALES TAX INFORMATION REGISTRATION FEES PAID SALES PRICE \$18,796.23 TRADE IN ALLOWANCE \$ 8,500.00 SALES TAX PAID \$ 643.51 REGISTRATION \$ 72.30

2.00

DATE: 12/08/2005 CUSTOMER NAME: FEES ASSESSED

1ST LIEN 1ST LIEN XEROX FEDERAL CU INQUIRY 2200 EAST GRAND AVE

EL SEGUNDO, CA 90245

TITLE ISSUE DATE: 12/30/2005 DOCUMENT TYPE: REGULAR TITLE

2.00

METHOD OF PAYMENT AND PAYMENT AMOUNT: 2ND LIEN

2.00 CASH TOTAL AMOUNT PAID 2.00

3RD LIEN



# VISTA RIDGE PONTIAC/GMC TRUCK/BUICK

# **COLLISION CENTER**

# 2700 NORTH I-35 CARROLLTON,TX 75007

DIRECT: (972)446-3880

FAX: (972)446-3894

DATE: 5-14-07
ATTENTION:
ZAME REFERENCE '.
POLICY:
OF PAGES(INCLUDING COVER SHEET): 15
FROM: BRENT ALYEA
COMMENTS:
THANK YOU

371565

**VISTA RIDGE** 

*INVOICE*

PONTIAC - BUICK - GMC TRUCK

DUPLICATE 1 PAGE 1

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

 $\mathbf{T}\mathbf{X}$ THE COLONY, BUS: HOME: SERVICE ADVISOR: 2889 NOE MACHADO MILEAGE IN/OUT TO BENEE MAKEMIGEEL COLOR T1330 7477/7477 1G2ZG5583641 PONTIAC G6 PAYMENT INV. DATE HATE PØ NO. PROMISED PROD. DATE WARR EXP. DELDATE 11JUL06 WAIT 11JUL06 08DEC05 IS STK:264070 DLR:21099 ENG:LX9 TRN: MXO OPTIONS: R.O. OPENED 14:06 11JUL06 13:14 11JUL06 TOTAL LIST LINE OPCODE TECH TYPE HOURS 59.95 LOF - CHANGE OIL AND FILTER ONLY WITH FREE ROTATION BB \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITH FREE ROTATION 1.00 1.00 2666 CR6C 3.55 3.55 3,55 1 25010792 FILTER 1.18 5.90 2.68 5 12345616 OIL GM 7477 5 CHANGED OIL AND FILTYER RESET OIL LIGHT NEW DIL LIFE STICKER TIRES AT 32PSI TIRE TREAD 9/32NDS FRONT BACK 8/32NDS BRAKES MORE THEN SMM FRONT AND BACK ROTATED TIRES ****** B GM MULTI-POINT VEHICLE INSPECTION MULT GM MULTI-POINT VEHICLE INSPECTION 2666 CR6C 7477 FREE MULTI POINT INSPECTION 11JUL06 13:14 SA: 288 OC BY DL BY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\textures. 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 not to seller neither assumes nor euthorizes any other person to assume for it any liability in connection with the sale of this item/items.

	TOTALS
DESCRIPTION	P.C.IDALCI
LABOR AMOUNT	1.00
PARTS AMOUNT	9.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00_
MISC. CHARGES	0.00
TOTAL CHARGES	10.45
LESS INSURANCE	0.00
SALES TAX	0.78
PLEASE PAY THIS AMOUNT	11.23

THE COLONY, TX

103175

376649

## VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

*INVOICE*

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

DUPLICATE 1

PAGE 2

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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STATEMENT OF DISCLAIMER

DESCRIPTION	TOTALS
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MISC CHARGES	0.00
TOTAL CHARGES	10.45
LESS INSURANCE	0.00
SALES TAX	0.78
PLEASE PAY	11 24

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

376649

# **VISTA RIDGE**

PONTIAC - BUICK - GMC TRUCK

*INVOICE*

DUPLICATE 1 PAGE 1 2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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**382303**

# **VISTA RIDGE**

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007

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**382303**

## VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

PAGE 3 THE COLONY, BUS: HOME SERVICE ADVISOR: 2716 DIEGO MARTINEZ CELL MILEAGE IN/ OUT TAG LICENSE MAKE/MODEL COLOR YEAR TP13 18621/18621 1G2ZG558364 PONTIAC G6 06 40 40 INV. DATE RATE PAYMENT PO NO. PROMISED PROD. DATE WARR EXP. DEL DATE 01MAR07 CASH 13:00 12FEB07 08DEC05 IS STK: 264070 DLR: 21099 ENG: LX9 TRN: MXO OPTIONS: READY R O. OPENED 08:39 01MAR07 16:40 10FEB07 TOTAL NET LIST COMP COST SALE LINE OPCODE TECH TYPE A/HRS S/HRS 4080 12923 TLABOR REPLACED E7680-1.5 ADD-.2 CASE#59031. 18621 TECH ASSIST SUGGESTED. COLUMN AND SETUP. SUBL ENTERPRISE D117805 PO 75600 75600 WP4 10FEB07 16:40 SA: 271 OC BY DL BY CS BY TECH LINE(S) CHG FINISH DURATION TYPE START DATE A W 226 2.12 12:28 02-13-07 10:21 CONTROL COST ACCOUNT SALE CONTROL COST ACCOUNT SALE 42445 59423 48009 13560 47892 46206 1075 1500 46706 -1624 0 46006 . 0 124 32400 81360 81360 46600 **** 382303 126866 26300 26300 61809 22500 138440 188551 ٥ & COMP TOTALS COST, SALE, TOTALS STATEMENT OF DISCLAIMER DESCRIPTION The factory werranty constitutes all of the warranties with respect to the sale of this item\tems. The Seller hereby expressly disclalms all warrantles either express of implied, including any implied warranty of marchantability or fitness for a particular purpose. Seller neither assumes nor experiess nor the person to ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE -16.24LABOR AMOUNT INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO 15.00 PARTS AMOUNT 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 0.00 GAS, OIL, LUBE SUBLET AMOUNT 0.00 0.00 MISC. CHARGES authorizes any other person to assume for it any liability in connection with the sale of this -1.24NOTIFICATION AT THE SERVICING MANUFACTURER'S REPRESENTATIVE. TOTAL CHARGES 0.00 LESS INSURANCE Item/items. 1.24 SALES TAX CUSTOMER SIGNATURE PLEASE PAY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) (StGNED) 0.00 THIS AMOUNT

**381145**

# **VISTA RIDGE**

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX HOME: BUS:

PAGE 2

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## **VISTA RIDGE**

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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warranties either express of
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
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connection with the sale of this
item/items. 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. 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT MISC. CHARGES 0.00 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX CUSTOMER SIGNATURE PLEASE PAY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) (SIGNED) THIS AMOUNT ರ್ಷರರ

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# **VISTA RIDGE**

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**376649,**

## VISTA RIDGE PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX HOME BUS:

PAGE 1

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**376649**

# VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

PAGE 2 TX

THE COLONY, BUS: HOME SERVICE ADVISOR: 2957 KENNETH NIGO TAG MILEAGE IN/ OUT LICENSE MAKE/MOUEL COLOR YEAR T109 12185/12185 1G2ZG558364 PONTIAC G6 06 INV. DATE 40 PATE 90 NO PROMISED PROD DATE WARR EXP. DEL DATE 160CT06 CASH 19:<u>24 160CT06</u> 08DEC05 IS STK:264070 DLR:21099 ENG:LX9 TRN: MXO OPTIONS: READY RO, OPENED 19:14 16OCT06 10:48 160CT06 LATOT NETLIST

SALE COMP COST A/HRS S/HRS LINE OPCODE TECH TYPE 10:48 SA: 160CT06 EST: 0.00

EST: 9.95

DATE

(SIGNED)

295 160CT06 17:54

CONTACT: KENNETH

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TECH LINE(S) CHG

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46706 22500 13192 26300

(DATE)

FINISH DURATION TYPE

14237 & COMP TOTALS COST, SALE, STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH 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.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

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

TOTALS DESCRIPTION 1.00 LABOR AMOUNT 9.45 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC, CHARGES 10<u>.4</u>5 TOTAL CHARGES 0.00 LESS INSURANCE 0.78 SALES TAX PLEASE PAY THIS AMOUNT

ACCOUNTING COPY

CUSTOMER SIGNATURE

**373417**

ACCOUNTING

THE COLONY, TX BUS: HOME

PAGE 1

2912 MATTHEW CALVERT

40 40

06 PONTIAC G6

1G2ZG558364

9109/9109

TP88

08DEC05 IS

19:18 14AUG06

CASH

15AUG06

STK:264070 DLR:21099 ENG:LX9 TRN:MX0

13:12 14AUG06 10:26 15AUG06

NET SALE COMP LIST COST LINE OPCODE TECH TYPE A/HRS S/HRS A CUSTOMER STATES THAT THERE IS A RATTLING NOISE IN THE ROOF AREA ON A

TOTAL

ROUGH ROAD CHECK AND REPORT ***SOP***

CAUSE: F

B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE

2916 PAUL JOHNSON LIC#: THANK YOU WP4 0.00 3.80 9120 27850 PAID AUG 16

(N/C)(N/C)

644 462 14 15911310 WASHER

FC: 95

PART#: 15911310

COUNT: 14 CLAIM TYPE: AUTH CODE:

PAID AUG 18

VP

644 TPARTS 462

27850 TLABOR 9120

9109 RATTLING NOISE IN THE ROOF AREA SUNROOF RATTLING B2780 LABOR 3.8

REPAIR SUNROOF PER DOC.ID. 1832071

B RENTAL

CAUSE: F

SUB REPAIR SUPLETED TO SPECIALTY SHOP

999 DELL (PDI) LIC#: THANK YOU! 0

WP4 0.00 0.00

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0 TPARTS Q

0 TLABOR 0

C** CUSTOMER STATES THAT THE PASS SIDE AIR BAG LIGHT FELL OUT OF THE

DASH CHECK AND REPORT

CAUSE: F

C8873 INSTRUMENT PANEL INFLATABLE RESTRAINT

MODULE INDICATOR REPLACEMENT

2916 PAUL JOHNSON LIC#: THANK YOU

**373417** 103175 ACCOUNTING PAGE 2 THE COLONY, TX BUS: HOME 2912 MATTHEW CALVERT 9109/9109 TP88 1G2ZG558364 06 PONTIAC G6 40 40 CASH 15AUG06 19:18 14AUG06 08DEC05 IS STK:264070 DLR:21099 ENG:LX9 TRN:MX0 13:12 14AUG06 10:26 15AUG06 LATOT NET LISTLINE OPCODE TECH, TYPE A/HRS S/HRS COST SALE COMP (N/C)WP4 0.00 0.50 1200 3665 FC: 2W PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: VP0 TPARTS O 3665 TLABOR 1200 9109 AIR BAG LIGHT FELL OUT OF DASH LOOSE LAMP ASSEMBLY C8873 LABOR .5 REINSTALL LAMP ASSEMBLY SUBL HERTZ INVH86986933 PO 178269 (N/C)4200 4200 WP4 14AUG06 13:22 SA: 291 EST: 0.00 QC BY DL BY CS BY *** NO RO PUNCH TIMES ON FILE ***

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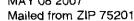








**\$0.87 FIRST CLASS** MAY 08 2007





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**US POSTAGE** 

# First Class Mail

Law Offices of Kevin Le, PLLC Suite 1340 1700 Commerce St. Dallas TX 75201-5314

GENERAL MOTORS CORPORATION
C/O MSX INTERNATIONAL
ATTN: BRL LEGAL OR PATRICIA EASLEY
1919 CONCEPT DR
WARREN MI 48091-6013

























# First Class Mail

First Class Mail

#### LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813 FAX: 888.746.4770

**EMAIL: KEVIN@LAWLE.COM** 

05/08/07

VIA FAX at 1.866.485.8258 and USPS First Class Mail

General Motors Corporation C/o MSX International ATTN: BRL Legal or PATRICIA EASLEY 1919 Concept Drive Warren, MI 48091

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1G2ZG558364

Dear Ms. Easley or To Whom It May Concern:

Per your request, please find enclosed: (1) the Vehicle Registration (2) the Purchase Contract, (3) a signed Lien Holder Release of Information form, and (4) Repair Orders relating to the above-referenced vehicle.

If you have any questions, please feel free to contact me.

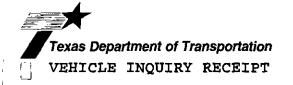
Thank you,

Attorney at Law

#### MOTOH VEHICLE HETAIL INSTALLMENT SALES CUNTHACT SIMPLE FINANCE CHARGE

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CO-BUYER _		<u> </u>		·			
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PHONE							
PROMISE TO choose to pu any other ch as a buyer, y	O PAY: 1 urchase arges in ou agre	The credit price is the vehicle on cre this contract. You e to keep all the	s shown below as the	e "Total Sales Pric terms of this cont ments according to pement even if the	e." The "Cash Price" ract. You agree to pa the Payment Scher others do not.	is also shay us the	sferred by the Seller.  own below. By signing this contract, y  Amount Financed, Finance Charge. a  contract. If more than one person sig
			<b>,</b>	VEHICLE IDENT	TFICATION		
YEAR	MAKE	MODEL	VEHICLE IDENTIF	ICATION NUMBER	XX NEW	йOВ.	USE FOR WHICH PURCHASED
					☐ FACTORY		PERSONAL, FAMILY, OR HOUSEHO
2006	PORTIA	ic Ge	1627655836	4	OFFICIAL/EX	ECUTIVE	BUSINESS OR COMMERCIAL
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Trade-in: Yea	ır2004	MakeP <u>OHT</u>	Model GF	NIVNA	1 <b>G2NF52E34H</b>		License No
[		FEDERALTR	UTH-IN-LENDING D	SCLOSURES		PROPI	ERTY INSURANCE. You must keep the collater d against damage or loss in the amount you
PERCENT RATE The cost your cred a yearly r	t of it as ate.	CHARGE The dollar amount the credit will cost you.	Financed The amount of credit provided to you or on your behalf.	Payments The amount you will have paid after you have made all payments as scheduled.  \$ 27252.72	Price The total cost of your purchase on credit, including your down payment of  \$ 236.77 \$ 27489 49	proper proof of be autil us proof person or loss.	t you owe under this contract. You may obta thy insurance from anyone you want or provide of insurance you already have. The Insurer muthorized to do business in Texas. You agree to git of of property insurance. You must name us as the to be paid under the policy in the event of damage any insurance is checked below, policies or cert
		dule Will Be:	# EE052.00	1 4 - 12 - 12 - 12 - 12	1 4 -1 4122 - 42	ficates	from the insurance companies will describe the
Numbe		Amount of	When Pa	vments		i terms,	conditions, and deductibles.
Payme		Payments	Are [	<u> Due</u>			
72		\$ 378.51		01/07/2006	· · · · · · · · · · · · · · · · · · ·	L	Optional Credit fe and Credit Disability Insurance
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	•	ayment that is late.				sign an	d agree to pay the extra cost. Your decision to buy
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4_			nt for more information a	* *	udt security interests.	credit a	pproval process.
and any requ	uired repa	yment in full before t	he scheduled date.			[ [ ~~~	Still the man became • Therete 94 mm
		ITEM	ZATION OF AMOUNT FIN	ANCED		. 1	tit Life, one buyer \$ Term 11 / A
1 Cash Price	e.(includin		rvices, taxes, SALES				lit Life, both buyers \$ Term
U/A		\$/A	N/A	\$1/A			N/A N/A
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2 Total Down	payment =	(if negative, enter "0"	and see Line 4A below)		,—- <del></del> -	[	(Insurance Company)
Gro	ss Trade-In	ŀ		\$ 8500.00			Blanc Office Address)
,	•	e By Seller		\$ 12013 23			(Home Office Address)
1	et Trade In	•		\$ <u>-3513.23</u>		Credit (	ite insurance pays only the amount you would owe
+ C				\$_1000.00 \$_2750.00			d all your payments on time. Credit disability insurance at cover any increase in your payment or in the number
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2) to \$6/15 for \$6/14	\$ 4 ex	t coverages will not be a factor in the credit approval process.  Term in
O) w min w	\$¢_ <u></u>	Coverage Months Premium
E Dealer's Inventory Tax (if Not Included in Cash Price)	\$ <u>-45.26</u>	GAP* ->>□\$99.12
F Sales Tax (if Not Included in Cash Price) G Other Taxes (if Not Included in Cash Price)	\$	N/A N/A DiyA
H Government License and/or Registration Fees	\$	"If the vehicle is determined to be a total loss, GAP insurance
LICENSE FEE RER FFF	\$ 70.90	will pay us the difference between the proceeds of your basic
I Government Certificate of Title Fees	\$	collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge
J Government Vehicle Inspection Fees	\$	for 1D days from the date of this contract.
K Deputy Service Fee Paid to Dealer	\$	If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the
L Documentary Fee (Cargo Documental)	\$ <u>H/A</u>	Texas insurance Commissioner.
A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE.	A DOCUMENTARY FEE IS NOT REQUIRED BY LAW,	
RELATING TO THE CLOSING OF A SALE, A DOCUM	DLING DOCUMENTS AND PERFORMING SERVICES MENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR	GAP (Inc.)
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to N/A for N/A	\$N/A	Co-Buyer's signature Date
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to N/A for N/A	\$	COVERAGE FOR PERSONAL LIABILITY
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COUNTY: DENTON

TAC NAME: STEVE MOSSMAN DATE: 05/07/2007 TIME: 01:12PM

PLATE NO: DOCUMENT NO: 05751138704093353

EMPLOYEE ID: PETGCOL

EFFECTIVE DATE: 01/02/2007 EXPIRATION DATE: 12/2007

TRANSACTION ID: 06100439207131243

OWNER NAME AND ADDRESS

THE COLONY, TX

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000

PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG5583641 YR/MAKE: 2006/PONT MODEL: GS1 BODY STYLE: 4D UNIT NO: EMPTY WT: 3600 CARRYING CAPACITY: 0 GROSS WT: 3600

VEHICLE CLASSIFICATION: PASS

COUNTY NO: 61

TONNAGE: 0.00 TRAILER TYPE: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P

BODY VEHICLE IDENTIFICATION NO: REGISTRATION ISSUE DATE: 01/02/2007

ODOMETER READING: 16 PREV OWNER NAME: VISTA RIDGE PONTIAC

BRAND: A PREVIOUS PLATE NO: PREVIOUS EXP MO/YR: 11/2006 DGE PONTIAC PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1 VEHICLE RECORD NOTATIONS

RELEASE OF PERSONAL INFO RESTRICTED

ACTUAL MILEAGE

TITLE ISSUE DATE: 12/30/2005

REGISTRATION FEES PAID

SALES TAX INFORMATION

REGISTRATION \$ 72.30

SALES PRICE \$18,796.23

DOCUMENT TYPE: REGULAR TITLE

TRADE IN ALLOWANCE \$ 8,500.00 SALES TAX PAID \$ 643.51

1ST LIEN XEROX FEDERAL CU DATE: 12/08/2005

CUSTOMER NAME: KATHY PIERSON

FEES ASSESSED

2.00

2200 EAST GRAND AVE

INQUIRY

EL SEGUNDO, CA 90245

2ND LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:

3RD LIEN

CASH

TOTAL

2.00

2.00

TOTAL AMOUNT PAID

2.00

#### **APPLICATIONS**

	REPLACEMENT LICENSE RECEIPT I. the undersigned, state that my original license plate(s) and/or sticker(s) have been lost, stolen, or mutilated and that any current plate(s) and/or sticker(s) remaining in my possession which are being replaced have been returned to the County Tax Assessor-Collector. I further state that the replacement plate(s) and/or sticker(s) will not be used on any vehicle other than the vehicle described on the face of this receipt and that the plate(s) and/or sticker(s) being replaced, if recovered, will not be used on any vehicle.		72 / 144 - HOUR PERMITS  This permit is issued to commercial vehicles owned by residents of the United States, Mexico, or Canada subject to registration by the State of Texas and which are not authorized to travel on the public roads of the State for lack of registration or for lack of reciprocity with a state of the United States, a state of the United Mexican States. or a province of Canada in which such a vehicle is registered. The applicant, by signing this form in the space provided, certifies the: applicant is the owner or authorized agent of the owner of the vehicle described on the face of this receipt. applicant is a resident of the United States, Mexico,
	NOTICE OF FEDERAL MOTOR CARRIER SAFETY REGULATIONS AND HAZARDOUS MATERIALS REGULATIONS FOR OWNERS OF THE FOLLOWING LISTED VEHICLES:		or Canada, and the vehicle is not a junked, salvage, or Nonrepairable vehicle. CURRENT PROOF OF LIABILITY INSURANCE REQUIRED.
	VEHICLES WEIGHING IN EXCESS OF 10,000 LBS.		ONE-TRIP PERMIT  This temporary registration is valid for the transit of the vehicle only and shall not be used for the transportation of any passenger or property for compensation or otherwise unless the vehicle is a
	FARM VEHICLES WEIGHING IN EXCESS OF 10,000 LBS.		bus operating under charter which is not covered by a reciprocity agreement with the State or Country in which it is registered. The applicant, by signing this form in the space provided, hereby certifies that
-	VEHICLĘS TRANSPORTING 15 OR MORE PASSENGERS.	2.	the vehicle described on the face of this receipt: will not be operated in violation of the Transportation Code. Section 502.354 will not be carrying a load, fixed or otherwise, and
	VEHICLES TRANSPORTING HAZARDOUS MATERIAL REQUIRING A PLACARD.	3.	is not a junked, salvage, or Nonrepairable vehicle.  CURRENT PROOF OF LIABILITY INSURANCE REQUIRED.
	"Payment of required registration fees is a declaration of knowledge that Texas has adopted and enforces the Federal Motor Carrier Safety Regulations and Hazardous Materials Regulations, and it is the obligation of the registrant to be familiar with applicable requirements."		30-DAY TEMPORARY REGISTRATION  The 30-Day Temporary Registration is valid for use on passenger vehicles, motorcycles, private buses, trailers and semitrailers with a gross weight not exceeding 10,000 lbs., and light commercial vehicles not exceeding a manufacturer's rating of one ton. A light commercial vehicle exceeding one ton, utilizing this permit must be operated unladen. The applicant, by signing this form in
-	WARNING: THE TRANSPORTATION CODE, SECTION 502.410, A person commits an offense if the person violates a provision of this chapter and no other penalty is prescribed for the violation.		the space provided, hereby certifies that the vehicle described herein is unregistered and will not be operated in violation of the provisions of the Transportation Code; Section-502.354. The applicant also certifies that this vehicle is not a junked, salvage, or nonrepairable vehicle.  CURRENT PROOF OF LIABILITY INSURANCE REQUIRED.
	(Signature of Owner or Agent)		NOTE: The applicant, by signing this form in the space provided, hereby certifies the applicant is not purchasing this permit as a result of being
			is not purchasing this permit as a result of being

of this state.

#### DELEASE OF LIEN INFORMATION

(Client's Name) (Client's Social Seconds 74.
hereby authorize doods a Veroy & dural Credit Union
22008 Gwarde Avenue El Segundo CA 90245 (Lien holder Address) (Lien holder Phone Number) 1800-XFCU-22
to release any and all information regarding my loan account #
with XCROY Follow Oregit Marghor) (Lien holder Name)
to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
Date
VEHICLE ÎNFORMATION
The current vehicle mileage is 22282 pare mueage read: 5770
Signature Signature
LG0006 Y6302006







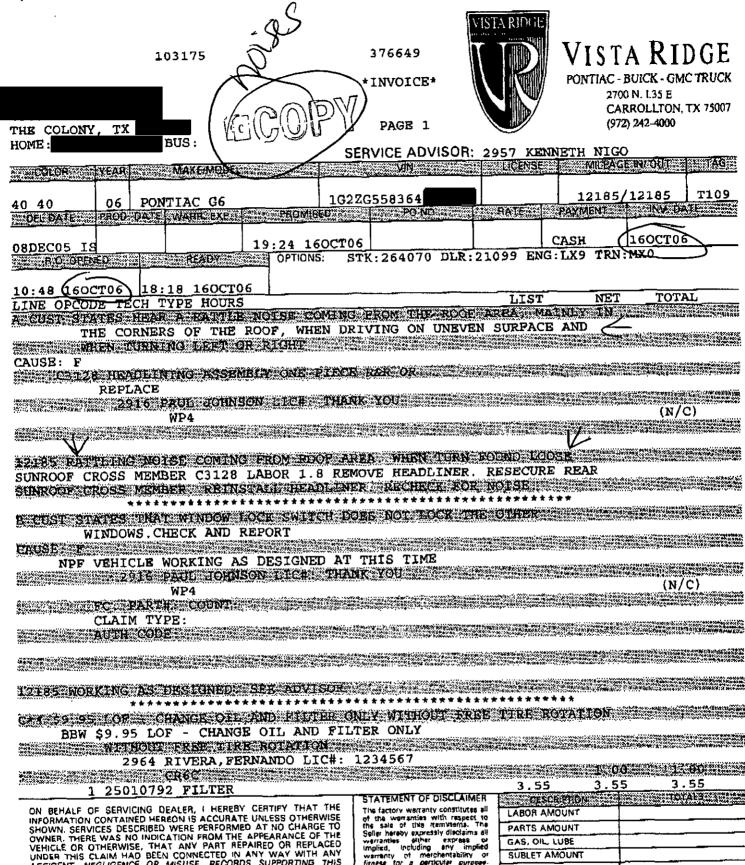








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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, 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 11 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. MANUFACTURER'S REPRESENTATIVE.

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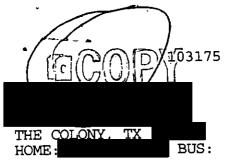
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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE	STATEMENT OF DISCLAIMER The factory warranty constitutes all	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE	of the warranties with respect to the sale of this item\items. The	PARTS AMOUNT	
AVAMED THERE WAS NO INDICATION FROM THE APPEARANCE OF THE T	Setter hereby expressly disclaims all	GAS, OIL, LUBE	
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED IN ANY WAY WITH ANY	warranties either express or implied, including any implied warranty of merchantability or descriptions.	SUBLET AMOUNT	
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS	fitness for a particular purpose. Seller neither assumes nor authorizes any other person to	MISC. CHARGES	
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES LESS INSURANCE	
	item/items.	SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		THIS AMOUNT	





INVOICE

PAGE 2



VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK 2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

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INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO DAMES THESE WAS NO INDICATION FROM THE APPEARANCE OF THE	of the warrantes with raspect to the sale of the tentificans. The Seller hereby expressly disclaims all warranties either express of	PARTS AMOUNT	
VEHICLE OR OTHERWISE, THAT ANY PART REVAILED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY WAY DEPOS OR MISSISE RECORDS SUPPORTING THIS	implied including any implied werrenty of merchantsbility of fitness for a particular outpose.	GAS, OIL, LUBE SUBLET AMOUNT	
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Seller neither essumes nor exthensive any onner person to assume for it any liability in connection with the sele of this	MISC. CHARGES TOTAL CHARGES	
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813

FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM



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To:

Patricia Easley

Fax No:

866-485-8258

Company:

General Motors

From:

Kevin Le

Date:

5/8/07

Pages: 13

(including cover sheet)

Message:

Documents regarding

LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813
FAX: 888.746.4770
EMAIL: KEVIN@LAWLE.COM

EMAIL:

05/08/07

VIA FAX at 1.866.485.8258 and USPS First Class Mail

General Motors Corporation C/o MSX International ATTN: BRL Legal or PATRICIA EASLEY 1919 Concept Drive Warren, MI 48091

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1G2ZG558364

Dear Ms. Easley or To Whom It May Concern:

Per your request, please find enclosed: (1) the Vehicle Registration (2) the Purchase Contract, (3) a signed Lien Holder Release of Information form, and (4) Repair Orders relating to the above-referenced vehicle.

If you have any questions, please feel free to contact me.

' _ _ _

Attorney at Law

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J Government Vehicle Inspection Fees		for 10 days from the da	n cancel that insurance without charg te of this contract
K Deputy Service Fee Paid to Dealer	* ************************************	if the box next to a prem	ium for an insurance coverage include
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A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOL BUT MAY BE CHARGED TO BUYERS FOR HANDLING	DUMENTARY FEE IS NOT REQUIRE	D BY LAW.	Modul Kre.
RELATING TO THE CLOSING OF A SALE, A DOCUMENTAL VEHICLE CONTRACT OR A REASONABLE AMOUNT AN COMMERCIAL VEHICLE CONTRACT, THIS NOTICE IS RED	Greed to by the parties for URED BY LAW	A HEAVY	rumnice Company)
THE PERSON CONTRACTOR AND COLUMN CONTRACTOR	The state of the s	PONGA UN LEPHATE CITTA	me Office Address)
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Any change to this contract must be in writing. Both you and	i we must sign it. No oral chang	es to this contract are enforceable.	
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See back for other important agreements.	·		A CONTRACTOR OF THE PROPERTY AND ASSESSMENT OF THE PROPERTY OF
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COUNTY: DENTON

PLATE NO:

DOCUMENT NO: 05751138704093353

TAC NAME: STEVE MOSSMAN

DATE: 05/07/2007 TIME: 01:12PM

EMPLOYEE ID: PETGCOL

EFFECTIVE DATE: 01/02/2007 EXPIRATION DATE: 12/2007

TRANSACTION ID: 06100439207131243

OWNER NAME AND ADDRESS

THE COLONY, TX

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000 PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 VEHICLE CLASSIFICATION: PASS YR/MAKE: 2006/PONT MODEL: GS1 BODY STYLE: 4D UNIT NO:

CARRYING CAPACITY: 0 EMPTY WT: 3600

GROSS WT: 3600

COUNTY NO: 61

TONNAGE: 0.00 TRAILER TYPE: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P

BODY VEHICLE IDENTIFICATION NO: REGISTRATION ISSUE DATE: 01/02/2007

ODOMETER READING: 16 PREV OWNER NAME: VISTA RIDGE PONTIAC

PLATE NO: 869GXB PREVIOUS EXP MO/YR: 11/2006 PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1 BRAND: A PREVIOUS PLATE NO: 869GXB

VEHICLE RECORD NOTATIONS

RELEASE OF PERSONAL INFO RESTRICTED

ACTUAL MILEAGE

TITLE ISSUE DATE: 12/30/2005

DOCUMENT TYPE: REGULAR TITLE

1ST LIEN DATE: 12/08/2005

XEROX FEDERAL CU 2200 EAST GRAND AVE

2ND LIEN

3RD LIEN

EL SEGUNDO, CA 90245

REGISTRATION FEES PAID REGISTRATION \$ 72.30

SALES TAX INFORMATION SALES PRICE

\$18,796.23 \$ 8,500.00

TRADE IN ALLOWANCE

SALES TAX PAID 643.51

CUSTOMER NAME: KATHY PIERSON

FEES ASSESSED

INQUIRY

\$

TOTAL

2.00

2.00

METHOD OF PAYMENT AND PAYMENT AMOUNT:

CASH

TOTAL AMOUNT PAID

2.00

2.00

ORIGINAL VTR-500-RTS (REV. 7/2006) DHT157490

DELEASE OF LIEN INFORMATION

(Client's Name) (Client's Social Second Second
hereby authorize bookladady Kerdy Redural Credit Union
(Lien holder Address) (Lien holder Phone Number) 1800-XFCU-22
(Lien holder Address) (Lien holder Phone Number) 1800 - XFCU-22
to release any and all information regarding my loan account #
with XCROY Rodonal Oredit Union (I ion holder Name)
to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
Dete
VEHICLE INFORMATION
The current vehicle mileage is 22282 use mileage resu: 5-70
Signature Signature
LG0006
V6372 00 8







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Programme Control of the Control of









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INVOICE



VISTA RIDG

PONTIAC - BUICK - GMC TRUCK 2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

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INVOICE



Vista Ridge

PONTIAC - BUICK - GMC TRUCK 2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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1 25010792 FILTER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED MEREON 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. MANUFACTUREA'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER.
The factory warranty constitutes all of the wernanties with respect to the sale of this framtiants. The sale of this framtiants in the constitution of the express of implied, including env implied warranty of merchantability or fitness for a particular purpose. Salier neither essures nor warranty of merchantability or neither essures nor warranty of the sale of the sale of the the sale of the templication with the sale of the implication with the sale of the templication.

STATEMENT OF DISCLAIMER

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1.60 ± 1.00

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON MATE CUSTOMER SIGNATURE

381145

INVOICE



VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
2700 N. 1.35 E

2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX BUS:

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103175 3 8 1 6 3 2 *INVOICE*



VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK 2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX	PAGE 1		(972) 242-4000
HOME: BUS:	SERVICE ADVISOR: 29	957 KENNETH	NTGO
COLOR YEAR MAKE/MODEL			ILEAGE IN/ OUT TAG
	2ZG558364		298/18298
DEL DATE PROD. DATE WARR EXP. PROMISED	PO NO.	RATE PAYME	NT INV. DATE
08DEC05 IS 10:18 30JAN	07	CASH	05FEB07
RO OPENED READY OPTIONS:	STK:264070 DLR:210		
	DIR. 204070 BIN. 224	,,,	
13:36 (29JAN07) 15:44 05FEB07			
LINE OPCODE TECH TYPE HOURS			NET TOTAL
A CUST STATES HEAR A RATTLE NOISE COMIN	G FROM THE SUNROQ	E WKOOND THE	
DRIVER SIDE VISOR CAUSE: F			
NC NO CHARGE	, <u>, , , , , , , , , , , , , , , , , , </u>	•	000000000000000000000000000000000000000
2576 WP4			(N/C)
2 KT13296 BRS SHEET			(N/C)
			4
18298 HOUSING RUBBINH HEADLINING AND WE	ATHEOGRATOR RETAIN	en alage pan	P.T.S
CREEKING. INSTALLED FELT PATCHES AND LU	BED SEALS. CALLED	TECH ASSIST	
AND STARTED CASE#9444200.			
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B CUST STATES #1 FRT PANEL HAS EXCESS W	IND RUSH NOISE AT	60MPH, VERI	FY
BY RANDY FREEBORN			
CAUSE: F B2770 SEAL, SUNROOF SLIDING GLASS	REPLACE		
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18298 SUNROOF SEAL NOT SEALING. B2770-1	A DEDI VOED MILLE	IARD CHATACIQUE	•
DUD DITTEMENT $405-08-67-014$		/	new Invoice
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C CUST STATES HEAR A POP NOISE, WHEN YO	OU TURN THE STEERN	G WHEEL BACK	1 Same
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1191 WP4		~_``,	(N/C)
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18298 STEERING GEAR POPPING E9740 ,A9 ,	Zin i 9 HRS DROV	e veh. Heari)
AND FELT POPPING IN STEERING WHEN TURNI	NG , LIFTED VEH.	UP TO CK. FR	ONT
ON REHALE OF SERVICING DEALER. I HERERY CERTIFY THAT THE	STATEMENT OF DISCLAIMER The factory warranty constitutes all	DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO	of the warranties with respect to the sale of this item\items. The	LABOR AMOUNT	
OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE	Seller hereby expressly disclaims all warranties either express or	PARTS AMOUNT GAS, OIL, LUBE	···
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY	implied, including any implied warranty of merchantability or	SUBLET AMOUNT	
ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS	fitness for a particular purpose. Seller neither assumes nor	MISC. CHARGES	
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES	
	item/items.	LESS INSURANCE	
(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		PLEASE PAY THIS AMOUNT	

THE COLONY, TX

103175



381632

INVOICE





VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK 2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

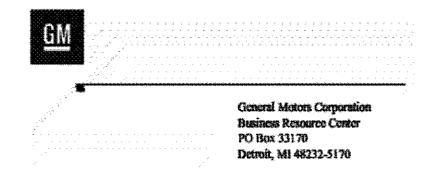
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103175 Steeling #382303++

VISTA RIDGE

2700 N 1 25 F CARROLLTON, TX 75007 (972) 242 4000

THE COLONY, TX PAGE 1 BUS: HE HOLE SERVICE ADVISOR: 2714 DIEGO MARTINEZ PORT T PONTIAC G6 10220558364 18621/18621 40 40 PACKED TO THE DATE POLO DESTE DESCRIPTION THE THEORETH THE THROUGHT Cash 13:00 12FEB07 DIMARO7 DADECOS IS THE OPENIED TO THE STANDARD OF THE OPENING. STK: 264070 DLR: 21099 ENG: LX9 TRN: MXU 08:39 01MAR07 16:40 (LOFEBO7) TOTAL DALE COMP LIST MET LINE OF CODE TECH TYPE A/HRS S/HRS COST ng diginal Contract: E ETASS MADESIN AND SIDMITROLLING ASSESSMENTS BEACTRENTE POWER STEERING REPLACE and the control of th (N/C) 18858 26401 O 15775370 MOTOR ZGGOW/PRIMIS 10451 29648 TLABOR 7800 TITE STREETWOST POTT INSCRIPTION TECTI NOTE THE TREE VEHICLES AND PETT B7631 | STEERING MODULE | E9740 | STEERING GEAR | E2000 | TOE SET | ROAD TESTED VEH. AND VERIFIED STIFF STEERING IN BOTH DIRECTIONS PATORE VEH. AND INSPECTED TO POSSIBLE NAME AND POSSIBLE MIS-ALIGNMENT OF STEERING SHAFT BOOT AND SEEN NO PROBLEMS CHECKED SI NOR POSEIBLE BULLETING AND POINT NOW B. .. CONTACTED THE SMIL TWOKE TO DAVID LEHMAN . WAS INSTRUCTED SINCE NO DTC CODES STORED TO REPLACE THE PERSON AND THE PERSON OF T APPROVAL FROM G.M. REP JOHN JACOBS . ROAD TESTED VEH. AGAIN AND DID NOT CHARGE COMMITTION CALLED TAC AGAIN AND SPOKE TO DEVIL AGAIN. AND WAS INSTRUCTED TO REPLACE STEERING COLUMN MODULE . REPLACE STE EXING COLUMN MODULU ACE AND SOUT TRAITED WHI DEALE FUR STILLING CHANGE IN STREET FAC. CHILDY THE AGAIN AND SPOYE TO DAVID AND WAS TOLD TO CONTACT SOME PRO TOE HARTHER ACTION (CASTE) SCHOLLACIAES AND WAS TOLD TO SHAF CRAIS NATE: KNOWN GOOD STOCK UNIT . RAISED VEH. AND STOCK UNIT AND SWAPPED GEARS NAME AND ADDRESS OF THE PARTY O ROAD TESTED VEH. WITH BRENT ALYEA AND FELT NO BINDING OR STIFF STEERING AT ALL IN USE OFFICE 27.6.7. TON THE CASE STRAFFICE FAMILY CONSULTIONS AGAINS STREET WAS DAY ID LEHMAN EXT #59031 1 COLUMN FOUR PAREL SUIROUS STUDY RATTURS A LOT CAUSE: F CLOSE WEATHERSTREE FROMT DIDE OPENING LEFT ALIGN OR REPLACE (M/C) 4374 0 STATEMENT OF DISCLAIMS 1 3634770 LUBRICANT 3124 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 WEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEOLIGENCE OR MISSUES. RECORDS SUPPORTING THAT ACCIDENT, NEOLIGENCE OR MISSUES. RECORDS SUPPORTING THE CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PRIVINENT MOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. The factory warranty constitutes all of the warrants of with techniques. If the warrants of with techniques, the sale of this techniques, making and the express of the control of the control of the control of the control of marchantability of straight of marchantability of straight of marchantability of straight of marchantability of straight of marchantability in control of the LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE BALES TAY EUSTONIA SONATURE OFFICE CENTRAL HANGER OR KUTHORIZED PERSON DATE! PLEASE PAY THE AMOUNT SGSEG)



VIA FAX ONLY

May 7, 2007

Brent Alyea VISTA RIDGE PONTIAC-GMC TRUCK I, L.P. 2700 N I 35 E CARROLLTON, TX 75007-4402

RE:

Service Request: 71-474864281

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558364

Customer Relationship Specialist: Patricia Easley

Dear Brent Alyea:

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

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

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

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at 1-866-790-5600, extension 11216. If possible, please send documents as soon as possible to assist in guideline regulations. Thank you for your assistance Sincerely,

General Motors Corporation

LG0040 V6302006

















VISTA RIDGE DONTIAC/GMC TRUCK/BUICK

COLLISION CENTER

2700 NORTH I-35 CARROLLTON,TX 75007

DIRECT: (972)446-3880

FAX: (972)446-3894

DATE: 5-14-07 5-15-07
ATTENTION:
CEAIN ?
POLICY:
OF PAGES(INCLUDING COVER SHEET): 🎉 1\
FROM: BRENT ALYEA
COMMENTS:
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08 BEC 2005

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VISTA RIDGE	SALESMAN	STREET ADDRESS
ONTIAC GMC TRUCK 1, L.P.	DEAL No.	OTT THE COUNTY TX
Vista Ridge Pontiac Buick GMC Truck 2700 North I-35E	STOCK No.	BUSINESS HOME
Carrollton, Texas 75007	LICENSE No.	7 2,0,5, SER
972-242-4000/Metro 434-1884 () &	MAKE PORT	
VEHICLE IDENTIFICATION NUMBER 1.0	పెడ్డికోత్వకా -	MILEAGE COLOR(C 40 TRIM TOP
PRICE OF VEHICLE	21397.23	VÉHICLÉ-DISCLOSURÉ: VSHICLE IS REPRESENTED TO BE ☐ NEW ☐ DEMO
ADDITIONS OR DELETIONS		TRADE-IN
UNDERCOATING		
PAINT GUARD	*	USED CAR
		YEAR 2004 BODY TYPE SD
FASRIC GUARD		VIN NUMBER 1G2NF52E34M5G8546
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		TRADE-IN VERIFICATION GMAC
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		ADDRESS
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DEPOSIT	1000.00	CITYEL SEGUNDO, CA STATE 90245 ZIP
CASH ON DELIVERY		
UNPAID BALANCE	22523.50	
	DIG	SCLAIMER OF WARRANTIES
TO BENEFIT MELLIN AND SUMMER WORLS		NITHE AND WARRANTES APPLICABLE TO THE VEHICLE IF AND ARE THOSE REFEREN

08 DEC 2005

SIGNATURE

DATE

	P'S NAME	STOCK NO.
	METER DISCLOSURE \$1	
Federal law (and State law	. (f applicable) requires	that you state the mileage upo
transfer of ownership. Fai	lure to complete or p	roviding a false statement ma
result in fines and/or impris	onnieni.	. ,
I, <u>VISTA-RIDGE</u>	PONTIAC-GMC TRUCK	 I , L #transferor's name, Prin
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State that the diometer not	v reads <u>15 </u>	no tenths) miles and to the bes
unless one of the following s	rects the actual mileag	a of the vehicle described below
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- reliects the amount of milea	.20 in excess of its mech:	anical limits.
(2) I hereby certify that WARNING - ODOMETER I	the odometer reading is	: NOT the actual mileags.
WARNING - ODOMETER I	DISCREPANCY.	
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WOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT

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ADDRESS								
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ANNU PERCEN RAT The co- your cre- a yearly	ITAGE E st of dit as rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid afte you have made a payments as scheduled.	ar your purchase on	all that proper proof of be autitus proof or loss	any insurance is checked b	tract. You may obtain be you want or provide have. The insurer must fexas. You agree to give u must name us as the in the event of damage below, policies or certi-
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= N + C + N + C	ay Off Mar let Trade In lash Ifirs. Rebat Other (desc al Downpa	e tribe)		\$ 12013.73 \$ -2 12.23 \$ 1000 GO \$ 2750 GO \$ 2754	- - -	you paid does no of paym if the to premiun	(hipme. Office Add ife insurance pays only the a d all your payments on time. C it cover any increase in your p ients. erm of the insurance is 121 in is not fixed or approved t	mount you would owe if redit disability insurance ayment or in the number months or longer, the
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A Nettra	de-to payo	ff to		\$ 38 - 3	_	<u> X</u>	$M \neq M$	

05/15/2007 10:43				PAGE 0	15
G Other Taxes (if Not included in Cash	Price)	\$8*74	1	<u> </u>	:
H Government License and/or Registro	ation Fees	-		*If the vehicle is determined to be a total loss, (will pay us the difference between the proceed	
LICENSE FEE RAB FE		\$ <u>76 Sin</u>		collision policy and the amount you owe on the	vehicle, minus
Government Certificate of Title Fees		\$ <u>83_00</u> _		your deductible. You can cancel that insurance for 10 days from the date of this contract.	without charge
J Government Vehicle Inspection Fee	<u> </u>	\$ 21.75		If the box next to a premium for an insurance cov	erage included
K Deputy Service Fee Paid to Dealer		\$ 18.72		above is marked, that premium is not fixed or a	pproved by the
L Documentary Fee (Cargo Docume		\$		Texas Insurance Commissioner.	
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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT







GMC HUMMER







(excludes Saturn) CUSTOMER NAME: _ VIN: 1161212161515181316141 1. Customer Incentive I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ____ to the down payment of this vehicle, (b) ____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ____ a check be issued in my name by Dealer named below: Incentive Program Reference Total Incentive Amount Received Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..) a. I elect to receive ____ in lieu of ___ and/or b. I elect to receive - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on ____/___. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? _____ Yes Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below). I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.40nStar (1 999 466 7957) est that my Services be cancelled. Date: 1/1/8 Purchaser/Lessee Signature The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ____ and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA. Authorized Dealer Signature: Dealership Name:

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VISTA RIDGE PONTIAC-GMC TRUCK I, L.P.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

381632

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. 1.35 E CARROLLTON, TX 75007

INVOICE

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CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

381632

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

INVOICE

DUPLICATE 1

2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

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VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

INVOICE 2700 N. I.35 E CARROLLTON, TX 75007 DUPLICATE 1 (972) 242-4000 THE COLONY, TX PAGE 3 BUS: HOME: SERVICE ADVISOR: 2957 KENNETH NIGO CELL MAKE/MODEL COLOR YEAR ···· VIN LICENSE MILEAGE IN/ OUT TAG PONTIAC G6 1G2ZG558364 40 40 06 18298/18298 T306 PROD DATE WARR, EXP. DELIDATE PROMISED PO NO: RATE PAYMENT INV. DATE 08DEC05 30JAN07 CASH 10:18 15MAY07 R.O. OPENED READY OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN: MXO 13:36 29JAN07 15:59 05FEB07 LINE OPCODE TECH TYPE HOURS LIST NETTOTAL WP4 (N/C)EST: 0.00 29JAN07 13:36 SA: 295 QC BY DL BY CS BY STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY 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. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER
The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
outhorizes any other person to
assume for it any liability in
connection, with the sale of this
item/items. LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX 0.00 CUSTOMER SIGNATURE (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) PLEASE PAY THIS AMOUNT



Larry D. Shields/US/GM/GMC 05/03/2007 12:47 PM

To Rob Brown Jr./US/GM/GMC@GM

cc_mlarmstr@us.ibm.com, John A. Jacob/US/GM/GMC@GM

bcc

Subject Fw:

VIN 1G2ZG558364

Rob - I'm looking at a faxed copy of a 4/17 attorney's letter addressed to the dealership (that's where DVM John Jacob obtained the copy / I'll fax it to you) and to Pontiac GMC in Detroit, so I'm assuming you either have it already or will get it soon. The attached information is interesting, and should be considered during our early resolution negotiations. Feel free to contact John at cell 817-320-8183 for a discussion. Larry

594

GMVISCemiero 09032007 doc

--- Forwarded by Larry D. Shields/US/GM/GMC on 05/03/2007 11:25 AM -----

John A. Jacob/US/GM/GMC

05/03/2007 10:40 AM

To Larry D. Shields/US/GM/GMC@GM

CC

Subject

/IN_1G2ZG558364

Larry,

at Vista Ridge PBG (Carrollton, TX) on Feb. 2/28/07 to discuss the I met with Mr. and Mrs (steering concern with their 06 G6. At the time the vehicle odometer read 18621 miles. Service Manager Brent Alvea, myself, along with the customers all drove the vehicle together, and no steering concerns were detected at that time. We also drove a similar stock unit to use as a comparison, and both vehicles steering systems perform the same.

I then explained the electric steering system and operation to the to the . and how it differed from the hydraulic system they were used to. This vehicle does not meet the presumption of Lemon, because the alleged steering defect was not reported to a GM dealer with in the first 12/12 of ownership. That all being said, in an effort to restore their confidence in our GM product, I offered to trade them into a replacement vehicle of there choice. Attached is the preliminary financials I used to establish there cost to trade out.



Carriero 64116423 x/s

present. The vehicle did have body The vehicle was also inspected for damage with the damage to the Lt 1/4 panel, and right door. (this is based on memory) and stains on the front seats. Vista Ridge was going to write an estimate on the damages. We told the customer that the damages could be repaired prior to the trade, or we would add it to the trade costs.

Call me if you have any questions.

PS: I faxed the attorney letter dated 4/17/07 to you, along with the VISS.

John A. Jacob District Service Manager Zone 2116 Area 1651

General Motors Corp. Irving TX. 75062 Office 972-527-2219 Office Fax 972-517-3533 VME 1-800-211-3611 MB 8242 Cell# 05/03/2007 09:44

9724463894

PAGE GI

LAW OFFICES OF KEVIN LE. P.L.L.C.

1700 COMMERCE ST. SUME 7340 PALLAS, TEXAS 76201

EMAIL: KL例LAWLE.COM

FT. WORTH 817,719,0121 DALLAS: 214,389,3858 FAX: 888,748,4770

04/17/07

Via: USPS Certified Mail/RRR

Pontise GMC Attn: Legal Department PO BOX 33172 Detroit, MI 48232-5172	Vista Ridge Pontiec Attn: Legal Department 2700 N. I 35 E Carrollton, TX 75007

RE: Notice of Violations of the Magnuson-Moss Warranty Act; the Texas Deceptive Trade Practices-Consumer Protection Act (Texas Business and Commerce Code Section 17.41 et seq.); and the Uniform

Commercial Code

My client: A Make/Model: Pontiac G6

VIN: 1G2ZG558364

To Whom It May Concern:

Please be advised that this office represents I claims against Pontiac GMC and Vista Ridge Pontiac pursuant to the federal Magnuson-Moss Warranty Act, the Texas Deceptive Trade Practices Act ("DTPA"), and the Uniform Commercial Code with regard to the above-referenced vehicle. Also, be advised that this is a formal demand for relief.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. Please direct all future contacts and correspondence to the office listed above. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE. INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU.

Pursuant to Texas Business & Commerce Code § 17.50(d) and 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorney fees. If you settle directly with our client and do not make arrangements for payments of our attorney fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's vehicle for which relief is sought and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

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PAGE 02

- Defective steering and/or suspension as evidenced by steering lockups while the vehicle is operating, faulty steering column, popping noises, and vehicle pulling to the right (2 times);
- Defective roof frame as evidenced by excessive rattling and abnormal popping noises (5 times);
- 3. Defective exterior and/or components as evidenced by noises at 60 miles per hour near vehicle's front panel, noised near the dash, and noises in the blower motor area (3 times);
- Defective components as evidenced my noises in the dash (1 time);
- Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities above constitute a substantial impairment of the use, value, and safety of the vehicle. Because of these defects and non-conformities, my client's car was rendered inoperable while the steering column locked up in the middle of oncoming traffic. My client has justifiably lost confidence in the vehicle. My client's repair history clearly shows there was a breach of both written and implied warranties:

Based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable, the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Further, the transaction in question constitutes violations of the Texas Deceptive Trade Practices. Specifically, the violations include, but are not limited to:

- Representing that goods or services are of a particular standard, quality, or grade if they are of another;
- Knowingly making false or misleading statements of fact concerning the need for parts, replacement, or repair;
- Representing that a guarantee or warranty confers or involves rights or remedies which it does not have or involve;
- 4. Breach of express and implied warranty and warranty of merchantability,
- Representing that work or services have been performed on, or parts replaced in, goods when the work or services were not performed or the parts replaced; and;
- 6. Failing to disclose information concerning goods or services which was known at the time of the transaction if such failure to disclose such information was intended to induce the consumer into a transaction into which the consumer would not have entered had the information been disclosed.

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PAGE 83

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges, and/or incidental and consequential damages. In summary, my client merely requests a refund, repurchase, or replacement for the defective vehicle as provided by the Texas Lemon Law AND our attorney fees pursuant to the fee-shifting provisions of the Federal Magnuson-Moss Warranty Act and the Texas Deceptive Trade Practices Act.

Please be advised that pursuant to the Uniform Commercial Code (§ 2-711(3)), my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code § 9-503 and § 9-507, as well as any other applicable remedies.

Our attorney fees, which currently stand at \$1.500 are minimal at this stage. We would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money, and effort could be saved by all parties involved with a quick resolution of this claim.

If you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within a reasonable time or after sixty (60) days from your receipt of this letter, a lawsuit will be filed.

Attorney at Law

KL/ps

cc:

3

LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813
FAX: 888.746.4770
EMAIL: KEVIN@LAWLE.COM

05/29/07

VIA FAX at 1.866.592.1369

General Motors Corporation Attn: Brion Stevens PO Box 33170 Detroit, MI 48232-5170

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1G2ZG558364

Service Request: 71-474864281

Dear Mr. Stevens:

My client has authorized me to accept GM's offer of: (1) \$5,000 in monetary compensation for my client, and (2) \$1,500 for my attorney fees. Please find attached a copy of my client's signed acceptance.

The release has been forward for my clients' signage. As soon as it is in my possession, I will forward the originals to your office.

Upon receipt, please issue 2 separate checks in settlement of this matter. Specifically, the first check in the amount of \$5,000 should be issued directly to my client, Mr. Anthony Carniero, and the second check in the amount of \$1,500 should be issued to my office, the Law Offices of Kevin Le, PLLC.

Thank you,

Kevin Le

Attorney at Law

VIA FAX ONLY

May 22, 2007

Kevin Le, Esq. Law Offices of Kevin Le, PLLC 1700 Commerce St Ste 1340 Dallas, TX 75201-5131

RE:

Service Request: 71-474864281

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558364

Customer Relationship Specialist: Brion Stevens

Dear Mr. Le:

We regret that your client(s) is dissatisfied with his 2006 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement in the form of two checks, the first in the amount of \$5,000.00 made payable to The second in the amount of 1,500.00 made payable to Law Offices of Kevin Le,

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good

















May 22, 2007 Page 2

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

9329 Odometer	
Client & Signature	Client's Signature
<u> </u>	Date

















VISTA RIDGE PONTIAC/GMC TRUCK/BUICK

COLLISION CENTER

2700 NORTH I-35 CARROLLTON,TX 75007

DIRECT: (972)446-3880

FAX: (972)446-3894

DATE: 5-14-07	
ATTENTION:	
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POLICY:	_
OF PAGES (INCLUDING COVER SHEET): 15	
FROM: BRENT ALYEA	_
COMMENTS:	
THANK YOU	

371565

VISTA RIDGE

INVOICE

PONTIAC - BUICK - GMC TRUCK

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2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER

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

PLEASE PAY	11 22
-SALES TAX	0.78
LESS INSURANCE	0.00
TOTAL CHARGES	10.45
MISC. CHARGES	0.00
SUBLET AMOUNT	0.00_
GAS, OIL, LUBE	0.00
PARTS AMOUNT	9.45
LABOR AMOUNT	1.00
DESCRIPTION	TOTALS

376649

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

INVOICE

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

DUPLICATE 1

PAGE 2

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Seller hereby expressly disclaims all
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STATEMENT OF DISCLAIMER

DESCRIPTION	TOTALS
LABOR AMOUNT	1.00
PARTS AMOUNT	9.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	10.45
LESS INSURANCE	0.00
SALES TAX	0.78
PUEASE PAY	71.23

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

376649

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

INVOICE

DUPLICATE 1
PAGE 1

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

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382303

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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382303

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

PAGE 3 THE COLONY, TX BUS: HOME SERVICE ADVISOR: 2716 DIEGO MARTINEZ CELL MILEAGE IN/ OUT TAG LICENSE MAKE/MODEL COLOR YEAR TP13 18621/18621 1G2ZG558364 PONTIAC G6 06 40 40 INV. DATE RATE PAYMENT PO NO. PROMISED PROD. DATE WARR EXP. DELDATE 01MAR07 CASH 13:00 12FEB07 08DEC05 IS STK: 264070 DLR: 21099 ENG: LX9 TRN: MXO OPTIONS: READY R O. OPENED 08:39 01MAR07 16:40 10FEB07 TOTAL NET LIST COMP COST SALE LINE OPCODE TECH TYPE A/HRS S/HRS 4080 12923 TLABOR REPLACED E7680-1.5 ADD-.2 CASE#59031. 18621 TECH ASSIST SUGGESTED. COLUMN AND SETUP. SUBL ENTERPRISE D117805 PO 75600 75600 WP4 10FEB07 16:40 SA: 271 OC BY DL BY CS BY TECH LINE(S) CHG FINISH DURATION TYPE START DATE A W 226 2.12 12:28 02-13-07 10:21 CONTROL COST ACCOUNT SALE CONTROL COST ACCOUNT SALE 42445 59423 48009 13560 47892 46206 1075 1500 46706 -1624 0 46006 . 0 124 32400 81360 81360 46600 **** 382303 126866 26300 26300 61809 22500 138440 188551 0 & COMP TOTALS COST, SALE, TOTALS STATEMENT OF DISCLAIMER DESCRIPTION The factory werranty constitutes all of the warranties with respect to the sale of this item\tems. The Seller hereby expressly disclalms all warrantles either express of implied, including any implied warranty of marchantability or fitness for a particular purpose. Seller neither assumes nor experiese any either person to ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE -16.24LABOR AMOUNT INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO 15.00 PARTS AMOUNT 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 0.00 GAS, OIL, LUBE SUBLET AMOUNT 0.00 0.00 MISC. CHARGES authorizes any other person to assume for it any liability in connection with the sale of this -1.24NOTIFICATION AT THE SERVICING MANUFACTURER'S REPRESENTATIVE. TOTAL CHARGES 0.00 LESS INSURANCE Item/items. 1.24 SALES TAX CUSTOMER SIGNATURE PLEASE PAY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) (StGNED) 0.00 THIS AMOUNT

381145

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX BUS:

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381145

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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381145

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

PAGE 2 XT THE COLONY, BUS: HOME: SERVICE ADVISOR: 3004 KEITH WIEDMANN TAG MILEAGE IN/ OUT SICENSE MAKE/MODEL: COLOR 177<u>43/1</u>7743 1G2ZG558364 PONTIAC G6 06 INV. DATE 40 PAYMENT HATE PO NO. PROMISED PROD. DATE WARR, EXP. DEL DATE 19JAN07 CASH 18:36 18JAN07 08DEC05 IS STK: 264070 DLR: 21099 ENG: LX9 TRN: MXO OPTIONS: READY RO OPENED 16:21 <u> 19JAN07</u> 14:28 18JAN07 TOTAL LIST NET COMPCOST SALE LINE OPCODE TECH TYPE A/HRS S/HRS TLABOR CP-8.3 CUSTOMER IN RENTAL. 17743 COMPLETE. SUBL ENTERPRISE PO 181650 RO 381145 (N/C)4200 4200 WP4 300 14:28 SA: 18JAN07 EST: 0.00 OC BY DL BY CS ΒŸ CHG LINE (S) TECH TYPE DURATION FINISH DATE START 2576 CBA 14:08 01-19-07 00:10 ACCOUNT SALE COST CST ACCOUNT SALE O 0 46106 9120 28888 46206 33088 26300 4200 4200 46600 ***** 0 22500 33088 O 13320 SALE, & COMP TOTALS COST, TOTALS DESCRIPTION STATEMENT OF DISCLAIMER STATEMENT OF DISCLAIMER
The factory warrants constitutes all
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the sale of this Item\tema. The
Seller hereby expressly disclaims all
warranties either express of
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 fiability in
connection with the sale of this
item/items. 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. 0.00 LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT MISC. CHARGES 0.00 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 SALES TAX CUSTOMER SIGNATURE PLEASE PAY DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) (SIGNED) THIS AMOUNT ರ್ಷರರ

381145

VISTA RIDGE PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(SIGNED)

376649

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. 1.35 🖺 CARROLLTON, TX 75007

(972) 242-4000 PAGE 1 THE COLONY, TX BUS : HOME SERVICE ADVISOR: 2957 KENNETH NIGO MILEAGE INTOUT LICENSE COLOR MAKE/MODEL ... YEAR 12185/12185 T109 1G2ZG55836<u>4</u> 0б PONTIAC G6 40 40 INV. DATE PROMISED PROD DATE WARR EXP. DEL DATE |160CT06 CASH 19:24 160CT06 08DEC05 IS STK:264070 DLR:21099 ENG:LX9 TRN: MXO OPTIONS: R.O. OPENED READY 19:14 160CT06 10:48 160CT06 NET TOTAL LIST COMP SALE LINE OPCODE TECH TYPE A/HRS S/HRS COST A CUST STATES HEAR A RATTLE NOISE COMING FROM THE ROOF AREA, MAINLY \mathbf{IN} THE CORNERS OF THE ROOF, WHEN DRIVING ON UNEVEN SURFACE AND WHEN TURNING LEFT OR RIGHT CAUSE: F C3128 HEADLINING ASSEMBLY ONE PIECE R&R OR REPLACE 2916 PAUL JOHNSON LICH: THANK YOU (N/C)13192 4320 0.00 1.80 O TPARTS 0 13192 TLABOR 4320 12185 RATTLING NOISE COMING FROM ROOF AREA, WHEN TURN FOUND LOOSE SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUMPOOF CROSS MEMBER REINSTALL HEADLINER. RECHECK FOR NOISE B CUST STATES THAT WINDOW LOCK SWITCH DOES NOT LOCK THE OTHER WINDOWS CHECK AND REPORT CAUSE: F MPF VEHICLE WORKING AS DESIGNED AT THIS TIME 2916 PAUL JOHNSON LIC#: THANK YOU WP4 1.02 0.00 FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: O TPARTS Ω 0 TLABOR 0 12185 WORKING AS DESIGNED. SEE ADVISOR C** \$9,95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION 2964 RIVERA, FERNANDO LIC#: 1.00 1.00 500 CR6C 0.00 0.50 100 3.55 3.55 0 3.55 340 355 1 25010792 FILTER 5.90 1:18 590 5 12345616 OIL GM 12185 0.5 CHANGED OIL AND FILTER TOTALS STATEMENT OF DISCLAIMER ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY 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. DESCRIPTION The factory warranty constitutes all LABOR AMOUNT The factory warranty constitutes all of the warrantes with respect to the sale of this item/tems. The Saller hereby expressly discraims all warrantes either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor exhibitions and other person to PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES penier netrier assumes nor authorizes any other person to assume for it eny liability in connection with the sale of this TOTAL CHARGES MANUFACTURER'S REPRESENTATIVE. LESS INSURANCE SALES TAX

CUSTOMER SIGNATURE

PLEASE PAY

THIS AMOUNT

376649

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

ACCOUNTING

2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX BUS

PAGE 2

HOME BUS:	SER\	VICE ADVI	SOR: 295	7 KE <u>NN</u>	TH_NIGO		
COLOR YEAR MAKE/MODEL		VIN		LICENSE	MILEAGE	IN/OUT	TAG
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CONTACT: KENNETH			O.C	RV			
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373417

ACCOUNTING

THE COLONY, TX BUS: HOME

PAGE 1

2912 MATTHEW CALVERT

40 40

06 PONTIAC G6

1G2ZG558364

9109/9109

TP88

08DEC05 IS

19:18 14AUG06

CASH

15AUG06

STK:264070 DLR:21099 ENG:LX9 TRN:MX0

TOTAL

13:12 14AUG06 10:26 15AUG06 LINE OPCODE TECH TYPE A/HRS S/HRS

SALE COMP COST

LIST

NËT

A CUSTOMER STATES THAT THERE IS A RATTLING NOISE IN THE ROOF AREA ON A ROUGH ROAD CHECK AND REPORT ***SOP***

CAUSE: F

B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE

2916 PAUL JOHNSON LIC#: THANK YOU WP4 0.00 3.80 9120 27850 PAID AUG 16

(N/C)

14 15911310 WASHER

644 462

(N/C)

FC: 95

PART#: 15911310

COUNT: 14 CLAIM TYPE: AUTH CODE:

PAID AUG 18

VP

462

644 TPARTS

27850 TLABOR 9120

9109 RATTLING NOISE IN THE ROOF AREA SUNROOF RATTLING B2780 LABOR 3.8

REPAIR SUNROOF PER DOC.ID. 1832071

B RENTAL

CAUSE: F

SUB REPAIR SUPLETED TO SPECIALTY SHOP

999 DELL (PDI) LIC#: THANK YOU! 0

WP4 0.00 0.00

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

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0 TPARTS Q

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C** CUSTOMER STATES THAT THE PASS SIDE AIR BAG LIGHT FELL OUT OF THE

DASH CHECK AND REPORT

CAUSE: F

C8873 INSTRUMENT PANEL INFLATABLE RESTRAINT

MODULE INDICATOR REPLACEMENT

2916 PAUL JOHNSON LIC#: THANK YOU

373417 103175 ACCOUNTING PAGE 2 THE COLONY, TX BUS: HOME 2912 MATTHEW CALVERT 9109/9109 TP88 1G2ZG558364 06 PONTIAC G6 40 40 CASH 15AUG06 19:18 14AUG06 08DEC05 IS STK:264070 DLR:21099 ENG:LX9 TRN:MX0 13:12 14AUG06 10:26 15AUG06 LATOT NET LISTLINE OPCODE TECH, TYPE A/HRS S/HRS COST SALE COMP (N/C)WP4 0.00 0.50 1200 3665 FC: 2W PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: VP0 TPARTS Q 1200 3665 TLABOR 9109 AIR BAG LIGHT FELL OUT OF DASH LOOSE LAMP ASSEMBLY C8873 LABOR .5 REINSTALL LAMP ASSEMBLY SUBL HERTZ INVH86986933 PO 178269 (N/C)4200 4200 WP4 14AUG06 13:22 SA: 291 EST: 0.00 QC BY DL BY CS BY *** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
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LAW OFFICES OF KEVINLE, P.L.L.C.

1700 COMMERCE ST. **SUITE 1340** DALLAS, TEXAS 75201 TOLL FREE: 888,333,3813 FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM



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To:

Brion Stevens

Fax No:

866.592.1369 GM Corporation

Company:

RE:

Kathy Pierson and

From:

Kevin Le

Date:

5/22/07

Pages: 2

(including cover sheet)

Message:

If you have any questions regarding this matter, please feel free to contact my office.

LAW OFFICES OF KEVINLE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201

TOLL FREE: 888.333.3813 FAX: 888.746.4770 EMAIL: KEVIN@LAWLE.COM

05/22/07

VIA FAX at 1.866.592.1369 and USPS First Class Mail

General Motors Corporation Attn: Brion Stevens PO Box 33170 Detroit, MI 48232-5170

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1G2ZG558364

Service Request: 71-474864281

Dear Mr. Stevens:

Thank you for your proposed settlement letter dated on May 22, 2007. Pursuant to Section 17.50 of the DTPA, for all future correspondences, please separately state monetary settlement offers separately from my attorney fees.

In the interest of settling this matter amicably and to minimize litigation costs, my client counter-proposes the following terms:

- (1) \$5,300 in monetary compensation to my client; and
- (2) \$1,500 in separate attorney fees.

If you have any questions or comments about this matter, please feel free to contact me. I look forward to hearing from you.

Thank you,

Kevin Le

Attorney at Law

cc:

LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813
FAX: 888.746.4770
EMAIL: KEVIN@LAWLE.COM

05/29/07

VIA FAX at 1.866.592.1369

General Motors Corporation Attn: Brion Stevens PO Box 33170 Detroit, MI 48232-5170

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1G2ZG558364

Service Request: 71-474864281

Dear Mr. Stevens:

My client has authorized me to accept GM's offer of: (1) \$5,000 in monetary compensation for my client, and (2) \$1,500 for my attorney fees.

The acceptance letter and release has been forward for my clients' signage. As soon as it is in my possession, I will forward the originals to your office.

Upon receipt, please issue 2 separate checks in settlement of this matter. Specifically, the first check in the amount of \$5,000 should be issued directly to my client, and the second check in the amount of \$1,500 should be issued to my office, the Law Offices of Kevin Le, PLLC.

Attorney at Law

LAW OFFICES OF KEVINLE, P.L.L.C.

1700 COMMERCE ST. **SUITE 1340** DALLAS, TEXAS 75201 **TOLL FREE: 888.333.3813**

FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM



THE INFORMATION CONTAINED IN THIS FAX TRANSMISSION MAY BE PRIVILEGED AND CONFIDENTIAL AND IS INTENDED SOLELY FOR USE BY THE INDIVIDUAL OR ENTITY NAMED AS THE RECIPIENT THEREOF. IF YOU ARE NOT THE INTENDED RECIPIENT, BE AWARE THAT ANY DISCLOSURE, COPYING, DISTRIBUTION, OR USE OF THE CONTENTS OF THIS TRANSMISSION IS PROHIBITED. IF YOU HAVE RECEIVED THIS TRANSMISSION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY CALLING 888.333.3813.

To: Fax No: **Brion Stevens**

Company:

866.592.1369

GM

RE:

From:

Kevin Le

Date:

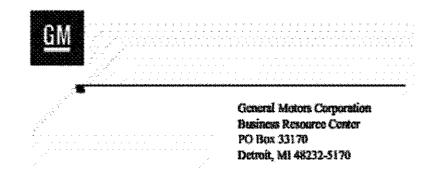
5/29/07

2 Pages:

(including cover sheet)

Message:

If you have any questions regarding this matter, please feel free to contact my office.



May 7, 2007

VIA FAX ONLY

Kevin Le, Esq. Law Offices of Kevin Le, PLLC 1700 Commerce Street, Suite 1340 Dallas, TX 75201

RE:

Service Request: 71-474864281

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558364

Customer Relationship Specialist: Patricia Easley

Dear Kevin Le::

This is to advise that General Motors is in receipt of the above referenced case dated April 17, 2007 This case file has been assigned to General Motors' Early Resolution program, and you will be contacted by Brion Stevens in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

Copy of owner's current title and/or registration

⊠Finance, Buyer's agreement ⊠Repair Orders

Other: Release of Lien

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

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

Sincerely,

General Motors Corporation















RELEASE OF LIEN INFORMATION

I	,
(Client's Name)	(Client's Social Security Number)
hereby authorize(Lien holder Na	
(Lien holder Na	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account #(Account Number)
	(Account Number)
with(Lien holder Name)	
(Lien holder Name)	
to General Motors Corporation, including loan payoff amount, and per diem inform	ng but not limited to a complete payment history of my account, mation.
Date	
V	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V6302006	





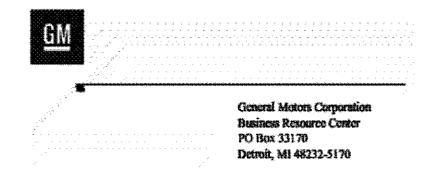












VIA FAX ONLY

May 30, 2007

Kevin Le, Esq. Law Offices of Kevin Le, PLLC 1700 Commerce St Ste 1340 Dallas, TX 75201-5131

RE:

Service Request: 71-474864281

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558364

Customer Relationship Specialist: Brion Stevens

Dear Mr. Le:

On May 22, 2007 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

Sincerely,

General Motors Corporation

LG0047 V07022006

















LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813

FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM

06/18/07

VIA FAX at 1.866,592,1369

General Motors Corporation Attn: Brion Stevens / BRC PO Box 33170 Detroit, MI 48232-5170

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1 G 2 Z G 5 5 8 3 6 4 Service Request: 71-474864281

Dear Mr. Stevens:

Please find attached signed Release of Claim and Vehicle Registration. The originals have been mailed to you via USPS First Class Mail.

Upon receipt, please issue 2 separate checks in settlement of this matter.

Specifically, the first check in the amount of \$5,000 should be issued directly to my client, and the second check in the amount of \$1,500 should be issued to my office, the Law Offices of Kevin Le, PLLC.

Please feel free to contact me if you have any questions.

Attorney at Law

Thank you,

RELEASE OF CLAIM

assigns, heirs and exerelease(s) and dischardealers, any designers Motors Corporation, demands, damages, arrelated to, or are in arruse of Releasor(s) 20 ("Subject Vehicle"), vehicle. This Release entities from any liab or operation of the Stabove, General Moto limited warranty and vehicle. If Releasor(s)	tereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our ators, in consideration of: \$6,500.00 paid by General Motors Corporation, hereby e(s) General Motors Corporation, its subsidiaries, its authorized independent and suppliers of vehicles, parts and components that are distributed by General and their respective agents and employees from any and all claims, causes of action, it claims for attorney's fees and costs which directly or indirectly arise from, are way associated with the purchase, repair, maintenance, operation, alteration, or 6 Pontiac G6 bearing Vehicle Identification Number I G2ZG558364 cluding but not limited to any claims based on any alleged defects in the subject of Claim shall not be construed to release any of the above named persons or ity regarding claims of personal injury or products liability arising out of the use of corporation agrees to honor the remaining term of the manufacturer's express my applicable GM Protection Plans which accompanied the sale of the subject has/have initiated any court, arbitration or other proceeding against General teleasor(s) immediately will dismiss the proceeding with prejudice.
As consideration for	ne payment described above to be tendered in the form of two checks: the first, in

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 5,000.00, made payable to Anthony Carniero; the second in the amount of \$ 1,500.00, made payable to Law Offices of Kevin Le, PLLC.

The subject vehicle's mileage is 25705 on the date of the signing of this release.

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

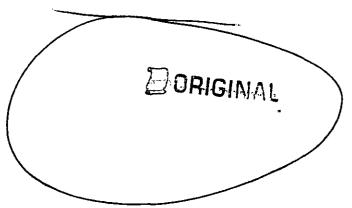
PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

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

DATE SIGNED: 5-30-07	
Claimant's Signature	Claimant's Signature
Address	Address
The Colon UTX City, State, Zip Code	City, State, Zip Code

STATE OF TEXAS
COUNTY OF DENTON
Sworn to (or affirmed) and subscribed before me this 30 day of \(\sum_{\text{QQ}} \). 20 \(\sum_{\text{Q}} \), by Anthony Carniero.
DAWN MARIE MILLER MY COMMISSION EXPIRES
Print, type or stamp Commissioned Name of Lotary Public
Personally Known OR Produced identification
Type of identification
My commission expires: <u>PCEMbel 39</u> 200
CC: File

LG0029 V6302006



May 22, 2007 Page 2

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.



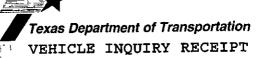


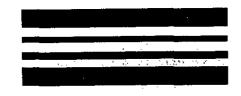












COUNTY: DENTON

PLATE NO:

DOCUMENT NO: 05751138704093353

TAC NAME: STEVE MOSSMAN

DATE: 05/07/2007 TIME: 01:12PM

EMPLOYEE ID: PETGCOL

EFFECTIVE DATE: 01/02/2007

EXPIRATION DATE: 12/2007 TRANSACTION ID: 06100439207131243

OWNER NAME AND ADDRESS

THE COLONY, TX

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000

PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE CLASSIFICATION: PASS

VEHICLE IDENTIFICATION NO: 1G2ZG558364
YR/MAKE: 2006/PONT MODEL: GS1 BODY STYLE: 4D
EMPTY WT: 3600 CARRYING CAPACITY: 0 GRO COUNTY NO: 61 UNIT NO: TONNAGE: 0.00 STRAILER TYPE: GROSS WT: 3600 EMPTY WT: 3600 TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P

BODY VEHICLE IDENTIFICATION NO: REGISTRATION ISSUE DATE: 01/02/2007

PREVIOUS EXP MO/YR: 11/2006 BRAND: A PREVIOUS PLATE NO: 869GXB PREVIOUS EXP MO/YR: 11/2006
DGE PONTIAC PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1 ODOMETER READING: 16

PREV OWNER NAME: VISTA RIDGE PONTIAC

VEHICLE RECORD NOTATIONS

RELEASE OF PERSONAL INFO RESTRICTED

ACTUAL MILEAGE

TITLE ISSUE DATE: 12/30/2005

DOCUMENT TYPE: REGULAR TITLE

DATE: 12/08/2005 1ST LIEN

XEROX FEDERAL CU 2200 EAST GRAND AVE

EL SEGUNDO, CA 90245

REGISTRATION FEES PAID REGISTRATION \$ 72.30

SALES TAX INFORMATION SALES PRICE \$18,796.23
TRADE IN ALLOWANCE \$ 8,500.00
SALES TAX PAID \$ 643.51

CUSTOMER NAME: FEES ASSESSED

INQUIRY

2.00

LATOT

2.00

METHOD OF PAYMENT AND PAYMENT AMOUNT:

CASH

2.00

2ND LIEN 3RD LIEN

TOTAL AMOUNT PAID

2.00

LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813

FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM



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To:

Patricia Easley

Fax No:

866-485-8258

Company:

General Motors

From:

Kevin Le

Date:

5/8/07

Pages: 13

(including cover sheet)

Message:

Documents regarding

LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813
FAX: 888.746.4770
EMAIL: KEVIN@LAWLE.COM

05/08/07

VIA FAX at 1.866.485.8258 and USPS First Class Mail

General Motors Corporation C/o MSX International ATTN: BRL Legal or PATRICIA EASLEY 1919 Concept Drive Warren, MI 48091

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1G2ZG558364

Dear Ms. Easley or To Whom It May Concern:

Per your request, please find enclosed: (1) the Vehicle Registration (2) the Purchase Contract, (3) a signed Lien Holder Release of Information form, and (4) Repair Orders relating to the above-referenced vehicle.

If you have any questions, please feel free to contact me.

Attorney at Law

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PHONE		JANE		HONE 214-242-		STATE_TXZIPZIP
GO-BUYERADDRESS GITYPHONE		STATE	ZIP		v	
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PERCENTAGE RATE The cost of your credit as a yearly rate. 6 - 49 %	CHARGE The dollar amount the credit will cost you.	Amount Firranced The amount of credit provided to you or on your behalf. \$ 22523.50	Total of Payments The amount you will have paid after you have made all payments as scheduled. \$ 27252.72	Total Sale Price Price The total cost of your purchase on credit, including your down payment of \$ 235.77	owe. You that proper of o be auth us proof or person or loss.	I against damage or loss in the amount to must keep this insurance until you have p you owe under this contract. You may obly insurance from anyone you want or providing the providing the second to do business in Texas. You agree to go for properly insurance. You must name us as to be paid under the policy in the event of damany insurance is checked below, policies or cell.
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May 07 2008 6:04PM LAW OFFI	CES OF KEVIN LE,	8887464770	p.4
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b Degler's Inventory (ax (if Not Included in Cash Price)	\$ <u>\$ 44.</u>	Coverage	Months Premium
F Sales Tax /if Not Included in Cash Price)	\$ <u> </u>	GAP*	
G Other Taxes (if Not Included in Cash Price)			#/#
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J Government Vehicle Inspection Fees		for 10 days from the de	n cancel that insurance without charg te of this contract
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L Documentary Fee (Cargo Documental)	* * * * * * * * * * * * * * * * * * *	above is marked, that p	remium is not fixed or approved by th
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VEHICLE CONTRACT OR A REASONABLE AMOUNT A COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS RED	GREED TO BY THE PARTIES FOR SURED BY LAW.	A HEAVY (Ins	umnice Company)
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DE VEHICULO COMERCIAL PESADO. ESTA NOTIFICACIÓN	N SE EXIGE POR LEV.	2	2/08/05 _{Date}
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To contact <u>EROX_FEBERAL_EU</u> subject in whole or in part to Texas law which is Texas 78705-4207; (800) 538-1579; (512) 936-760	about this accountenforced by the Consumer 10, and can be contacted re	Credit Commissioner, 2601	N. Lamer Blvd., Austin, mplaints.
The Annual Percentage Rate may be a and retain its right to receive a part of	negotiable with the So the Finance Charge.	eller. The Seller may a	ssign this contrac
Any change to this contract must be in writing. Both you are	d we must sign it. No oral change	s to this contract are enforceable.	
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See back for other important agreements.	, ,		
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COUNTY: DENTON

PLATE NO:

DOCUMENT NO: 05751138704093353

TAC NAME: STEVE MOSSMAN

DATE: 05/07/2007 TIME: 01:12PM

EMPLOYEE ID: PETGCOL

EFFECTIVE DATE: 01/02/2007 EXPIRATION DATE: 12/2007

TRANSACTION ID: 06100439207131243

OWNER NAME AND ADDRESS

THE COLONY, TX

EMPTY WT: 3600

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000 PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 YR/MAKE: 2006/PONT MODEL: GS1 BODY STYLE: 4D

CARRYING CAPACITY: 0

UNIT NO: GROSS WT: 3600 COUNTY NO: 61

TONNAGE: 0.00 TRAILER TYPE: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P

BODY VEHICLE IDENTIFICATION NO: REGISTRATION ISSUE DATE: 01/02/2007

ODOMETER READING: 16 PREV OWNER NAME: VISTA RIDGE PONTIAC

PLATE NO: 869GXB PREVIOUS EXP MO/YR: 11/2006 PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1 BRAND: A PREVIOUS PLATE NO: 869GXB

VEHICLE CLASSIFICATION: PASS

ACTUAL MILEAGE

VEHICLE RECORD NOTATIONS

RELEASE OF PERSONAL INFO RESTRICTED

REGISTRATION FEES PAID REGISTRATION \$ 72.30

SALES TAX INFORMATION SALES PRICE

\$18,796.23 \$ 8,500.00

TRADE IN ALLOWANCE SALES TAX PAID

643.51

DATE: 12/08/2005

XEROX FEDERAL CU 2200 EAST GRAND AVE

EL SEGUNDO, CA 90245

TITLE ISSUE DATE: 12/30/2005

DOCUMENT TYPE: REGULAR TITLE

FEES ASSESSED

INQUIRY

CUSTOMER NAME: KATHY PIERSON

2.00

TOTAL

2.00

METHOD OF PAYMENT AND PAYMENT AMOUNT:

CASH

2.00

2.00

2ND LIEN

1ST LIEN

3RD LIEN

TOTAL AMOUNT PAID

\$

DELEASE OF LIEN INFORMATION

(Client's Name) (Client's Smint Second Second
hereby authorize boothadaay Kerdy Rodural Credit Union
1) Segundo CA
(Lien holder Address) (Lien holder Phone Number) 1800-XFCU-22
to release any and all information regarding my loan account #
with XCROY Redoral Oredit Union (Tien bolder Name)
to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.
Dete
VEHICLE INFORMATION
The current vehicle mileage is 22282 pase mileage result 5770
Signature Signature
LG0006 V6303006







A CONTRACT OF THE PROPERTY OF

Programme Control of the Control of









373417

INVOICE



VISTA RIDG

PONTIAC - BUICK - GMC TRUCK 2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX	PAGE 1		(7/2) 212 1000
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INVOICE



VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK 2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

THE COLONY, TX		PAGE 1	
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381145

INVOICE



VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
2700 N. 1.35 E

2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242–4000

THE COLONY, TX BUS:

PAGE 1

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381632 *INVOICE*



Vista Ridge

PONTIAC - BUICK - GMC TRUCK 2700 N. I.35 E CARROLLTON, TX 75007 (972) 242-4000

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18298 SUNROOF SEAL NOT SEALING. B2770-1.4 REPLACED WITH UPDATED SEAL PER BULLETIN #05-08-67-014E.

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THE RIGHT EITHER DIRECTION. WHILE DRIVING VEHICLE PULLS TO

POWER STEERING REPLACE E9740 GEAR ASSEMBLY, 1191 WP4 1 15858368 GEAR

(N/C)(N/C)

18298 STEERING GEAR POPPING E9740 ,A9 ,A10 1.9 HRS. DROVE VEH. HEARD LIFTED VEH. UP TO CK. FRONT AND FELT POPPING IN STEERING WHEN TURNING DESCRIPTION LABOR AMOUNT

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\u00f4tes all of the warranties. The Seller hereby expressly disclaims all warranties alther 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\u00fcitems.

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

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (SIGNED)

CUSTOMER SIGNATURE

THIS AMOUNT

THE COLONY, TX

103175



381632

INVOICE

PAGE 2



VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK 2700 N. 1.35 E CARROLLTON, TX 75007 (972) 242-4000

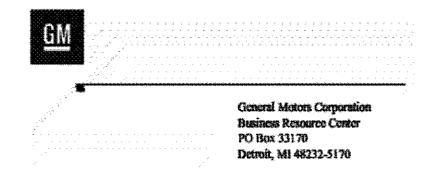
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ON BEHALF OF	SERVIC	NG DE	ALER, I HEREBY ON IS ACCURATE	CERTIFY THAT	T THE	The factory warranty of the warranties w	constitutes all	LABOR AI	MOUNT	101	ALO
SHOWN, SERVIC	ES DESC	RIBED \	WERE PERFORMED	AT NO CHAR	RGE TO	he sale of this its Seller hereby express	m\items. The lv disclaims all	PARTS AF	MOUNT		
VEHICLE OR OT	HERWISE	. THAT	TION FROM THE A	AIRED OR REP	LACED	warranties either mplied, including	express or any implied	GAS, OIL,			_
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAY						warranty of merci itness for a partic Seller neither a	ular purpose.	SUBLET A		 	
NOTIFICATION A MANUFACTURES	AT THE	SERVI	CING DEALER F	OR INSPECTIO	ON BY	authorizes any oth- assume for it an	er person to y liability in	TOTAL C			
MAINUFACTURE	o nerni	A I VIZO	11 4 E.			connection with the sale of this item/items.		LESS INSI			
(0)00000			CER OR ALIPPIANTE	DEGEON /54	TE\	CUSTOMER SIGNAT	URE	SALES TA			
(SIGNED) DEALE	H, GENERA	AL MANA	GER OR AUTHORIZED	FEMOUN (DA	ATE)	essismen ment		PLEASE I			
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382303** 103175 ACCOUNTING

VISTA RIDGE

9700 N 1 1 ME F CARPOLLTON, TX 75007

(872) 242 4000 PAGE 1 THE COLONY, TX BUS: HER HE SERVICE ADVISOR: 2714 DIEGO MARTINEZ PORT T PONTIAC G6 10220558364 18621/18621 40 40 PACKED TO THE DATE POLY DEST DESCRIPTION THE PROPERTY OF THE PROP Cash 13:00 12FEB07 DIMARO7 DADECOS IS THE OPENIED TO THE STANDARD OF THE OPENING. STK: 264070 DLR: 21099 ENG: LX9 TRN: MXU 08:39 01MAR07 16:40 (10FEB07) TOTAL DALE COMP LIST MET LINE OF CODE TECH TYPE A/HRS S/HRS COST all the Contract: E ETASS MODESH AND SIDMIROLD ME ASSESSMENT BEACTRENTE POWER STEERING REPLACE and the control of th (N/C) 18858 26401 O 15775370 MOTOR ZGGOW/PRIMIS 10451 29648 TLABOR 7800 TIPE STREETWO-IT DOOR TERSON FOR TECTI NOTE THE TREE VEHICLES AND PETT B7631 | STEERING MODULE | E9740 | STEERING GEAR | E2000 | TOE SET | ROAD TESTED VEH. AND VERIFIED STIFF STEERING IN BOTH DIRECTIONS PATORE VEH. AND INSPECTED TO POSSIBLE NAME AND POSSIBLE MIS-ALIGNMENT OF STEERING SHAFT BOOT AND SEEN NO PROBLEMS CHECKED SI NOR POSEIBLE BULLETING AND POINT NOW B. .. CONTACTED THE SMIL TWOKE TO DAVID LEHMAN . WAS INSTRUCTED SINCE NO DTC CODES STORED TO REPLACE THE PERSON AND THE PERSON OF T APPROVAL FROM G.M. REP JOHN JACOBS . ROAD TESTED VEH. AGAIN AND DID NOT CHARGE COMMITTION CALLED TAC AGAIN AND SPOKE TO DEVIL AGAIN. AND WAS INSTRUCTED TO REPLACE STEERING COLUMN MODULE . REPLACE STE EXING COLUMN MODULU ACE AND SOUT TESTED WHI DEALS THE STILL NO CHANGE IN STREET THE CHILDY THE AGAIN AND SPOYE TO DAVID AND WAS TOLD TO CONTACT SOME PRO NOR HARTHER ACTION :: (CALTED GOING FOR DESCRIPTION OF THE TOTAL CRAIS WITH ::: KNOWN GOOD STOCK UNIT . RAISED VEH. AND STOCK UNIT AND SWAPPED GEARS NAME AND ADDRESS OF THE PARTY O ROAD TESTED VEH. WITH BRENT ALYEA AND FELT NO BINDING OR STIFF STEERING AT ALL IN USE OFFICE 27.6.7. TON THE CASE STRAFFICE FAMILY CONSULTIONS AGAINS STREET WAS DAY ID LEHMAN EXT #59031 1 COLUMN FOUR PAREL SUIROUS STUDY RATTURS A LOT CAUSE: F CLOSE WEATHERSTREE FROMT DIDE OPENING LEFT ALLON OR REPLACE (N/C)4374 0 STATEMENT OF DISCLAIMS 1 3634770 LUBRICANT 3124 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 WHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEOLIGENCE OR MISSUES. RECORDS SUPPORTING THAT ACCIDENT, NEOLIGENCE OR MISSUES. RECORDS SUPPORTING THE CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PRIVINENT MOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. The factory warranty constitutes all of the warrants of with techniques. If the warrants of with techniques, the sale of this techniques, the warrants of the representation of the sale of this techniques, and the sale of t LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE BALES TAY EUSTONIA SONATURE OF ALER, CENERAL MANAGER OR KUTHORIZED PERSON DATE! PLEASE PAY THE AMOUNT SGSEG)



VIA FAX ONLY

May 22, 2007

Kevin Le, Esq. Law Offices of Kevin Le, PLLC 1700 Commerce St Ste 1340 Dallas, TX 75201-5131

RE:

Service Request: 71-474864281

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558364

Customer Relationship Specialist: Brion Stevens

Dear Mr. Le:

We regret that your client(s) is dissatisfied with his 2006 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement in the form of two checks, the first in the amount of \$5,000.00 made payable to Anthony Carniero. The second in the amount of 1,500.00 made payable to Law Offices of Kevin Le, PLLC.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good

















for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Sincerely,	
General Motors Corporation	
cc: FILE	
LG0044 V07022006	
Attach.	
Odometer	-
Client's Signature	Client's Signature
Date	Date















RELEASE OF CLAIM

I, (hereinafter referred to as "Releasor(s)"), on the assigns, heirs and executors, in consideration of: \$6,500.00 paid by release(s) and discharge(s) General Motors Corporation, its subsidit dealers, any designers and suppliers of vehicles, parts and component Motors Corporation, and their respective agents and employees from demands, damages, and claims for attorney's fees and costs which are related to, or are in any way associated with the purchase, repair, muse of Releasor(s) 2006 Pontiac G6 bearing Vehicle Identification ("Subject Vehicle"), including but not limited to any claims based of vehicle. This Release of Claim shall not be construed to release an entities from any liability regarding claims of personal injury or proof of the Subject Vehicle after the date of execution of the above, General Motors Corporation agrees to honor the remaining of limited warranty and any applicable GM Protection Plans which act vehicle. If Releasor(s) has/have initiated any court, arbitration or of Motors Corporation, Releasor(s) immediately will dismiss the processor of the amount of \$5,000.00, made payable to Anthony Carniero; the semade payable to Law Offices of Kevin Le, PLLC.	ry General Motors Corporation, hereby aries, its authorized independent ents that are distributed by General many and all claims, causes of action, directly or indirectly arise from, are naintenance, operation, alteration, or Number 1G2ZG558364 con any alleged defects in the subject y of the above named persons or oducts liability arising out of the use is release. Notwithstanding the term of the manufacturer's express companied the sale of the subject ther proceeding against General eeding with prejudice.
The subject vehicle's mileage ison the date of th	e signing of this release.
Releasor(s) has/have carefully read and understand(s) this release. acknowledge(s) that this Release constitutes the entire agreement b Motors Corporation, and Releasor(s) is/are not relying on any representation of the stated in this release.	etween Releasor(s) and General
PLEASE READ CAREFULLY BEFORE SIGNING. I YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDE ITS TERMS.	· · · · · · · · · · · · · · · · · · ·
I/We agree to the terms of this Release of All Claims	
DATE SIGNED:	
Claimant's Signature	Claimant's Signature
Address	Address
City, State, Zip Code	City, State, Zip Code

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

LG0029 V6302006 Law Offices of Kevin Le, PLLC 1700 Commerce St., Ste. 1340 Dallas TX 75201

PO Box 33170

Detroit MI 48232-5170



General Motors Corporation Attn: Brion Stevens / Brc

US POSTAGE \$0.41 **FIRST-CLASS MAIL** MAY 31 2007 Mailed from ZIP 75201 endicia.com/mac

LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST. SUITE 1340 DALLAS, TEXAS 75201 TOLL FREE: 888.333.3813 FAX: 888.746.4770

EMAIL: KEVIN@LAWLE.COM

ENAME. KEVIINELAVEE.COM

05/29/07

VIA FAX at 1.866.592.1369

General Motors Corporation Attn: Brion Stevens PO Box 33170 Detroit, MI 48232-5170

RE: MY CLIENT:

2006 PONTIAC G6

VIN: 1 G 2 Z G 5 5 8 3 6 4 Service Request: 71-474864281

Dear Mr. Stevens:

My client has authorized me to accept GM's offer of: (1) \$5,000 in monetary compensation for my client, and (2) \$1,500 for my attorney fees. Please find attached a copy of my client's signed acceptance.

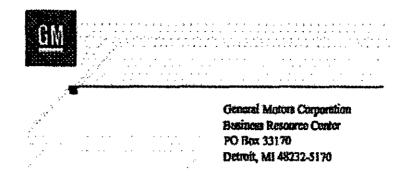
The release has been forward for my clients' signage. As soon as it is in my possession, I will forward the originals to your office.

Upon receipt, please issue 2 separate checks in settlement of this matter. Specifically, the first check in the amount of \$5,000 should be issued directly to my client, and the second check in the amount of \$1,500 should be issued to my office, the Law Offices of Kevin Le, PLLC.

Thank you,

Kevin Le

Attorney at Law



VIA FAX ONLY

May 22, 2007

Kevin Le, Esq. Law Offices of Kevin Le, PLLC 1700 Commerce St Ste 1340 Dallas, TX 75201-5131

RE:

Service Request: 71-474864281

2006 Pontiac G6

Vehicle Identification Number: 1G2ZG558364

Customer Relationship Specialist: Brion Stevens

Dear Mr. Le:

We regret that your client(s) is dissatisfied with his 2006 Pontiac G6 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement in the form of two checks, the first in the amount of \$ 5,000.00 made payable to The second in the amount of 1,500.00 made payable to Law Offices of Kevin Le, PLLC.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good

















May 22, 2007 Page 2

for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

Odometer

Chent's Signature

Client's Signature

Date

Date















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

December 8, 2010



Service Request: 71-479004728

Customer Relationship Specialist: Clint Rodreick

Dear :

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, 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 8, 2010



Service Request: 71-479004728

Customer Relationship Specialist: Heather Heard



We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu MAXX, 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 8, 2010



Service Request: 71-479004728

Customer Relationship Specialist: Amanda Mollett



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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

December 8, 2010



Service Request: 71-483600316

Customer Relationship Specialist: Henry Starling Jr

Dear :

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 2006 Pontiac G6, Vehicle Identification Number 1G2ZH578464 is for the following:

- 72 months or 72,000 miles, whichever occurs first, beginning on 04/02/2007 and ending on 04/02/2013, and begins with 21,000 and ends with 93,000 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.

Case Assessment By:Henry	Starling	Siebel/CARS Request #:71-483600316			
Customer Name:		5			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:21,000		
Veh ID	In Service Date:7/16/2005	Purchased:New	If used:		
#:1G2ZH578464					
What is the customer seekir	ng?Repurchase				

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Driver side speaker
Date: RO#: Mileage: Days Out: Description of Repair:

				The state of the s
01/06/2006	955010	6,822	*	Unable to duplicate concern.
02/22/2006	958206	8,136	1	Get speaker from parts, Remove old speaker, take new speaker out of box, wrong part, reorder speaker.
05/03/2006	963065	10,063	1	Sop in.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: mirror covers

Date: RO#: Mileage: Days Out: Description of Repair:

			<u> </u>	obottepoton of morally
08/20/2005	944203	1,099	1	Sop visor
09/06/2005	945702	1.663	1	Replace right side visor.
02/10/2006	957461	7,654	*	Recall #05094 performed.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: engine

Date: RO#: Mileage: Days Out: Description of Repair:

Team Manager Approval:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: sunvisor

Date: RO#: Mileage: Days Out: Description of Repair:

08/20/2005	944203	1,099	*	See repair above for mirror
09/06/2005	945702	1.663	*	See repair above for mirror
09/13/2005	946358	2,067	1	Install sop sun visor
02/10/2006	957461	7,654	*	See recall repair above.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: sunroof

Date: RO#: Mileage: Days Out: Description of Repair:

			<u> </u>	- CD CT - F CT CT - CT - CT - CT - CT - CT -
09/20/2005	946904	2,393	1	R/r visors, ab & c pillars, sunroof trim, seat belts, drop h/liner adjust glass panels and sunroof. Roadtest noise gone.
01/06/2006	955010	6,822	1	Adjust retainer at sunroof.
05/03/2006	963065	10,063	*	Sop mylar washers.
05/18/2006	965460	11,377	1	Sop in.
12/19/2006	977927	18,241	*	Adjusted sunroof assembly to seal tighter to roof, align and adjust glass panels for panoramic roof. Test ok.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: lower grille molding

Date: RO#: Mileage: Days Out: Description of Repair:

			<u> </u>	perspective or inspare v
09/20/2005	946904	2,393	*	Retape and secure.
		·		

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: power steering

Date: RO#: Mileage: Days Out: Description of Repair:

12/07/2005	952806	6,378	14	Replace right and left lower control arms

Team Manager Approval:

ate: RO#: Mileage: Days Out: Description of Repair: 5/03/2006 963065 10,063 * Repair loose wire at retainer. USTOMER'S PRIMARY SYMPTOW/CONCERN: Screw cover on driver door handle ate: RO#: Mileage: Days Out: Description of Repair: S/09/2006 965460 11,377 1 Part ordered. 5/09/2006 969414 13,290 1 Sop in USTOMER'S PRIMARY SYMPTOW/CONCERN: Steering gear ate: RO#: Mileage: Days Out: Description of Repair: D/24/2006 974480 16,169 1 Replaced steering gear, set toe					
ate: RO#: Mileage: Days Out: Description of Repair: 5/03/2006 963065 10,063 * Repair loose wire at retainer.					
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CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Screw cover on driver door handle Date: RO#: Mileage: Days Out: Description of Repair: D8/09/2006 965460 11,377 1 Part ordered. D8/07/2006 969414 13,290 1 Sop in CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering gear Date: RO#: Mileage: Days Out: Description of Repair: D8/07/2006 974480 16,169 1 Replaced steering gear, set toe	Date: RO	#: <u>Mi</u>	leage: Da	ays Out:	Description of Repair:
Date: RO#: Mileage: Days Out: Description of Repair: 06/09/2006 965460 11,377 1 Part ordered. 08/07/2006 969414 13,290 1 Sop in CUSTOMER'S PRIMARY SYMPTOW/CONCERN: Steering gear Date: RO#: Mileage: Days Out: Description of Repair: 10/24/2006 974480 16,169 1 Replaced steering gear, set toe CUSTOMER'S PRIMARY SYMPTOW/CONCERN: Windshield	05/03/2006	963065	10,063	*	Repair loose wire at retainer.
Date: RO#: Mileage: Days Out: Description of Repair: 06/09/2006 965460 11,377 1 Part ordered. 08/07/2006 969414 13,290 1 Sop in CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering gear Date: RO#: Mileage: Days Out: Description of Repair: 10/24/2006 974480 16,169 1 Replaced steering gear, set toe CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Windshield					
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CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering gear Date: RO#: Mileage: Days Out: Description of Repair: 10/24/2006 974480 16,169 1 Replaced steering gear, set toe	Date: RO	#: <u>Mi</u>]	leage: Da		Description of Repair:
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CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Windshield					
Date: RO#: Mileage: Days Out: Description of Repair: 10/24/2006 974480 16,169 1 Replaced steering gear, set toe CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Windshield					
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	Date: RO 10/24/2006	#: Mil 974480	16,169	1	Replaced steering gear, set toe
	Date: RO 10/24/2006	#: Mil 974480 S PRIMAR	16,169 Y SYMPTOM	1 //CONCERN: \	Replaced steering gear, set toe Windshield

Team Manager Approval:

CUSTOMER	'S PRIMAR	RY SYMPT	TOM/C	ONCERN	: Lock tabs at dash mount area
Date: RO					Description of Repair:
CUSTOMER	'S PRIMAR	RY SYMPT	TOM/C	ONCERN	: Right side pillar post
Date: RO 11/29/2006	976668	1eage: 17,717	Day	s Out:	Description of Repair: Ordered part, applied Velcro to dash until part arrives
Date: RO 11/29/2006	976668	1eage: 17,717	Day	s Out:	Description of Repair:
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OTHER SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: Description of Repair:

Team Manager Approval:

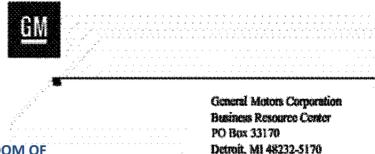
09/20/2005	946904	2,393	*	Drivers door noise – unable to duplicate
02/10/2006	957461	7,654	1	Passenger window scratches – No problem found
05/03/2006	963065	10,063	*	Seat noise – no problem found.
08/07/2006	969414	13,290	*	Wheel stud – Drilled out wheel stud and nut, removed caliper mount, rotor to press in new stud, nut.
10/24/2006	974480	16,169	*	Trunk – Adjusted striker and latch of trunk lid.

Total Days Out of Service: 28(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)
VEHICLE MEETS PRESUMPTION LEMON LAW? YES:X NO:
What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Repair/repurchase under program eligibility guidelines.
AVM and/or DEALER RECOMMENDATION(s):
CRM RECOMMENDATION & RATIONALE (EXPLAIN):Crs is creating case assessment due to settlement was reached before case was assumed by crs.
Decision reached by CRM: Arbitrate case: Settle case: X

Team Manager Approval:

CMPP Request for Processing

SR# 71-483600316								
New/Used: New Division: Pontiac Vehicle Style: Car								
Complete VIN 1G2ZH578464 Vehicle Year: 2006								
Division – Dealer Code: Pontiac 16-32888								
General Motors has agreed to: 1. Approve and pay for a new plan 1. Approve and pay for a new plan – no GMPP Coverage Currently 2. Authorize a new plan or upgrade; customer will pay total cost 3. Approve and pay for an upgrade; apply original coverage refund to Division making request.								
Special Instructions: Check ☐ Transfer all claims to new		Endorse selling dea	aler code to Division code					
(Selling dealer to keep profit. E	Division is debi [†]	ted the dealer's pr	ofit)					
Delivery Date: 7/16/2005	•	Odometer reading	: 21,000					
Plan Purchase Date: 04/02/20	07 Customer	Ownership: Owner	-					
Business Name:								
Customer Name - Title: Mrs.	(First - M.I L	ast):						
Address Line 1:								
Address Line 2:								
City: St. Louis State: MO	Zip:							
Plan Type: Major Guard	# of Months:	72 Months	Mileage: 72,000					
Plan Type:	# of Months:		Mileage:					
Deductible: 0	MSRP:	3,555.00						
Plan Lien Holder (Select Divisi	Plan Lien Holder (Select Division): Pontiac							
Division Address: P.O. Box 33172 Detroit, MI 48232-5172								
CRM (Decision Maker): Henry	Starling							
Team Manager / Liaison: Verd	onica Charles							
Team CARS Site: Aust	in	Date: (04/03/2007					
☐ AVM Requested								



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

February 19, 2007

VIA FAX ONLY

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

RE:

Service Request: 71-484232448

2005 Pontiac G6

Vehicle Identification Number: 1G2ZH528254

Customer Relationship Specialist: Halima Shaw

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated February 19, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

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

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

Sincerely,

General Motors Corporation

















RELEASE OF LIEN INFORMATION

I	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Na	ame)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regard	ding my loan account #(Account Number)
with(Lion holder Name)	
(Lien norder Name)	
to General Motors Corporation, including loan payoff amount, and per diem informations and per diem information.	ng but not limited to a complete payment history of my account, mation.
Date	
VI	EHICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V6302006	















MOORMAN PONTIAC-GMC

400 EAST SHOUP MILL RD, DAYTON, OHIO 45415

Fax Cover Sheet	Fax	Cover	Sh	eet
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To:

Phone:

Fax Number: 866-592
CC: 1363

Date: 2-19-07
Number of Pages 13
Including coversheet

Phone: 937-913-2100 Ext.
Fax # 937-278-6364

GMC Dealer Code 21079
PONTIAC Dealer Code 09432
BAC Code 115958



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MORAINE, OH BUS

180761

INVOICE

Moorman

Pontiac - GMC - Osuzu, Onc.

PAGE 2

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415 (937) 913-2100 1-800-837-3660

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We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me. Dennis McKinnon - (937) 913-2130

Our Service Hours are: 7:00 am - 8:00 pm Mondays 7:00 am - 6:00 pm Tues. - Fri.

DESCRIPTION	TOTAL6
LABOR AMOUNT	15.40
PARTS AMOUNT	72.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	88.35
LESS INSURANCE/COUPONS	11.13
SALES TAX	6.19
PLEASE PAY THIS AMOUNT	83.41

CIBTOMER CEPT

120574 161222 Moorman *INVOICE* Pontiac - MC - Dsuzu, Dnc. DUPLICATE 1 400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415 MORAINE, OH PAGE 1 (937) 913-2100 1-800-837-3660 HOME BUS: SERVICE ADVISOR: 279 MICHAEL A OURS COLOR MAKE/MODEL LICENSE MILEAGE IN/OUT GRAY PONTIAC G6 1G2ZH528254 5155/5155 DEL DATE PROD. DATE WARR EXP. PROMISED PO NO PAYMENT INV DATE 17MARO5 IS 17:00 27JUN05 0.00 COUP 01JUL2005 R.O. OPENED STK:2117 DLR:09432 ENG:1.8 Liter MFI OPTIONS: \$100/00 DEDÜCT 1) EASY CARE TOTAL CARE 27JUN05 3.17.09/60181 EG4099132 01JUL05 LINE OPCODE TECH TYPE HOURS A STEERING APPEARS TO LOCK UP AT TIME STEERING LIGHT COMES ON CAUSE: 6G E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING REPLACE 64 WP94 (N/C) 1 15225637 MOTOR/MODULE (N/C)FC: 6D PART#: 15225637 Count: 1 CLAIM TYPE: Auth Code: OJ 5155 LAOR + CLOCK TIME. DIAG. ROADTEST 3 TIMES FOR 30+ MILES IN ORDER TO DUPLICATE COMPLAINT. NO HISTORY OR CURRENT CODES STORED UNTIL STEERING FAILURE. CONTACTED T.A.C. CASE # 6280827. INSTRUCTED TO VISUALLY INSPECT ALL RELATED CONNECTORS AND TERMINAL TENSION, OK. CODE SET CURRENT CO475. FOLLOWED TROUBLE TREE DIAG. AND REPLACED POWER STEERING MOTOR/MODULE ASM. PREFORMED STEERING SYSTEM RELEARNS AND RETEST: OPERATING AS DESIGNED AT THIS TIME: BRENIZAL CAUSE: RENTAL Z7903 WARRANTY RENTAL 9999 WP94 (N/C) FC: 98 PART#: COUNT: 0 CLAIM TYPE AUTH CODE: SUBL ENTERPRISE RENTAL We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me.

Dennis McKinnon - (937) 913-2130

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	11
TOTAL CHARGES	
LESS INSURANCE/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

MORAINE, OH

HOME :

120574

BUS:

9372786364

161222

Moorman

INVOICE

Pontiac - GMC - Dsuzu, Dnc.

DUPLICATE 1 PAGE 2

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415 (937) 913-2100 1-800-837-3660

SERVICE ADVISOR: 279 MICHAEL A OURS

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We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me.

Dennis McKinnon - (937) 913-2130

Our Service Hours are: 7:00 am - 8:00 pm Mondays 7:00 am - 6:00 pm Tues. - Fri.

DESCRIPTION	TOTALS
LABOR AMOUNT	55.90
PARTS AMOUNT	14.95
GAS, CIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	70.85
LESS INSURANCE/COUPONS	0.96
SALES TAX	5.31
PLEASE PAY THIS AMOUNT	75.20

120574 157492 Moorman INVOICE Pontiac - GMC - Dsuzu, Dnc. 400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45416 MORAINE OH PAGE 1 (937) 913-2100 1-800-837-3660 HOME: BUS: SERVICE ADVISOR: 210 DENNIS MCKINNON COLÓR YEAR MAKE/MODEL DIČENSE MILEAGE IN/OUT TAG GRAY 05 PONTIAC G6 1G2ZH528254 181/181 DEL DATE PROPEDATE WARR EXP. PO NO. RATE PAYMENT INV. DATE 17MAR2005 WAIT 17MAR05 0.00 CASH 17MAR2005 R.O. OPENED STK:2117 DLR:09432 ENG:1.8 Liter MFI 17MAR05 17MAR05 LINE OPCODE TECH TYPE HOURS LIST A BATERY WILL NOT HOLD A CHARGE CAUSE: F NOILO BATTERY ONE REPLACE 50 WP94 (N/C)1 19001627 (N/C) FC: OJ1Q2 PART#: 19001627 COUNT: 1 CHAIM TYPE: AUTH CODE: CE 181 BATTERY WILL NOT HOLD A CHARGE REPLACE THE BATTERY TO CORRECT. CODE We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me.

Dennis McKinnon - (937) 913-2130

PLEASE PAY THIS AMOUNT	0.00
SALEŞ TAX	0.00
LESS INSURANCE/COUPONS	0.00
TOTAL CHARGES	0.00
MISC, CHARGES	0.00
SUBLET AMOUNT	0.00
GAS, OIL, LUBE	0.00
PARTS AMOUNT	0.00
LABOR AMOUNT	0.00
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INVOICE

Moorman Pontiac - GMC - Dsuzu, Onc.

HOME:			BUS:				PAGE	1			ROAD * DAY D 1-800-83		45415
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satisfied with the service on your vehicle, please contact me. Dennis McKinnon - (937) 913-2130

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

INVOICE

Moorman Pontiac - GMC - Dsuzu, Dnc.

PAGE 1

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415

HOME:	: BUS:			PAGE 1	(937) 913-2100 1-800-837-3660		
		DOD.			VICE ADVISOR:	198 TIMOTHY MARSHALL	
COLOR	YEAR	MAKE/MODEL			MIN	LICENSE MILEAGE IN/OUT TAG	
GRAY	05 PO	NTIAC G6		1G2ZH	528254	9/9	
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We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me. Dennis McKinnon - (937) 913-2130

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

INVOICE



PAGE 1

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415 (937) 913-2100 1-800-837-3660

TICONTO			BUS:				PACL	_	(93	7) 913-2100	-800-837-3	660
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We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me. Dennis McKinnon - (937) 913-2130

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC, CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE/COUPONS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	9.00

INVOICE



400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415 PAGE 1 (937) 913-2100 1-800-837-3660 HOME: BUS: SERVICE ADVISOR: 278 CINDY OLENDORF TAG COLOR YEAR MAKE/MODEL LICENSE / MILEASE IN/OUT PONTIAC G6 1G2ZH528254 DEL DATE PROD DATE WARR EXP PO NO. PAYMENT INV DATE 17:00 22NOV04 0.00 CASH 22NOV2004 R.O. OPENED READY STK: 2117 DLR: 09432 ENG: 1.8 Liter MFI OPTIONS: 22NOV04 22NOV04 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A CLEAN FOR DELIVERY AND WAX SS SEE STORY 286INPDC (N/C) EST: 20.00 22NOV04 08:02 CLETTINE I CLET

We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me. Dennis McKinnon - (937) 913-2130

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

INVOICE



400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415 PAGE I (937) 913-2100 1-800-837-3660 HOME: BUS: SERVICE ADVISOR: 278 CINDY OLENDORF YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT COLOR TAG 46U 1G2ZH528254 PONTIAC G6 PROD DATE WARR EXP. DEL DATE PROMISED PO NO INV DATE 17:00 16SEP04 0.00 CASH 16SEP2004 HO OPENED READY OPTIONS: STK: 2117 DLR: 09432 ENG: 1.8 Liter MFI 16SEP04 16SEP04 LINE OPCODE TECH TYPE HOURS LIST TOTAL NET A WASH AND PAINT SEAT SS SEE STORY m_{i} 335INPDC EST: 17.50 16SEP04 10:20 SA: 278 CISTONIER CEP

We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me. Dennis McKinnon - (937) 913-2130

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

HOME:

BUS:

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INVOICE

Moorman

Pontiac - GMC - Dsuzu, Dnc.

PAGE 1

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415

(937) 913-2100 1-800-837-3660

SERVICE ADVISOR:

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We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me. Dennis McKinnon - (937) 913-2130

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

DICE

INVOICE

Pontiac - GMC - Osuzu, Onc.

Moorman

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415 PAGE 1 (937) 913-2100 1-800-837-3660 HOME: BUS: SERVICE ADVISOR: 484 CHERYL WITTGREVE MILEAGE INFOUT TAG 20108 MAKE/MODEL VIN LICENSE YEAR 05 1G2ZH528254 PONTIAC G6 PROD DATE WARE EXP PROMISED PO NO PAYMENT INV DATE DEL DATE 17:00 14SEP04 0.00 CASH 15SEP2004 R.O. OPENED STK:2117 DLR:09432 ENG:1.8 Liter MFI 14SEP04 15SEP04 LINE OPCODE TECH TYPE HOURS LIST TOTAL A PRE-DELIVERY INSPECTION CAUSE: F PDI PRE-DELIVERY INSPECTION (N/C)110WPDIP em em un (N/C)110INPDC SS DEFLECTOR SHIELD (N/C)110 WP94 FC: 59 PART#: COUNT: 0 CLAIM TYPE: I AUTH CODE: MG 6 PDI & ETCHING COMPLETE DEFLECTOR SHIELD INSTALLED ON SUNROOF ***********

We appreciate your business. If you are not completely satisfied with the service on your vehicle, please contact me. Dennis McKinnon ~ (937) 913-2130

> Our Service Hours are: 7:00 am - 8:00 pm Mondays 7:00 am - 6:00 pm Tues. - Fri.

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

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