



Service Satisfaction Survey

Dissatisfied Customer

[Redacted Name]

[Redacted Address]

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

[Redacted Contact Information]

Home telephone:

Change to: [Redacted]

Please provide us with your preferred email address:

[Redacted Email Address]

Dear [Redacted]

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

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

About Your Service Consultant/Advisor

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

Please complete other side

About Your Service Consultant/Advisor - continued

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

About Service Delivery

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with: | | | | | |
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| - The ease of getting your vehicle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 12. Were ALL of your service concerns corrected on this service visit? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | | |

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

Condition explained - repair not necessary

Work performed did not correct the problem

Service Department could not duplicate problem

Service Department was too busy

Parts not available

I declined repair

Other (please specify) _____

Don't know

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 14. Were you given a copy of the completed repair order/invoice? | <input checked="" type="checkbox"/> | <input type="checkbox"/> | | | |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | | <input type="checkbox"/> | |

Summing Up Your Experience

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Circle Pontiac? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17. Would you recommend this dealership for service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 18. Overall, how satisfied are you with your 2006 G6? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

19. Are you ... Male Female

20. Your age ... Under 25 25 - 34 35 - 44 45 - 54 55 - 64 65 or older

21. May we include your name when providing this survey information to your dealership? Yes No

22. Do you have any other comments/recommendations about Circle Pontiac?

Please contact me by phone (708) 305-0545, DO NOT send another survey. Some advice - do not send out surveys if you dont intend to respond in a prompt manner.

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737

Thank You!!

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

0399



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

December 6, 2010

[REDACTED]
Dyer, IN [REDACTED]

Service Request: 71-468965455
Customer Relationship Specialist: Greta Vanderhoek

Dear [REDACTED]:

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.

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

December 6, 2010

[REDACTED]
Merrillville, IN [REDACTED]

Service Request: 71-470137141
Customer Relationship Specialist: Sarah Goss

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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

December 8, 2010

[REDACTED]
Fairmont, NC [REDACTED]

Service Request: 71-472504155
Customer Relationship Specialist: David Miller

Dear [REDACTED]:

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.

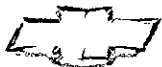
If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be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

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Sincerely,

Chevrolet Customer Assistance Center

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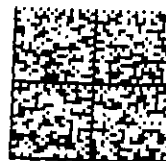
CHEVROLET

Customer Assistance Center

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

NSN

MAR 05 2007



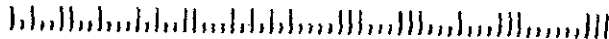
PITNEY BOWES
U.S. POSTAGE
\$00.390
FEB 22 2007
ZIP 48146
02 1A
2744065

NIXIE 283 1 00 02/27/07

RETURN TO SENDER
NO SUCH NUMBER
UNABLE TO FORWARD

BC: 48232517070 *1753-02511-22-37

28340482325170





CHEVROLET

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

[REDACTED]
Fairmont, NC [REDACTED]

Service Request: 71-472504155

Customer Relationship Specialist: David Miller

Dear [REDACTED]

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

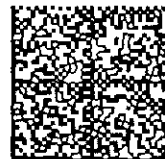
Cole & Cole, PLLC

Attorneys and Counselors at Law

3303 W. Saginaw, Suite E-1

Lansing, Michigan 48917

JAN 25 2007



UNITED STATES POSTAGE
PITNEY BOWES
02 1P \$000.39⁰
0004589970 JAN 17 2007
MAILED FROM ZIP CODE 48917

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



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

98243+1114-99 C032





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: [REDACTED] 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 [REDACTED] of Eaton Rapids, Michigan who purchased a new 2005 Malibu Maxx from Glenn Buege Chevrolet, Inc. (Buege) in Eaton Rapids, Michigan.

[REDACTED] 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 [REDACTED] 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. [REDACTED] 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

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

December 8, 2010

[REDACTED]
Eaton Rapids, MI [REDACTED]

Service Request: 71-482643696
Customer Relationship Specialist: Jason Jackson

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62875H [REDACTED]. 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.



KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

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

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

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

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

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

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

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT[†]
ROBERT A. RAPKIN[†]
HY DAVID RUBENSTEIN^{††}
AMY D. COX^{††}
LOUIS DOBI, JR.^{††}
HILARY WHEATLEY TAYLOR^{†*}
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^{†§§}

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, VT Bar
[§] Member, MI Bar

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

Re: [REDACTED] **v. General Motors Corporation**
Vehicle: 2005 Pontiac G6-GT
Date of Purchase: 3/1/2005
Place of Purchase: Moorman's Pontiac, Dayton
VIN: 1G2ZH528254 [REDACTED]

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

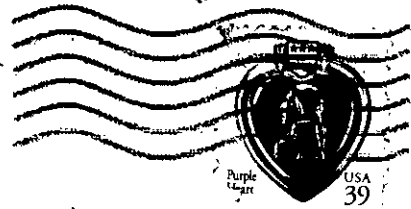
[Redacted]

Merrillville, IN [Redacted]

GARY, IN 464

APR 26 2007

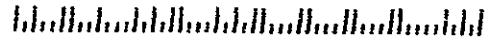
23 APR 2007 PM 2 T



General Motors Corporation
Attn: G. RICHARD WAGONER, JR
CHAIRMAN & CEO
100 RENAISSANCE CENTER
DETROIT 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. RICHARD WAGONER, JR.
CHAIRMAN & CEO
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI, 48265

APRIL 19, 2007
THREE CORRESPONDENCE
FROM SARAH GOSS, GM
CUSTOMER RELATIONSHIP
SPECIALIST, DATED 4-16-07

G. RICHARD WAGONER, JR.

DURING MY LAST CONVERSATION BY PHONE
WITH EMPLOYEE SARAH GOSS DID YOU
AUTHORIZE HER TO OFFER THE CONSUMERS
OF A 2005 CHEV. MALIBU, A OIL CHANGE, TO
RESOLVE ISSUE WHEN WE HAVE EXPERIEN-
CED SOME MAJOR DEFECT(S), WITH THE COM-
BINED EMPLOYEES INVOLVED WERE YOU G. RICHARD
WAGONER AGAIN AUTHORIZING THE EMPLOYEES IN-
VOLVED IN OUR 2005 MALIBU CASE, TO INGEST
THE CONSPIRACY TO COMMENT FURTHER, AND INTENT
LOCAL INFLECTION OF EMOTIONAL STRESS, THE ONLY
CONCLUSION I CAN COME UP WITH YOUR COMPANY
IS BASED ON FRAUD,

COPIES PER/SAR.
as Proper Authorized



MY QUESTION TO YOU MR. G. NICHOLS.
MR. WAGONER. WERE YOU AND YOUR EMPLOYERS
INBARED IN FRAUD AND CONSPIRACY, IN SHORT
DECEPTIVE BUSINESS PRACTICES
NOTE, CHAPTER 30116 OF TITLE 49, U.S.C., (b)-

(2) Subsection (a). MR. WAGONER. DO YOU
WANT TO RESOLVE THIS ISSUE WITHOUT
A LEGAL BATTLE. IF SO REPLY REAK
SOON AS I AM NOW IN THE PROCESS
OF SUBMITTING THE RIGHT PAPER
WORK TO THE USDC FOR THE NORTHERN
DISTRICT OF INDIANA. THAT MEANS YOU
MAY HAVE TO COME TO INDIANA TO
EXPLAIN TO A FEDERAL JUDGE AND JURY WHY
THE CONSUMERS OF A GM PRODUCT WAS SOLD
TO THEM WITH DEFECTS. DEFECTS THAT COULD
CAUSE SERIOUS BODILY INJURY. I AWAIT
YOUR REPLY, IF YOU ARE ARROGANT TO NOT REPLY.
WATCH ^{HOW} ARROGANT I CAN BE FILING A LEGAL
ACTION AGAINST GM AND I PROBABLY CALL
RALPH NADER AS A WITNESS

(No more
phone calls)

Have a good Day

30116
PEC/SAC

And Justice Dept
PATRICK HEALY
Bldg

merrillville, IN

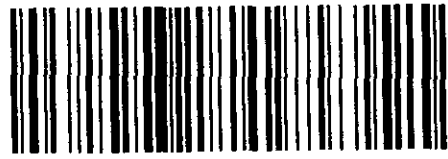
G. RICHARD WAGONER, JR.
CHAIRMAN & CEO
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI. 48265

APRIL 19, 2007
IN RE: FRAUD PERPETRATED
BY YOUR EMPLOYEES

NOT TOO LONG AGO, MY ON GOING CASE
HAS BEEN MOVED FROM ONE EMPLOYEE TO ANOTHER
THE LAST AND FINAL ONE, WAS A SARA GOSS
1-866-790-5600 EXT 10712 - SERVICE REQUEST NO.
71470137141. THIS EMPLOYEE DID NOTHING BUT
LIE. ATTEMPTED TO GIVE ME A SONG AND DANCE,
IN FACT MAY HAVE COMMITTED A HATE CRIME AS
I AM DISABLED. AND GM CORPORATION, et al,
IN VIOLATION TITLE 49 USC CHAPTER 30102 -
NO. 2 - 7(A) - 8. AND (F) OUR JOBS MALIBU LS HAS
BEEN AT VARIOUS DEALER SHIPS ASSOCIATED WITH
THE RACK AND PINION. ALL GM DEALERSHIP TO
WHICH I COME TO A CONCLUSION NOT ONLY ARE
THEY SCAMMING CONSUMERS BUT GM TO AS I
WAS READING SOMEWHERE, THAT GM LAYS OUT
MILLIONS A YEAR, TO THESE DEALER SHIPS.

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS

CERTIFIED MAIL™



7006 2760 0004 4639 3768



U.S. POSTAGE
PAID
MERRILLVILLE, IN
46410
MAR 29, 07
AMOUNT

\$5.36
00081093-02

0000

Merrillville, IN

APR 03 2007

APR 03 2007

RETURN RECEIPT
REQUESTED

CHEVROLET
P.O. Box 33170
DETROIT, MI-48232-5170

GENERAL MOTORS CORPORATION
300 Renaissance Center
Detroit MI. 48265. USA.

March 27, 2007
IN RE: Service Request No. -
- 71-470137141

To all GM employees whom this
Correspondence may concern: IF there is
any question Please contact GM employee
Richard Detweiler, at 1-866-790-5700
Ext 20549. OR The Consumers of GM
Vehicle at 219-795-1305. HomePhone
Note The Consumers are seeking to be
reimbursement for out of the pocket expense
for a Enterprise Rental(s). Any Questions Contact
Enterprise at 219-947-4100, Hobart EXPDIAA Office
Also please take notice. This matter of a rental
car would not have ever occurred. IF the 2005
Malibu we purchased was not dangerous and
defective as we have had nothing but problems
with the 2005 Malibu LS. See below
* Please return all documents in this envelope
Thank You.

Copies P&C
SAS

P. Argentina, Esq.

Merrillville, IN.

GENERAL MOTORS CORPORATION
300 Renaissance Center
Detroit, MI 48265, USA

March 27, 2007
FRAUD: SERVICE REQUEST
NO. 71-470137141

IN THE MATTER OF JOOS CHEVROLET
MALIBU. THIS ISSUE WOULD HAVE NEVER
OCCURRED IF THE PARTS ON THIS VEHICLE
HAD NOT BEEN DEFECTIVE. IN SHORT, PRODUCT
LIABILITY CASE MAGNUSON MOSS WARRANTY
ACT VIOLATION THE LIST IS LONG THE
OWNERS OF THIS CAR HAVE SUFFERED EMOTIONAL
DISTRESS AND ECONOMIC DURESS DO
TO THE FRAUD PERPETRATED BY GM, ET.
PLEASE REFER TO A CORRESPONDENCE TO EXECUTIVE
ASSISTANT FOR GM CORP. SUSAN MACEWAN
DATED NOV. 15 2006. VIN. 1G1ZT5482SF [REDACTED]
IN THAT CORRESPONDENCE MENTIONED WE GOT STUCK
WITH OVER A \$50.00 RENTAL BILL SEE ATTACHED PRINT
INVOICE TO MIKE ANDERSON CHEVROLET. DATED OCT. 12 2006
ON THIS DATE OCT. 12 2006. DURING A PHONE CONVERSATION
I MENTIONED I WOULD CALL THE POLICE AND LEASE
THE CAR ON THEIR BECAUSE IT IS NOT SAFE TO DRIVE
FOR THE CO-OWNER. NO REPAIRS WERE MADE DUE TO
MIKE ANDERSON'S REFUSAL ETAL. ROUGHLY ONE MONTH
LATER WE TOOK THE VEHICLE TO CHRISTINSON -

CHEVROLET - GEO. HIGHLAND MICHIGAN 46322

See invoice dated Nov. 14, 2006. which is inclosed they seemed to have fixed the problem?

Note, invoice dated March 23, 2007 from Mike Anderson inclosed here they allegedly fix the problem that they should have fixed Oct 12, 2006. See invoices. I might add the Service Advisor on the invoice of March 23, 2007 In the Service Advisor words added "elunking" notice when the consumer said knocking. See invoice dated Nov. 14, 2006 and October 12, 2006 In short "we" would like to be reimbursed for out of the pocket expenses. That should have never happen. Note the following

- Shipler v. GM. 2003 - 18.6 m.
- Lambert v. GM. 2001 - 15.0 m
- Styles v. GM. 2003 - 5.2 m.
- Hughes v. GM. 1994 - 11.9 m
- Buccolo v. GM 1990 - 10.3 m

The Justice Dept. Fined GM 1 million for not doing a full recall pertinent windshield wipers. Note former GM Corp. employees, Mr. Ronald Elwell and Edward Ford. In closing please return all inclosed documents to the consumers. From within the brown manila envelope. Return what is rightfully owed to us. The \$ for both unreported rental dates continued dishonesty will result in proper legal action. Subpoenas possible I could submit the proper legal documents to a Federal Judge. TO STOP the production line of defective vehicles

To Reiterate Please return all
in closed documents to The Consumer
Enclosed is all the necessary paper
work to help us get the out of
the pocket expenses for the Rent-a-Car
Rentals. Don't ask for any more
paper work. You have what you need
for VIN. No. 1G1ZTS4825F [REDACTED] with
the technology GM has they or you
can pull up the proper next infor-
mation. We want our rental
expenses for ~~this~~ defective Junt.

Cardially
[REDACTED]

Return all documents to P.E.L.

GM Service Request No - 71-470137191

S100299

75718



INVOICE

1550 East 61st Avenue, Merrillville, IN 46410
(219) 947-4151 (888) 947-4151
www.mikeandersonchevy.com

MERRILLVILLE, IN

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 6927 RANDALL KUDLO

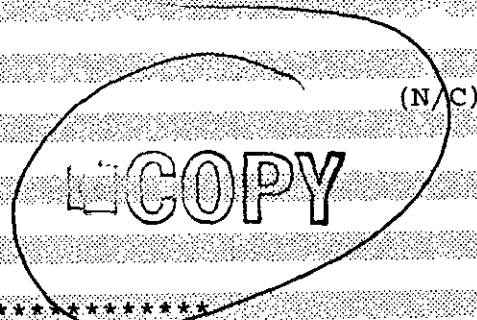
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	CHEVROLET MALIBU	1G1ZT54825F		48071/48071	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
07MAR05 DD			17:00 23MAR07		0.00	CASH
R/O OPENED	READY	OPTIONS: DLR:10012 ENG:3.5 Liter_SFI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

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.

4432 W
FC: 93 PART#: COUNT: 0
CLAIM TYPE: A
AUTH CODE:
NE



B** REPLACE FUEL FILTER
NWP FUEL FILTER IS IN FUEL TANK AND REGULAR
REPLACEMENT NO REQUIRED.

4432 CP 0.00 0.00

C** INSPECT BRAKES AND ADVISE.
NWP NO WORK PERFORMED

4432 CP 0.00 0.00

48071 INSPECTED BRAKES AND FRONT HAVE APPROX 40% REMAINING AND REAR
HAVE APPROX 30% REMAINING. ESTIMATE TO REPLACE= \$209.00 + TAX PER AXLE.

Cash AK
 Check
 Credit AE MC Visa Discover
Date 3/23/07 Initial AK
Charge Authorization 48071-65

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

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

CUSTOMER SIGNATURE

Service Request NO 7147013 7141 -gm

137674

181404



CHRISTENSON

CHEVROLET - GEO

9700 INDIANAPOLIS BLVD.

HIGHLAND, INDIANA 46322

SERVICE DIRECT (219) 924-2501; (219) 924-3344
CHICAGO (312) 375-3363

INVOICE

PAGE 1

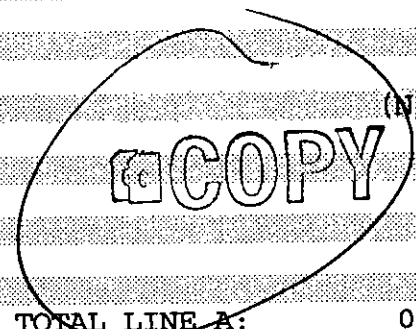
SERVICE ADVISOR: 429 JONATHAN JACKSON

MERRILLVILLE, IN
HOME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	05	CHEVROLET MALIBU	1G1ZT54825F		39291/39291		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS			WAIT 14NOV06			COUP	14NOV06

R.O. OPENED	READY	OPTIONS:
09:09 14NOV06	10:49 14NOV06	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A KNOCKING WHEN TURNING STEERING WHEEL							
CAUSE: LOOSE							
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							
NM							



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

B							
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							
1	12490147	FILTER			4.50	4.50	4.50
1	5W30-5				7.91	7.91	7.91
PARTS:	12.41	LABOR:	12.00	OTHER:	0.00	TOTAL LINE B:	24.41

MISC. SUPPLIES/ENVIRO. CHARGE							1.56
-------------------------------	--	--	--	--	--	--	------

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

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.

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.

TERMS: CASH CHARGE AUTHORIZED BY:

MESSAGE TO CUSTOMER

DISCLAIMER OF WARRANTIES

The Seller, CHRISTENSON
 CHEVROLET-GEO hereby expressly
 disclaims all warranties, either
 express or implied, including any
 implied warranty of merchantability
 or fitness for a particular purpose,
 and CHRISTENSON CHEVROLET -
 GEO neither assumes nor authorizes
 any other person to assume for it
 any liability in connection with the
 sale of the vehicle or product.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	12.00
PARTS AMOUNT	12.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.56
TOTAL CHARGES	25.97
LESS INSURANCE	7.85
SALES TAX	0.83
READY TO PAY THIS AMOUNT	18.95

CHRISTENSON CHEVROLET, INC
 CUSTOMER COPY

Service Request # 71470137141 gm
 S100299 65926



1550 East 61st Avenue, Merrillville, IN 46410
 (219) 947-4151 (888) 947-4151
 www.mikeandersonchevy.com

INVOICE

PAGE 1

MERRILLVILLE, IN

HOME: BUS:

CELL:

SERVICE ADVISOR: 3628 CARL RAKOWSKI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	05	CHEVROLET MALIBU	1G1ZT54825F		37049/37049		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
07MAR05 IS			17:00 12OCT06		0.00	CASH	12OCT06
R.O. OPENED	READY	OPTIONS: DLR:10012 ENG:3.5_Liter_SFI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK	KNOCK IN STEERING ON TURNS					
		2300 NO REPAIRS MADE					
		99 CP				0.00	0.00

B	LFT	HEADLITE LOOSE					
		2600 NO REPAIRS MADE					
		99 CP				0.00	0.00

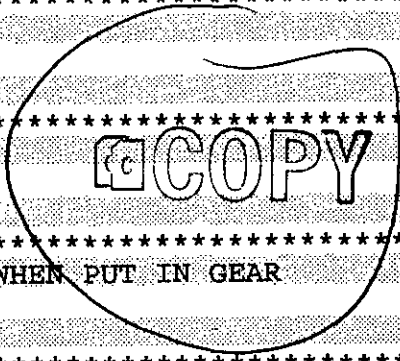
C	BRKES	SQUEAK WHEN APPLY					
		1600 NO REPAIRS MADE					
		99 CP				0.00	0.00

D	HARD	TO SHIFT GEAR WHEN ON INCLINE					
		1500 NO REPAIRS MADE					
		99 CP				0.00	0.00

E	TRANS	DID NOT GO INTO DRIVE RITEAWAY WHEN PUT IN GEAR					
		1500 NO REPAIRS MADE					
		99 CP				0.00	0.00

F	FROM A STOP	ENG HAD HES ON ACCL ONCE					
		1203 NO REPAIRS MADE					
		99 CP				0.00	0.00

G	RENTAL-ENTERPRISE						
		SUB CUSTOMER TO PAY RENTAL CHARGE					
		99 CP				0.00	0.00



Cash
 Check
 Credit
 Date: 10/12/06 Initial: [Signature]
 Charge Authorization: [Signature]

The Chevy Guy 65

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

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

OWNER OF VEHICLE:
BRANCH ADDRESS:

(4)

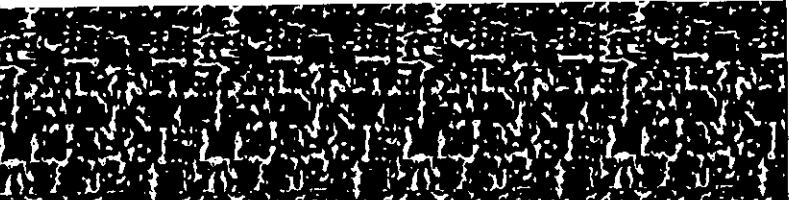
RENTAL TYPE	SOURCE #	ID #	RENTAL AGREEMENT NO. D
RENTER			

START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

COLOR: _____ LICENSE NO: _____

MODEL: _____ ECAR#: _____



MILE-AGE: IN _____ OUT **3041**

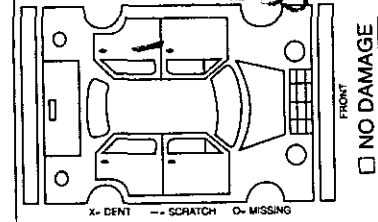
DRIVEN: _____

CONDITION AGREED TO RENTER

BILL TO: COMPANY

ATTN: _____ PHONE: _____ EXT: _____

REFERENCE NUMBER: _____



ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. I REQUEST OWNER'S PERMISSION TO ALLOW

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

ORIGINAL

OUT: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

IN: E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT

DAMAGE WAIVER (DW) DISCLOSURE:

1. DW is optional. 2. DW entails an additional charge. 3. The additional charge per day for DW is listed to the right. 4. All benefits of, and actions that invalidate, DW are on Page 3, paragraph 15. 5. The renter or other authorized driver may already be sufficiently covered for damage to Vehicle and should examine the renter's or authorized driver's automobile insurance policy to determine whether the policy provides coverage for damage, loss, or loss of use to a rented vehicle, and the amount of the deductible. 6. By entering into the rental agreement, the renter may be liable for damage, loss, or loss of use to the rental vehicle. I have read and understand this disclosure: Renter: **SS**

RENTER DECLINES DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER: X	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. RENTER: X
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER: X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. RENTER: X
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER: X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. RENTER: X

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE 'RENTER' UNDER THIS AGREEMENT BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

RENTER: _____ DATE: _____

REPLACEMENT VEHICLE

COLOR: _____ LICENSE NO: _____

MODEL: _____ ECAR#: _____

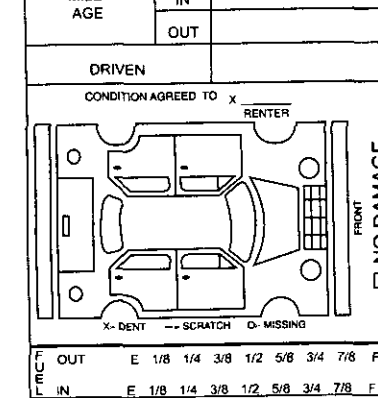
MILE-AGE: IN _____ OUT _____

DRIVEN: _____

CONDITION AGREED TO RENTER

OWNER REP: _____ EMPL. # _____

I WILL RETURN CAR BY:	DEPOSIT(S):
DATE: _____ TIME: _____	AMOUNT: _____ PAID BY: _____



ADDITIONAL INFORMATION

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE _____

CLOSED BY

PAID BY: CASH CHECK CHARGE

RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY

G.M. Service Request No 71-470137141

Adam

(TU 7:30A- 5:00P TU 7:30A- 5:00P
WE 7:30A- 5:00P TH 7:30A- 5:00P
FR 7:30A- 6:00P SA 9:00A-12:00P
SUN CLOSED

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY OF CHICAGO
BRANCH ADDRESS: 3137 E. 95th St
MERRILLVILLE IN 46410 219-547-4100

DATE IN	DATE OUT	RENTAL TYPE	SOURCE #	ID.#	RENTAL AGREEMENT NO. D 576027
START CHARGES IF DIFFERENT		RENTER			
ORIGINAL VEHICLE		[REDACTED]			
COLOR	LICENSE NO.				
MODEL	ECAR#	MILEAGE IN 4,865			
MILEAGE	IN	BILL TO	COMPANY	PHONE	EXT
DRIVEN	OUT	ATTN.			
CONDITION AGREED TO VSAS		REFERENCE NUMBER:	[REDACTED]		
[Car Diagram]		ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. REQUEST OWNER'S PERMISSION TO ALLOW [REDACTED]			
[Car Diagram]		WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF, I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT (AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.			
[Car Diagram]		PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S)			
[Car Diagram]		OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.			
Collision Damage Waiver Notice: This contract offers, for an additional charge, a CDW to cover your financial responsibility for damage to the rental vehicle. The purchase of a CDW is optional and may be declined. You are advised to carefully consider whether to sign this waiver if you have rental vehicle collision coverage provided by your credit card or collision insurance on your own vehicle. Before deciding whether to purchase the CDW, you may wish to determine whether your own vehicle insurance affords you coverage for damage to the rental vehicle and the amount of deductible under your own insurance coverage. RENTER: [REDACTED]		RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2, PARAGRAPH 6. RENTER: X	RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE CDW NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. CDW IS NOT INSURANCE.		
		RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). RENTER: X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT SEE PAGE 3, PARAGRAPH 18.		
		RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2, PARAGRAPH 7. RENTER: X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 17.		
ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4. I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.					
REPLACEMENT VEHICLE		RENTER: X	DATE		
[Car Diagram]		OWNER REP	EMPL #		
COLOR	LICENSE NO.	I WILL RETURN CAR BY:		DEPOSIT(S):	
MODEL	ECAR#	DATE	TIME	AMOUNT	PAID BY
MILEAGE	IN	ADDITIONAL INFORMATION			
DRIVEN	OUT	<p><i>(\$56.10 if back by 3/24 by 10 am)</i></p>			
CONDITION AGREED TO X					
[Car Diagram]					
[Car Diagram]					

DAY = 2 HOUR PERIOD
MILES : 200 MI AFTER 200 MI FREE/DAY

- match gas -
RATES @ 10.00/GAL
DAYS @ 35.00/DAY

ORIGINAL

10% total tax

43.90 Ref'd

TOTAL CHARGES	DEPOSITS	REFUNDS	AMOUNT DUE
CLOSED BY	PAID BY	CASH	CHECK
RECEIPT OF CASH REFUND	DATE	AMOUNT RECEIVED BY	

Gm Service Request No-71-470137141

Service Request No - 71-470137141 - Gm

IN 02:37PM 10/12/06
OUT 08:46AM 10/12/06

ENTERPRISE LEASING COMPANY OF CHICAGO
4357 E US HWY 30 219-947-4100
MERRILLVILLE IN 46410 155G
24-HOUR DAY RENTAL TYPE D SOURCE K30971 - 999

RENTAL AGREEMENT
D573945
PAGE 1 OF 1

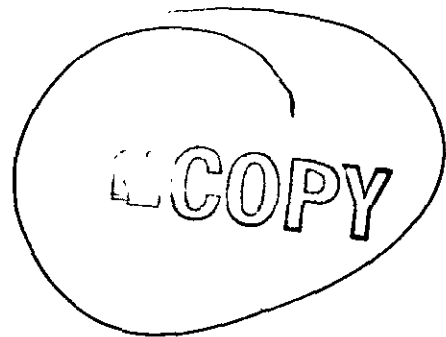
UNIT 1
UNIT #
LIC#
MODEL AVEO
COLOR BLACK
IN 8057
OUT 8041
V# KL1TD66636B

RENTER
MERRILLVILLE IN
LOCAL:

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

1 DAYS @ 30.00 30.00

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



BILL TO N CUST # K30971
MIKE ANDERSON CHEVY
ATTN: UNKNOWN**
1550 E. 61ST
MERRILLVILLE IN
219-947-4151 46410

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

1 DAYS DW @ 13.00 13.00
1 DAYS PAI @ 3.00 3.00

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

EXCISETX % 4.00 1.84
SALES TAX% 6.00 2.76

CLAIM INFO
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE
YES NO X

NEED PO**
INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 50.60

LOSS DATE
THEFT ACCIDENT

PAYMENT INFORMATION
AMOUNT PD. BY TYPE DATE AUTH
50.60 CASH SALE 10/12/06

DEPOSITS 50.60
REFUND

TYPE CAR
MALIBU

SHOP MIKE ANDERSON
PHONE 219-947-4151
NAME

CLOSED TICKET PAYMENT INFO

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

Note this copy is a print out of pink Enterprise copy
any questions call Enterprise.
(Please return all documents to consumer)

RETAIL INSTALLMENT CONTRACT - MOTOR VEHICLE - SIMPLE INTEREST

FEDERAL TRUTH-IN-LENDING DISCLOSURE STATEMENT

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your downpayment of
10.95%	\$ 8,850.05	\$ 23,615.47	\$ 32,465.52	\$ 3,000.00 \$ 35,465.52

Your payment schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 450.91	monthly beginning APRIL 21, 2005
	\$ N/A	

Security: You are giving a security interest in the goods being purchased and in any moneys, credits or other property of yours in the possession of the Assignee, on deposit or otherwise.

Late Charge: If any payment is ten (10) days late, 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.

Prepayment: You have the right to prepay the unpaid balance in full or in part at anytime without penalty. See your contract terms below and on the reverse side for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and further information about security interests.

No. _____

Itemization of Amount Financed

Cash Price \$ 24,437.08
 Less Cash Downpayment \$ 3,000.00
 Value of Trade-In
 Trade \$ N/A
 Lien Payoff \$ N/A
 To: N/A Net Trade \$ N/A

Amounts Paid on Your Account

Unpaid Balance of Cash Price \$ 21,437.08

Amount Paid to Others for You
 *WE MAY BE RETAINING A PORTION OF THIS AMOUNT

Unpaid Balance Due on Trade-In \$ N/A
 N/A

Year, Make, Model of Buyer's Trade-In
 (Paid to) N/A

Insurance Companies:

- N/A \$ N/A
- N/A \$ N/A
- N/A \$ N/A

Public Officials
 (Licenses, Title & Taxes)

- To DOC FEE TO DLR \$ 55.39
- To N/A \$ N/A
- To NSD GAP \$ 495.00
- To N/A \$ N/A

Buyer(s) _____ (Names) _____ (Residence Address) _____ (City) _____ (State) _____ (Zip)

Buyer(s) _____ (Names) _____ (Residence Address) _____ (City) _____ (State) _____ (Zip)

Seller GATEWAY CHEVROLET, GEO, 0 5373 N MILWAUKEE AVE (Corporate Firm or Trade Name) CHICAGO (Business Address) IL 60630 (City) _____ (State) _____ (Zip)

Seller hereby sells and Buyer or Buyers, jointly and severally, hereby purchase the following motor vehicle with accessories and equipment thereon for the deferred payment price and on the terms set forth in this contract. Buyer acknowledges delivery and acceptance of said motor vehicle in good condition.

New or Used	Year	Make of Vehicle	Model	Body Style	No. Cyl.	Serial Number	Body Color	Top Color	Key No.
NEW	2005	CHEVROLET	MALIBU	4DR SDN	N/A	1G1ZT54825F _____	SILVER	N/A	G1966 G1936

Buyer Promises to pay to the order of Seller at the offices of:

(Assignee) located in _____, Illinois

The Amount Financed shown above together with a Finance Charge on the principal balance of the Amount Financed from time to time unpaid at the rate of 10.95 % per annum from date until maturity in 71 installments of \$ 450.91 each and a final installment of \$ 450.91 beginning on APR 21ST 2005 and continuing on the same day of each successive month thereafter until fully paid. All payments shall be applied first to accrued Finance Charge and the balance to principal. The Finance Charge has been computed on the scheduled unpaid balances of the Amount Financed on the assumption that all scheduled installments will be paid when due. Guarantor, if any, guarantees collection of all amounts due under this contract upon failure of the Seller to collect from the Buyer named herein.

SECURITY INTERESTS: Seller is granted a purchase-money security interest in the motor vehicle described above and all accessions under the Illinois Uniform Commercial Code until the Total of Payments and all future indebtedness for taxes, liens, repairs and insurance premiums advanced by holder hereunder are paid in full. Buyer grants assignee the right of set-off or lien on any moneys, credits or other property of Buyer in possession of the Assignee, on deposit or otherwise, excepting IRA or similar deposits. Seller is also granted a security interest in any premium rebates for insurance or service contracts, financed hereunder, in the proceeds of any insurance or service contract on the motor vehicle, and in the proceeds of any credit life and/or accident and health insurance financed hereunder, until all amounts due under this contract are paid in full.

ACCELERATION: Buyer agrees that (1) if Buyer shall default in the payment of any installment of the Total of Payments or any other indebtedness due hereon; or (2) Buyer shall fail to perform any agreement or warranty made by Buyer herein; or (3) if the motor vehicle shall be lost, stolen, substantially damaged, destroyed, sold, encumbered, removed, concealed, attached or levied upon; or (4) if the motor vehicle shall be seized or forfeited for violation of any law or ordinance, State, Federal or Municipal; or (5) a proceeding under any bankruptcy or insolvency statute shall be instituted by or against Buyer or Buyer's business or property, or Buyer shall make an assignment for benefit of creditors, or (6) if Buyer shall die or be adjudged incompetent; or (7) if holder shall, for reasonable cause, deem itself insecure; or (8) if Buyer shall fail to keep the motor vehicle fully insured for the entire term of this contract, the holder may declare all unpaid installments of the Total of Payments and all other indebtedness secured hereby immediately due and payable, without notice or demand.

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' fees, 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 final installment or 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 appraisal 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 N/A months will be \$ N/A .

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 Life Insurance \$ N/A Credit Disability Insurance \$ N/A

I desire Credit Life and Disability Insurance.

I desire Credit Life Insurance only.

I DO NOT want Credit Life or Disability Insurance.

N/A (Age of Insured) (Signature) (Date) N/A (Age of Insured) (Signature) (Date) N/A (Age of Insured) (Signature) (Date)
N/A (Age of Insured) (Signature) (Date) N/A (Age of Insured) (Signature) (Date) N/A (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 (Insurer) (Home Office Address)

N/A

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 (Type of Insurance) , the cost for a term of 72 months will be \$ 495.00 .

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 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 certain 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 primarily obligated under this contract; and (3) I consent to the Creditor having a security interest in the vehicle.

Dated: MARCH 7, 2005

Buyer(s) acknowledges receipt of a fully completed and executed copy of this Contract.

RETAIL INSTALLMENT CONTRACT

Seller: GATEWAY CHEVROLET, GEO, OLDSMOBILE,

By: _____ TITLE

Buyer [Redacted]

Buyer [Redacted]

Guarantor _____

hereby guarantee the collection of the above described amount upon failure of the seller named herein to collect said amount from the buyer named herein.

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. Other co-signers, sign on the Guarantor line.

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.
2. 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 during the term 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 may be more than 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, Federal, or Municipal. Buyer shall not sell, lease, encumber or place said motor vehicle in any other person's possession or remove it from the State of Illinois without the written consent of the holder of this contract. Buyer shall not use said motor vehicle for 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 rights under the contract as though no default had occurred. The Buyer has a right to redeem the collateral from the holder only once in this manner. At any time before disposition 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 Buyer.
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 PAYMENTS 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 INSTALLMENT 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 Assignee)

(Address of Assignee)

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 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 or the existing Certificate of Title, as the case may be, issued covering said motor vehicle, procured from Buyer a signed application for a new certificate of title to be issued to Buyer and mailed to Assignee showing correctly the date of the within contract, the name and address of Assignee 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 Rule or the Illinois Consumer Fraud Act; and (13) that the Seller believes the Buyer to be of good moral character and that Buyer will not use or permit said vehicle to be used for unlawful purposes. If any of the foregoing representations and warranties is breached, Seller agrees to repurchase the within contract for the unpaid balance and all other indebtedness then due from Buyer thereon, together with reasonable attorneys' fees, costs and expenses incurred by Assignee.

Dated: _____

Seller

By: _____

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: _____ Seller

By: _____
Authorized Signature Title

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.

Dated: _____ Seller

By: _____
Authorized Signature Title

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 of the motor vehicle. This repurchase agreement shall remain in effect until Buyer has paid _____ full installments of the Total of Payments. Extension of the time of payment or variation of terms effected with the Buyer shall not release Seller from his obligation hereunder.

Dated: _____ Seller

By: _____
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 \$ _____. This guarantee shall terminate after Buyer has paid _____ 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

By: _____
Authorized Signature Title

FOR RE-VEHI

SEE ATTACHES

SEE ATTACHED
FOL OF SIGNATURE
3/16/05

copy of original
05/21/06 PEX

05055052003		055	052	NON-DLR NEW VEHICLE			
[REDACTED]		[REDACTED]		[REDACTED]			
[REDACTED]		MERRILLVILLE		IN		[REDACTED]	
VEHICLE NUMBER	2005	CHE	ZT54	4S	000013	ACTUAL	
C OF O	03/07/05	1	NO	0000M			
NUVELL CREDIT CORP				P O BOX 242510			
LITTLE ROCK		AR	72223				
		NONE		N	MDB		
24492.00	.00	24492.00	1469.52	X	N		

(MAIL-IN)

APPLICANT RESPONSIBLE FOR ACCURACY OF INFORMATION

APPLICATION FOR CERTIFICATE OF TITLE - STATE OF INDIANA - BUREAU OF MOTOR VEHICLES
APPLICANT'S COPY

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

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

NAME: SHIRLEY A SLATER & PATRICK LOCKE

TITLE FEE: 15.00
 SALES/USE FEE: 1469.52
 ADMINISTRATIVE FEE: .00
 DELINQUENT FEE: .00
 =====
 AMOUNT DUE: 1484.52



TOTAL DUE: 1,484.52 1 RECEIPT

ISSUING BRANCH: GARY

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

December 6, 2010

[REDACTED]
Norwalk, OH [REDACTED]

Service Request: 71-471287745
Customer Relationship Specialist: Ginny Warwick

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528954 [REDACTED] 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.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

GMPP Request for Processing

SR# 71-471287745

New/Used: New Division: Pontiac Vehicle Style: Car

Complete VIN 1G2ZH528954 [REDACTED] 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): [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: Norwalk State: Ohio Zip: [REDACTED]

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



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 23, 2007

John Frankart
Baumann Pontiac
339 Milan Avenue
Norwalk, OH 44857

Re: [REDACTED]
Siebel Request: 71-471287745
2005 Pontiac G6 GT Sedan
VIN # 1G2ZH528954 [REDACTED]

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

BBB Case: PGM0735054

Customer: [REDACTED]

VIN: 1G2ZH528954 [REDACTED]

Make/Model/Year: Pontiac/G6 GT/2005

In Service: 10/26/04 Mileage: 8167

Received Date: Feb 22/07

Day 15 Date: Mar 9/07

Goes Active: Apr 24/07

Primary Concern: panoramic sunroof noise and air leak

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

Initial Calls (72 hrs):

Customer

Completion Date/Time: 2/23/07 / 11:08 AM

Dealer Svc Mgr

Completion Date/Time: 2/23/07 / 11:20 AM

Dealer Finance Mgr

Completion Date/Time: /

AVM

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:

Yes

No

Presumption:

Yes

No

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

Settlement / Goodwill Offered Date:

All Documents Attached (by Day 15)

Arbitration Date: May 30/07 (Tamara Hall)

Closing Activities:

Settlement

Completion Date/Time: 6/12/07 / 9:36 AM

Executive Summary

Completion Date/Time: 6/12/07 / 9:46 AM

Close Siebel

Completion Date/Time: 6/12/07 / 10:30 AM

AVM: Mike Grudnowski

Node/Box: 630092/8225

Service Dealer: Baumann Pontiac

Svc Mgr: Jay Schafer

Selling Dealer: Bill Klaus Pontiac

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:Ginny Warwick		Siebel/CARS Request #:71-471287745	
Customer Name: [REDACTED]			
Veh year:2005	Make: Pontiac	Model: G6	Current mileage: 8167
Veh ID #:1G2ZH528954 [REDACTED]	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:

<u>Date:</u>	<u>RO#:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
				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 PIC3472A--replace sunroof seal. some wind noise still present, TAC adv adjust all panels on sunroof--adjusted, 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 module--adjusted, 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.
				Leather Seat Heating Button-self activates
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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

<u>Date:</u>	<u>RO#:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
				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:

Date:

Privileged and Confidential Information

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

OTHER SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out: 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 start--replaced 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 column--replaced, 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____(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:

Privileged and Confidential Information

DVM and/or DEALER RECOMMENDATION(s): have done all that can be done. DVM declines repurchase as veh operating as designed--wind noise is normal characteristic w/ panoramic 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:

Team Lead Approval:

Date:

Privileged and Confidential Information

Case Assessment By:Ginny Warwick		Siebel/CARS Request #:71-471287745	
Customer Name: [REDACTED]			
Veh year:2005	Make: Pontiac	Model: G6	Current mileage: 8167
Veh ID #:1G2ZH528954 [REDACTED]	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:

<u>Date:</u>	<u>RO#:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
5/19/05	173957	2225	16	Panaramic Sunroof 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 PIC3472A--replace sunroof seal. some wind noise still present, TAC adv adjust all panels on sunroof--adjusted, 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 module--adjusted, 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:

<u>Date:</u>	<u>RO#:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
9/11/06	385829	7066	1	Leather Seat Heating Button-self activates 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:

Date:

Privileged and Confidential Information

OTHER 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.
3/9/05	56827	1016	1	SO 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 shaft--replaced, clunk still present. tech assist adv replace steering column--replaced, 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:

Privileged and Confidential Information

DVM and/or DEALER RECOMMENDATION(s): have done all that can be done. DVM declines repurchase as veh operating as designed--wind noise is normal characteristic w/ panoramic 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:

Team Lead Approval:

Date:

ARB SPECIALIST FORM

ARBITRATION DATE: May 20/07

ARB SPECIALIST: Tamara Hall

REVIEW DATE: <DATE>

CUSTOMER: [REDACTED]

COREPOINT/SIEBEL#: 71-471287745

BBB CASE#: PGM0735054

STATE: OH

CRM: Ginny Warwick

REQUIRED DOCUMENTS:

COMPLETED DOCUMENTS

- | | |
|---|-------------------------------------|
| <input checked="" type="checkbox"/> CCF | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> REPAIR ORDERS | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> CASE ASSESSMENT | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> GMVIS | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> ATA (COMPLETED) | <input type="checkbox"/> |
| <input type="checkbox"/> ACV | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> SALES DOCUMENTS | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> NEGATIVE EQUITY/OVERALLOWANCE | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> GM POSITION | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> GOODWILL OFFERED | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> CASE SCAN | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> TSB (IF PERTAINS) | <input type="checkbox"/> |

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)**

TO: James Kennedy

FAX: 866-850-2186

FROM: John Frankhart, Summit

OF PAGES (INCLUDING THIS ONE) 67

Items requested!



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 23, 2007

John Frankart
Baumann Pontiac
339 Milan Avenue
Norwalk, OH 44857

Re: [REDACTED]
Siebel Request: 71-471287745
2005 Pontiac G6 GT Sedan
VIN # 1G2ZH528954 [REDACTED]

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

SUMMARY HISTORY DISPLAY

3100
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1G2ZH528954 [REDACTED]
TOTAL R/O'S 10 TOTAL SERV. DAYS 167 MAKE PN PONTIAC

LN#	RD.NO.	RD. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	385829	09/11/2006	7066	A		83		
				T	4	1	W 51PNZ	BODY ELECTRICAL
				T	4	2	W 61PNZ06	GLASS
2	384384	04/04/2006	5640	A		83		
				T	15	1	W 52PNZ03	SOUND SYSTEM
				T	15	2	W 61PNZ12	WATER LEAK
				T	15	3	C 45PNZ	STEERING/SUSPENS
				T	15	4	C 00PNZLOF	LUBE OIL AND FIL
				T	15	5	C 46PNZ04	ROTATE TIRES
				T	15	6	C 45PNZ03	SUSPENSION CONCE
3	384244	03/15/2006	5000	A		35		
				T	15	1	I 52PNZ03	SOUND SYSTEM
4	382010	09/07/2005	4167	A		10		
				T	20	1	W 45PNZ	STEERING/SUSPENS
				T	20	2	W 61PNZ	EXTERIOR TRIM
5	381594	08/08/2005	4118	A		10		
				T	20	1	W 61PNZ	EXTERIOR TRIM
				T	20	2	W 50PNZ	ENGINE ELECTRICA
				T	20	3	W 45PNZ	STEERING/SUSPENS
				T	20	4	W 21PNZ	AIR CONDITIONING
				T	20	5	W 46PNZ	WHEELS/TIRES
				T	10	6	W 70PNZ03	RENTAL
				T	10	7	I 96PNZ	BODY REPAIR
6	380683	05/27/2005	2535	A		14		
				T	4	1	W 51PNZ	BODY ELECTRICAL
7	380245	04/19/2005	1022	A		14		
				T	4	1	C 51PNZ	BODY ELECTRICAL
				T	4	2	C 10PNZ13	DRIVEABILITY REC
8	56960C	03/22/2005	1022	A		30545		
				T	2	1	C DIAGPN	
9	56827C	03/09/2005	1016	A		30545		
				T	2	1	C DIAGPN	
				T	2	2	W C1043PN	
				T	2	3	W Y0014PN	
10	55616C	11/12/2004	785	A		30545		
				T	9	1	W C3358PN	

CONSUMER INSTALLMENT LOAN NOTE AND SECURITY AGREEMENT

Simple Interest

Borrower's Name & Address: NORWALK, OH	Co-Borrower's Name & Address:
Lender: AMTRUST BANK, a division of Ohlo Savings Bank	Date of Loan: 10/19/2004
Address: 1801 East Ninth Street, Suite 200, Cleveland, Ohio 44114	Loan Account Number:

Loan Amount \$ 23880.41 City and State NORWALK OH Date 10/19/2004

This is a loan directly from AMTRUST BANK ("Bank") to you. The terms "we," "us," and "our" mean the Bank. The terms "you" or "your" mean each person who signs this Consumer Note and Security Agreement (the "Agreement"). This Agreement states the terms of this simple interest rate loan from us to finance your purchase from BILL KLAUS PONTIAC CADILLAC GMC (the "Seller," which term includes any of Seller's employees or agents) of the property and any related services you are buying. Please read this Agreement carefully and if you agree to these terms, sign your name below. If there is more than one borrower, each of you is responsible both individually and jointly under this Agreement (known as "joint and several" responsibility).

For value received, the undersigned, jointly and severally, if more than one (collectively the "Borrower") promise(s) to pay to the order of the Bank, the principal amount of TWENTY THREE THOUSAND EIGHT HUNDRED EIGHTY DOLLARS AND 41 CENTS Dollars (\$ 23880.41), together with interest on the unpaid balance and on any other amounts owed hereunder (except interest), the total of payments in the number and amounts and on the due dates shown in the payment schedule below. Interest will accrue daily starting on the date of this Agreement at the annual rate of 4.99 percent.

Send payments to AmTrust Bank at: P.O. Box 94673, Cleveland, Ohio 44101-4673 or at any other address we designate to you in writing. Send correspondence to AmTrust Bank at: P.O. Box 6687, Cleveland, Ohio 44101-1687.

Loan Fee: Borrower agrees to pay a non-refundable loan fee of \$ 150.00

TRUTH IN LENDING ACT DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you if you pay as scheduled.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.
<u>4.694</u> %	\$ <u>3314.23</u>	\$ <u>23880.41</u>	\$ <u>27194.64</u>

Payment Schedule: Your payment schedule will be:

Number of Payment(s)	Amount of Payments	When Payments are Due
<u>66</u>	\$ <u>412.04</u>	Monthly on the <u>3</u> Day of Each Month Starting <u>12/03/2004</u>
	\$ <u>N/A</u>	

Security: To secure the loan, you are giving the Bank a security interest in the goods or property being purchased.

NOTE: Collateral securing other loans with Bank may also secure this loan.

Late Charges: If a payment is more than 10 days late, you will be charged 5% of the payment amount, not to exceed \$30.

Prepayment Penalty: If you pay off this Note early, you may have to pay a penalty.

Required Deposit: The Annual Percentage Rate does not reflect the effect of any required deposit.

Assumption: This loan cannot be assumed.

Property Insurance: You may obtain property insurance and GAP protection from anyone you want that is acceptable to us.

See the other parts of this Agreement and any other contract documents for any additional information about nonpayment, default, the right to accelerate maturity of the obligation, any required repayment in full before the scheduled date, prepayment penalties, and security interests.

Insurance/GAP Protection: Credit Life Insurance, Credit Disability Insurance, and GAP Protection are not required to obtain credit and will not be provided unless you sign below agreeing to pay the additional cost.

TYPE	TERM	PREMIUM
<input type="checkbox"/> Credit Life <input type="checkbox"/> Single <input type="checkbox"/> Joint First	Mos. \$	N/A
<input type="checkbox"/> Credit Disability <input type="checkbox"/> Single <input type="checkbox"/> Joint	First Mos. \$	N/A
<input type="checkbox"/> GAP Protection (Debt Cancellation Agreement)	First Mos. \$	N/A
<input type="checkbox"/> Other	First Mos. \$	N/A

By signing below, you confirm that you want the credit insurance and / or GAP Protection indicated above,

Signature _____ Signature (Joint) _____

Itemization of Amount Financed.

1.	To Seller on your behalf	\$ <u>22350.16</u>
2.	Amount paid to public officials	\$ <u>31.25</u>
3.	Credit insurance premiums	\$ <u>N/A</u>
4.	Extended Warranty Service Contract	\$ <u>1399.00</u>
5.	GAP Protection	\$ <u>N/A</u>
6.	Documentary service charge	\$ <u>100.00</u>
7.	To: _____	\$ <u>N/A</u>
	for _____	\$ _____

Collateral for this Agreement.
As collateral for this loan, you hereby give us a security interest in the following property and its accessions which you are purchasing with this loan, together with all attachments, extras, appurtenances or other equipment now or hereafter forming a part of or used in connection with such property (the "Collateral").

Year 2005 Make PONTIAC
Vehicle Identification No. 1G2 ZH52 89 54
Model G6 SEDAN GT New Used _____

You also give us a security interest in your deposit accounts with us (whether held individually or jointly with your co-Borrower or another person) and in any other property described in the "Security" section of the Truth-in-Lending disclosures. You also give us a security interest in any proceeds of the Collateral and in any proceeds of any optional service contracts, warranties, insurance or GAP Protection or refunds of any charges or premiums for any such products or services if the product or service was required or purchased in connection with this Agreement. We agree that any other security interest which secures any other present or future loan from us does not secure this loan.

150.00

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

TRUTH IN LENDING ACT DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate. 4.694 %	The dollar amount the credit will cost you if you pay as scheduled. \$ 3314.23	The amount of credit provided to you or on your behalf. \$ 23880.41	The amount you will have paid after you have made all payments as scheduled. \$ 27194.64

Payment Schedule: Your payment schedule will be:

Number of Payment(s)	Amount of Payments	When Payments are Due
66	\$ 412.04 \$ N/A	Monthly on the 3 Day of Each Month Starting 12/03/2005

Security: To secure the loan, you are giving the Bank a security interest in the goods or property being purchased.

NOTE: Collateral securing other loans with Bank may also secure this loan.

Late Charges: If a payment is more than 10 days late, you will be charged 5% of the payment amount, not to exceed \$30.

Prepayment Penalty: If you pay off this Note early, you may have to pay a penalty.

Required Deposit: The Annual Percentage Rate does not reflect the effect of any required deposit.

Assumption: This loan cannot be assumed.

Property Insurance: You may obtain property insurance and GAP protection from anyone you want that is acceptable to us.

See the other parts of this Agreement and any other contract documents for any additional information about nonpayment, default, the right to accelerate maturity of the obligation, any required repayment in full before the scheduled date, prepayment penalties, and security interests.

Insurance/GAP Protection: Credit Life Insurance, Credit Disability Insurance, and GAP Protection are not required to obtain credit and will not be provided unless you sign below agreeing to pay the additional cost.

TYPE	TERM	PREMIUM
<input type="radio"/> Credit Life <input type="radio"/> Single <input type="radio"/> Joint First	Mos. \$	N/A
<input type="radio"/> Credit Disability <input type="radio"/> Single <input type="radio"/> Joint First	Mos. \$	N/A
<input type="radio"/> GAP Protection (Debt Cancellation Agreement)	First Mos. \$	N/A
<input type="radio"/> Other	First Mos. \$	N/A

By signing below, you confirm that you want the credit insurance and / or GAP Protection indicated above,

Signature _____ Signature (Joint) _____

Itemization of Amount Financed:

1. To Seller on your behalf	\$ 22350.16
2. Amount paid to public officials	\$ 31.25
3. Credit Insurance premiums	\$ N/A
4. Extended Warranty Service Contract	\$ 1399.00
5. GAP Protection	\$ N/A
6. Documentary service charge	\$ 100.00
7. To: _____	\$ N/A
8. To: _____	\$ N/A
9. To AmTrust for loan fee	\$ 150.00
10. Less prepaid finance charge	\$ (150.00)
11. Total Amount Financed (sum of 1 through 9, minus 10)	\$ 23880.41

* Bank or Seller may receive a portion of the charges.

Collateral for this Agreement.

As collateral for this loan, you hereby give us a security interest in the following property and its accessions which you are purchasing with this loan, together with all attachments, extras, appurtenances or other equipment now or hereafter forming a part of or used in connection with such property (the "Collateral").

Year 2005 Make PONTIAC
 Vehicle Identification No. 1G2 2H52 89 54
 Model G6 SEDAN GT New Used

You also give us a security interest in your deposit accounts with us (whether held individually or jointly with your co-Borrower or another person) and in any other property described in the "Security" section of the Truth-in-Lending disclosures. You also give us a security interest in any proceeds of the Collateral and in any proceeds of any optional service contracts, warranties, insurance or GAP Protection or refunds of any charges or premiums for any such products or services if the product or service was required or purchased in connection with this Agreement. We agree that any other security interest which secures any other present or future loan from us does not secure this loan.

Notice to Co-Signer

You are being asked to become liable on this debt. Think carefully before you do. If the Borrower doesn't pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility. You may have to pay up to the full amount of the debt if the Borrower does not pay. You may also have to pay late fees or collection costs, which increase this amount. The Bank can collect this debt from you without first trying to collect from the Borrower. The Bank can use the same collection methods against you that can be used against the Borrower, such as suing you, garnishing your wages, etc. If this debt is ever in default, that fact may become a part of YOUR credit record. This Notice is not the contract that makes you liable for the debt. The undersigned co-signer acknowledges receipt of this Notice before becoming obligated hereunder.

Optional Service Contract and/or a Warranty Contract is available to you as an option. By signing below, you elect to purchase these services from

at a cost of this protection is \$ 1399.00. Review the separate Service or Warranty Contract for important information about the details of this protection.

- You want to finance the purchase of this protection in this Loan Agreement, as shown in the Itemization of Amount Financed; or
- You want to pay cash to purchase this protection.

BY SIGNING BELOW EACH BORROWER AGREES TO THE TERMS ON BOTH SIDES OF THIS AGREEMENT AND ACKNOWLEDGES RECEIPT OF A COMPLETED COPY OF THIS AGREEMENT WITH ALL BLANKS FILLED IN. (WRITE IN FULL AND IN INK)

PRINTED NAME _____ SIGNATURE _____ DATE 10/19/04
 PRINTED NAME _____ SIGNATURE _____ DATE _____

RETAIL BUYERS ORDER
PONTIAC
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 10/19/2004

STREET ADDRESS _____ PHONE _____

CITY NORWALK COUNTY HURON STATE OH ZIP _____ SALESPERSON GEORGE BEATTY

ENTER MY ORDER FOR ONE NEW USED CAR TRUCK DEMONSTRATOR FACTORY OFFICIAL RENTAL VEHICLE AS FOLLOWS:

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2005	PONTIAC	G6	SEDAN	BLACK	GT
VIN	TO BE DELIVERED ON OR ABOUT		STOCK NO.		
1G2ZH528954	10/19/2004		3987		

REMARKS:	CASH PRICE OF VEHICLE	\$ 26263.00
<input type="checkbox"/> VEHICLE DELIVERY REPORT ATTACHED	EXT SERVICE CON	1399.00
<input type="checkbox"/> SEE SPOT DELIVERY AGREEMENT ATTACHED		N/A
<input type="checkbox"/> SEE LIMITED WARRANTY ATTACHED		N/A
		N/A
		N/A
		N/A
DEPOSIT RECEIPT: Dealer hereby acknowledges receipt of the sum of \$ <u>N/A</u> as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for _____ days. This Deposit/Partial Payment <input type="checkbox"/> IS <input type="checkbox"/> IS NOT refundable, subject to the conditions on the reverse side and the following: _____	NEGATIVE EQUITY: I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by \$ <u>N/A</u> to cover negative equity from my trade-in/the amount owed on my lease turn-in. <input checked="" type="checkbox"/>	
	DOCUMENT FEES →	100.00

TRADE-IN AND OTHER CREDITS		27762.00	← SELLING PRICE →	27762.00
TRADE-IN ALLOWANCE	N/A	N/A	7.5% % = SALES TAX	2082.16
BALANCE OWED ON TRADE	N/A	TAXABLE TOTAL	COUNTY	HURON
BALANCE OWED TO:		27762.00	ODOMETER MILEAGE STATEMENT	
NET EQUITY	N/A	THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS		
DEPOSIT	N/A	153 MILES/KILOMETERS.		
CASH ON DELIVERY	5000.00	AND IS ACCURATE UNLESS CHECKED BELOW		
OTHER REBATE	1000.00	<input type="checkbox"/> ODOMETER MILEAGE IS NOT ACCURATE		
TOTAL CREDIT	6000.00	REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE		
TRADE-IN STOCK NO.	YEAR	MAKE	MODEL	TITLE FILING FEES
				5.00
BODY TYPE	VIN	MILEAGE		OTHER
				31.25
				TOTAL
				29880.41
				TOTAL CREDIT
				6000.00
				BALANCE DUE
				23880.41

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 CONNECTION WITH 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 ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

APPROVED: _____ SIGNED: _____ DATE 10/19/2004



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

CUSTOMER NAME: [REDACTED]
 VIN: 1G2ZH528954 [REDACTED] (or see attached list)

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	Amount	GM Incentive Code
<u>GM CONSUMER CASH</u>	<u>\$ 1000.00</u>	<u>CNC</u>
<u>GM OCTOBER INSTANT VALUE</u>	<u>\$ 500.00</u>	<u>LGN OCT25563389</u>
<u>GM OCTOBER INSTANT VALUE</u>	<u>\$ 500.00</u>	<u>LGN OCT47655397</u>
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	<u>\$ 2000.00</u>	

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..)

- a. I elect to receive _____
 in lieu of _____ and/or _____
- b. I elect to receive _____

— CUSTOMER AND DEALER ACKNOWLEDGMENT —

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 10/19/04. I acknowledge receipt of incentive(s) as described in Item ___ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED] Date: 10/19/2004

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item ___ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature] Date: 10/19/2004
 Dealership Name: Bill Klaus Pontiac Cadillac GMC Dealer Code: 09123

* List must include VIN, Delivery Date and Program Reference



BAUMANN

PONTIAC • CADILLAC • GMC, INC.

339 Milan Ave.

Norwalk, Ohio 44857

Phone (419) 668-3316



Goodwrench Service

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ006	6000 MILE SERVICE	MI	0.00	19PNZZ	RECALL	CA	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/07/05	382010	4167	10	20	W	45PNZ	STEERING/SUSPENSION
08/08/05	381594	4118	10	20	W	61PNZ	EXTERIOR TRIM
				20	W	61PNZ	EXTERIOR TRIM
				20	W	50PNZ	ENGINE ELECTRICAL
				20	W	45PNZ	STEERING/SUSPENSION
				20	W	21PNZ	AIR CONDITIONING

SALESPERSON NO.

SERVICE

STATE REG# ND003171

CASH	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
	1G2ZH528954	05/PONTIAC/G6/				384384
CIR. CD.		CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
		11241				04/04/06
CHGE.		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
	NORWALK, OH					709
WAR.		TURBO	M/MC	AIR COND.	P. S.	TRANS
		PNZZ		5,640	83	JAY SCHAFFER
	RESIDENCE PHONE	BUSINESS PHONE	"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 repairs thereto."			
	08:01am	04/04/06	06:00pm			
			LABOR RATE			

ORIGINAL CUSTOMER ESTIMATE:	TOTAL	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'S ACCEPTANCE
X		WHITTEN ESTIMATE	\$	INITIAL HERE
1	W 52PNZ03 SOUND SYSTEM CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD'S.	ORAL ESTIMATE	\$	DATE _____ TIME _____ BY _____
2	W * 61PNZ12 WATER LEAK CUSTOMER STATES SUNROOF IS LEAKING. / <i>Whistles at 70 mph.</i>	I DO NOT REQUEST AN ESTIMATE	\$	DATE _____ TIME _____ BY _____
3	W * 45PNZ STEERING/SUSPENSION CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR, HE STATES STEERING FEELS VERY LOOSE	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 assume for it any liability in connection with the sale of the vehicle or said products.	\$	REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE DISCARD Parts replaced pursuant to manufacturer's warranty are retained by BAUMANN PONTIAC - CADILLAC - GMC, INC for inspection by manufacturer.
4	C 00PNZL0F LUBE OIL AND FILTER CUSTOMER REQUEST LUBE OIL AND FILTER CHANGE	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.	\$	THIS FACILITY CHARGES 5% OF THE TOTAL LABOR CHARGES UP TO A MAXIMUM OF \$20.00 FOR SHOP SUPPLIES AND/OR WASTE DISPOSAL.
5	C * 46PNZ04 ROTATE TIRES CUSTOMER REQUESTS TIRE ROTATION	GUARANTEE GENERAL MOTORS WARRANTS 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.)	\$	DEDUCT \$ _____ # _____
		RENTAL NUMBER	TAG NUMBER	AUTH: _____ DAYS _____ RENTAL 384384

CLARK ASSOCIATES, INC. (419) 668-3316

① R12 Radius and Setup R 0763

② Check windshield - attempt to adjust Symfz - #2 panel will not adjust to spec. Run #2 panel and #3 panel swap glass and Readjust panels using Repair

05.60 1.0

02-132900 03-22 1.7

③ Test drive for Complaint NPF

④ Repair Log .5

⑤ Rotate Tire .4

⑥ Test drive for pull - vehicle does not pull on flat Road NPF

STRAIGHT TIME (hours)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
X	X	384384	Unit 5	ON	
	X	384384	Unit 5	ON	
	X	384384	Unit 5	ON	
	X	384384	Unit 5	ON	
	X	384384	Unit 5	ON	

11241

JAY SCHAFER

83

709

04/04/06

PNWS384384

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	-----			
J# 1 52PNZ03	SOUND SYSTEM	HOURS: 1.00	TECH(S):15	68.00
	CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD'S.			
	REPLACE AND SET UP PREVIOUSLY ORDERED RADIO			

JOB# 1 TOTALS	-----			
		LABOR		68.00

	JOB# 1 JOURNAL PREFIX	PNWS	JOB# 1 TOTAL	68.00
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JOB# 2 CHARGES

LABOR	-----			
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	0.00
	R/O TOTALS	183.60

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
-----	-----
11241	183.60
CLAIM TOTALS	183.60

APPROVED BY SIGNATURE

11241

JAY SCHAFER

83

709

04/04/06

PNWS384384

5,640 /

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

04/04/06

NORWALK, OH

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.142

04/04/2006

WARRANTY NEW CLAIM

1626

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
384384	04/04/2006	1G2ZH528954	6	19130	5640	

CUSTOMER NAME: FIRST: MIDDLE: J.

LAST: PHONE:WORK: HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		OJ				6C	R0763	1.0			68.00
LN-TOT: 68.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02		N3				2K	B2900	1.7			115.60
LN-TOT: 115.60 TECH SSN: AUTH CODE: AUTH. AUTHOR.:												

R.O. TOTAL: 183.60

11241

JAY SCHAFFER

83

709

04/04/06

PNC384384

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-----

J# 1 52PNZ03 SOUND SYSTEM TECH(S):15 WARRANTY
CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD'S. REPLACE AND SET UP PREVIOUSLY ORDERED RADIO

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX PNC3 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 61PNZ12 WATER LEAK 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 AND SUNROOF ASSY. RETEST TO VERIFY REPAIR ; NOW OPERATING WITHIN SPECS

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX PNC3 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 45PNZ STEERING/SUSPENSION TECH(S):15 0.00
CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR, HE STATES STEERING FEELS VERY LOOSE OPERATING AS DESINGED

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX PNC3 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 00PNZLOF LUBE OIL AND FILTER TECH(S):15 8.00
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.

Table with 4 columns: QTY, FP-NUMBER, DESCRIPTION, UNIT PRICE. Rows include OIL FLTR 1.836 R (5.00), OIL 8.800 (2.00), and TOTAL - PARTS (15.00).

11241

JAY SCHAFFER

83 709

04/04/06

PNC384384

5,640 /

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

04/04/06

NORWALK, OH

JOB# 4 TOTALS

LABOR 8.00
PARTS 15.00

JOB# 4 JOURNAL PREFIX PNC3 JOB# 4 TOTAL 23.00

JOB# 5 CHARGES

LABOR J# 5 46PNZ04 ROTATE TIRES TECH(S):15 14.95
CUSTOMER REQUESTS TIRE ROTATION
SCHEDULED MAINTENANCE
PERFORMED TIRE ROTATION AS REQUESTED.

JOB# 5 TOTALS

LABOR 14.95

JOB# 5 JOURNAL PREFIX PNC3 JOB# 5 TOTAL 14.95

JOB# 6 CHARGES

LABOR J# 6+45PNZ03 SUSPENSION CONCERN TECH(S):15 0.00
CUSTOMER STATES CAR PULLS TO THE RIGHT WHILE DRIVING
ROAD TEST VEHICLE; DOES NOT PULL ON FLAT ROAD; CHECK
SUSPENSION
OPERATING PER MANUFACTURES SPECS

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX PNC3 JOB# 6 TOTAL 0.00

MISC JOB # A CODE C1 SHOP SUPPLIES CONTROL NO TOTAL - MISC 2.30

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

TOTAL LABOR... 22.95
TOTAL PARTS... 15.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG. 2.30
TOTAL MISC DISC 0.00
TOTAL TAX..... 2.82
TOTAL INVOICE \$ 43.07

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

BILL KLAUS

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



NORWALK

OH

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/09/05	05	PONTIAC	G6	1G2ZH528954		1016	0	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	00/00/00	45	00/00/00 00:00		.00	00	03/09/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
56827			0000	BLACK	1			

===== REPAIR LINE 01 =====
VEHICLES BATTERY KEEPS LOSING CHARGE . VEHICLE WONT START
INTERMITTENT
BILL CODE -
HOW FAR IS DRIVEN W AFTER JUMP

===== REPAIR LINE 02 =====
SPECIAL ORDERED SEAL HERE DRIVER SIDE WINDOW CATCHES ON THE RUBBER
SEAL
BILL CODE - W

DATE RECEIVED - 101904

Channel Rep 2/9/05

OPEN 04088

PIC 3349

CASE # 8048535

<p>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.</p> <p>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.</p> <p>General Motors Labor and parts are warranted for 12 months or 12,000 miles, whichever occurs first.</p> <p>FED ID # 34-1670067 VENDOR # 39-017744</p>		<p>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.</p> <p>WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____</p> <p>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. ALL PARTS USED ARE NEW UNLESS SPECIFIED OTHERWISE</p> <table border="1"> <tr> <td>ORIGINAL ESTIMATE</td> <td>AUTHORIZED ADDITIONS</td> <td>CUSTOMERS ACCEPTANCE</td> <td>DATE _____ TIME _____</td> </tr> </table> <p>REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO A MANUFACTURER'S CORE CHARGE OR OTHERWISE INDICATED</p> <p><i>customer Depoff Done</i></p>		ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	CUSTOMERS ACCEPTANCE	DATE _____ TIME _____
ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	CUSTOMERS ACCEPTANCE	DATE _____ TIME _____				

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2005 Pontiac G6

Feedback

Print

Seal, Sunroof Sliding Glass - Replace

OPERATION NUMBER: B2770

LABOR TIME: 1.4

Note: Panoramic Only

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2005 Pontiac G6

Feedback

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8/24/2005

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2006 Pontiac G6

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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.

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2006 Pontiac G6

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2006 Pontiac G6

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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:	0.2
To Road Test Vehicle	ADD:	0.2

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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**

Pontiac : G6 : 2005-06

Front : Left

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

Front : Right

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

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

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°	-0.3°	
	0.00°*	0.00° 0.40°

Rear : Left

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

Rear : Right

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

Camber
Toe

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.2°	0.0°	
		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

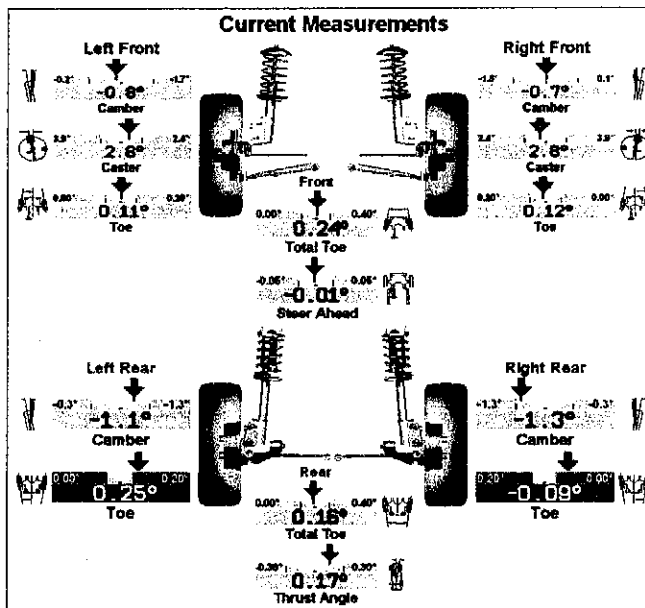
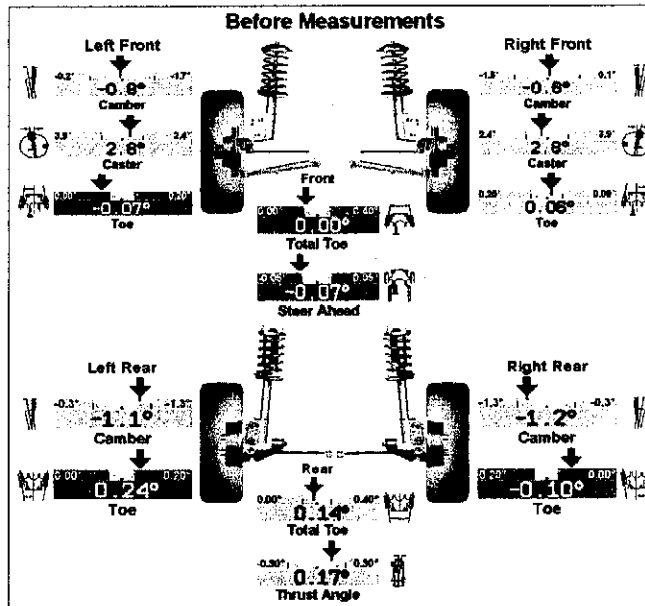
Technician

Mileage

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Pontiac : G6 : 2005-06



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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.

ADD: 0.0-0.3

With Adjustable Foot Pedals

ADD: 0.2

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Document ID# 1475246
2005 Pontiac G6

Feedback Print

9/2/2005

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Document ID# 1474668
2005 Pontiac G6

[Feedback](#)

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Window, Sunroof - Replace

OPERATION NUMBER: B2760

One Piece

LABOR TIME: 0.3

Panoramic 2/3 Window

LABOR TIME: 0.6

Panoramic Front Window

LABOR TIME: 0.5

Panoramic Rear Window

LABOR TIME: 0.5

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10 445

09/09/05

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4,118 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

08/08/05

JOB# 1 CHARGES

LABOR
J# 1 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.
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.

WARRANTY

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.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
1 15291339 SEAL 12.810
TOTAL - PARTS

WARRANTY 0.00

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JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 50PNZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20
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.

WARRANTY

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

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 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
CASE NUMBER 8436424
PERFORMED ALIGNMENT PER TAC ASSIST

WARRANTY



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GMC

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
1 15216792 GEAR KIT 6.508

WARRANTY



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1 G 2 Z H 5 2 8 9 5 4

08/08/05

NORWALK, OH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	89020661	FLUID 8.800	
	1	88967179	S/COL REM 6.518	
	-1	15216792	CORE RETURN	
	-1	88967179	CORE RETURN	
				TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

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JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL

0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 21PNZ 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
NO PROBLEM FOUND

WARRANTY

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JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL

0.00

JOB# 5 CHARGES-----

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 32 PSI.
NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI

WARRANTY

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

JOB# 5 TOTALS-----

JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL

0.00

JOB# 6 CHARGES-----

LABOR-----
J# 6+70PNZ03 RENTAL RENTAL VEHICLE HOURS: TECH(S):10
PROVIDED CUSTOMER RENTAL VEHICLE.

WARRANTY



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MISC-----CODE-----DESCRIPTION-----CONTROL NO-----

W6 WARRANTY RENTAL CAR
W6 WARRANTY RENTAL CAR

WARRANTY
WARRANTY
0.00



GMC

JOB# 6 TOTALS-----

JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL

0.00

JOB# 7 CHARGES-----

LABOR-----
J# 7+96PNZ BODY REPAIR HOURS: TECH(S):10 INTERNAL
REPAIR FRONT OF VEHICLE. HIT ON LOT



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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
	1	15222918	HOOD 8.000	
	1	15221712	GRILLE 1.266	
	1	22699328	GRILLE 1.266	
	1	25771372	EMBLEM 7.832	
	1	12335944	FASCIA 7.831	

TOTAL - PARTS

INTERNAL
INTERNAL
INTERNAL
INTERNAL
INTERNAL
INTERNAL
0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION
	787		09/09/05	BODY REPAIR

TOTAL - SUBLET

INTERNAL
0.00

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX PNCS JOB# 7 TOTAL

0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

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.

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THANK YOU FOR YOUR BUSINESS!!

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

CUSTOMER SIGNATURE

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GMC

Miles. - 8069

Things Wrong on G6 - [REDACTED]

SunRoof too much wind noise, Can see out & even when you close the cover to sunroof it still very noisy.

Steering loose At 11. (Play in wheel)

Clicking noise when heat on - you hear this more when driving. - in dash / consistent

- Driver Seat heat comes on by itself & when you turn off it comes on still

Ride seems bumpy more & more. Not smooth. Even little bumps in Road are rough.

Been dealing with ~~all~~ ^{most of} this since we purchased Car from Bill Kuss & have not gotten satisfaction even with all the Ownership Changes.

Seat Belt light on dash Blinks & then goes off even if Seat Belt Not on.

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Forward ->

Document ID# 1873237
2005 Pontiac G6

Feedback

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Subject: General Guide to Panoramic Sunroof Noise Issues #05-08-67-014D - (11/20/2006)**Models: 2005-2006 Pontiac G6**

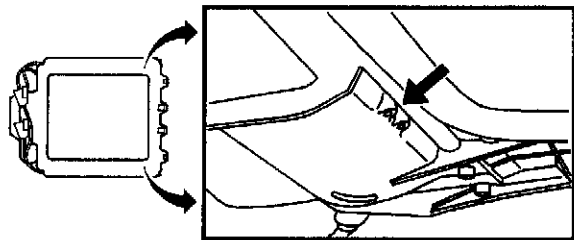
This bulletin is being revised to remove the statement about contacting Webasto before replacing a sunroof module. Please discard Corporate Bulletin Number 05-08-67-014C (Section 08 - Body and Accessories).

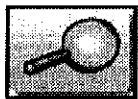
Important: U.S. Dealer Technicians - Please review Tech Assist video 50250.17T1 at the GM Training web site prior to any repair of the panoramic sunroof system.

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.

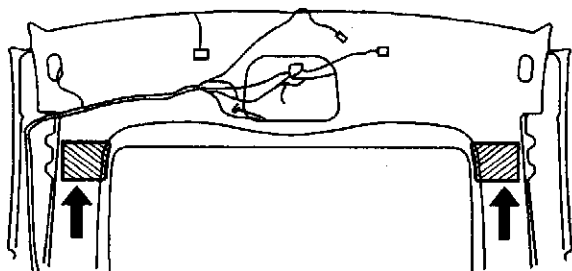
Cause





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).

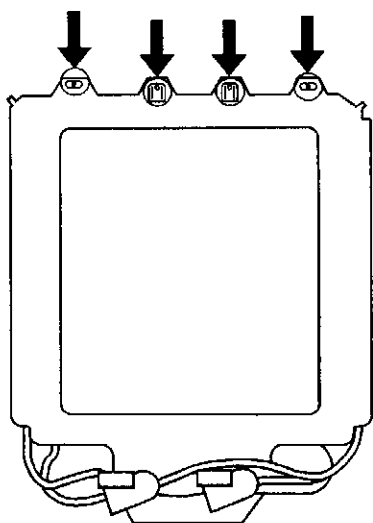
Condition #2

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.

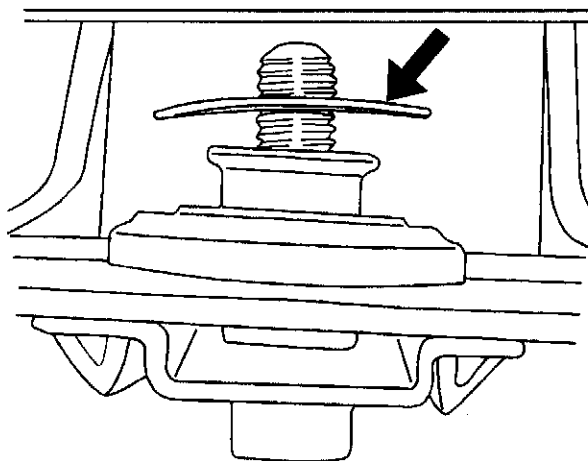
Cause

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

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

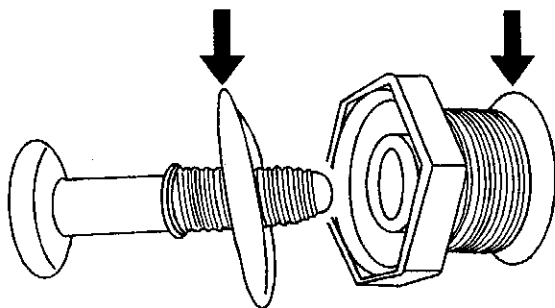
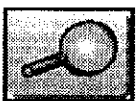
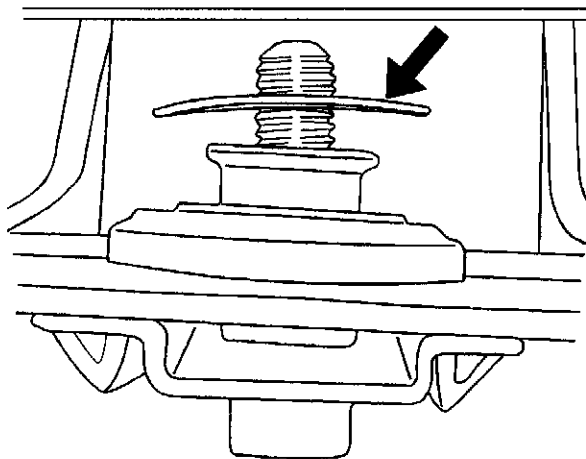
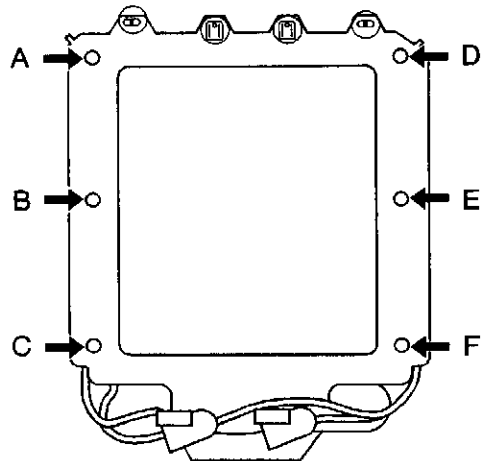


Figure 2



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

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 there 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.

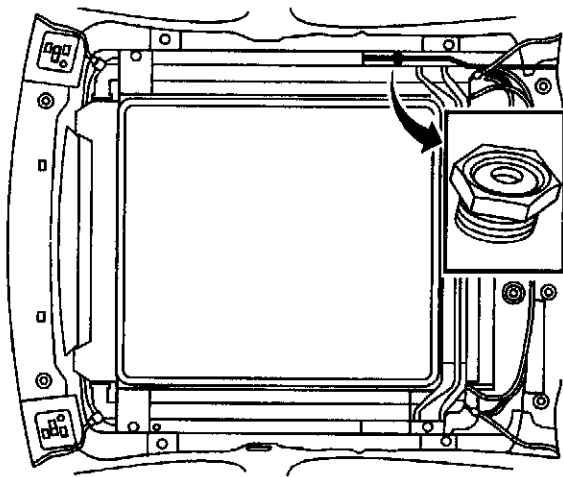
Cause A

Insufficient seal contact to the roof.

Cause B

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

Correction A





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).

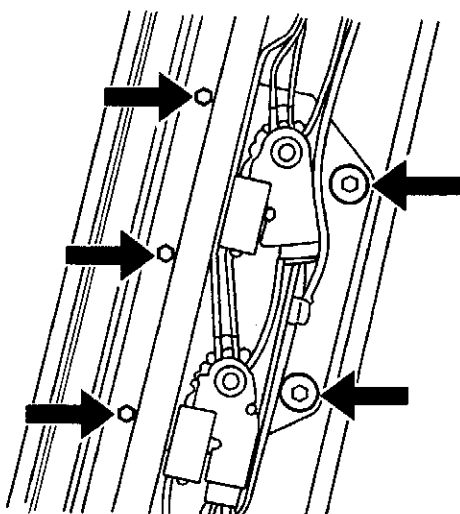
Condition #4

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

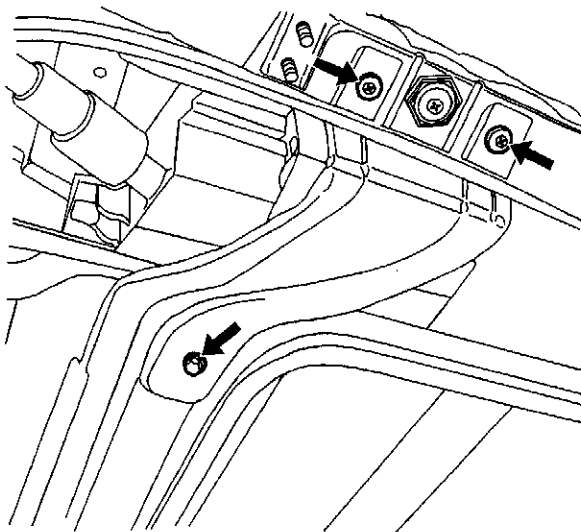


Important: Do not overtighten the mounting bolts.

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.

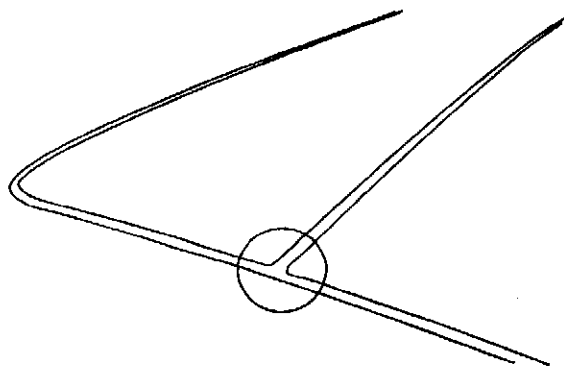
Cause

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).

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.

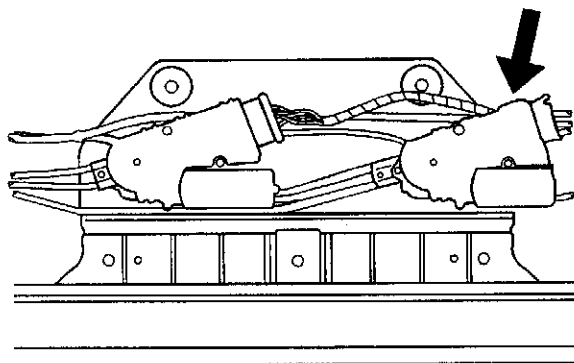
Condition #6

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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VOLUNTARY
TECHNICIAN
CERTIFICATION

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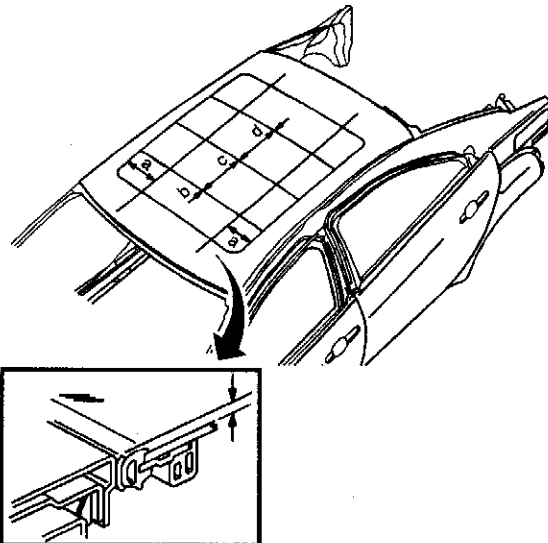
Feedback

Print

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 car 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 sealing 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.

<- Back

Forward ->

Document ID# 1470954
2005 Pontiac G6

Feedback

Print



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: [REDACTED] vs Pontiac/GMC Division # PGM0735054 VIN: 1G2ZH528954115264

[REDACTED]
NORWALK OH [REDACTED]

Dear [REDACTED]

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 [REDACTED]

[REDACTED]
NORWALK OH [REDACTED]

Dear [REDACTED]

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,

John Ryan at Extension 529



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.



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



0101ICVCS172243

CUSTOMER NO. 45717	ADVISOR SUE COUTS	TAG NO. 469	INVOICE DATE 03/28/05	INVOICE NO. CVCS172243
	LABOR RATE	MILEAGE 1,182	COLOR BLACK/	STOCK NO.
	LICENSE NO.		DELIVERY DATE	DELIVERY MILES
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN		SELLING DEALER NO. KLAUS	PRODUCTION DATE
	VEHICLE ID. NO. 1 G 2 Z H 5 2 8 9 5 4		R.O. DATE 03/28/05	
	F.T.F. NO.	P.O. NO.		
COMMENTS				

LABOR & PARTS
JOB # 1 26CVZ
ACCESSORIES HOURS: 0.00 TECHS: 0.00 WARRANTY
THE REMOTE START WILL NOT WORK AND THE CUSTOMER WAS TOLD IT IS NOT SUPPOSED WORK... BCM NOT PROPERLY PROGRAMMED REPROGRAMMED BCM TO ENABLE REMOTE START FUNCTION
JOB # 1 TOTAL LABOR & PARTS 0.00

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

COMMENTS
CMD..

TOTALS

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

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

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.

The Seller, FOSTER CHEVROLET-OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.



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CHEVROLET-OLDS-CADILLAC, INC

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



01011CVCB173957

CUSTOMER NO 45717	ADVISOR ALLEN J OTT	TEST NO 232	INVOICE DATE 05/19/05	INVOICE NO CVCB173957
[REDACTED]	TARIFF NO [REDACTED]	SALES TAX 5264	EXCISE 2,225	BOOK NO [REDACTED]
NORWALK, OH	VEHICLE MAKE 05/PONTIAC/G6/4 DOOR SEDAN	VEHICLE COLOR BLACK/	DELIVERY DATE [REDACTED]	DELIVERY MILES [REDACTED]
[REDACTED]	VEHICLE ID NO 1G2ZH528954	DEALER NO KLAUS	PRODUCTION DATE 05/04/05	

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	70.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	79.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.50
TOTAL INVOICE \$	160.45

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PAID
MAY 20 2005

Visa

POSTED
MAY 20 2005
[Signature]

986-05-037-540-1003 X 07 00000000



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

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



01011CVCB173957

CUSTOMER NO. 45717	ADVISOR ALLEN J OTT	TAG NO. 232	INVOICE DATE 05/19/05	INVOICE NO. CVCB173957
	LABOR RATE	RELEASE 2,225	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
NORWALK, OH	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4		SELLING DEALER NO. KLAUS	PRODUCTION DATE
	FTES	PLG NO.	R.O DATE 05/04/05	
COMMENTS				

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	WARRANTY
J# 1 02CVZ	BODY EXTERIOR LT DOOR HAS DEFECT IN CLEARCOAT AT BELT WEATHERSTRIP FACTORY DEFECT SAND & BUFF DOOR		443	
PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2 02CVZ01	BODY EXTERIOR FRONT SUNROOF PANEL DISCOLORED PLASTIC MOLD DISCOLORED SAND FRONT PANEL, REFINISH SATIN BLACK		443	
PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3+02CVZ02	BODY EXTERIOR Added Operation (ALAN @ 05/18/2005 15:27) TRUNK LID RUBS BUMPER COVER GAP TOO TIGHT, ONLY HITS WHEN TRUNK IS SHUT WITH FORCE REMOVED TRUNK INTERIOR TRIM, ADJUSTED STRIKER & LATCH TO CLOSE EASIER, SANDED & BUFFED SCUFFS ON COVER.		443	
PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4+02CVZ03	BODY EXTERIOR Added Operation (MARCY @ 05/18/2005 16:09) INSTALL VENT VISORS CUSTOMER COURTESY		443	
PARTS				70.00
JOB # 4	1 17800852	DEFLECTOR 10.707		70.00
JOB # 4 TOTAL LABOR & PARTS				70.00
MISC				79.95
JOB # 4	RC	RECON SHOP CHARGE		79.95
TOTAL - MISC				79.95

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ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$160.45 (+TAX)

RIGHT CHOICE DOC & SOLUTIONS (440) 937-6966



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

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



0101ICVCS174585

CUSTOMER NO 45717	ADVISOR SUE COULTS	SALES 469	PRICE DATE 05/18/05	INVOICE NO CVCS174585
[REDACTED]	LABOR RATE [REDACTED]	UNIT NO [REDACTED]	DELIVERY DATE 2,469	STOCK NO [REDACTED]
NORWALK, OH	YEAR MAKE MODEL 05/PONTIAC/G6/4 DOOR SEDAN	VEHICLE TO TAG 1 G 2 Z H 5 2 8 9 5 4	DELIVERY MILES BLACK/	DELIVERY DATE 05/18/05
[REDACTED]	SALES TAX [REDACTED]	SALES TAX [REDACTED]	SALES TAX KLAUS	SALES TAX [REDACTED]

LABOR & PARTS
1 0BCVZ

FRONT SUSPENSION HOURS: TECH(S):393
SQUEAK IN THE FRONT END WHEN TURNING TO THE RIGHT
NOT THERE ALL THE TIME BUT, CHRIS IS DOING A WEB SEARCH
TEST DROVE TO VERIFY COMPLAINT/CHECK FOR SERVICE BULLETINS
AND P.I.'S/CHECK SERVICE INFORMATION FORUMS/COULD NOT
DUPLICATE CONCERN AT THIS TIME, NOR COULD I FIND ANY
INFORMATION REGARDING THIS CONCERN

WARRANTY

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.

JOB # 1 TOTAL LABOR & PARTS 0.00

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

COMMENTS
TO BODY SHOP WHEN DONE

TOTALS

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

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

FOSTER
[Signature]

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Print: EndUse Job & SOLUTIONS: (440) 937-9686



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313



01011CVCB173957

CUSTOMER NO 45717	ADVISOR ALLEN J OTT	TAG NO 232 5264	INVOICE DATE 05/19/05	INVOICE NO CVCB173957
	LABOR RATE [REDACTED]	MR PAGE 2,225	COLOR BLACK/	STOCK NO.
NORWALK, OH	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1 G 2 Z H 5 2 8 9 5 4		SELLING DEALER NO. KLAUS	PRODUCTION DATE
	FINO		INVOICE DATE 05/04/05	
COMMENTS				

TOTALS

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TOTAL LABOR	0.00
TOTAL PARTS	70.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	79.95
TOTAL MISC DISC	0.00
TOTAL TAX	10.50
TOTAL INVOICE \$	160.45

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.

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PAID
MAY 20 2005

VISA

POSTED
MAY 20 2005
[Signature]

RIGHT CHOICE DOC & SOLUTIONS (440) 937-9866



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

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



01011CVCS174585

CUSTOMER NO 45717	ADVISOR SUE COUTS	TAG NO 469	INVOICE DATE 05/18/05	INVOICE NO. CVCS174585
	LABOR RATE	MESSAGE 5264	COLOR BLACK/	STOCK NO
	YEAR MAKE MODEL	MILEAGE 2,469	DELIVERY DATE	DELIVERY MILES
NORWALK, OH	VEHICLE ID NO. 1G2ZH528954		SELLING DEALER NO. KLAUS	PRODUCTION DATE
	COMMENTS		R.D. DATE 05/18/05	

LABOR & PARTS
JOB # 1 08CVZ

FRONT SUSPENSION HOURS: TECH(S):393
 SQUEAK IN THE FRONT END WHEN TURNING TO THE RIGHT
 NOT THERE ALL THE TIME BUT, CHRIS IS DOING A WEB SEARCH
 TEST DROVE TO VERIFY COMPLAINT/CHECK FOR SERVICE BULLETINS
 AND P.I.'S/CHECK SERVICE INFORMATION FORUMS/COULD NOT
 DUPLICATE CONCERN AT THIS TIME, NOR COULD I FIND ANY
 INFORMATION REGARDING THIS CONCERN

WARRANTY

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.

JOB # 1 TOTAL LABOR & PARTS 0.00

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

COMMENTS
TO BODY SHOP WHEN DONE

TOTALS

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

TOTAL INVOICE \$ 0.00

POSTED
 DATE 2.0 2007

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FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

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



0101ICVCB173957

CUSTOMER NO 45717	ADDRESS ALLEN J OTT	FACTORIAL 232	INVOICE DATE 05/19/05	INVOICE NO. CVCB173957
[REDACTED]	CITY/STATE [REDACTED]	SALES TAX 5264	INVOICE STOCK NO 05/19/05	STOCK NO
NORWALK, OH	YEAR MAKE MODEL 05/PONTIAC/G6/4 DOOR SEDAN	SALES TAX 2,225	DELIVERY DATE BLACK/	DELIVERY MILES
	VEHICLE ID # 1 G 2 Z H 5 2 8 9 5 4		SALES PERSON KLAUS	PRODUCTION DATE 05/04/05

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	WARRANTY
J# 1 02CVZ	BODY EXTERIOR LT DOOR HAS DEFECT IN CLEARCOAT AT BELT WEATHERSTRIP FACTORY DEFECT SAND & BUFF DOOR		443	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00
J# 2 02CVZ01	BODY EXTERIOR FRONT SUNROOF PANEL DISCOLORED PLASTIC MOLD DISCOLORED SAND FRONT PANEL. REFINISH SATIN BLACK		443	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00
J# 3+02CVZ02	BODY EXTERIOR Added Operation (ALAN @ 05/18/2005 15:27) TRUNK LID RUBS BUMPER COVER GAP TOO TIGHT. ONLY HITS WHEN TRUNK IS SHUT WITH FORCE REMOVED TRUNK INTERIOR TRIM. ADJUSTED STRIKER & LATCH TO CLOSE EASIER. SANDED & BUFFED SCUFFS ON COVER.		443	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00
J# 4+02CVZ03	BODY EXTERIOR Added Operation (MARCY @ 05/18/2005 16:09) INSTALL VENT VISORS CUSTOMER COURTESY		443	
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-				
JOB # 4	1	17800852	DEFLECTOR 10.707	70.00
JOB # 4 TOTAL PARTS				70.00
JOB # 4 TOTAL LABOR & PARTS				70.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----				
JOB # 4	RC	RECON SHOP CHARGE		79.95
TOTAL - MISC				79.95

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.

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ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$160.45 (+TAX)

146-381-9882



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.

ACCEPTANCE OR REJECTION OF DECISION

Date: 06/06/07

Case Number: PGM0735054-1R

Customer: [REDACTED]

Business: Pontiac/GMC

Mfr-Info: 1712 OH 1G2ZH528954 [REDACTED]

Enclosed is the Arbitration decision in your case. We hope you have found the efforts of the BBB staff and the volunteer arbitrator(s) to be satisfactory. Please call us if you have any questions about the decision.

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

Note: If this form is not received in our office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to the CBBB at 703.247.9700. We suggest you call your case specialist to confirm receipt.

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; and,
- * I, too, will be legally bound, which means I give up any right to sue the business in court on any claim that has been resolved at the arbitration hearing, unless the business fails to perform according to the Arbitrator's decision or unless otherwise provided by state or federal law.

_____ I REJECT THE ARBITRATION DECISION. I understand this means:

- * I may pursue other legal remedies under state or federal law; including asserting a cause of action under Section 1345.75 of the Ohio Revised Code.
- * depending on federal or state law, the decision may be introduced as evidence by me or the business in any civil court action relating to any matter considered in this arbitration hearing;
- * the business will not be obligated to perform any part of the decision; and,
- * this will end Better Business Bureau involvement in my case.

Signature(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 [REDACTED] vs Pontiac/GMC Division 1G2ZH528954 [REDACTED]

GINNY WARWICK
PONTIAC/GMC
P O 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,

**DENIAL DECISION**

CASE: PGM0735054-1R	Customer: [REDACTED]
VIN: 1G2ZH528954 [REDACTED]	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: [REDACTED]
Arbitrator: John S. Satkowski	Date: 06/01/07



REASONS FOR DECISION FORM

CASE: PGM0735054-1R	Customer: [REDACTED]
VIN: 1G2ZH528954 [REDACTED]	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: [REDACTED]
Arbitrator: John S. Satkowski	Date: 06/01/07



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



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

Date: 05/10/07 Case Number: PGM0735054-1R
 Customer: [REDACTED]
 Business: Pontiac/GMC
 Mfr-Info: 1712 OH 1G2ZH528954 [REDACTED]
 Arbitrator(s): [REDACTED]

Hearing Date, Time, Place: 05/30/07 2 PM ET

BBB Serving NW Ohio & SE Mich, Inc.
 7668 Kings Pointe Rd
 Toledo, OH436170000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: in person by phone in writing
 Manufacturer: in person by phone in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 4195786000

Hearing Site Fax 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. Kennedy

FAX: 866-850-2186

FROM: Jay Schater

OF PAGES (INCLUDING THIS ONE) _____



PNWS385829

PNWS385829

RECEIVED

11241

JAY SCHAFFER

83

12/29/06

PNWS385829

[REDACTED]
NORWALK, OH [REDACTED]

7,066 /

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4 [REDACTED]

09/11/06

JOB# 1 CHARGES-----

LABOR-----
J# 1 51PNZ BODY ELECTRICAL HOURS: 0.30 TECH(S):4 20.40

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-----
J# 2 61PNZ06 GLASS HOURS: 1.70 TECH(S):4 115.60

CUSTOMER STATES SUNROOF LEAKS;RATTLE NOISE FROM SUNROOF
WHILE DRIVING
SUNROOF GLASS PANEL ALIGNMENT OFF. CAN NOT ALIGN DUE TO
GAP DEFICIENCY.
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-----

CLAIM# TOTAL
[REDACTED] 136.00

CLAIM TOTALS 136.00

APPROVED BY SIGNATURE

BAUMANN

PONTIAC • CADILLAC • GMC, INC.

339 Milan Ave.

Norwalk, Ohio 44857

Phone (419) 668-3316



Goodwrench Service



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ006	6000 MILE SERVICE	MI	0.00	19PNZZ	RECALL	CA	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/04/06	384384	5640	83	15	W	52PNZ03	SOUND SYSTEM
				15	W	61PNZ12	WATER LEAK
				15	C	45PNZ	STEERING/SUSPENSION
				15	C	00PNZLOF	LUBE OIL AND FILTER
				15	C	46PNZ04	ROTATE TIRES
				15	C	45PNZ03	SUSPENSION CONCERN

SALESPERSON NO.

S E R V I C E

STATE REG# ND003171

CASH <input type="checkbox"/>	VEHICLE I.D. NO. 1G2ZH528954	YEAR/MAKE/MODEL 05/PONTIAC/C6	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 385829
CR. CD. <input type="checkbox"/>			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE 09/11/06
CHGE. <input type="checkbox"/>			COLOR PNZZ	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
WAR. <input type="checkbox"/>	NORWALK, OH		TURBO	M/MC	AIR COND.	P. S.
SERVICE CONTRACT	RESIDENCE PHONE	BUSINESS PHONE	TRANS	MILEAGE 7066	ADVISOR NO. 83	ADVISOR JAY SCHAEFER
APPOINTMENT	08:16am	09/11/06	LABOR RATE			
<input type="checkbox"/> Yes			"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 repairs thereto."			
<input checked="" type="checkbox"/> No			X _____			

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

1 **W 51PNZ BODY ELECTRICAL**
CUSTOMER STATES SEAT HEATER COMES ON BYITSELF AT TIMES WHEN STARTING VEHICLE
W9995.3

2 **W * 61PNZ06 GLASS**
CUSTOMER STATES SUNROOF LEAKS;RATTLE NOISE FROM SUNROOF WHILE DRIVING
B2720
5
OLH 1.2

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'S ACCEPTANCE
WRITTEN ESTIMATE _____	AUTHORIZED ADDITIONS \$ _____	DATE _____
ORAL ESTIMATE _____	TOTAL \$ _____	TIME _____
I DO NOT REQUEST AN ESTIMATE _____	REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE _____ DISCARD	BY _____
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.	Parts replaced pursuant to manufacturer's warranty are retained by BAUMANN	PONTIAC • CADILLAC • GMC, INC. for inspection by manufacturer.
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 assume for it any liability in connection with the sale of the vehicle or said products.	THIS FACILITY CHARGES 5% OF THE TOTAL LABOR CHARGES UP TO A MAXIMUM OF \$20.00 FOR SHOP SUPPLIES AND/OR WASTE DISPOSAL.	
ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.	DEDUCT \$ _____	
GUARANTEE GENERAL MOTORS WARRANTS 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	AUTH: _____
		DAYS _____ RENTAL 385829

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



PNCS381594
GMC

PNCS381594

PONTIAC • CADILLAC • GMC

339 Milan Avenue Norwalk, Ohio 44857
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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 4

08/08/05

JOB# 1 CHARGES

LABOR
#1 61PNZ EXTERIOR TRIM HOURS: 4.80 TECH(S):20 WARRANTY

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.
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.

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 DISCLAIMER: 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 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.

PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 15291339 SEAL 12.810
TOTAL - PARTS 0.00 WARRANTY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
#2 50PNZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20 WARRANTY

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

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
#3 45PNZ STEERING/SUSPENSION HOURS: 6.20 TECH(S):20 WARRANTY

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
CASE NUMBER [REDACTED]
PERFORMED ALIGNMENT PER TAC ASSIST

PARTS-----QTY----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 15216792 GEAR KIT 6.508 WARRANTY



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GMC



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PNCS381594

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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
	1		89020661	FLUID 8.800	
	1		88967179	S/COL REM 6.518	
	1		15216792	CORE RETURN	
	1		88967179	CORE RETURN	
					TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
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.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
 J# 4 21PNZ 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 NO PROBLEM FOUND

WARRANTY STATEMENT AND DISCLAIMER: 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 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.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
 J# 5 46PNZ WHEELS/TIRES HOURS: 0.30 TECH(S):20 WARRANTY
 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

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

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
 J# 6 70PNZ03 RENTAL RENTAL HOURS: TECH(S):10 WARRANTY
 RENTAL VEHICLE PROVIDED CUSTOMER RENTAL VEHICLE.



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Phone: (419) 668-3300 • Fax (419) 663-7232
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GMC

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	W6	WARRANTY RENTAL CAR		WARRANTY
	W6	WARRANTY RENTAL CAR		WARRANTY
				TOTAL - MISC 0.00

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR
 J# 7 96PNZ BODY REPAIR HOURS: TECH(S):10 INTERNAL
 REPAIR FRONT OF VEHICLE. HIT ON LOT



PNCS381594
GMC

PNCS381594

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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

NORWALK, OH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	15222918	HOOD 8.000	
	1	15221712	GRILLE 1.266	
	1	22699328	GRILLE 1.266	
	1	25771372	EMBLEM 7.832	
	1	12335944	FASCIA 7.831	
				TOTAL - PARTS

INTERNAL
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.

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
	787			09/09/05	BODY REPAIR
					TOTAL - SUBLET

INTERNAL
0.00

WARRANTY STATEMENT AND DISCLAIMER: 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 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.

JOB# 7 TOTALS
JOB# 7 JOURNAL PREFIX PNCS JOB# 7 TOTAL

0.00

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

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

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



PONTIAC • CADILLAC • GMC
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GMC

OS,
D6
PONTIAC



GMC

PONTIAC • CADILLAC • GMC

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

10373948
88967179

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ003	3000 MILE SERVICE						

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/27/05	38085	2533	14	4	W	51PNZ	BODY ELECTRICAL
04/19/05	380245	1022	14	4	C	10PNZ13	BODY ELECTRICAL
03/22/05	56960C	1022	30545	2	C	DIAGPN	DRIVEABILITY RECALL
03/09/05	56827C	1016	30545	2	C	DIAGPN	
				2	W	C1043PN	

SALESPERSON NO. _____ SERVICE STATE REG# ND003171

VIN: TG2ZH528954115264	YEAR/MAKE/MODEL: 05/PONTIAC/G6/	PRODUCTION DATE	STOCK NO.	LICENSE NO.	381594
CUSTOMER NO. 11241	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	08/08/05
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAX NO.	445
TURBO PNZZ	AIR COND.	P. S.	TRANS	MILEAGE 4,118	ADVISOR NO. 10
APPOINTMENT: 09:02am DATE ESTIMATE PROMISED: 08/08/05 TIME: 06:00pm PRIORITY		I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or otherwise for the purpose of testing and/or inspecting such vehicle.			
APPOINTMENT: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	LABOR RATE				

- 1 **W 61PNZ EXTERIOR TRIM**
ROOF WHISTLES AT 60MPH
4-20-04
- 2 **W 50PNZ ENGINE ELECTRICAL**
STARTER STICKS EVERY SO OFTEN WHEN STARTING VEHICLE.
- 3 **W 45PNZ STEERING/SUSPENSION**
FRONT END FEELS REAL LOOSE
Steering Gear
- 4 **W 21PNZ AIR CONDITIONING**
A/C CONDENSATION BUILDS UP WHEN ON IN THE MIDDLE AND DRIPS
*Spec Case # 01591312
Ordered 8-08 → Rec 8-29*
- 5 **W 46PNZ WHEELS/TIRES**
CHECK TIRE PRESSURE
- 6 *Rental Vehicle*
22 days

(UNDER OHIO'S 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 ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE _____	ESTIMATE	ACCEPTANCE
	\$ _____	INITIAL HERE _____
	AUTHORIZED ADDITIONS	DATE _____ TIME _____ BY _____
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 of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	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.	
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.	ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.	
WARRANTY STATEMENT AND DISCLAIMER: 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 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.		

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381594

LCS-WO-PIC-1 A+ BUSINESS FORMS • 1-800-334-6329

VIN#

RO#

ENG SIZE

1. CAUSE:

lost drive heard wind noise
J-TSS c-o PIC found PIC3472A for revised seal for sun roof.

CORRECTION:

ordered revised seal #15291379 Diag nois .3

2. CAUSE:

No problem found on starter - Normal

CORRECTION:

1548754

Case # 8436424
Martin Cowser

Case # 8430922 Roy St Denis
Larry Matt Colman

CAUSE:

lost drive another 6-6 for steering concern how car no noise

CORRECTION:

found internal rack looseness. Ordered new rack

bar OPPS

E9740 .7
E7680 1.8 OLH 2.0
E7700 .5
E2020 .9 Diag .3

CAUSE:

Normal - water dialysis out of drain

CORRECTION:

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	OPER NO.	TIME	OFF
		381594			Aug 17 08
					Aug 14 82

insided tire pressure to 32 psi.

PARTS AVAILABLE PRICE

STRAIGHT TIME (hours)	FLAT RATE	R/O NO.	OPER NO.	TIME	OFF
1		381594			Aug 9 92
2		381594			Aug 9 42
3		381594			Aug 9 40
4		381594			Aug 9 16
5		381594			Aug 10 56
6		381594			Aug 10 38
7		381594			Aug 10 96
8		381594			Aug 10 96
9		381594			Aug 11 06
10		381594			Aug 10 96
11		381594			Aug 10 56
12		381594			Aug 10 02
13		381594			Aug 9 92
14		381594			Aug 8 62
15		381594			Aug 8 92

roof seal per ~~TSB~~ PIC 3472A

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
1		OPER. NO. [REDACTED]		AUG 16 9 10
				AUG 16 8 35

test drive - wind noise still there

3 adjusted front and Rear glass panels

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
2		OPER. NO. [REDACTED]		AUG 16 9 28
		EMP. NO. 20		AUG 16 9 10

4 test drive - better

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
3		OPER. NO. [REDACTED]		AUG 16 10 12
		EMP. NO. 20		AUG 16 9 28

1. 2 replaced steering gear for noisy - looseness

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
4		OPER. NO. [REDACTED]		AUG 16 10 32
		EMP. NO. 20		AUG 16 10 12

2. 3 J-alignment and adjusted Toe for drive.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
2	9	OPER. NO. [REDACTED]		AUG 16 15 44
		EMP. NO. 20		AUG 16 14 96

Called TAC on steering and sunroof on qt

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 38594	TIME	OFF
5	7	OPER. NO. [REDACTED]		AUG 16 14 95
		EMP. NO. 20		AUG 16 13 96

3. 1 Per TAC disconnected inter. shaft and worked grease in the shaft.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
TAC		OPER. NO. [REDACTED]		AUG - 8 98
		EMP. NO. 20		AUG - 8 26

2. 2 replaced inter. shaft. a little better. ordered steering Column per TSB

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
3		OPER. NO. [REDACTED]		AUG - 10 30
				AUG - 9 78

1. taped all of sunroof with tape per TAC.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
4		OPER. NO. [REDACTED]		AUG - 14 18
		EMP. NO. 20		AUG - 13 50

2. test drive - removed tape one glass panel at a time. found 1st and 2nd panel noisier

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
6		OPER. NO. [REDACTED]		AUG - 10 56
		EMP. NO. 20		AUG - 10 38

3. adjust 1st and 2nd panels

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
2		OPER. NO. [REDACTED]		AUG - 11 28
		EMP. NO. 20		AUG - 11 02

4. test drive

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
3		OPER. NO. [REDACTED]		AUG - 11 72
		EMP. NO. 20		AUG - 11 40

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. 381594	TIME	OFF
4		OPER. NO. [REDACTED]		AUG - 11 86
		EMP. NO. 20		

of asan
 we cannot get wind/Rush noise
 better
 compared with a new G-6 Noise is about the
 same.

1. replaced steering column for looseness & rattle
 2. not much better

4. Called TAC said to listen to front end
 5. with chassis hears - noise loudest at Rack

3. Called TAC said to put 1 more Rack on
 car and talked to Martin - Counsel on Sun Roof
 gave me more POC numbers for more adjusting
 need to adjust Sun Roof Module.

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO.	TIME	OFF
05		381594		Aug - 13 50 ON Aug - 13 28
06		381594		Aug - 14 44 ON Aug - 14 18
07		381594		Aug - 14 55 ON Aug - 14 44
08		381594		Aug ~ 11 92 ON Aug ~ 10 84
09		381594		Aug ~ 15 24 ON Aug ~ 13 08
10		381594		Aug ~ 15 72 ON Aug ~ 15 28
11		381594		Aug ~ 15 95 ON Aug ~ 15 72
12		381594		Aug ~ 16 52 ON Aug ~ 15 95
13		381594		Aug ~ 17 06 ON Aug ~ 16 52



for

PONTIAC • CADILLAC • GMC

339 Milan Avenue Norwalk, Ohio 44857
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 www.racewaypontiac.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
0TPNZ003	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/27/05	380065	2553	14	4	W	51PNZ	BODY ELECTRICAL
04/19/05	380245	1022	14	4	C	10PNZ13	DRIVEABILITY RECALL
03/22/05	56960C	1022	30545	2	C	DIAGPN	
03/09/05	56827C	1016	30545	2	C	DIAGPN	
				2	W	CT043PN	

SALESPERSON NO.

S E R V I C E

STATE REG# ND003171

1G2ZH528954		YEAR/MAKE/MODEL 05/PONTIAC/G6/	PRODUCTION DATE	STOCK NO.	LICENSE NO.	382010
[REDACTED]		CUSTOMER NO. 11241	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	09/07/05
NORWALK, OH		COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	445
TURBO	PNZZ	AIR COND.	P. S.	TRANS	MILEAGE 4,167	ADVISOR NO. 10 ADVISOR CARRY HOSKINS
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.						
APPOINTMENT	NO: 37am	DATE: 08/08/05	TIME: 06:00pm	PRIORITY		
APPOINTMENT	<input checked="" type="checkbox"/> Yes	LABOR RATE				
X Drop off						

W 45PNZ STEERING/SUSPENSION CUSTOMER STATES CLUNKING IN STEERING Customer States Sunroof still has lots of wind noise &	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. \$ _____	ACCEPTANCE _____ INITIAL HERE	
	WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE	AUTHORIZED ADDITIONS \$ _____	DATE _____ TIME _____ BY _____
	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 of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.	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.
	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.	WARRANTY STATEMENT AND DISCLAIMER: 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 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.	

LCS-WD-PIC-1 A+ BUSINESS FORMS • 1-800-334-8329

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VIN# _____ RO# _____

ENG SIZE _____

1. CAUSE:
replaced steering gear for clunks

CORRECTION:

2. CAUSE:
J-Alignment and adjusted toe

CORRECTION:
removed head liner and adjusted Sun Roof Module Lower Left side down.
test drove - some noise still there
adjust Right side of Sun roof Module Lower
test drove better but still there

3. CAUSE:
taped off XM Radio Ant. and bases
test drove - Not any better taped off each section with tape while on test drive.
adjusted front panel forward and adjusted others to spec.
CORRECTION:
per Doc. # 1471040, 1575414, 1640177
Wind noise ok only wind rush.

4. re installed head liner.

4. CAUSE:

C3128 1.8
B2760 2.2
CORRECTION:
OLH .9

PARTS AVAILABLE PRICE

STRAIGHT TIME (hours)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
2.1		382010		Aug 6 9:38	Aug 6 9:58
1.9		382010		Aug 6 7:24	Aug 6 9:38
1.7		382010		Aug 7 16:58	Aug 7 17:04
1.6		382010		Aug 6 15:50	Aug 7 16:58
1.5		382010		Aug 6 10:32	Aug 6 10:32
1.4		382010		Aug 6 10:58	Aug 6 10:58
1.3		382010		Aug 6 10:32	Aug 6 10:32
1.2		382010		Aug 6 10:32	Aug 6 10:32
1.1		382010		Aug 6 10:32	Aug 6 10:32
1.0		382010		Aug 6 10:32	Aug 6 10:32
0.9		382010		Aug 6 10:32	Aug 6 10:32
0.8		382010		Aug 6 10:32	Aug 6 10:32
0.7		382010		Aug 6 10:32	Aug 6 10:32
0.6		382010		Aug 6 10:32	Aug 6 10:32
0.5		382010		Aug 6 10:32	Aug 6 10:32
0.4		382010		Aug 6 10:32	Aug 6 10:32
0.3		382010		Aug 6 10:32	Aug 6 10:32
0.2		382010		Aug 6 10:32	Aug 6 10:32
0.1		382010		Aug 6 10:32	Aug 6 10:32

STRAIGHT TIME (hours)	FLAT RATE	R/O NO.	OPER. NO.	TIME	OFF
3.1		382010		Aug 6 10:32	Aug 6 10:32
2.2		382010		Aug 6 10:32	Aug 6 10:32
1.4		382010		Aug 6 10:32	Aug 6 10:32
1.2		382010		Aug 6 10:32	Aug 6 10:32
1.1		382010		Aug 6 10:32	Aug 6 10:32
1.0		382010		Aug 6 10:32	Aug 6 10:32
0.9		382010		Aug 6 10:32	Aug 6 10:32
0.8		382010		Aug 6 10:32	Aug 6 10:32
0.7		382010		Aug 6 10:32	Aug 6 10:32
0.6		382010		Aug 6 10:32	Aug 6 10:32
0.5		382010		Aug 6 10:32	Aug 6 10:32
0.4		382010		Aug 6 10:32	Aug 6 10:32
0.3		382010		Aug 6 10:32	Aug 6 10:32
0.2		382010		Aug 6 10:32	Aug 6 10:32
0.1		382010		Aug 6 10:32	Aug 6 10:32



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PNCS382010
GMC

PNCS382010

11241

GARRY HOSKINS

10 445 09/13/05
4,167 /

PNCS382010

NORWALK, OH

PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

09/07/05

JOB# 1 CHARGES

LABOR # 1:45PNZ 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.

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	15216792	GEAR KIT 6.508	
	1	89020661	FLUID 8.800	
				TOTAL - PARTS

WARRANTY
WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR # 2:46PNZ 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 ADJUSTED 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.

WARRANTY

Core

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

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 to your friends, if not, please tell us immediately

WARRANTY STATEMENT AND DISCLAIMER: 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 ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SA 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, ALL 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 which occurs first.



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lll

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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01PNZ003	3000 MILE SERVICE	MI					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/19/05	380245	1022	14	4	C	51PNZ	BODY ELECTRICAL
03/22/05	56960C	1022	30545	4	C	10PNZ13	DRIVEABILITY RECALL
03/09/05	56827C	1016	30545	2	C	DIAGPN	
				2	C	DIAGPN	
				2	W	C1043PN	
				2	W	Y0014PN	

SALESPERSON NO. _____ **S E R V I C E** **STATE REG# ND003171**

VEHICLE ID. NO. 1G2ZH528954	YEAR/MAKE/MODEL 05/PONTIAC/G6/	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO. 380683
CUSTOMER NO. 11241	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 05/27/05
COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 703	
TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE 2,555
ADVISOR NO. 14	ADVISOR DIANA MOHR				
RESIDENCE PHONE	BUSINESS PHONE	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree; that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.			
TIME RECEIVED 09:44am	DATE/TIME PROMISED 05/27/05 06:00pm	PRIORITY	LABOR RATE		
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	X				

W * 51PNZ BATTERY DEAD WONT START NO10 15	BODY ELECTRICAL	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 INITIAL HERE _____	
	WRITTEN ESTIMATE _____	ORAL ESTIMATE _____	I DO NOT REQUEST AN ESTIMATE \$ _____	AUTHORIZED ADDITIONS \$ _____	DATE _____ TIME _____ BY _____
	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 of partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.		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.		
	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.		ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.		

WARRANTY STATEMENT AND DISCLAIMER: 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 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.

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RE PLACED

GMC

JCS380683

PONTIAC



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11241

DIANA MOHR 14 703 05/27/05 PNCS380683

2,555 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

05/27/05

JOB# 1 CHARGES

LABOR-----
J# 1 51PNZ BODY ELECTRICAL HOURS: 0.50 TECH(S): 4 WARRANTY
BATTERY DEAD WONT START
BATTERY DEAD
REPLACED BATTERYU

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.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 19001628 BATTERY TOTAL - PARTS WARRANTY 0.00

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES EXPRESSED 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 ARE EXPRESSLY LIMITED TO THE TERM OF THE WRITTEN WARRANTY.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

THANK YOU FOR YOUR BUSINESS!!

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

CUSTOMER SIGNATURE

RACEWAY

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GMC

BILL KLAUS

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



NORWALK

OH

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/12/04	05	PONTIAC	G6	1G2ZH528954		785	0	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	02/23/05	45	00/00/00 00:00		.00	01	02/23/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
55616			0000			BLACK		1

===== REPAIR LINE 01 =====
 BUBBLE ON THE DRIVER SIDE DOOR
 BILL CODE - C
 NEEDS TO GO TO BODY SHOP

===== REPAIR LINE 02 =====
 HEARS RATTLE ON THE DRIVER SIDE ROOF BY THE WINDOW DIANA HEARD
 VERIFIED RATTLE . TOOK OFF HEADLINER TRIM AND INSTALLED PADDING
 BILL CODE - W COMPLAINT CODE - NQ
 DROP HEADLINER AND INSTALLED PADDING RATTLE IS GONE
 C3358 INST PADDING 39 M A
 FAIL CODE - 2J

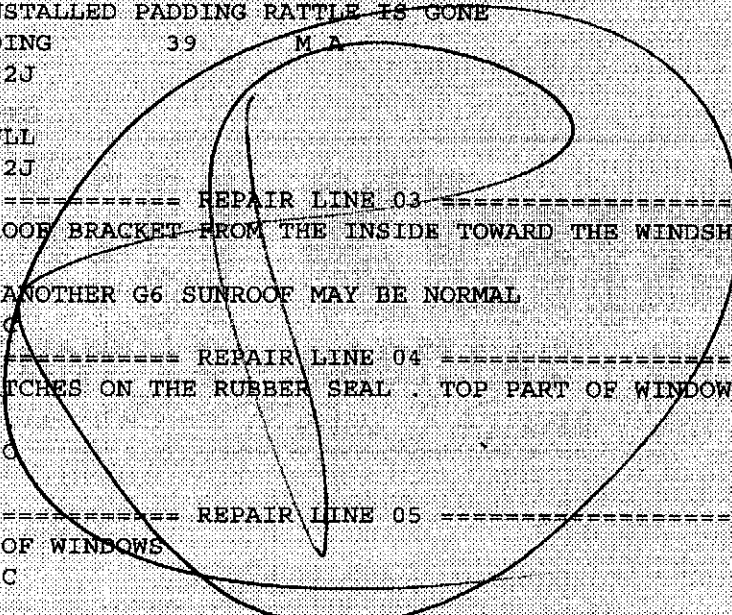
GM NULL
 FAIL CODE - 2J

===== REPAIR LINE 03 =====
 DIS COLOR IN THE SUNROOF BRACKET FROM THE INSIDE TOWARD THE WINDSHIELD
 DIANA SEEN
 NEED TO COMPARE WITH ANOTHER G6 SUNROOF MAY BE NORMAL
 BILL CODE - C

===== REPAIR LINE 04 =====
 DRIVER SIDE WINDOW CATCHES ON THE RUBBER SEAL . TOP PART OF WINDOW
 SEEN FROM THE OUTSIDE
 BILL CODE - C
 ORDERED SEAL

===== REPAIR LINE 05 =====
 CLEAN INSIDE AND OUT OF WINDOWS
 BILL CODE - C
 CLEANED WINDOWS

===== REPAIR LINE 06 =====
 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 .00



<p>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.</p> <p>General Motors labor and parts are warranted for 12 months or 12,000 miles, whichever occurs first.</p>	DISCLAIMER OF WARRANTIES		LABOR AMOUNT	.00
	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.		PARTS AMOUNT	.00
			MISC. SALES	.00
			MATERIALS	.00
			TOTAL CHARGE	.00
			DEDUCTIBLE	.00
			SALES TAX	.00
			OTHER PAY	.00
	CUSTOMER SIGNATURE		CUSTOMER PAY	.00
	>			



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

February 23, 2007

John Frankart
Baumann Pontiac
339 Milan Avenue
Norwalk, OH 44857

Re: [REDACTED]
Siebel Request: 71-471287745
2005 Pontiac G6 GT Sedan
VIN # 1G2ZH528954 [REDACTED]

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: [Redacted]
Business: Pontiac/GMC
Mfr-Info: 1712 OH 1G2ZH528954 [Redacted]

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:
N/A

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

Consumer : Replacement
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 Start Date: 03/13/07
 Customer Name: [REDACTED] State: OH
 VIN: 1G2ZH528954 Probable Hearing Location: Toledo
 This claim is IN Warranty OUT of Warranty
 Has the customer contacted you regarding the claim? YES NO
 Is the VIN listed above correct? YES NO
 If you checked NO, please indicate the correct VIN: _____
 Customer Contact Info:

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on ___/___/___
- The customer rejected the offer on ___/___/___
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___
 BBB AUTO LINE Future contact: _____
 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 [REDACTED] vs Pontiac/GMC Division 1G2ZH528954 [REDACTED]

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,

John Ryan at Extension 529



WYNN'S EXTENDED CARE, INC.
P.O. Box 2470, Brea, CA 92822

CONTRACT NO.: **EC 20119893**

WYNN'S EXTENDED CARE®
VEHICLE SERVICE CONTRACT/APPLICATION

This document is an **Application** for a Vehicle Service Contract. If this Application is accepted by Us, then it will become Your Contract. The words in boldface type (other than the headings in this Contract) are defined in the "DEFINITIONS" section below.

CUSTOMER INFORMATION				SELLING DEALER			
Name				Name			
[REDACTED]				BILL KLADS, PONTIAC CARRILLAC INC			
Address				Address			
[REDACTED]				2883 US HWY 150 NORTH			
City		State		City		State	
MARIETTA, OH		[REDACTED]		MARIETTA, OH		43857-	
Telephone				Telephone		Dealer Account No.	
[REDACTED]				119-688-3316		[REDACTED]	

VEHICLE INFORMATION			
Vehicle Identification Number (VIN)		Current Odometer Reading	
1G2ZB526954 [REDACTED]		152 Miles	
Year		Vehicle Purchase Price \$	
05		16283.00	
Make		Contract Price \$	
GM		1293.00	
Model		In-Service Date	
SEDAN		10/19/2004	
Lienholder (if any) AUTOSTART AUTO FINANCE			

NEW/NEAR NEW OR USED VEHICLE CONTRACT INFORMATION MUST BE COMPLETED

VEHICLE	COVERAGE PLAN	DEDUCTIBLE
<input checked="" type="checkbox"/> NEW	(if no box is marked, Extended Care Coverage applies)	\$100 standard Deductible for all Covered Repairs
<input type="checkbox"/> NEAR NEW	<input type="checkbox"/> POWERTRAIN	You may select one Deductible option at an additional cost:
<input type="checkbox"/> USED	<input checked="" type="checkbox"/> EXTENDED CARE	<input type="checkbox"/> \$50 Deductible for all Covered Repairs
NEW/NEAR NEW VEHICLE CONTRACT INFORMATION - COVERAGE TERM (Box must be marked)		<input checked="" type="checkbox"/> Disappearing Deductible (\$8 Deductible for all Covered Repairs performed by the Selling Dealer)
<input type="checkbox"/> 3 Years / 50,000 Miles	<input type="checkbox"/> 3 Years / 100,000 Miles	<input type="checkbox"/> \$0 Deductible for all Covered Repairs
<input type="checkbox"/> 3 Years / 80,000 Miles	<input type="checkbox"/> 4 Years / 100,000 Miles	
<input type="checkbox"/> 4 Years / 80,000 Miles	<input type="checkbox"/> 5 Years / 100,000 Miles	
<input type="checkbox"/> 5 Years / 75,000 Miles	<input checked="" type="checkbox"/> 6 Years / 100,000 Miles	
<input type="checkbox"/> 6 Years / 72,000 Miles	<input type="checkbox"/> 7 Years / 100,000 Miles	
A surcharge applies to Vehicles that have over 12,000 miles on the odometer at time of Contract sale. Check box that reflects mileage at time of Contract sale.		USED VEHICLE CONTRACT INFORMATION - COVERAGE TERM (Box must be marked)
<input type="checkbox"/> 12,001 - 24,000 Miles	<input type="checkbox"/> 36,001 - 48,000 Miles	<input type="checkbox"/> 12 Months / 12,000 Miles
<input type="checkbox"/> 24,001 - 36,000 Miles	<input type="checkbox"/> 48,001 - 59,999 Miles	<input type="checkbox"/> 24 Months / 24,000 Miles
Coverage begins on the date of Contract purchase and zero miles and expires upon the passing of the number of months and miles specified above, whichever occurs first. Contract must be purchased at time of Vehicle sale or Vehicle must have 1 month and 1,000 miles of Vehicle Manufacturer's Warranty remaining.		<input type="checkbox"/> 36 Months / 36,000 Miles
		<input type="checkbox"/> 48 Months / 48,000 Miles
		Coverage begins on the date that this Contract was purchased and expires upon the passing of the number of months or miles specified above, whichever occurs first. Contract must be purchased on date of Vehicle sale.

MANDATORY COVERAGES (Coverage(s) must be purchased and surcharge(s) paid at time of sale if Vehicle is equipped with the following -- initial those that apply):

Four Wheel Drive _____ Turbo/Supercharger _____ Business Use _____ Diesel _____

Four Wheel Steering _____ 10 Cylinder Vehicles (Trucks, Vans and SUV's Only) _____ Vehicles with 4x4/Diesel/Turbo Combined _____

Note: Seals and gaskets are covered for all New/Near New Vehicle Contracts. Seals and gaskets are covered for all Used Vehicle Contracts if the Vehicle has 80,000 miles or less on the odometer on the date of its purchase.

OPTIONAL COVERAGES (Coverage(s) must be purchased and surcharges paid at the time of sale if You choose the following -- initial those that apply):

Seals & Gaskets (Used Only) _____ High Tech (Used Only) _____

Note: Vehicles with 80,001 miles or more on the odometer on the date of Contract purchase do not have seals and gaskets coverage unless Seals 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

I 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 cancellation 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 Application may be rejected if any of the above information is incorrect or if the above Vehicle is not eligible for the term or coverage written as determined by the Administrator in its sole discretion.

CUSTOMER SIGNATURE: [REDACTED] Date: 10/19/2004

AUTHORIZED REPRESENTATIVE OF SELLING DEALER: [Signature] Date: 10/19/2004

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 Nationwide® Insurance group. 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 AGAINST: NATIONAL CASUALTY COMPANY/SCOTTSDALE INSURANCE COMPANY, P.O. BOX 4110, SCOTTSDALE, AZ 85268 (500) 423-7675.

CUSTOMER'S NAME

ODOMETER DISCLOSURE STATEMENT

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

I, BILL KLAUS PONTIAC CADILLAC GMC (transferor's name, 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, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
 - (2) I hereby certify that the odometer reading is NOT the actual mileage.
- WARNING - ODOMETER DISCREPANCY**

MAKE	MODEL	BODY TYPE
PONTIAC	G6	SEDAN
VEHICLE IDENTIFICATION NUMBER		YEAR
1G2ZB528954		2005

Jason E. Lavachin Sr.
TRANSFEROR'S SIGNATURE

Jason E. Lavachin Sr.
PRINTED NAME

4683 US ROUTE 150 NORTH
TRANSFEROR'S ADDRESS (STREET)

NORWALK, OH 44857 STATE ZIP CODE

10/19/2004
DATE OF STATEMENT

[REDACTED]
TRANSFEREE'S SIGNATURE

[REDACTED]
TRANSFEREE'S NAME

[REDACTED]
TRANSFEREE'S ADDRESS (STREET)

NORWALK, OH STATE ZIP CODE

Sharing

Building



WESTFIELD
INSURANCE

James
Kennedy ↗
a GM Business Resources
SERVICE 8:30-
5:00pm

866-790-5600
ext. 11704

File #
71-471287745

This stack
is what the
Deakush is
Printed out
3/9/07

OR 14857

FED ID # 34-1670067
VENDOR # 38017/01

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAX
11/12/04	05	PONTIAC	G6	1G2ZH528954	11241	785	0	0885
SERVICE DATE	NOTIFIED	SYC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
10/19/04	02/23/05	45	00/00/00 00:00		.00	01	02/23/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
55616				0000	BLACK			1

===== REPAIR LINE 01 =====
 BUBBLE ON THE DRIVER SIDE DOOR
 BILL CODE - C
 NEEDS TO GO TO BODY SHOP

===== REPAIR LINE 02 =====
 HEARS RATTLE ON THE DRIVER SIDE ROOF BY TRS WINDOW DIANA HEARD
 VERIFIED RATTLE . TOOK OFF HEADLINER TRIM AND INSTALLED PADDING
 BILL CODE - W COMPLAINT CODE - NO
 DROP HEADLINER AND INSTALLED PADDING RATTLE IS GONE
 C3358 INST PADDING 39 M A
 FAIL CODE - 2J


GM NULL
 FAIL CODE - 2J

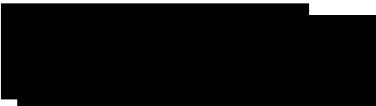
===== REPAIR LINE 03 =====
 DIS COLOR IN THE SUNROOF BRACKET FROM THE INSIDE TOWARD THE WINDSHIELD
 DIANA SEEN
 NEED TO COMPARE WITH ANOTHER G6 SUNROOF MAY BE NORMAL
 BILL CODE - C

===== REPAIR LINE 04 =====
 DRIVER SIDE WINDOW CATCHES ON THE RUBBER SEAL . TOP PART OF WINDOW
 SEEN FROM THE OUTSIDE.
 BILL CODE - C
 ORDERED SEAL

===== REPAIR LINE 05 =====
 CLEAN INSIDE AND OUT OF WINDOWS
 BILL CODE - C
 CLEANED WINDOWS

===== REPAIR LINE 06 =====
 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 .00

 <p>IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER OF THE VEHICLE WITHIN 60 DAYS OF THE DATE YOU PURCHASED THE VEHICLE. IF YOU WOULD PREFER NOT TO RECEIVE THIS SURVEY, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT IMMEDIATELY. YOUR SATISFACTION IS OUR NO. 1 PRIORITY. THANK YOU BOWLING GREEN GENERAL MOTORS SALES AND SERVICE 1-800-393-6300</p>	<p>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 of 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.</p>	<p>LABOR AMOUNT .00 PARTS AMOUNT .00 MISC SALES .00 MATERIALS .00 TOTAL CHARGE .00 DEDUCTIBLE .00 SALES TAX .00 OTHER PAY .00 CUSTOMER PAY .00</p>
	<p>CUSTOMER SIGNATURE</p>	



BILL KLAUS

4583 U.S. Route 250 North
 Norwalk, OH 44857
 Phone: (419) 668-3316
 1 (800) 323-8164
 FED. I.D. # 24-1870987
 VENDOR # 33-217744



McDonald's

NORWALK

OH



PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAG
03/22/05	05	PONTIAC	G6	1G2ZH528954	11241	1022	0	0108
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	03/23/05	45	00/00/00 00:00		.00	01	03/23/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
56980				0000	BLACK			2

===== REPAIR LINE 01 =====
 WHEN GOT OUT OF VEHICLE AND OPENED THE DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULONT SHUT OFF. THEN FINALLY AFTER A COUPLE OF MINUTES IT SHUT OFF MY ITSELF. NOT SURE IF THAT IS WHY THE BATTERY HAS BEEN DRAINING.
 BILL CODE - C
 COULDN'T DUPLICATE CONCERN

===== REPAIR LINE 02 =====
 REMOTE START DOESN'T 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 OR SO.
 BILL CODE - C
 DIAG DIAGNOSIS 2 M A .00 .00 .00

===== ACCOUNTS =====
 ACCOUNT COST DEBIT CREDIT
 460A
 DATE RECEIVED - 101904 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	.00	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	.00	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	.00	CUSTOMER PAY	.00

NORWALK

OH 44857



McGraw-Hill

(800) 523-8164
FED ID: 7 34-1670387
VENDOR: 32-017714

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MPLES IN	MPLES OUT	PAC
03/22/05	05	PONTIAC	G6	1G2ZH528954	[REDACTED]	11241	1022	0 0108
SERVICE DATE	NOTICED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	03/23/05	45	00/00/00 00:00		.00	01	03/23/05	
R.O NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
56960		[REDACTED]	[REDACTED]	0000	BLACK			2

===== REPAIR LINE 01 =====
 WHEN GOT OUT OF VEHICLE AND OPENED THE DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDN'T SHUT OFF. THEN FINALLY AFTER A COUPLE OF MINUTES IT SHUT OFF MY ITSELF. NOT SURE IF THAT IS WHY THE BATTERY HAS BEEN DRAINING.

BILL CODE - C
 COULDN'T DUPLICATE CONCERN

===== REPAIR LINE 02 =====
 REMOTE START DOESN'T 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 IT'S NOT GOING TO WORK. WILL BE 2WKS OR SO.

BILL CODE - C
 DIAG DIAGNOSIS 2 M A .00
 DATE RECEIVED 101904 PAYMENT TYPE - 1 .00

<p>IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF YOU ARE RECALLED, YOU CANNOT SHARE US INFORMATION WITHIN 60 DAYS OF CONTACT OUR SERVICE DEPARTMENT IMMEDIATELY. YOUR SATISFACTION IS OUR #1 PRIORITY. THANK YOU. BIL FAYNE. NORWALK CAPITALS, INC. 1904 218-5100</p>	DISCLAIMER OF WARRANTIES		LABOR AMOUNT	.00
	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.		PARTS AMOUNT	.00
			MISC. SALES	.00
			MATERIALS	.00
			TOTAL CHARGE	.00
			DEDUCTIBLE	.00
			SALES TAX	.00
			OTHER PAY	.00
			CUSTOMER PAY	.00
	> CUSTOMER SIGNATURE			

BILL KLAUS

4633 U.S. Route 250 North
 Norwalk, OH 44857
 Phone: (419) 868-3316
 1 (800) 323-8164
 FED ID # 34-1670067
 VENDOR # 39-017744



The Chevrolet

NORWALK

OH

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAC
03/09/05	05	PONTIAC	G6	1G2ZH5289541		11241	1016	0 0994
SERVICE DATE	MYTIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
10/19/04	00/00/00	45	00/00/00 00:00		.00	00	03/09/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
56827				0000	BLACK	1		

REPAIR LINE 01
 VEHICLES BATTERY KEEPS LOOSING CHARGE. VEHICLE WONT START
 INTERMITTENT

BILL CODE -
 HOW FAR IS DRIVE TO WATER TOWER

REPAIR LINE 02
 SPECIAL ORDERED SEAL HERE DRIVER SIDE WINDOW CATCHES ON THE RUBBER
 SEAL

BILL CODE - W

DATE RECEIVED 101904

Channel Rep 4/9/05

OPEN 04088

PIC 3399

CASE # 8048535

<p>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/itens.</p>		<p>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.</p>	
<p>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.</p>		<p>In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be involved 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. ALL PARTS USED ARE NEW UNLESS SPECIFIED OTHERWISE</p>	
<p>WRITTEN ESTIMATE</p>	<p>ORAL ESTIMATE</p>	<p>I DO NOT REQUEST AN ESTIMATE</p>	<p>DATE</p>
<p>ORIGINAL ESTIMATE</p>	<p>ALTERED ADDITIONS</p>	<p>CUSTOMER'S ACCEPTANCE</p>	<p>DATE</p>
<p>REPAIRED PARTS WILL BE RETURNED UNLESS SUBJECT TO A MANUFACTURER'S COVE CHARGE OR OTHERWISE INDICATED</p>			
<p><i>Customer Rep [Signature]</i></p>			

FED ID # 34-1670067 VENDOR # 39-017744



RACEWAY

PONTIAC • CADILLAC • GMC

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

PNCS380245 GMC

PNCS380245

CUSTOMER NO 11241	NAME DIANA MOHR	PLATE NO. 14	INVOICE DATE 04/19/05	INVOICE NO. PNCS380245
[REDACTED]	ADDRESS NORWALK, OH	LICENSE NO.	MILEAGE 1,022 /	COLOR
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 /		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4		SECURITY DEALER NO.	PRODUCTION DATE
	PT # NO.	P.O. NO.	R.O. DATE 04/19/05	
COMMENTS				

JOB# 1 CHARGES

LABOR # 1:51PNZ BODY ELECTRICAL HOURS: TECH(S): 4 0.00
 WHEN GOT OUT OF VEHICLE AND OPENED DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDNT SHUT OFF.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR # 2: 10PNZ13 DRIVEABILITY RECALL HOURS: TECH(S): 4 0.00
 RECALL64088. COULDN'T PERFORM WOULD NEED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

TOTALS

 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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 DISCLAIMER: 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 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.



PONTIAC • CADILLAC • GMC

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



GMC



RACEWAY

GMC

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

MEMO# 11241	ADVISOR DIANA MOHR	TPS NO. 14	INVOICE DATE 04/19/05	INVOICE NO. PNCS380245
[REDACTED]	LICENS#	AIR TAG# 1,022 /	COLOR	STOCK#
NORWALK, OH	YEAR / MAKE / MODEL 05 / PONTIAC / G6 /	DELIVERY DATE	DELIVERY #	
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/19/05	
COMMENTS				

JOB# 1 CHARGES

LABOR
1 STONZ BODY ELECTRICAL HOURS: TECH(S): 4 0.00
WHEN GOT OUT OF VEHICLE AND OPENED DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDNT SHUT OFF.

JOB# 1 TOTALS 0.00

JOB# 2 CHARGES

LABOR
2 101N213 DRIVEABILITY RECALL HOURS: TECH(S): 4 0.00
RECALLO4088. COULDN'T PERFORM WOULD NEED

JOB# 2 TOTALS 0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR ... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS ... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET ... 0.00
	TOTAL G.O.G. ... 0.00
	TOTAL MISC CHG. ... 0.00
	TOTAL MISC DISC ... 0.00
	TOTAL TAX ... 0.00
	TOTAL INVOICE \$ 0.00

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 DISCLAIMER: 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 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.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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





RACEWAY

PONTIAC • CADILLAC • GMC

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

PNC380683
GMC

PNC380683

11241

DIANA MOHR

14 703

05/27/05

PNC380683

2,555 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

05/27/05

JOB# 1 CHARGES

LABOR
J# 1 51PNZ BODY ELECTRICAL HOURS: 0.50 TECH(S):4
BATTERY DEAD WONT START
BATTERY DEAD
REPLACED BATTERYU

WARRANTY

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.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
1 19001628 BATTERY
TOTAL - PARTS

WARRANTY
0.00

WARRANTY STATEMENT AND DISCLAIMER: 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 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.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC3 JOB# 1 TOTAL

0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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



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GMC



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PNCS381594
GMC

PNCS381594

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

JOB# 1 CHARGES

LABOR

J# 1 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.
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.

WARRANTY

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WARRANTY STATEMENT AND DISCLAIMER: 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 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.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 15291339 SEAL 12.810
TOTAL - PARTS

WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 50PNZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20
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.

WARRANTY

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

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 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
CASE NUMBER 8436424
PERFORMED ALIGNMENT PER TAC ASSIST

WARRANTY



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GMC

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 15216792 GEAR KIT 6.508

WARRANTY



RACEWAY

PNC5381594
GMC

PNC5381594

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PONTIAC

11241

GARRY HOSKINS

10

445

09/09/05

PNC5381594

4,118 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

08/08/05

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
	1	89020661	FLUID 8.800	
	1	88967179	S/COL REM 6.518	
	-1	15216792	CORE RETURN	
	-1	88967179	CORE RETURN	

WARRANTY
WARRANTY
WARRANTY
WARRANTY
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.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
4 21PNZ 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 NO PROBLEM FOUND

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JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
5 46PNZ WHEELS/TIRES HOURS: 0.30 TECH(S):20 WARRANTY
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

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

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX PNC5 JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
6 70PNZ03 RENTAL RENTAL VEHICLE HOURS: TECH(S):10 WARRANTY
PROVIDED CUSTOMER RENTAL VEHICLE.

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MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	W6	WARRANTY RENTAL CAR		
	W6	WARRANTY RENTAL CAR		

WARRANTY
WARRANTY
0.00



JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX PNC5 JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR
7 96PMZ BODY REPAIR HOURS: TECH(S):10 INTERNAL
REPAIR FRONT OF VEHICLE. HIT ON LOT



PNC5382010
GMC

PNC5382010

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11241

GARRY HOSKINS

10

445

09/13/05

PNC5382010

4,167 /

NORWALK, OH

2005/PONTIAC/G6/

1 G 2 Z 4 5 2 8 9 5 4

09/07/05

JOB# 1 CHARGES

LABOR
J# 1 45PNZ

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-CLARK. POWERSTEERING GEAR WAS JUST REPLACED IN
AUGUST.
REPLACED POWER STEERING GEAR PER TAC ASSIST. PERFORMED
ALIGNMENT BECAUSE STEERING WHEEL WAS NOT STRAIGHT.

WARRANTY

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 DISCLAIMER: 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 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.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	15216792	GEAR KIT 6.508	
	1	89020561	FLUID 8.800	
				TOTAL - PARTS

WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR
J# 2+51PNZ

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
ADJUSTED MODULE. TEST DROVE VEHICLE AGAIN. SUNROOF STILL
HAS EXCESSIVE WIND NOISE. TAPED UP XM SATELLITE 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.

WARRANTY

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

Copy

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL

0.00



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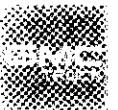
GMC



BAUMANN

PONTIAC • CADILLAC • GMC

3499 Midway Ave.
Norwalk, Ohio 44857
Phone: (419) 668-8300



INVOICE NO: 11241	NAME: JEREMY	AGE: 35	PHONE: 709	DATE: 04/04/06	STOCK NO: PNC5384244
LABOR RATE: [REDACTED]	LICENSE NO: [REDACTED]	INSURANCE: [REDACTED]	PRICE: 5,000	UNDO: /	STOCK NO: [REDACTED]
ADDRESS: NORWALK, OH [REDACTED]	VEHICLE MAKE (CODE): 05/PONTIAC/G6/	VEHICLE MODEL (CODE): 1G2ZHS28954	VEHICLE YEAR: [REDACTED]	DELIVERY DATE: [REDACTED]	DELIVERY MILE: [REDACTED]
FILE NO: [REDACTED]	PO NO: [REDACTED]	DATE: 03/15/06	COMMENTS: [REDACTED]		

LABOR: J# 1 52PMZ03 SOUND SYSTEM TECH(S): 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 TOTALS-----

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

TOTALS-----

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

THANK YOU FOR YOUR BUSINESS!!

DISCLAIMER

We hereby disclaim any and all liability for any and all defects in the manufacture or in the installation of any product made by the manufacturer, the seller, or the installer. We do not warrant the quality of any product or the quality of any work done by our service advisors or ourselves. Thank You!

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419-668-8300

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WARRANTY

GENERAL MOTORS WARRANTS 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)

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

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

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 needed in the inspection, repair or service.

CUSTOMER SIGNATURE _____

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

Invoice and Form # BAUMANN CC 509 V.0 05/05

THANK YOU



BATMANN

MINI TRUCKS, VANS, SUVS, CARS, TRUCKS

339 Mill St.
Norwalk, Ohio 44857
Phone (419) 808 3300



INVOICE NO. 11241	CUSTOMER JAY SCHAFER	TAX NO. 83 709	DATE 04/04/06	PNCS PNCS384384
ADDRESS [REDACTED]	PHONE NO. 5,640	EXT. 7	CITY NORWALK, OH	
VEHICLE MAKE/MODEL 05/PONTIAC/G6/		VEHICLE YEAR	VEHICLE COLOR	VEHICLE VIN
VEHICLE IDENT. 1G2ZH528954		VEHICLE MILEAGE	VEHICLE TYPE	VEHICLE COLOR
DATE NO.	PC NO.	DATE 04/04/06		

JOB# 4 TOTALS	LABOR	2.00
	PARTS	15.00
JOB# 4 JOURNAL PREFIX PNCS	JOB# 4 TOTAL	23.00

JOB# 5 CHARGES	LABOR	14.95
J# 5 46PNZ04	ROTA TE TIRES	TECH(S):15
CUSTOMER REQUESTS TIRE ROTATION SCHEDULED MAINTENANCE PERFORMED TIRE ROTATION AS REQUESTED.		

JOB# 5 TOTALS	LABOR	14.95
JOB# 5 JOURNAL PREFIX PNCS	JOB# 5 TOTAL	14.95

JOB# 6 CHARGES	LABOR	0.00
J# 6+45PNZ03	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 OPERATING PER MANUFACTURES SPECS		

JOB# 6 TOTALS	LABOR	0.00
JOB# 6 JOURNAL PREFIX PNCS	JOB# 6 TOTAL	0.00

MISC	DESCRIPTION	CONTROL NO	AMOUNT
JOB # A	CI SHOP SUPPLIES		2.30
TOTAL - MISC			2.30

TOTALS	TOTAL LABOR	22.95
	TOTAL PARTS	15.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	2.30
	TOTAL MISC DISC	0.00
	TOTAL TAX	2.82
TOTAL INVOICE \$		43.07

* [] CASH [] CHECK CK NO. [] *

* [] VISA [] MASTERCARD [] DISCOVER *

* [] AMER XPRESS [] OTHER [] CHARGE *

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

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

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GUARANTEE
GENERAL MOTORS WARRANTS THEIR PARTS AND LABOR FOR 12 MONTHS OR 12000 MILES WHICHEVER OCCURS FIRST ON G.M. INSTALLED PARTS AND LABOR. (A COPY OF THE INVOICE MUST BE PRESENTED)

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

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

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be assessed for labor only, reasonably 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.

THANK YOU!

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Norwalk, Ohio 44857
Phone (419) 668-3300



11241	JAY SCHAFER	83	12/29/05	PNC5385829
NORWALK, OH	05/PONTIAC/G6/	7,066	09/11/06	
	1 G 2 Z H 5 2 8 9 5 4			

JOB# 1 CHARGES

LABOR J# 1 61PNZ BODY ELECTRICAL TECH(S):4 WARRANTY

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

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

LABOR J# 2 61PNZ06 GLASS TECH(S):4 WARRANTY

CUSTOMER STATES SUNROOF LEAKS;RATTLE NOISE FROM SUNROOF WHILE DRIVING. SUNROOF GLASS PANEL ALIGNMENT OFF, CAN NOT ALIGN DUE TO GAP DEFICIENCY. R & R SUNROOF MODULE TO ATTEMPT REALIGNMENT. NO SUCCESS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

TOTALS

*****	TOTAL LABOR.....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS.....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE: _____

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

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GENERAL MOTORS WARRANTS THEIR PARTS AND LABOR FOR 12 MONTHS OR 100,000 MILES WHICHEVER OCCURS FIRST ON G.M. INSTALLED PARTS AND LABOR. (A COPY OF THE INVOICE MUST BE PRESENTED)

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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.

THANK YOU

Baumann.com Customer Front Drive C0890260 05/02

Things on G6 Wrong

Sun Roof too much wind noise
Can see out. & even if you close the
Cover still noisy.

Steering loose

Clicking noise when heat on - you
hear more when driving.

Driver Seat heat comes on
by itself. even when I turn off it will
come on again.

Ride is bumpy on little bumps
in Road. getting worse.

This is first year been out this long
Always on storage by now.

Been dealing with all this since
we got car.

These are
things I
had in my
files

One
3/9/07.

TROPICAL TINTS

Date: 11-27-99

Sun Control Specialists For Auto, Homes, Buildings, Etc.

3303 1/2 Venice Rd. Sandusky, Ohio 44870

(419) 625-1174

Total Due \$ 190.00

Customer Name [Redacted] Age [Redacted] Phone [Redacted]

Address [Redacted]

City [Redacted] State [Redacted] Zip [Redacted]

Make & Year of Vehicle [Redacted] Color [Redacted]

Job Description [Redacted]

How Did You Hear About Us?

Referral _____ Company Sign _____ Yellow Page Newspaper _____

Flyers _____ Door Hanger _____ Radio _____ Others _____

the undersigned, assume full responsibility for any action which

(Print Full Name Clearly)

may be taken by the State of Ohio Motor Vehicle Department regarding any tinting performed on this vehicle. I am fully aware of Ohio rules and regulations concerning tinting of motor vehicle windows, (i.e. - illegal for any tint or object to obstruct vision in any way for safe motoring). I agree to relieve Tropical Tints of ALL liabilities.

Signature [Redacted]

Date 11-27-99



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

250 - Hayes Avenue P.O. Box 4305
SANDUSKY, OHIO 44870
Phone (419) 825-1313



CASH RECEIVED FROM

45717

NUMBER

47251

[REDACTED]
NORWALK, OHIO [REDACTED]

RECEIVED BY MARCY E ALLISON

DATE 07/29/05

TIME 16:42

ACCT.	AMOUNT	CONTROL NUMBER	PAYMENT TYPE	AMOUNT
220E	375.73	45717	CASH	375.73

SIGNATURE

PAYMENT FOR BODY REPAIRS

PAGE 1

RECEIPT



0101A31072805



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

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

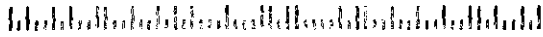
Systems & Services Technologies, Inc.

P. O. Box 801997

Kansas City, MO 64180-1997

#BWNHCPM
*/15304868/0029#
+ 0134225 0000093?? 095520 0053893

Norwalk OH



Customer Information

Statement Date: February 13, 2007

Account Number:

Borrower:

Collateral:

VIN:

2005 Pontiac G6

1G2ZH1528954

Account Statement

TOTAL AMOUNT DUE: \$412.04
PAYMENT DUE DATE: April 03, 2007

Scheduled Payment: \$412.04
Late Charges: \$0.00
Past Due Payments: \$0.00
Other Fees: \$0.00

Account Summary

Last Payment Received:
Date: February 02, 2007 Amount: \$500.00
Current Balance*: \$12,628.15

*This is your current balance 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.accountinfo.com and review your monthly statement, make a payment, sign up for automatic payments, or receive payoff quotes. All of this account information is just a click away.

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

X
ST364-000
"000702"



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

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

- Check box for address or phone number changes.
- Check box for Automatic Payment Plan form. Please see reverse side of billing statement.

Account Number: [Redacted]
Due Date: April 03, 2007
Total Amount Due: \$412.04



Systems & Services Technologies, Inc.

P. O. Box 801997

Kansas City, MO 64180-1997



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

0015304868 0043204 00000

BILL KLAUS

4683 U.S. Route 250 North
Norwalk, OH 44857
Phone: (419) 668-3316
1 (800) 323-8164
FED. I.D. # 34-1670961
VENDOR # 22-017741



McGraw-Hill

NORWALK

OH

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/22/05	05	PONTIAC	G6	1G2ZH528954	11241	1023	0	0108
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	03/23/05	45	00/00/00 00:00		.00	01	03/23/05	
K.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
56950				0000	BLACK			1

REPAIR LINE 01
WHEN GOT OUT OF VEHICLE AND OPENED THE DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDN'T SHUT OFF. THEN FINALLY AFTER A COUPLE OF MINUTES IT SHUT OFF BY ITSELF. NOT SURE IF THAT IS WHY THE BATTERY HAS BEEN DRAINING.

BILL CODE - W
COULDN'T DUPLICATE CONCERN

REPAIR LINE 02
REMOTE START DOESN'T 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 IT'S NOT GOING TO WORK. WILL BE 2WKS OR SO.

BILL CODE - W
DATE RECEIVED - 101904 PAYMENT TYPE - 1 .00

Could you look @ this and let me know what to do

*T. HANDS
DAN*

Toll Car to Foster

ATT. SUE

3/25/05

<p>IMPORTANT YOU MAY RECEIVE A 2-STAR RATING FROM THE NATIONAL SURVEY GROUP THE NEXT FEW WEEKS. IF YOU ARE READING AND CHERIE FOR US, PLEASE CONTACT OUR SERVICE DEPARTMENT IMMEDIATELY. YOUR SATISFACTION IS OUR #1 CONCERN. THANK YOU BILL KLAUS NORWALK, OH 44857 (419) 668-3316</p>	<p><i>3/25/05</i></p> <p>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.</p> <p>General Motors labor and parts are warranted for 12 months or 12,000 miles, whichever occurs first.</p>	<p>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.</p>	<p>LABOR AMOUNT .00 PARTS AMOUNT .00 MISC. SALES .00 MATERIALS .00 TOTAL CHARGE .00 DEDUCTIBLE .00 SALES TAX .00 OTHER PAY .00 CUSTOMER PAY .00</p>
	<p>CUSTOMER SIGNATURE ></p>		



FOSTER



CHEVROLET-OLDSMOBILE-CADILLAC, INC.

3504 HAYES AVE.
SANDUSKY, OHIO 44870
(419) 625-1313



ORDER NUMBER 45717	ADDRESS SUE COURTS	FACTOR 469	FACTOR 1500	DATE 03/28/05	INVOICE NO. CVCS172243
CASH DATE	SALE PRICE 1,182	ON/OFF	BLACK/	SPRINKLER	
YEAR MAKE MODEL 05/PONTIAC/G6/4 DOOR SEDAN	VEHICLE ID # 1 G 2 Z H 5 2 8 9 5 4	SELLING DEALER #	KLAUS	DATE OF SALE 03/28/05	
CITY NORWALK, OH	COMMENTS				

LABOR & PARTS
1 26CVZ ACCESSORIES HOURS: 0.00 TECH(S):440
THE REMOTE START WILL NOT WORK AND THE CUSTOMER WAS TOLD
IT IS NOT SUPPOSED WORK...
BCM NOT PROPERLY PROGRAMMED
REPROGRAMMED BCM TO ENABLE REMOTE START FUNCTION

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 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.

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

COMMENTS
CWD...
TOTALS

The Seller, FOSTER CHEVROLET-OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

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

CUSTOMER SIGNATURE

(Handwritten signature)

RIGHT CHOICE GGG & SOLUTIONS (440) 957-5965



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

2504 HAYES AVE.

SAUNDERSKY, OHIO 44870

(419) 625-1313



WORK ORDER 45717	CUSTOMER SUE COUYS	FACTOR 469	FACTOR 264	DATE 05/19/05	WORK ORDER CVC5174698
[REDACTED]	PHONE-RATE [REDACTED]	FACTOR 2.469	FACTOR 2.469	COLOR BLACK/	STOCK NO.
NORWALK, OH	YEAR MAKE MODEL 05/PONTIAC/G6/4 DOOR SEDAN	FACTOR 1 6 2 2 H 5 2 8 9 5 4	FACTOR 1 6 2 2 H 5 2 8 9 5 4	SALES REPRESENTATIVE KLAUS	SALES REPRESENTATIVE
[REDACTED]	CONTACTS	DATE 05/19/05	DATE 05/19/05	DATE 05/19/05	DATE 05/19/05

LABOR & PARTS		KENDALL OIL CHANGE		HOURS:	TECH(S):354	8.67
JOB # 1	80CVZ	RESET OIL LIFE METER				
LOF						
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	25010792	OIL FLTR 1.836	7.86	7.86	7.86
JOB # 1	5	12345615	OIL 5W30B 8.800	1.70	1.70	8.50
JOB # 1 TOTAL PARTS						16.36
JOB # 1 TOTAL LABOR & PARTS						25.03

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.

MISC	QTY	DESCRIPTION	CONTROL NO		0.87
JOB # A		SS SHOP SUPPLIES		TOTAL - MISC	0.87

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ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$28.00 (+TAX)
COMMENTS:
WILL PICK UP AT 4

TOTALS	TOTAL LABOR....	8.67
	TOTAL PARTS....	16.36
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.87
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	1.81
	TOTAL INVOICE \$	27.71

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

TOTAL LABOR.... 8.67
TOTAL PARTS.... 16.36
TOTAL SUBLET.... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG.... 0.87
TOTAL MISC DISC.... 0.00
TOTAL TAX..... 1.81
TOTAL INVOICE \$ 27.71

PAID
MAY 20 2005
KSA
AB

CUSTOMER SIGNATURE

PRINT: CHOICE DOC & SOLUTIONS (442) 837-9989



FOSTER



CHEVROLET-OLDS-CADILLAC, INC.

2504 HAYNS AVE
SANOUBINY, OHIO 45876
(419) 875-1313



CUSTOMER NO. 45717	ADVISOR ALLEN J OTT	CRONO 232	INVOICE NO. 5264	INVOICE DATE 05/19/05	INVOICE NO. CVCB173957
[REDACTED]	[REDACTED]	[REDACTED]	2,225	COLOR BLACK/	STOCK #
NORWALK, OH	05/PONTIAC/G6/4 DOOR SEDAN	1 G 2 Z H 5 2 8 9 5 4	SELLING DEALER KLAVIS	DELIVERY DATE 05/04/05	DELIVERY MILES
[REDACTED]	COMMENTS	[REDACTED]	[REDACTED]	PRODUCTION #	[REDACTED]

LABOR & PARTS	WARRANTY
J# 1 02CVZ BODY EXTERIOR HOURS: TECH(S):443 LT DOOR HAS DEFECT IN CLEARCOAT AT BELT WEATHERSTRIP FACTORY DEFECT SAND & BUFF DOOR	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00	
J# 2 02CVZ01 BODY EXTERIOR HOURS: TECH(S):443 FRONT SUNROOF PANEL DISCOLORED PLASTIC MOLD DISCOLORED SAND FRONT PANEL. REFINISH SATIN BLACK	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARTS 0.00	
J# 3+02CVZ02 BODY EXTERIOR HOURS: TECH(S):443 Added Operation (ALAN @ 05/18/2005 15:27) TRUNK LID RUBS BUMPER COVER GAP TOO TIGHT. ONLY HITS WHEN TRUNK IS SHUT WITH FORCE REMOVED TRUNK INTERIOR TRIM, ADJUSTED STRIKER & LATCH TO CLOSE EASIER. SANDED & BUFFED SCUFFS ON COVER.	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 3 TOTAL PARTS 0.00 JOB # 3 TOTAL LABOR & PARTS 0.00	
J# 4+02CVZ03 BODY EXTERIOR HOURS: TECH(S):443 Added Operation (MARCY @ 05/18/2005 16:09) INSTALL VENT VISORS CUSTOMER COURTESY	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- JOB # 4 1 17800852 DEFLECTOR 10.707 70.00 70.00 JOB # 4 TOTAL PARTS 70.00 JOB # 4 TOTAL LABOR & PARTS 70.00	
MISC-----CODE-----DESCRIPTION-----CONTROL NO----- JOB # 4 RC RECON SHOP CHARGE 79.95 TOTAL - MISC 79.95	

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.

The Seller, FOSTER CHEVROLET-OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$160.45 (+TAX)

PHONS (419) 837-8966



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

2504 HAYEN AVE.

BARBUSKY, OHIO 44021

(419) 525-1313



CUSTOMER NO 45717	ADVISEE ALLEN J OTT	STOCK NO 232 5264	INVOICE DATE 05/19/05	INVOICE NO CVC8173957
[REDACTED]	LAST NAME [REDACTED]	PRICE 2,225	COLOR BLACK/	WORK CENTER [REDACTED]
NORWALK, OH	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4 DOOR SEDAN	SELLING DEALER NO. KLAUS	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4	R.O. DATE 05/04/05		
	COMMENTS			

TOTALS

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING. Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

TOTAL LABOR....	0.00
TOTAL PARTS....	70.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	79.95
TOTAL MISC DISC.	0.00
TOTAL TAX.....	10.50
TOTAL INVOICE \$	160.45

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.

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PAID

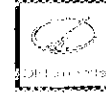
MAY 20 2005

Visa
[Signature]

CUSTOMER SIGNATURE



FOSTER



CHEVROLET OLDS-CADILLAC, INC.

2504 HAYES AVE.

SAUNDERSVILLE, OH 44871

(419) 894-1313



VEHICLE NO.	45717	LABOR RATE	SUE COITS	VEHICLE NO.	469	5264	DELIVERY DATE	05/18/05	INVOICE NO.	CVC6174585
ADDRESS	NORWALK, OH	YEAR / MAKE / MODEL	05 / PONTIAC / G6 / 4 DOOR SEDAN	SALES PRICE	2,459	COLOR	BLACK /	DELIVERY MILE		
SALES PERSON		VEHICLE ID	1 G 2 Z H 5 2 8 9 5 4	SELLING DEPARTMENT		SALES PERSON	KLAUS	SALES DATE	05/18/05	
COMMENTS										

LABOR & PARTS
 # 1 GBCVZ FRONT SUSPENSION HOURS: TECH(S):393
 SQUEAK IN THE FRONT END WHEN TURNING TO THE RIGHT
 NOT THERE ALL THE TIME BUT, CHRIS IS DOING A WEB SEARCH
 TEST DROVE TO VERIFY COMPLAINT/CHECK FOR SERVICE BULLETINS
 AND P.Y.'S/CHECK SERVICE INFORMATION FORUMS/COULD NOT
 DUPLICATE CONCERN AT THIS TIME, NOK COULD I FIND ANY
 INFORMATION REGARDING THIS CONCERN

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 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.

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

COMMENTS
 TO BODY SHOP WHEN DONE

The Seller, FOSTER CHEVROLET OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

TOTALS

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

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PAID
 MAY 20 2005

CUSTOMER SIGNATURE

83057 FOSTER CHEVROLET OLDS-CADILLAC (4476) 537-9966



PONTIAC • CADILLAC • GMC

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

CUSTOMER NO 11241	APPROVER DIANA MOHR	TAX NO 14 703	INVOICE DATE 05/27/05	INVOICE NO PNCS380683
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 2,555	COLOR 7
NORWALK, OH	YEAR / MAKE / MODEL 05 / PONTIAC / G6 /	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO 1 G 2 Z H 5 2 8 9 5 4	SELLING DEALER NO.	PRODUCTION DATE	
	E.T.F. NO	P.O. NO	P.D. DATE 05/27/05	
	Comments			

JOB# 1 CHARGES

LABOR-----
 J# 1 51PKZ BODY ELECTRICAL HOURS: 0.50 TECH(S): 4 WARRANTY
 BATTERY DEAD WONT START
 BATTERY DEAD
 REPLACED BATTERYU

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 19001628 BATTERY TOTAL - PARTS WARRANTY 0.00

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

TOTALS-----

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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 DISCLAIMER: 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 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.



PONTIAC • CADILLAC • GMC

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



07/19/2005 a.m. 04:34 PM
17120

Job Number:

FOSTER CHEVROLET-OLDS-CADILLAC
Federal ID #:344459951
LIFETIME WARRANTY ON PIP & FINISH
2504 HAYES AVE
SANDUSKY, OH 44870
(419)625-1313 Fax: (419)625-5301

PRELIMINARY ESTIMATE

Written By: Brandon Tebbe
Adjuster:

Insured:	[REDACTED]	Claim #	
Owner:	[REDACTED]	Policy #	
Address:	[REDACTED]	Deductible:	
	Norwalk, OH	Date of Loss:	
Evening:	[REDACTED]	Type of Loss:	
Cellular:	[REDACTED]	Point of Impact:	6. Rear
Inspect:	FOSTER CHEVROLET-OLDS-CADILLAC	Other:	[REDACTED]
Location:	2504 HAYES AVE SANDUSKY, OH 44870		

Insurance Company: 2 Days to Repair

2005 PONTIAC G6 GT 6-3.5L-FI 4D SED Black Int:Black
VIN: 1G2ZH528954 [REDACTED] Lic: Prod Date: 09/2004 Odometer: 3698
Condition: Excellent

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR BUMPER					
2	R&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#	R&I	License Plate				0.2	
7#		Flex additive	1		8.00	T	
8#		Paint waste disposal	1		3.00	T	



PM

Job Number:

47257

PRELIMINARY ESTIMATE
PONTIAC GT 6-3.9L-91 4D SED Black (Ac:Black)

ALLISON

DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
Subtotals ==>			11.00	2.0	3.9
Parts					0.00
Body Labor	2.0	hrs @	\$ 40.00/hr		80.00
Paint Labor	3.9	hrs @	\$ 40.00/hr		156.00
Paint Supplies	3.9	hrs @	\$ 22.00/hr		85.80
Sublet/Misc.					11.00
SUBTOTAL					\$ 332.80
Sales Tax			\$ 332.80 @	6.5000%	21.63
GRAND TOTAL					\$ 354.43
ADJUSTMENTS:					
Deductible					0.00
CUSTOMER PAY					\$ 0.00
INSURANCE PAY					\$ 354.43

AMOUNT
375.73



WARRANTY ON FIT & FINISH IS FOR THE LIFETIME THAT THE VEHICLE IS UNDER THE SAME OWNERSHIP AS WHEN REPAIRED, RUST/CORROSION IS NOT A COVERED CONDITION, A COPY OF THIS LIMITED WARRANTY IS AVAILABLE UPON REQUEST.

FED TAX ID # 34-4455-951 FAX 419-625-5301

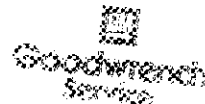
Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05 Database Date 07/2005, CCC Data Date 07/2005, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/vehicle dealerships. OPT OEM parts are OEM parts that are provided by cc 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 IKQ, 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.

CCC Pathways - A product of CCC Information Services Inc.

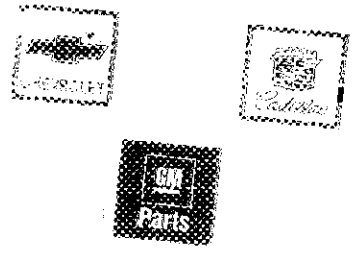
FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

2004 HAYES AVE
SANDUSKI, OHIO 44870
(419) 625-1113



COE
RA
K,



45717

NORWALK, OH

ADVISOR: ALLEN J OIT

232

5264

07/27/05

3,698

05/PONTIAC/G6/4 DOOR SEDAN

1 G 2 Z H 5 2 8 9 5 4

BLACK/

KLAUS

07/19/05

CVC8177475

1 70CVZ REPAIR PER ESTIMATE HOURS: 2.50 TECH(S):273
REPAIR RR BUMPER COVER

2+70CVZ-1 PAINT WORK PER EST HOURS: 3.90 TECH(S):348 PTOO
Added Operation (MARCY @ 07/27/2005 14:03)
REFINISH TIME

3+02CVZ BODY EXTERIOR HOURS: 1.00 TECH(S):273
Added Operation (MARCY @ 07/27/2005 14:58)
ADDITIONAL DAMAGE TO BUMPER NOT SEEN AND IT WAS A
CUSTOMER PAY JOB....

G.O.G. & SUPPLIES JOB # 2 1.0 PAINT & MATERIALS e 96.80 /UNIT

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$375.73 (+TAX)

TOTAL LABOR..... 256.00
TOTAL PARTS..... 0.00
TOTAL SUBLET..... 0.00
TOTAL G.O.G..... 96.80
TOTAL MISC CHG..... 0.00
TOTAL MISC DISC..... 0.00
TOTAL TAX..... 22.93
TOTAL INVOICE \$ 375.73

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.

The Seller, FOSTER CHEVROLET-OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

cash
ma

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If for any reason, your service experience was not COMPLETELY SATISFYING. Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Pitt, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you have.

CUSTOMER SIGNATURE

CUSTOMER'S
COPY

08/30/2005 at 01:40 PM
20213

Job Number: 4033

*No WAY fee
90 DAYS
8/30/05*

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

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

Written By: WILLIAM TRACHT
Adjuster: Gary Goskins

Insured: [Redacted] Claim: [Redacted]
Owner: [Redacted] Policy #: [Redacted]
Address: [Redacted] Deductible:
Norwalk, OH Date of Loss:
Evening: [Redacted] Type of Loss:
Point of Impact: L2. Front

Inspect ANGIE'S BODY AND FRAME INC. Business: [Redacted]
Location: 121 N PLEASANT ST.
P O Box 29
NORWALK, OH 44857

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

2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:
VIN: 1G2ZH528954 [Redacted] Lic: [Redacted] OH Prod Date: 09/2004 Odometer: 4139

Condition: Excellent

- | | | |
|------------------------|-------------------------|-----------------------|
| 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 |
| Electric Glass Sunroof | Traction Control | Fog Lamps |
| Rear Spoiler | Clear Coat Paint | Power Steering |
| Power Brakes | Power Windows | Power Locks |
| Power Driver Seat | Power Mirrors | Power Trunk/Tailgate |
| AM Radio | FM Radio | Stereo |
| Search/Seek | CD Player | Anti-Lock Brakes (4) |
| Driver Air Bag | Passenger Air Bag | 4 Wheel Disc Brakes |
| Leather Seats | Bucket Seats | Recline/Lounge Seats |
| Automatic Transmission | Overdrive | Aluminum/Alloy Wheels |

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1*	SOL	"FINAL BILL"	1				
2		FRONT BUMPER					
3		O/H front bumper				2.2	
4*		Repl Bumper cover	1	0.00		Incl.	2.8

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY
2005 PONTIAC G6 GT 4-3.5L-FI 40 SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
5		Add for Clear Coat				1.1
6	R&I	License bracket			0.2	
7*	Repl	Emblem	1	0.00	Incl.	
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	LY Headlamp assy			Incl.	
14	R&I	RT fog lamp assy			Incl.	
15	R&I	LY 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	
Subtotals ==>				8.00	4.3	9.7

Parts		8.00
Body Labor	4.3 hrs @ \$ 38.00/hr	163.40
Paint Labor	9.7 hrs @ \$ 38.00/hr	368.60
Paint Supplies	9.7 hrs @ \$ 22.00/hr	213.40
SUBTOTAL		\$ 753.40
GRAND TOTAL		\$ 753.40



RACEWAY

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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

PNC5381594

[REDACTED]
NORWALK, OH [REDACTED]

4,118 /

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4 [REDACTED]

08/08/05

JOB# 1 CHARGES

LABOR

J# 1 61PNZ EXTERIOR TRIM HOURS: 4.80 TECH(S):20 WARRANTY

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.
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.

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 DISCLAIMER: 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 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.

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE WARRANTY
1 15291339 SEAL 12.810 0.00
TOTAL - PARTS

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 50PNZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20 WARRANTY

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.

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 45PNZ STEERING/SUSPENSION HOURS: 6.20 TECH(S):20 WARRANTY

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
CASE NUMBER 8436424
PERFORMED ALIGNMENT PER TAC ASSIST



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PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE WARRANTY
1 15216792 GEAR KIT 6.503



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11241

GARRY HOSKINS

10 445

09/09/05

PNC5381594

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
	1	89020661	FLUID 8.800	
	1	88967179	S/COL REM 6.518	
	-1	15216792	CORE RETURN	
	-1	88967179	CORE RETURN	
				TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
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.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL

0.00

JOB# 4 CHARGES

LABOR
J# 4 21PNZ 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
NO PROBLEM FOUND

WARRANTY

WARRANTY STATEMENT AND DISCLAIMER: 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 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.

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL

0.00

JOB# 5 CHARGES

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 32 PSI.
NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI

WARRANTY

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

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX PNC5 JOB# 5 TOTAL

0.00

JOB# 6 CHARGES

LABOR
J# 6+70PNZ03 RENTAL VEHICLE HOURS: TECH(S):10
RENTAL VEHICLE
PROVIDED CUSTOMER RENTAL VEHICLE.

WARRANTY

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

MISC	CODE	DESCRIPTION	CONTROL NO.
	W6	WARRANTY RENTAL CAR	
			TOTAL - MISC

WARRANTY
0.00



JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX PNC5 JOB# 6 TOTAL

0.00

JOB# 7 CHARGES

LABOR
J# 7+96PNZ BODY REPAIR HOURS: TECH(S):10
REPAIR FRONT OF VEHICLE. HIT ON LOT

INTERNAL



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Phone: (419) 668-3300 • Fax (419) 663-7232
www.racewaypontiac.com

11241

GARRY HOSKINS

10 445

09/09/05

PNC5381594

4,118.77

NORWALK, OH

05/PONTIAC/G6/

1G2ZH528954

08/08/05

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	15222918	HOOD 8.000	
	1	15221712	GRILLE 1.266	
	1	22699328	GRILLE 1.266	
	1	25771372	EMBLEM 7.832	
				TOTAL - PARTS

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.

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
	787		09/09/05	BODY REPAIR
				TOTAL - SUBLET

INTERNAL
0.00

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JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX PNC5 JOB# 7 TOTAL

0.00

TOTALS

*
* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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



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Phone (419) 668-3300 • Fax (419) 663-7232
www.racewaypontiac.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
121 N PLEASANT ST.
P O Box 29
NORWALK, OH 44857
(419)868-2959 Fax: (419)868-5401

PRELIMINARY ESTIMATE

Written By: WILLIAM TRACHT
Adjuster:

Insured: [REDACTED] Claim #
Owner: [REDACTED] Policy #
Address: [REDACTED] Deductible:
Norwalk, OH Date of Loss:
Evening: [REDACTED] Type of Loss:
Point of Impact: lb. Non-Collision

Inspect ANGIE'S BODY AND FRAME INC. Business: [REDACTED]
Location: 121 N PLEASANT ST.
P O Box 29
NORWALK, OH 44857

Insurance Company: Days to Repair

2005 PONTIAC GT 6-3.5L-FI 4D SED Black Int:
VIN: 1G2ZH528754 [REDACTED] Lic: [REDACTED] Prod Date: Odometer:
Air Conditioning Rear Defogger Tilt Wheel
Cruise Control Intermittent Wipers Keyless Entry
Body Side Moldings Dual Mirrors Traction Control
Fog Lamps Rear Spoiler Clear Coat Paint
Power Steering Power Brakes Power Windows
Power Locks Power Driver Seat Power Mirrors
Power Trunk/Tailgate AM Radio FM Radio
Stereo Search/Seek CD Player
Anti-Lock Brakes (4) Driver Air Bag Passenger Air Bag
4 Wheel Disc Brakes Cloth Seats Bucket Seats
Recline/Lounge Seats Automatic Transmission Overdrive
Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		"FINAL BILL"	1			
2#		DETAIL	1			
3#		CLEAN EXTERIOR & APPLY SEALANT	1		2.0	
4#		Remove Overspray	1		1.0	
5#		Misc.	1			
6#		MATERIAL	1	2.00		

PRELIMINARY ESTIMATE
2005 PONTIAC GT 6-3.5L-FI 4D SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
Subtotals ==>			2.00		3.0	0.0
		Parts				2.00
		Body Labor	3.0 hrs @	\$ 38.00/hr		114.00
SUBTOTAL						\$ 116.00
Sales Tax						\$ 6.12
GRAND TOTAL						\$ 122.12

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.....
FED TAX ID # 34-1340045

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05 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 L&R, 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 2004 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.

ANGIE'S BODY AND FRAME INC.

License #: [REDACTED] Federal ID #: [REDACTED]
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: [REDACTED] Claim [REDACTED]
Owner: [REDACTED] Policy # [REDACTED]
Address: [REDACTED] Deductible:
Norwalk, OH [REDACTED] Date of Loss:
Evening: [REDACTED] Type of Loss:
Point of Impact: L2. Front

Inspect ANGIE'S BODY AND FRAME INC. Business: (419)668-2959
Location: 121 N PLEASANT ST.
P O Box 29
NORWALK, OH 44857

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

2005 PONTIAC G6 GT 6-3.5L-FI 4D SED Black Int:
VIN: 1G2ZH528954 [REDACTED] Lic: [REDACTED] OH Prod Date: 09/2004 Odometer: 4139
Condition: Excellent

- | | | |
|------------------------|-------------------------|-----------------------|
| 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 |
| Electric Glass Sunroof | Traction Control | Fog Lamps |
| Rear Spoiler | Clear Coat Paint | Power Steering |
| Power Brakes | Power Windows | Power Locks |
| Power Driver Seat | Power Mirrors | Power Trunk/Tailgate |
| AM Radio | FM Radio | Stereo |
| Search/Seek | CD Player | Anti-Lock Brakes (4) |
| Driver Air Bag | Passenger Air Bag | 4 Wheel Disc Brakes |
| Leather Seats | Bucket Seats | Recline/Lounge Seats |
| Automatic Transmission | Overdrive | Aluminum/Alloy Wheels |

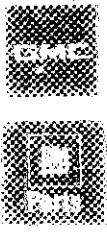
NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1*		"FINAL BILL"	1				
2		FRONT BUMPER					
3		O/H front bumper				2.2	
4*		Repl Bumper cover	1	0.00		Incl.	2.8

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 PONTIAC GT 4-3-5L-FI 4D SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
5		Add for Clear Coat				1.1
6	R&I	License bracket			0.2	
7*	Repl	Emblem	1	0.00	Incl.	
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# SOL						
27# SOL		NO WAX FOR 90 DAYS	1			

Subtotals ==> 8.00 4.3 9.7

Parts		8.00
Body Labor	4.3 hrs @ \$ 38.00/hr	163.40
Paint Labor	9.7 hrs @ \$ 38.00/hr	368.60
Paint Supplies	9.7 hrs @ \$ 22.00/hr	213.40
SUBTOTAL		\$ 753.40
GRAND TOTAL		\$ 753.40



BAUMANN



11241
 JAY SCHAFER 83 709 04/04/06 PNCS384384
 5,640 /
 05/PONTIAC/G6/
 1 G 2 Z H 5 2 8 9 5 4

NORWALK, OH

04/04/06

JOB# 4 TOTALS

LABOR 3.00
 PARTS 15.00

JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL 23.00

JOB# 5 CHARGES

LABOR # 5 46PNZ04 ROTATE TIRES TECH(S):15 14.95
 CUSTOMER REQUESTS TIRE ROTATION
 SCHEDULED MAINTENANCE
 PERFORMED TIRE ROTATION AS REQUESTED.

JOB# 5 TOTALS LABOR 14.95

JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL 14.95

JOB# 6 CHARGES

LABOR # 6 45PNZ03 SUSPENSION CONCERN TECH(S):15 0.00
 CUSTOMER STATES CAR PULLS TO THE RIGHT WHILE DRIVING
 ROAD TEST VEHICLE; DOES NOT PULL ON FLAT ROAD; CHECK
 SUSPENSION
 OPERATING PER MANUFACTURE'S SPECS

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX PNCS JOB# 6 TOTAL 0.00

MISC CODE DESCRIPTION CONTROL NO
 JOB # A C1 SHOP SUPPLIES 2.30
 TOTAL - MISC 2.30

TOTALS

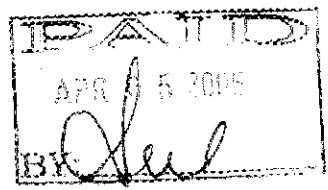
 * [] CASH [] CHECK CK NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

 TOTAL LABOR... 22.95
 TOTAL PARTS... 15.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G... 0.00
 TOTAL MISC CHG... 2.30
 TOTAL MISC DISC... 0.00
 TOTAL TAX... 2.82

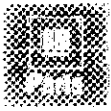
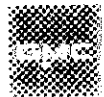
TOTAL INVOICE \$ 43.07

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



THANK YOU



BAUMANN



Customer Service

11241

JAY SCHAIFER

83 709

04/04/06

PNC384384

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

04/04/06

NORWALK, OH

JOB# 1 CHARGES

LABOR
 J# 1 52PNZ03 SOUND SYSTEM TECH(S):15 WARRANTY
 CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD'S.
 REPLACE AND SET UP PREVIOUSLY ORDERED RADIO

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX PNC3 JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
 LABOR
 J# 2 61PNZ12 WATER LEAK 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 AND SUNROOF ASSY.
 REPEAT TO VERIFY REPAIR ; NOW OPERATING WITHIN SPECS

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX PNC3 JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
 LABOR
 J# 3 45PNZ STEERING/SUSPENSION TECH(S):15 0.00
 CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR. HE STATES STEERING FEELS VERY LOOSE OPERATING AS DESIGNED

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX PNC3 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
 LABOR
 J# 4 00PNZLOF LUBE OIL AND FILTER TECH(S):15 18.00
 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.

PARTS	QTY	SP NUMBER	DESCRIPTION	UNIT PRICE	
	1	25010792	OIL FLTR 1.836 R	5.00	5.00
	5	89021593	OIL 8.800	2.00	10.00
TOTAL - PARTS					15.00

DISCLAIMER OF WARRANTIES

Any warranty on the products sold hereon 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 assume for it any liability in connection with the sale of the vehicle or said products.

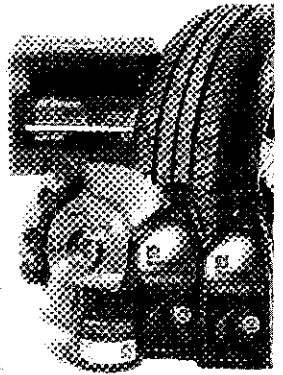
GUARANTEE

GENERAL MOTORS WARRANTY THREE PARTS AND LABOR FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST ON GM INPAILED PARTS AND LABOR. (A COPY OF THE INVOICE MUST BE PRESENTED)

THANK YOU



MULTI-POINT VEHICLE INSPECTION



Name: [REDACTED] Year/Model: 05/65 Date: 4/1/07
 Repair Order #: 324324 VIN (last 8 digits): [REDACTED] Odometer: 5,640 MI: _____ MII: _____
 Checked and OK **May Require Attention Soon** **Requires Immediate Attention**

INTERIOR

OnStar Subscription activated Remaining engine oil life: 100 % Not applicable: _____

CHECK TIRES AND TREAD DEPTH

8/32 or Greater

LF 7/32 to 4/32

3/32 or Less

Front PSI set to: 35

8/32 or Greater

LR 7/32 to 4/32

3/32 or Less

Rear PSI set to: _____ (Check lamps)

8/32 or Greater

RF 7/32 to 4/32

3/32 or Less

Front PSI set to: 35

8/32 or Greater

RR 7/32 to 4/32

3/32 or Less

Rear PSI set to: 35

Rotation needed Alignment needed Wheel balance needed

LF LR Wear Pattern/Damage RF RR

WINDSHIELD

LF _____ RF _____

Rear (if applicable)

Windshield condition Cracks _____ Chips _____

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Brake fluid reservoir	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission (if equipped w/dipstick)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Power steering	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input checked="" type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

7 mm (9/32) or greater

LF 6 mm (8/32) to 4 mm (5/32)

3 mm (4/32) or less

7 mm (9/32) to 5 mm (16/32)

LR 4 mm (5/32)

3 mm (4/32) or less

RF _____

RR _____

RR _____

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system

Shocks and struts -- also check operation

Inspect visual condition:

Belts: engine, accessory, serpentine, and/or V-drive

Hoses: engine, power steering and HVAC

Engine air filter and cabin air filters

Steering components and steering linkage

CV drive axle boots or driveshafts and U-joints

Exhaust system components

COMMENTS

 Consultant: _____
 Technician: _____

SIMPLIFIED MAINTENANCE

MI <input type="checkbox"/> Required <input type="checkbox"/> Performed	MII <input type="checkbox"/> Required <input type="checkbox"/> Performed
---	--



FOSTER



CHEVROLET-CADILLAC, INC.
 2604 HAYES AVE.
 SANDUSKY, OHIO 44870
 (419) 625-1313



CUSTOMER NO. 45717	ALIAS FOR SUE COURTS	TAX NO. 469 5264	INVOICE DATE 11/22/06	INVOICE NO. CVCS199129
LABOR RATE	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN	MILEAGE	COLOR BLACK/	DELIVERY DATE
NORWALK, OH	VEHICLE ID NO. 1G2ZH528954	SELLING COMPANY KLAUS	DELIVERY MILE	ISSUE DATE
	FF NO.	P.O. NO.	R.O. DATE 11/21/06	
	COMMENTS			

LABOR & PARTS # 1 3ICVZ RECON	HOURS: 0.00	TECH(S): 266	0.00
JOB # 1 TOTAL LABOR & PARTS			0.00
MISC - CODE - DESCRIPTION - CONTROL NO -			
JOB # 1 RC RECON SHOP CHARGE			79.95
TOTAL - MISC			79.95
ESTIMATE			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$86.00 (+TAX)			
COMMENTS			
CWD			
TOTALS:			
TOTAL LABOR.....			0.00
TOTAL PARTS.....			0.00
TOTAL SUBLET.....			0.00
TOTAL G.O.G.....			0.00
TOTAL MISC CHG.			79.95
TOTAL MISC DISC			0.00
TOTAL TAX.....			5.20
TOTAL INVOICE \$			85.15

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.

The Seller FOSTER CHEVROLET-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

CUSTOMER SIGNATURE

RIGHT CHOICE DOC & SOLUTIONS 4403 937-9666

BUYERS ORDER
PONTIAC
Cadillac
GM TRUCK

BILL KLAUS
PONTIAC - CADILLAC - GM TRUCK, INC.
"Our name means a great deal"
4633 STATE ROUTE 250 N
KORWALK, OHIO 43837

(419) 612-5370
 800-329-8184
 Fax (419) 613-7322

STOCK NO. 3887
 ODB [REDACTED]
 S.F. NUMBER [REDACTED]

PURCHASER'S NAME [REDACTED] DATE 10/19/2004
 STREET ADDRESS [REDACTED] PHONE [REDACTED]
 CITY **KORWALK** COUNTY **HURON** STATE **OH** ZIP [REDACTED] SALESPERSON **GEORGE BEATTY**

ENTER MY ORDER FOR ONE NEW USED CAR TRUCK DEMONSTRATOR FACTORY OFFICIAL RENTAL VEHICLE AS FOLLOWS:
 YEAR **2005** MAKE **PONTIAC** MODEL **G6** BODY TYPE **SEDAN** COLOR **BLACK** TRIM **G7**
 VIN **1G332528954** TO BE DELIVERED ON OR ABOUT **10/19/2004** STOCK NO. **3887**

REMARKS:	CASH PRICE OF VEHICLE	\$26263.00
<input type="checkbox"/> SEE VEHICLE DELIVERY REPORT ATTACHED	EXT SERVICE CON	1399.00
<input type="checkbox"/> SEE SPOT DELIVERY AGREEMENT ATTACHED		N/A
<input type="checkbox"/> SEE LIMITED WARRANTY ATTACHED		N/A
		N/A
		N/A
		N/A

DEPOSIT RECEIPT: Dealer hereby acknowledges receipt of the sum of \$ N/A as a Deposit/Partial Payment for the vehicle described above. If the Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for days. This Deposit/Partial Payment IS NOT refundable, subject to the conditions on the reverse side and the following:

NEGATIVE EQUITY: I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by \$ N/A to cover negative equity from my trade-in the amount owed on my lease turn-in.

TRADE-IN AND OTHER CREDITS		27762.00	DOCUMENT FEES	100.00
TRADE-IN ALLOWANCE	N/A	TAKABLE TOTAL	SELLING PRICE	27762.00
BALANCE OWED ON TRADE	N/A		SALES TAX	2082.15
BALANCE OWED TO	N/A	27762.00	COUNTRY	HURON
NET EQUITY	N/A	ODOMETER MILEAGE STATEMENT	TITLE FILING FEES	5.00
DEPOSIT	N/A		THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 153 MILE(S). ALL MILEAGE READINGS ON THIS FORM AND THE ODOMETER STATEMENT ARE NOT ACCURATE. REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE.	OTHER
CASH ON DELIVERY	6000.00		TOTAL	29880.41
OTHER REBATE	1000.00		TOTAL CREDIT	6000.00
TOTAL CREDIT	6000.00		BALANCE DUE	23880.41
TRADE-IN STOCK NO.	YEAR	MAKE	MODEL	
BODY TYPE	VIN	MILEAGE		

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 CONNECTION WITH 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 ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

APPROVED: *[Signature]* DEALER OR AUTHORIZED REPRESENTATIVE
 SIGNED: [REDACTED] ACCEPTED BY PURCHASER
 DATE: [REDACTED]

Simple Interest

Borrower's Name & Address: **NORWALK, OH** Co-Borrower's Name & Address:

Lender: **AMTRUST BANK, a division of Ohio Savings Bank** Date of Loan: **10/19/2004**

Address: **180 East Ninth Street, Suite 200, Cleveland, Ohio 44114** Loan Account Number:

Loan Amount \$ **2380.41** City and State **NORWALK OH** Date **10/19/2004**

This is a loan directly from AMTRUST BANK (Bank) to you. The terms "we," "us," and "our" mean the Bank. The terms "you" or "your" mean each person who signs this Consumer Note and Security Agreement (the Agreement). This Agreement states the terms of this simple interest rate loan from us to finance your purchase from **BILL CLARK FORDSAC CADILLAC INC** (the Seller), which term includes any of Seller's employees or agents of the property and any related services you are buying. Please read this Agreement carefully and if you agree to these terms, sign your name below. If there is more than one borrower, each of you is responsible both individually and jointly under this Agreement (known as "joint and several" responsibility).

For value received, the undersigned, jointly and severally, if more than one (collectively, the Borrower), promises to pay to the order of the Bank the principal amount of **TWENTY THREE THOUSAND EIGHT HUNDRED EIGHTY DOLLARS AND 41 CENTS** Dollars (\$ **2380.41**), together with interest on the unpaid balance and on any other amounts owed hereunder (except interest), the total of payments in the number and amounts and on the due dates shown in the payment schedule below. Interest will accrue daily starting on the date of this Agreement at the annual rate of **12.99** percent.

Send payments to AmTrust Bank at: P.O. Box 94673, Cleveland, Ohio 44101-4673 or at any other address we designate to you in writing. Send correspondence to AmTrust Bank at: P.O. Box 6687, Cleveland, Ohio 44101-1687 **150.00**

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

TRUTH IN LENDING ACT DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate: 12.99 %	The dollar amount the credit will cost you if you pay as scheduled. \$ 3314.23	The amount of credit provided to you, or on your behalf. \$ 2380.41	The amount you will have paid after you have made all payments as scheduled. \$ 27194.64

Payment Schedule: Your payment schedule will be:

Number of Payment(s)	Amount of Payments	When Payments are Due
66	\$ 412.04	Monthly on the 3 Day of Each Month Starting 12/03/2004
	\$ N/A	

Security: To secure the loan, you are giving the Bank a security interest in the goods or property being purchased.
NOTE: Collateral securing other loans with Bank may also secure this loan.

Late Charges: If a payment is more than 10 days late, you will be charged 5% of the payment amount, not to exceed \$50.
Prepayment Penalty: If you pay off this Note early, you may have to pay a penalty.
Required Deposit: The Annual Percentage Rate does not reflect the effect of any required deposit.
Assumption: This loan cannot be assumed.
Property Insurance: You may obtain property insurance and GAP protection from anyone you want that is acceptable to us.

See the other parts of this Agreement and any other credit documents for any additional information about acceleration, default, the right to accelerate portions of the obligation, any required payments to fully satisfy the scheduled date, prepayment penalties, and security interests.

Insurance/GAP Protection: Credit Life Insurance, Credit Disability Insurance, and GAP Protection are available to help protect your investment. See below for details on how to purchase this protection.

TYPE	TERM	PREMIUM
<input type="radio"/> Credit Life	<input type="radio"/> Single <input type="radio"/> Joint	First Mos. \$ N/A
<input type="radio"/> Credit Disability	<input type="radio"/> Single <input type="radio"/> Joint	First Mos. \$ N/A
<input type="radio"/> GAP Protection (Debt Cancellation Agreement)	First Mos.	\$ N/A
<input type="radio"/> Other	First Mos.	\$ N/A

By signing below, you confirm that you want the credit insurance and / or GAP Protection indicated above.

Signature: _____ Signature (Joint): _____

Itemization of Amount Financed

1. Finance your initial	\$ 2250.16
2. Finance your purchase of	\$ 112.25
3. Credit insurance premiums	N/A
4. Extended Warranty Service Contract	\$ 1399.00
5. GAP Protection	N/A
6. Finance your service charges	\$ 100.00
7.	N/A
8.	N/A
9. Finance your loan fee	\$ 150.00
10. Finance your title charges	\$ 150.00
11. Finance your initial down payment	\$ 2380.41

Collateral for this Agreement:
 As collateral for this loan, you hereby give us a security interest in the following property and its accessories which you are purchasing with this loan, together with all attachments, extras, appurtenances or other equipment now or hereafter forming a part of or used in connection with such property (the "Collateral").
 Year **2002** Make **PONTIAC**
 Vehicle Identification No. **KG2 2H52 89 54**
 Model: **GG SEDAN GT** New Used

You also give us a security interest in your deposit accounts with us (whether held individually or jointly with your co-Borrower or another person) and in any other property described in the "Security" section of the Truth in Lending Disclosures. You also give us a security interest in any proceeds of the Collateral and in any proceeds of any optional service contracts, warranties, insurances or GAP protection or repairs of any charges or payments for any such products or services if the product or service was acquired or purchased in connection with this Agreement. We agree that any other security interest which secures any other present or future loan from us does not secure this loan.

Notice to Co-Signer
 You are being asked to become liable on this debt. Think carefully before you do. If the Borrower does not pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility. You may have to pay up to the full amount of the debt if the Borrower does not pay. You may also have to pay late fees, collection costs, which increase the amount. The Bank can collect the debt from you without first trying to collect from the Borrower. The Bank can use the same collection methods against you that can be used against the Borrower, such as suing you, garnishing your wages, etc. If this debt is over in court, this fact may become a part of YOUR credit record. This Notice is for the contract that makes you liable on the debt. The undersigned co-signer acknowledges receipt of this Notice before becoming obligated therefor.

Optional Service Contract and Warranty Contract are available to you as an option. By signing below, you elect to purchase these services from **1399.00**. Review the separate Service or Warranty Contract for important information about the details of this protection.

The cost of this protection is \$ **1399.00**.
 You want to finance the purchase of this protection in this Loan Agreement, as shown in the Itemization of Amount Financed; or
 You want to pay cash to purchase this protection.

BY SIGNING BELOW EACH BORROWER AGREES TO THE TERMS ON BOTH SIDES OF THIS AGREEMENT AND ACKNOWLEDGES RECEIPT OF A COMPLETED COPY OF THIS AGREEMENT WITH ALL BLANKS FILLED IN. (WRITE IN BOLD CAPITAL LETTERS)

JOHN J. YACOB SIGNATURE: _____ DATE: **10/19/04**

PRINTED NAME: _____ SIGNATURE: _____ DATE: _____

PRINTED NAME: _____ SIGNATURE: _____ DATE: _____



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION**

PLATE NO.:	[REDACTED]	REG. DATE:	08/28/2006	EXP. DATE:	08/28/2007	ISSUE DATE:	08/28/2006	APP NO.:	[REDACTED]
VALIDATION NO.:	[REDACTED]							AGENCY:	3914
OWNER NAME:	[REDACTED]			VEHICLE OWNERSHIP:	SINGLE			USER ID:	NS
OWNER ADDR.:	[REDACTED]							OLD APP NO.:	[REDACTED]
	[REDACTED]							OLD PLATE:	[REDACTED]
CITY:	NORWALK								
STATE:	OH	ZIP:	[REDACTED]						
TAX DISTRICT:	NORWALK								
COUNTY:	HURON								
INSIDE CORP LIMIT:	YES	VEHICLE CLASS:	PASSENGER					STATE FEES:	\$31.00
VEHICLE YEAR:	2005	ODOMETER READING:	153					PERSONALIZED:	\$35.00
BODY TYPE:	4S	MAKE:	PONT					LOCAL TAX:	\$5.00
								REFL./CO. FEE:	\$0.00
CERTIFICATE TITLE NO.:	3900362591	PLATE TYPE:	SUNBURST					DEPUTY FEE:	\$3.50
VEH. SERIAL NO.:	1G2ZJ1528954 [REDACTED]	REG TYPE:	RENEWAL					TOTAL FEES:	\$74.50
PURCHASE DATE:	10/19/2004								
NEW		SUSPENSION/REVOCATION:	NO						
		PRIOR OPERATION:	YES						
		FEES PAID:	YES						

- In Ohio, 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 traffic 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 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to

NON-NEGOTIABLE - FOR REGISTRATION ONLY

CLERK OF COURTS
STATE OF OHIO

STATE OF OHIO
MEMORANDUM FILE

NOV 03 2004

11/03/04

11/03/04 11:00 AM
11/03/04 11:00 AM

937 767 0000
\$2,082.15
GENERAL ACTUAL

11/03/04 11:00 AM
11/03/04 11:00 AM
11/03/04 11:00 AM
11/03/04 11:00 AM

FRANK
JONES

40 CENTRAL BLVD
NORWALK OH 44887

BILL KULAS PONTIAC CADILLAC GMC TRUCK IN

4433 RT 100 NW
NORWALK OH 44887

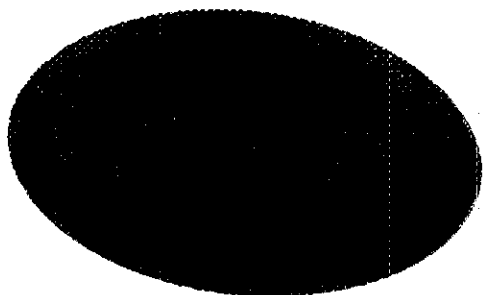
AM TRUST BANK

PO BOX 880700
SACRAMENTO, CA 95888

11/03/04 11:00 AM
11/03/04 11:00 AM
11/03/04 11:00 AM



8-05



WITNESS MY HAND AND OFFICIAL SEAL THIS 2ND DAY OF NOVEMBER, 2004

*071073037

SUSAN S. HAZEL
CLERK OF COURTS

TST
TST

ALL SPACES MUST BE TYPED AND COMPLETED

TEMPORARY TAG REGISTRATION APPLICATION

Submission of incomplete forms may result in the suspension of the purchaser's temporary tag privileges.

APPLICATION NUMBER
QP 51258

DATE VEHICLE PURCHASED 10/13/2004	DATE ISSUED 10/18/2004	EXPIRATION DATE 11/16/2004	DEALER IDENTIFICATION NO. ND001867	FEE \$10.50	TEMPORARY TAG NO. H215330
PURCHASER'S NAME [REDACTED]		VEHICLE SERIAL NO. 1G2ZH528954		VEH. YR. 2005	VEH. MAKE PONTIAC
VEHICLE MAKE AND MODEL [REDACTED]		VEH. TYPE G6		CLASS XX	REGISTRATION XX
MOTOR VEHICLE HOME ADDRESS (IND. LICENSE) [REDACTED]		NOTE: Applicant giving false information is subject to prosecution (Sec. 2921.13 & 2921.14) Application must be signed by owner(s).		NAME OF ISSUING DEALERSHIP BILL KLAUS PONTIAC CADILLAC GMC	
CITY NORWALK	STATE OH	ZIP [REDACTED]	COMPLETION OF THIS FORM IS REQUIRED WHILE PROPER TITLE AND REGISTRATION IS BEING OBTAINED AND MUST BE REPORTED TO THE BUREAU WITHIN 48 HOURS SALES OR L. 4503.1(A)	ADDRESS 4683 US ROUTE 250 NORTH	
MOTOR VEHICLE BUSINESS ADDRESS (IND. LICENSE) [REDACTED]		CITY NORWALK		STATE OH	ZIP 44857
<p align="center">PROOF OF FINANCIAL RESPONSIBILITY</p> <p>I CERTIFY THAT THE OWNER(S) OR LESSEE(S) OF LEASED VEHICLE, NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY COVERAGE (FR COVERAGE) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF THIS VEHICLE WITHOUT FR COVERAGE. BY SIGNING THIS I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE FINANCIAL RESPONSIBILITY NOTICE PRINTED ON THE OTHER SIDE OF THIS APPLICATION.</p>					

SIGNATURE OF OWNER(S) [REDACTED]

DATE **10/18/2004**

IMPORTANT - GREEN 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 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 404

Customer Claim Form

Contact Date: 03/22/07

Start Date:

Case Number: PCIM0735054

Have you contacted the mfr regarding your claim? YES NO

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

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

Titled Owner(s) Name & Address

[Redacted]
NORWALK, OH

Day Phone: [Redacted]
Fax Number: [Redacted]
Customer Contact Info: [Redacted]

Evening Phone: [Redacted] Cell Phone: [Redacted]
E-mail Address: [Redacted]

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [Redacted]

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

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

Make: Pontiac/GMC Model: G6 GT Model Year: 2005 Current Mileage: 4805

Vehicle Identification Number: 1G2ZH528954 [Redacted]

Servicing Dealer/City/State : Bauman Pontiac Dealership,

Selling Dealer/City/State : Bill Klaus Pontiac, Norwalk, OH

Insurance Carrier : Westfield National Insurance Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes No Date of accident: 8-17-05

Description of Damage : White Car at Dealership someone backed into it + took off. White it was in for bumper 7/19/05 - bumper backed into bumper

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

Purchase Date: 10/04/04 Mileage at purchase: 153 Lease Date: _____ Mileage at lease: _____

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

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

Lienholder's Name: [Redacted] Leasing Company's Name: _____

Address: [Redacted] Address: _____

City/St/Zip: Cleveland, OH City/St/Zip: _____

Phone: () - [Redacted] Phone: _____

Lienholder Acct #: [Redacted] Leasing Company's Acct #: _____

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

Give me a new car... or equal full value of what we paid for G6 & extend warranty included

Signature of Titled Owner(s)/Lessee(s): [Redacted] Date 3/9/07

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

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

Customer Name: [REDACTED]

Case Number: FGM0735054

First Repair Attempt (any reported problem)

Date: 10/31/05 Mileage: 0

Last Repair Attempt (last reported problem)

Date: 3/7/2006 Mileage: 8851

Total Days out of Service:

Too many.

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 Sunroof to much noise/air leak	yes	Raceway Dealership	9/9/05	4118	?
		Raceway	9/13/05	4167	
		Bauman	4/4/06	5640	
		Bauman	12/29/06	7066	
2. Leather Seat Heating button comes on by itself <i>Not-Sure on dates Cause Never got part out.</i>	yes	Bauman	12/29/06	7066	
		Bauman			
3. clicking noise in the front dash of windshield	yes	Bauman	12/29/06	7066	
		Bauman	Jan/Feb		
4. Steering way to loose	yes	Raceway Dealership	9/9/05	4118	?
		Raceway	9/13/05	4167	
		Bauman	4/4/06	5640	
<i>Starter sticks. Dong again - Say it is Normal.</i>	yes	Raceway	9/9/05	4118	
		Bauman	Feb?		

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 Start Date: 03/13/07
 Customer Name: [REDACTED] State: OH
 VIN: 1G2ZH528954 Probable Hearing Location: Toledo
 This claim is IN Warranty OUT of Warranty
 Has the customer contacted you regarding the claim? YES NO
 Is the VIN listed above correct? YES NO
 If you checked NO, please indicate the correct VIN: _____
 Customer Contact Info:

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

Has this offer been communicated to the customer? YES NO

If you checked YES, please indicate the customer's response below:

- The customer accepted the offer on ___/___/___
- The customer rejected the offer on ___/___/___
- The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed?** Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

Please indicate the decision you request the arbitrator to render:

List the amount of any over allowance/negative equity: \$ _____

I will participate By phone In person In writing

Return this form as soon as possible

To: _____ Completed by: _____ Date: ___/___/___
 BBB AUTO LINE Future contact: _____
 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 [REDACTED] vs Pontiac/GMC Division 1G2ZH528954 [REDACTED]

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,

John Ryan at Extension 529



WYNN'S EXTENDED CARE, INC.
P.O. Box 2470, Brea, CA 92822

CONTRACT NO.: **EC 20119893**

WYNN'S EXTENDED CARE®
VEHICLE SERVICE CONTRACT/APPLICATION

This document is an **Application** for a Vehicle Service Contract. If this Application is accepted by Us, then it will become Your Contract. The words in boldface type (other than the headings in this Contract) are defined in the "DEFINITIONS" section below.

CUSTOMER INFORMATION				SELLING DEALER			
Name				Name			
[REDACTED]				BILL KLADS, PONTIAC CADIILLAC INC			
Address				Address			
[REDACTED]				2883 US HWY 150 NORTH			
City		State		City		State	
MARIETTA, OH		[REDACTED]		MARIETTA OH 43857-		[REDACTED]	
Telephone				Telephone		Dealer Account No.	
[REDACTED]				119-688-3316		[REDACTED]	

VEHICLE INFORMATION					
Vehicle Identification Number (VIN)		Current Odometer Reading		Vehicle Purchase Price \$	
1G2ZB526954 [REDACTED]		152 Miles		16283.00	
Year	Make	Model	Class	Contract Price \$	
05	GM	SEDAN		1993.00	
Lienholder (if any)				In-Service Date	
AUTOST AUTO FINANCE				10/19/2004	

NEW/NEAR NEW OR USED VEHICLE CONTRACT INFORMATION MUST BE COMPLETED

VEHICLE	COVERAGE PLAN	DEDUCTIBLE
<input checked="" type="checkbox"/> NEW	(if no box is marked, Extended Care Coverage applies)	\$100 standard Deductible for all Covered Repairs
<input type="checkbox"/> NEAR NEW	<input type="checkbox"/> POWERTRAIN	You may select one Deductible option at an additional cost.
<input type="checkbox"/> USED	<input checked="" type="checkbox"/> EXTENDED CARE	<input type="checkbox"/> \$50 Deductible for all Covered Repairs
NEW/NEAR NEW VEHICLE CONTRACT INFORMATION - COVERAGE TERM (Box must be marked)		<input checked="" type="checkbox"/> Disappearing Deductible (\$8 Deductible for all Covered Repairs performed by the Selling Dealer)
<input type="checkbox"/> 3 Years / 50,000 Miles	<input type="checkbox"/> 3 Years / 100,000 Miles	<input type="checkbox"/> \$0 Deductible for all Covered Repairs
<input type="checkbox"/> 3 Years / 80,000 Miles	<input type="checkbox"/> 4 Years / 100,000 Miles	
<input type="checkbox"/> 4 Years / 80,000 Miles	<input type="checkbox"/> 5 Years / 100,000 Miles	
<input type="checkbox"/> 5 Years / 75,000 Miles	<input checked="" type="checkbox"/> 6 Years / 100,000 Miles	
<input type="checkbox"/> 6 Years / 72,000 Miles	<input type="checkbox"/> 7 Years / 100,000 Miles	
A surcharge applies to Vehicles that have over 12,000 miles on the odometer at time of Contract sale. Check box that reflects mileage at time of Contract sale.		USED VEHICLE CONTRACT INFORMATION - COVERAGE TERM (Box must be marked)
<input type="checkbox"/> 12,001 - 24,000 Miles	<input type="checkbox"/> 36,001 - 48,000 Miles	<input type="checkbox"/> 12 Months / 12,000 Miles
<input type="checkbox"/> 24,001 - 36,000 Miles	<input type="checkbox"/> 48,001 - 59,999 Miles	<input type="checkbox"/> 24 Months / 24,000 Miles
Coverage begins on the date of Contract purchase and zero miles and expires upon the passing of the number of months and miles specified above, whichever occurs first. Contract must be purchased at time of Vehicle sale or Vehicle must have 1 month and 1,000 miles of Vehicle Manufacturer's Warranty remaining.		<input type="checkbox"/> 36 Months / 36,000 Miles
		<input type="checkbox"/> 48 Months / 48,000 Miles
		Coverage begins on the date that this Contract was purchased and expires upon the passing of the number of months or miles specified above, whichever occurs first. Contract must be purchased on date of Vehicle sale.

MANDATORY COVERAGES (Coverage(s) must be purchased and surcharge(s) paid at time of sale if Vehicle is equipped with the following -- initial those that apply):

Four Wheel Drive _____ Turbo/Supercharger _____ Business Use _____ Diesel _____

Four Wheel Steering _____ 10 Cylinder Vehicles (Trucks, Vans and SUV's Only) _____ Vehicles with 4x4/Diesel/Turbo Combined _____

Note: Seals and gaskets are covered for all New/Near New Vehicle Contracts. Seals and gaskets are covered for all Used Vehicle Contracts if the Vehicle has 80,000 miles or less on the odometer on the date of its purchase.

OPTIONAL COVERAGES (Coverage(s) must be purchased and surcharges paid at the time of sale if You choose the following -- initial those that apply):

Seals & Gaskets (Used Only) _____ High Tech (Used Only) _____

Note: Vehicles with 80,001 miles or more on the odometer on the date of Contract purchase do not have seals and gaskets coverage unless Seals 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

I 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 cancellation 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 Application may be rejected if any of the above information is incorrect or if the above Vehicle is not eligible for the term or coverage written as determined by the Administrator in its sole discretion.

CUSTOMER SIGNATURE: [REDACTED] Date: 10/19/2004

AUTHORIZED REPRESENTATIVE OF SELLING DEALER: [Signature] Date: 10/19/2004

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 Nationwide® Insurance group. 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 AGAINST: NATIONAL CASUALTY COMPANY/SCOTTSDALE INSURANCE COMPANY, P.O. BOX 4110, SCOTTSDALE, AZ 85268 (500) 423-7675.

CUSTOMER'S NAME

ODOMETER DISCLOSURE STATEMENT

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

I, BILL KLAUS PONTIAC CADILLAC GMC (transferor's name, 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, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
 - (2) I hereby certify that the odometer reading is NOT the actual mileage.
- WARNING - ODOMETER DISCREPANCY**

MAKE	MODEL	BODY TYPE
PONTIAC	G6	SEDAN
VEHICLE IDENTIFICATION NUMBER		YEAR
1G2ZB528954		2005

Jason E. Loughlin Sr.
TRANSFEROR'S SIGNATURE

Jason E. Loughlin Sr.
PRINTED NAME

4683 US ROUTE 150 NORTH
TRANSFEROR'S ADDRESS (STREET)

NORWALK, OH 44857 STATE ZIP CODE

10/19/2004
DATE OF STATEMENT

[REDACTED]
TRANSFEREE'S SIGNATURE

[REDACTED]
TRANSFEREE'S NAME

[REDACTED]
TRANSFEREE'S ADDRESS (STREET)

NORWALK, OH STATE ZIP CODE

DAY STATE ZIP CODE

Sharing

Building

WESTFIELD
INSURANCE

James
Kennedy ↗
a GM Business Resources
SERVICE 8:30-
5:00pm.

866-790-5600
ext. 11704.

File #
71-471287745

This stack
is what the
Deakush is
Printed out
3/9/07.

OR 14857

FED ID # 34-1670067
VENDOR # 38017/01

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAX
11/12/04	05	PONTIAC	G6	1G2ZH528954	11241	785	0	0885
SERVICE DATE	NOTIFIED	SYC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
10/19/04	02/23/05	45	00/00/00 00:00		.00	01	02/23/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
55616				0000	BLACK			1

===== REPAIR LINE 01 =====
 BUBBLE ON THE DRIVER SIDE DOOR
 BILL CODE - C
 NEEDS TO GO TO BODY SHOP

===== REPAIR LINE 02 =====
 HEARS RATTLE ON THE DRIVER SIDE ROOF BY TRS WINDOW DIANA HEARD
 VERIFIED RATTLE . TOOK OFF HEADLINER TRIM AND INSTALLED PADDING
 BILL CODE - W COMPLAINT CODE - NO
 DROP HEADLINER AND INSTALLED PADDING RATTLE IS GONE
 CB358 INST PADDING 39 M A
 FAIL CODE - 2J


GM NULL
 FAIL CODE - 2J

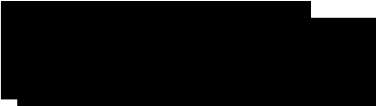
===== REPAIR LINE 03 =====
 DIS COLOR IN THE SUNROOF BRACKET FROM THE INSIDE TOWARD THE WINDSHIELD
 DIANA SEEN
 NEED TO COMPARE WITH ANOTHER G6 SUNROOF MAY BE NORMAL
 BILL CODE - C

===== REPAIR LINE 04 =====
 DRIVER SIDE WINDOW CATCHES ON THE RUBBER SEAL . TOP PART OF WINDOW
 SEEN FROM THE OUTSIDE.
 BILL CODE - C
 ORDERED SEAL

===== REPAIR LINE 05 =====
 CLEAN INSIDE AND OUT OF WINDOWS
 BILL CODE - C
 CLEANED WINDOWS

===== REPAIR LINE 06 =====
 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 .00

 <p>IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER OF THE VEHICLE WITHIN 60 DAYS OF THE DATE YOU PURCHASED THE VEHICLE. IF YOU WOULD PREFER NOT TO RECEIVE THIS SURVEY, PLEASE CONTACT OUR CUSTOMER SERVICE DEPARTMENT IMMEDIATELY. YOUR SATISFACTION IS OUR NO. 1 PRIORITY. THANK YOU BELL TOWERS GENERAL MOTORS AND TRUCK DIVISION 1-800-352-2700</p>	<p>DISCLAIMER OF WARRANTIES</p> <p>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 of 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.</p>	<p>LABOR AMOUNT .00</p> <p>PARTS AMOUNT .00</p> <p>MISC SALES .00</p> <p>MATERIALS .00</p> <p>TOTAL CHARGE .00</p> <p>DEDUCTIBLE .00</p> <p>SALES TAX .00</p> <p>OTHER PAY .00</p> <p>CUSTOMER PAY .00</p>
	<p>CUSTOMER SIGNATURE</p>	



BILL KLAUS

4583 U.S. Route 250 North
 Norwalk, OH 44857
 Phone: (419) 668-3316
 1 (800) 323-8164
 FED. ID. # 24-1870987
 VENDOR # 33-217744



McDonald's

NORWALK

OH



PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STR/CUS	MILES IN	MILES OUT	TAG
03/22/05	05	PONTIAC	G6	1G2ZH528954		11241	1022	0 0108
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	03/23/05	45	00/00/00 00:00		.00	01	03/23/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
56980				0000	BLACK			2

===== REPAIR LINE 01 =====
 WHEN GOT OUT OF VEHICLE AND OPENED THE DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULONT SHUT OFF. THEN FINALLY AFTER A COUPLE OF MINUTES IT SHUT OFF MY ITSELF. NOT SURE IF THAT IS WHY THE BATTERY HAS BEEN DRAINING.

BILL CODE - C
 COULDN'T DUPLICATE CONCERN

===== REPAIR LINE 02 =====
 REMOTE START DOESN'T 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 OR SO.

BILL CODE - C
 DIAG DIAGNOSIS 2 M A .00 .00 .00

===== ACCOUNTS =====

ACCOUNT	COST	DEBIT	CREDIT
460A			

DATE RECEIVED - 101904 PAYMENT TYPE - 1 .00

LABOR	.00	LABOR	.00	LABOR	.00	LABOR AMOUNT	.00
PARTS	.00	PARTS	.00	PARTS	.00	PARTS AMOUNT	.00
MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00	MISC. SALES	.00
MATERIALS	.00	MATERIALS	.00	MATERIALS	.00	MATERIALS	.00
						TOTAL CHARGE	.00
DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00	DEDUCTIBLE	.00
SALES TAX	.00	SALES TAX	.00	SALES TAX	.00	SALES TAX	.00
OTHER PAY	.00					OTHER PAY	.00
INTERNAL	.00	CONTRACTS	.00	WARRANTY	.00	CUSTOMER PAY	.00

NORWALK

OH 44857



In-Color

(800) 523-8164
 FED ID: 7 34-1670387
 VENDOR: 32-017714

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MPLES IN	MPLES OUT	PAC
03/22/05	05	PONTIAC	G6	1G2ZH528954	[REDACTED]	11241	1022	0 0108
SERVICE DATE	NOTICED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	03/23/05	45	00/00/00 00:00		.00	01	03/23/05	
R.O NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
56960		[REDACTED]	[REDACTED]	0000	BLACK			2

===== REPAIR LINE 01 =====
 WHEN GOT OUT OF VEHICLE AND OPENED THE DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDN'T SHUT OFF. THEN FINALLY AFTER A COUPLE OF MINUTES IT SHUT OFF MY ITSELF. NOT SURE IF THAT IS WHY THE BATTERY HAS BEEN DRAINING.
 BILL CODE - C
 COULDN'T DUPLICATE CONCERN

===== REPAIR LINE 02 =====
 REMOTE START DOESN'T 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 OR SO.
 BILL CODE - C
 DIAG DIAGNOSIS 2 M A .00
 DATE RECEIVED 101904 PAYMENT TYPE - 1 .00

<p>IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF YOU ARE RECALLED, YOU CANNOT SHARE US INFORMATION & WORKING. PLEASE CONTACT OUR SERVICE DEPARTMENT IMMEDIATELY. YOUR SATISFACTION IS OUR #1 PRIORITY. THANK YOU BILL FAYNE NORWALK CAPITALS, INC. 1900 1-800-238-5166</p>	<p>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.</p>	<table border="1"> <tr><td>LABOR AMOUNT</td><td>.00</td></tr> <tr><td>PARTS AMOUNT</td><td>.00</td></tr> <tr><td>MISC. SALES</td><td>.00</td></tr> <tr><td>MATERIALS</td><td>.00</td></tr> <tr><td>TOTAL CHARGE</td><td>.00</td></tr> <tr><td>DEDUCTIBLE</td><td>.00</td></tr> <tr><td>SALES TAX</td><td>.00</td></tr> <tr><td>OTHER PAY</td><td>.00</td></tr> <tr><td>CUSTOMER PAY</td><td>.00</td></tr> </table>	LABOR AMOUNT	.00	PARTS AMOUNT	.00	MISC. SALES	.00	MATERIALS	.00	TOTAL CHARGE	.00	DEDUCTIBLE	.00	SALES TAX	.00	OTHER PAY	.00	CUSTOMER PAY	.00
	LABOR AMOUNT	.00																		
PARTS AMOUNT	.00																			
MISC. SALES	.00																			
MATERIALS	.00																			
TOTAL CHARGE	.00																			
DEDUCTIBLE	.00																			
SALES TAX	.00																			
OTHER PAY	.00																			
CUSTOMER PAY	.00																			
	<p>CUSTOMER SIGNATURE ></p>																			

BILL KLAUS

4683 U.S. Route 250 North
Norwalk, OH 44857
Phone: (419) 668-3316
1 (800) 323-8164
FED ID: # 30-1670087
VENDOR # 139 01 7784



The Customer's

NORWALK

OH

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
11/12/04	05	PONTIAC	G6	1G2ZH528954		11241	785	0 0885
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	02/23/05	45	00/00/00 00:00		.00	01	02/23/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
55816				0000	BLACK			1

===== REPAIR LINE 01 =====

BUBBLE ON THE DRIVER SIDE DOOR

BILL CODE - C

NEEDS TO GO TO BODY SHOP

===== REPAIR LINE 02 =====

HEARS RATTLE ON THE DRIVER SIDE ROOF BY THE WINDOW DIANA HEARD

VERIFIED RATTLE. TOOK OFF HEADLINER TRIM AND INSTALLED PADDING

BILL CODE - W COMPLAINT CODE - NO

DROP HEADLINER AND INSTALLED PADDING RATTLE IS GONE

C3358 INST PADDING 39 M.A.

FAIL CODE - 2J

GM NULL

FAIL CODE - 2J

===== REPAIR LINE 03 =====

DIS COLOR IN THE SUNROOF BRACKET FROM THE INSIDE TOWARD THE WINDSHIELD

DIANA SEEN

NEED TO COMPARE WITH ANOTHER G6 SUNROOF MAY BE NORMAL

BILL CODE - C

===== REPAIR LINE 04 =====

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

SEEN FROM THE OUTSIDE

BILL CODE - C

ORDERED SEAL

===== REPAIR LINE 05 =====

CLEAN INSIDE AND OUT OF WINDOWS

BILL CODE - C

CLEANED WINDOWS

===== REPAIR LINE 06 =====

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 - T .00

<p>IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY ABOUT THE WORK DONE IN THE REPAIR SHOP. IF FOR ANY REASON YOU DON'T WANT TO PARTICIPATE IN THIS SURVEY, PLEASE CONTACT OUR SERVICE DEPARTMENT IMMEDIATELY. YOUR COOPERATION IS OUR NO. 1 GOAL. THANK YOU. BILL KLAUS. 10000171 - 10000171. 1000 100 1000.</p>	<p>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.</p> <p>General Motors labor and parts are warranted for 12 months or 12,000 miles, whichever occurs first.</p>	<p>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.</p>	<p>LABOR AMOUNT .00</p> <p>PARTS AMOUNT .00</p> <p>MISC. SALES .00</p> <p>MATERIALS .00</p> <p>TOTAL CHARGE .00</p> <p>DEDUCTIBLE .00</p> <p>SALES TAX .00</p> <p>OTHER PAY .00</p> <p>CUSTOMER PAY .00</p>
	<p>CUSTOMER SIGNATURE</p>		

BILL KLAUS

4633 U.S. Route 250 North
Norwalk, OH 44857
Phone: (419) 868-3316
1 (800) 323-8164
FED. I.D. # 34-1670067
VENDOR # 39-017744



The Chevrolet

NORWALK

OH

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAC
03/09/05	05	PONTIAC	G6	1G2ZH5289541		11241	1016	0 0994
SERVICE DATE	MYEYED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV DATE	
10/19/04	00/00/00	45	00/00/00 00:00		.00	00	03/09/05	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
56827				0000	BLACK	1		

REPAIR LINE 01
VEHICLES BATTERY KEEPS LOOSING CHARGE VEHICLE WONT START
INTERMITTENT

BILL CODE -
HOW ARE IS DRIVEN W/ METER TURN

REPAIR LINE 02
SPECIAL ORDERED SEAL HERE DRIVER SIDE WINDOW CATCHES ON THE RUBBER
SEAL

BILL CODE - W

DATE RECEIVED 101904

Channel Rep 4/9/05

OPEN 04088

PIC 3399

CASE # 8048535

<p>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.</p> <p>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.</p>		<p>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.</p> <p>WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> I DO NOT REQUEST AN ESTIMATE <input type="checkbox"/></p> <p>In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be involved 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. ALL PARTS USED ARE NEW UNLESS SPECIFIED OTHERWISE</p>	
ORIGINAL ESTIMATE	ALTERED ADDITIONS	CUSTOMER'S ACCEPTANCE	DATE
<p>REPAIRED PARTS WILL BE RETURNED UNLESS SUBJECT TO A MANUFACTURER'S COVE CHARGE OR OTHERWISE INDICATED</p> <p><i>Customer Rep [Signature]</i></p>			



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PNCS380245 GMC

PNCS380245

CUSTOMER NO 11241	NAME DIANA MOHR	AGE NO. 14	INVOICE DATE 04/19/05	INVOICE NO. PNCS380245
[REDACTED]	ADDRESS NORWALK, OH	LICENSE NO.	MILEAGE 1,022 /	COLOR
	YEAR / MAKE / MODEL 05 / PONTIAC / G6 /		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4		SECURITY DEALER NO.	PRODUCTION DATE
	PT # NO.	PL # NO.	R.D. DATE 04/19/05	
COMMENTS				

JOB# 1 CHARGES

LABOR # 1:51PNZ BODY ELECTRICAL HOURS: TECH(S): 4 0.00
WHEN GOT OUT OF VEHICLE AND OPENED DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDN'T SHUT OFF.

JOB# 1 TOTALS 0.00
JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR # 2:10PNZ13 DRIVEABILITY RECALL HOURS: TECH(S): 4 0.00
RECALL G4088. COULDN'T PERFORM WOULD NEED

JOB# 2 TOTALS 0.00
JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

TOTALS

* [] CASH [] CHECK CK NO. []	TOTAL LABOR....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL PARTS....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

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 DISCLAIMER: 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 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.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



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MEMO# 11241	ADVISOR DIANA MOHR	TPS NO. 14	INVOICE DATE 04/19/05	INVOICE NO. PNCS380245
[REDACTED]	LICENS#	AIR #	COLOR 1,022 /	STOCK #
NORWALK, OH	YEAR / MAKE / MODEL 05 / PONTIAC / G6 /	DELIVERY DATE	DELIVERY #	
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/19/05	
COMMENTS				

JOB# 1 CHARGES

LABOR
1 STONZ BODY ELECTRICAL HOURS: TECH(S): 4 0.00
WHEN GOT OUT OF VEHICLE AND OPENED DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDN'T SHUT OFF.

JOB# 1 TOTALS 0.00

JOB# 2 CHARGES

LABOR
2 101N213 DRIVEABILITY RECALL HOURS: TECH(S): 4 0.00
RECALLO4088. COULDN'T PERFORM WOULD NEED

JOB# 2 TOTALS 0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR ... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS ... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET ... 0.00
	TOTAL G.O.G. ... 0.00
	TOTAL MISC CHG. ... 0.00
	TOTAL MISC DISC ... 0.00
	TOTAL TAX ... 0.00
	TOTAL INVOICE \$ 0.00

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 DISCLAIMER: 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 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.

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CUSTOMER SIGNATURE



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PNC380683
GMC

PNC380683

11241

DIANA MOHR

14 703

05/27/05

PNC380683

2,555 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

05/27/05

JOB# 1 CHARGES

LABOR
J# 1 51PNZ BODY ELECTRICAL HOURS: 0.50 TECH(S):4
BATTERY DEAD WONT START
BATTERY DEAD
REPLACED BATTERYU

WARRANTY

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.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
1 19001628 BATTERY
TOTAL - PARTS

WARRANTY
0.00

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JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC3 JOB# 1 TOTAL

0.00

TOTALS

* [] CASH [] CHECK CK NO. [] *
* [] VISA [] MASTERCARD [] DISCOVER *
* [] AMER XPRESS [] OTHER [] CHARGE *

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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



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PNCS381594
GMC

PNCS381594

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

JOB# 1 CHARGES

LABOR

J# 1 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.
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.

WARRANTY

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PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 15291339 SEAL 12.810
TOTAL - PARTS

WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 50PNZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20
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.

WARRANTY

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

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 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
CASE NUMBER 8436424
PERFORMED ALIGNMENT PER TAC ASSIST

WARRANTY



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GMC

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
1 15216792 GEAR KIT 6.508

WARRANTY



RACEWAY

PNC5381594
GMC

PNC5381594

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PONTIAC

11241

GARRY HOSKINS 10 445 09/09/05 PNC5381594

4,118 /

NORWALK, OH

05/PONTIAC/G6/

1 G 2 Z H 5 2 8 9 5 4

08/08/05

PARTS	QTY	PP NUMBER	DESCRIPTION	UNIT PRICE
	1	89020661	FLUID 8.800	
	1	88967179	S/COL REM 6.518	
	-1	15216792	CORE RETURN	
	-1	88967179	CORE RETURN	
				TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
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.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
4 21PNZ 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
NO PROBLEM FOUND

WARRANTY

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JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR
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

WARRANTY

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

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX PNC5 JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR
6 70PNZ03 RENTAL RENTAL VEHICLE HOURS: TECH(S):10
PROVIDED CUSTOMER RENTAL VEHICLE.

WARRANTY

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MISC	CODE	DESCRIPTION	CONTROL NO
	W6	WARRANTY RENTAL CAR	
	W6	WARRANTY RENTAL CAR	
			TOTAL - MISC

WARRANTY
WARRANTY
0.00



JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX PNC5 JOB# 6 TOTAL 0.00

JOB# 7 CHARGES

LABOR
7 96PMZ BODY REPAIR HOURS: TECH(S):10
REPAIR FRONT OF VEHICLE. HIT ON LOT

INTERNAL



PNC5382010
GMC

PNC5382010

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11241

GARRY HOSKINS

10

445

09/13/05

PNC5382010

4,167 /

NORWALK, OH

205/PONTIAC/G6/

1 G 2 Z 4 5 2 8 9 5 4

09/07/05

JOB# 1 CHARGES

LABOR
J# 1 45PNZ

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-CLARK. POWERSTEERING GEAR WAS JUST REPLACED IN
AUGUST.
REPLACED POWER STEERING GEAR PER TAC ASSIST. PERFORMED
ALIGNMENT BECAUSE STEERING WHEEL WAS NOT STRAIGHT.

WARRANTY

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PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	15216792	GEAR KIT 6.508	
	1	89020561	FLUID 8.800	
				TOTAL - PARTS

WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR
J# 2+51PNZ

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
ADJUSTED 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.

WARRANTY

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

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL

0.00

Copy



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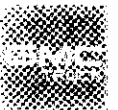
BAUMANN

PONTIAC • CADILLAC • GMC

3499 Midway Ave.

Norwalk, Ohio 44857

Phone: (419) 668-8300



INVOICE #	11241	NAME	JEREMY	AGE	35	PHONE	709	DATE	04/04/06	STOCK #	PNC5384244
LABOR TIME		LICENSE #		INVOICE #		PRICE	5,000	UNDO	7	STOCK #	
ADDRESS	NORWALK, OH	VEHICLE MAKE (CODE)	05/PONTIAC/G6/	VEHICLE YEAR		VEHICLE DATE		VEHICLE MAKE		VEHICLE YEAR	
VEHICLE #		VEHICLE MAKE	1 G Z Z H S 2 8 9 5 4	VEHICLE YEAR		VEHICLE MAKE		VEHICLE YEAR		VEHICLE MAKE	
FILE NO		PHONE		DATE		DATE		DATE	03/15/06	DATE	
COMMENTS											

LABOR	J# 1 52PMZ03	SOUND SYSTEM	TECH(S): 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 TOTALS	JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL			0.00
TOTALS				

* [] CASH	[] CHECK	CK NO. []		
* [] VISA	[] MASTERCARD	[] DISCOVER		
* [] AMER XPRESS	[] OTHER	[] CHARGE		

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

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THANK YOU FOR YOUR BUSINESS!!

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

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WARRANTY
 GENERAL MOTORS WARRANTS 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)

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

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

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 needed in the inspection, repair or service.

THANK YOU

Invoice and Receipt - Baumann - CC-509 V.0 - 05/05



BAUMANN

1330 Miles Ave.
Norwalk, Ohio 44137
Phone (314) 658-3300



WORK ORDER #	11241	BY	JAY SCHAFFER	83	TAXED	709	DATE	04/04/06	PNCS	384384
LABOR RATE		INCENSE		INCL		5,640				
VEHICLE MAKE	05/PONTIAC/G6/		DELIVERY							
VEHICLE TYPE	1 G 2 Z H 5 2 8 9 5 4		REPAIR DATE							
FILE NO		P.O. NO					04/04/06			
COMMENTS										

JOB# 1 CHARGES

LABOR # 1 52PNZ03 SOUND SYSTEM TECH(S):16 WARRANTY

CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD'S.
REPLACE AND SET UP PREVIOUSLY ORDERED RADIO

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

LABOR # 2 51PNZ12 WATER LEAK TECH(S):15 WARRANTY

CUSTOMER HAD STEERING 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

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

LABOR # 3 45PNZ STEERING/SUSPENSION TECH(S):15 0.00

CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR. HE STATES STEERING FEELS VERY LOOSE
OPERATING AS DESTINED

JOB# 3 TOTALS

JOB# 4 CHARGES

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

LABOR # 4 00PNZLOF LUBE OIL AND FILTER TECH(S):15 8.00

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.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	25010792	OIL FLTR 1.8.36 R	5.00
	5	89021593	OIL 8.800	2.00
TOTAL - PARTS				15.00

DISCLAIMER OF WARRANTIES Any warranty on the product, 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 assume for it any liability in connection with the sale of the vehicle or said products.

GUARANTEE
GENERAL MOTORS WARRANTS 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 WARRANTY MUST BE PRESENTED)

ALL PARTS ARE NEW OR FACTORY RESULT UNLESS SPECIFIED OTHERWISE.

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

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.



BATMANN

1339 Mill St. Ave.

Norwalk, Ohio 44857

Phone (419) 808 3300



Goodwrench

INVOICE NO. 11241	TECH(S) JAY SCHAFER	TAX NO. 83 709	DATE 04/04/06	PNCS 384384
ADDRESS [REDACTED]	VEHICLE NO.	PRICE 5,640	MI/MPG	YEAR
CITY NORWALK, OH	VEHICLE MAKE/MODEL 05/PONTIAC/G6/	VEHICLE YEAR	VEHICLE COLOR	VEHICLE TYPE
	VEHICLE VIN 1G2ZH528954	VEHICLE MILEAGE	VEHICLE COLOR	VEHICLE TYPE
	VEHICLE NO.	VEHICLE NO.	DATE 04/04/06	

JOB# 4 TOTALS	LABOR	2.00
	PARTS	15.00
JOB# 4 JOURNAL PREFIX PNCS	JOB# 4 TOTAL	23.00

JOB# 5 CHARGES	LABOR	14.95
J# 5 46PNZ04	ROTA TE TIRES	TECH(S):15
	CUSTOMER REQUESTS TIRE ROTATION	
	SCHEDULED MAINTENANCE	
	PERFORMED TIRE ROTATION AS REQUESTED.	

JOB# 5 TOTALS	LABOR	14.95
JOB# 5 JOURNAL PREFIX PNCS	JOB# 5 TOTAL	14.95

JOB# 6 CHARGES	LABOR	0.00
J# 6+45PNZ03	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	
	OPERATING PER MANUFACTURES SPECS	

JOB# 6 TOTALS	LABOR	0.00
JOB# 6 JOURNAL PREFIX PNCS	JOB# 6 TOTAL	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	CI	SHOP SUPPLIES		2.30
			TOTAL - MISC	2.30

TOTALS	TOTAL LABOR	22.95
	TOTAL PARTS	15.00
	TOTAL SUBLET	0.00
	TOTAL G.O.G.	0.00
	TOTAL MISC CHG.	2.30
	TOTAL MISC DISC	0.00
	TOTAL TAX	2.82

*****		TOTAL INVOICE \$	43.07
* [] CASH [] CHECK CK NO. []	*		
* [] VISA [] MASTERCARD [] DISCOVER	*		
* [] AMER XPRESS [] OTHER [] CHARGE	*		

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____

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

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

GENERAL MOTORS WARRANTS THEIR PARTS AND LABOR FOR 12 MONTHS OR 12000 MILES WHICHEVER OCCURS FIRST ON G.M. INSTALLED PARTS AND LABOR. (A COPY OF THE INVOICE MUST BE PRESENTED)

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

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

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be assessed for labor only, reasonably 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.

THANK YOU!

Bairmann.com 11/20/05 11:59 AM Copyright © 2005



BAUMANN

PONTIAC • CADILLAC • GMC

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



INVOICE NO. 11241	NAME JAY SCHAFER	AGE 83	DATE 12/29/05	PNCS 385829
LABOR RATE	LICENSE	MIAGE 7,066	7	
VEHICLE MAKE/MODEL 05/PONTIAC/G6/	VIN 1G2ZH528954		DATE OF SERVICE 09/11/06	
ADDRESS NORWALK, OH				

JOB# 1 CHARGES

LABOR J# 1 61PNZ BODY ELECTRICAL TECH(S):4 WARRANTY

CUSTOMER STATES SEAT HEATER COMES ON BYITSELF AT TIMES WHEN STARTING VEHICLE. COMPLAINT COULD NOT BE DUPLICATED OR VERIFIED. OPERATING AS DESIGNED.

DISCLAIMER OF WARRANTY: 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 assume for it any liability in connection with the sale of the vehicle or said products.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR J# 2 61PNZ06 GLASS TECH(S):4 WARRANTY

CUSTOMER STATES SUNROOF LEAKS; RATTLE NOISE FROM SUNROOF WHILE DRIVING. SUNROOF GLASS PANEL ALIGNMENT OFF, CAN NOT ALIGN DUE TO GAP DEFICIENCY. R & R SUNROOF MODULE TO ATTEMPT REALIGNMENT. NO SUCCESS.

GENERAL MOTORS WARRANTS 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)

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

TOTALS

*****	TOTAL LABOR.....	0.00
*	TOTAL PARTS.....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
*	TOTAL G.O.G.....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	0.00
*		
*****	TOTAL INVOICE \$	0.00

THANK YOU FOR YOUR BUSINESS!!

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

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

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

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.

THANK YOU

Baumann.com Customer Front Drive 008902610 09/02

Things on G6 Wrong

Sun Roof too much wind noise
Can see out. & even if you close the
Cover still noisy.

Steering loose

Clicking noise when heat on - you
hear more when driving.

Driver Seat heat comes on
by itself. even when I turn off it will
come on again.

Ride is bumpy on little bumps
in Road. getting worse.

This is first year been out this long
Always on storage by now.

Been dealing with all this since
we got car.

These are
things I
had in my
files

One
3/9/07.

TROPICAL TINTS

Date: 11-27-88

Sun Control Specialists For Auto, Homes, Buildings, Etc.

3303 1/2 Venice Rd. Sandusky, Ohio 44870

(419) 625-1174

Total Due \$ 190.00

Customer Name [Redacted] Age [Redacted] Phone [Redacted]

Address [Redacted]

City [Redacted] State [Redacted] Zip [Redacted]

Make & Year of Vehicle [Redacted] Color [Redacted]

Job Description [Redacted]

How Did You Hear About Us?

Referral _____ Company Sign _____ Yellow Page Newspaper _____

Flyers _____ Door Hanger _____ Radio _____ Others _____

_____ the undersigned, assume full responsibility for any action which

(Print Full Name Clearly)

may be taken by the State of Ohio Motor Vehicle Department regarding any tinting performed on this vehicle. I am fully aware of Ohio rules and regulations concerning tinting of motor vehicle windows, (i.e. - illegal for any tint or object to obstruct vision in any way for safe motoring). I agree to relieve Tropical Tints of ALL liabilities.

Signature [Redacted] Date 11-27-88



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

259- Hayes Avenue P.O. Box 4305
SANDUSKY, OHIO 44870
Phone (419) 825-1313



CASH RECEIVED FROM

45717

NUMBER

47251

RECEIVED BY MARCY E ALLISON

DATE 07/29/05

TIME 16:42

[REDACTED]
NORWALK, OHIO [REDACTED]

ACCT.	AMOUNT	CONTROL NUMBER	PAYMENT TYPE	AMOUNT
220E	375.73	45717	CASH	375.73

SIGNATURE

PAYMENT FOR BODY REPAIRS

PAGE 1

RECEIPT



0101A31072805



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

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

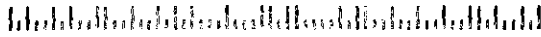
Systems & Services Technologies, Inc.

P. O. Box 801997

Kansas City, MO 64180-1997

#BWNHCPM
*/15304868/0029#
+ 0134885 0000093?? 095520 0053893

Norwalk OH



Customer Information

Statement Date: February 13, 2007

Account Number: [REDACTED]

Borrower: [REDACTED]

Collateral: 2005 Pontiac G6

VIN: 1G2ZH1528954 [REDACTED]

Account Summary

Last Payment Received:

Date: February 02, 2007

Amount: \$500.00

Current Balance*:

\$12,628.15

*This is your current balance only. this is not the payoff amount.

Account Statement

TOTAL AMOUNT DUE: \$412.04
PAYMENT DUE DATE: April 03, 2007

Scheduled Payment: \$412.04
Late Charges: \$0.00
Past Due Payments: \$0.00
Other Fees: \$0.00

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.accountinfo.com and review your monthly statement, make a payment, sign up for automatic payments, or receive payoff quotes. All of this account information is just a click away.

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

X
ST364-000
"000702"



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

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

- Check box for address or phone number changes.
- Check box for Automatic Payment Plan form. Please see reverse side of billing statement.

Account Number: [REDACTED]
Due Date: April 03, 2007
Total Amount Due: \$412.04



Systems & Services Technologies, Inc.

P. O. Box 801997

Kansas City, MO 64180-1997



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

0015304868 0043204 00000

BILL KLAUS

4683 U.S. Route 250 North
Norwalk, OH 44857
Phone: (419) 668-3316
1 (800) 323-8164
FED. I.D. # 34-1670961
VENDOR # 22-017741



McGraw-Hill

NORWALK

OH

PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/22/05	05	PONTIAC	G6	1G2ZH528954	11241	1023	0	0108
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
10/19/04	03/23/05	45	00/00/00 00:00		.00	01	03/23/05	
K.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
56950				0000	BLACK			1

REPAIR LINE 01
WHEN GOT OUT OF VEHICLE AND OPENED THE DOOR THE CD PLAYER WAS STILL ON. WAS TRYING TO SHUT OFF AND IT WOULDN'T SHUT OFF. THEN FINALLY AFTER A COUPLE OF MINUTES IT SHUT OFF BY ITSELF. NOT SURE IF THAT IS WHY THE BATTERY HAS BEEN DRAINING.

BILL CODE - W
COULDN'T DUPLICATE CONCERN

REPAIR LINE 02
REMOTE START DOESN'T WORK AND BOB 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 IT'S NOT GOING TO WORK. WILL BE 2WKS OR SO.

BILL CODE - W
DATE RECEIVED - 101904 PAYMENT TYPE - 1 .00

Could you look @ this and let me know what to do

*T. HANDS
DAN*

Toll Car to Foster

ATT. SUE

3/25/05

<p>IMPORTANT YOU MAY RECEIVE A 2-STAR RATING FROM THE NATIONAL SURVEY GROUP THE NEXT FEW WEEKS. IF YOU ARE READING AND CHERIE FOR US, PLEASE CONTACT OUR SERVICE DEPARTMENT IMMEDIATELY. YOUR SATISFACTION IS OUR #1 CONCERN. THANK YOU BILL KLAUS NORWALK, OH 44857</p>	<p><i>3/25/05</i></p> <p>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.</p>	<p>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.</p>		<p>LABOR AMOUNT .00</p>
		<p>LABOR AMOUNT .00</p> <p>PARTS AMOUNT .00</p> <p>MISC. SALES .00</p> <p>MATERIALS .00</p> <p>TOTAL CHARGE .00</p> <p>DEDUCTIBLE .00</p> <p>SALES TAX .00</p> <p>OTHER PAY .00</p> <p>CUSTOMER PAY .00</p>		
<p>CUSTOMER SIGNATURE</p> <p>></p>				



FOSTER



CHEVROLET-OLDSMOBILE-CADILLAC, INC.

3504 HAYES AVE.
SANDUSKY, OHIO 44870
(419) 625-1313



ORDER NUMBER 45717	APPROVAL SUE COUITS	FACTOR 469	FACTOR 1500	DATE 03/28/05	INVOICE NO. CVCS172243
CUSTOMER NAME [REDACTED]	DATE [REDACTED]	AMOUNT 1,182	TYPE BLACK/	DEALER NAME KLAVIS	DEALER PHONE [REDACTED]
ADDRESS NORWALK, OH	YEAR MAKE MODEL 05/PONTIAC/G6/4 DOOR SEDAN	SALES DEPARTMENT 1 G 2 Z H 5 2 8 9 5 4	SALES DEPARTMENT KLAVIS	DATE 03/28/05	SALES DEPARTMENT [REDACTED]
PHONE [REDACTED]	COMMENTS				

LABOR & PARTS
1 26CVZ ACCESSORIES HOURS: 0.00 TECH(S):440 WARRANTY
THE REMOTE START WILL NOT WORK AND THE CUSTOMER WAS TOLD
IT IS NOT SUPPOSED WORK...
BCM NOT PROPERLY PROGRAMMED
REPROGRAMMED BCM TO ENABLE REMOTE START FUNCTION
JOB # 1 TOTAL LABOR & PARTS 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.

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

COMMENTS
CWD... [REDACTED]

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TOTALS
Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

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

CUSTOMER SIGNATURE



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

2504 HAYES AVE.

SAUNDERSKY, OHIO 44870

(419) 625-1313



WORK ORDER 45717	CUSTOMER SUE COUYS	FACTOR 469	FACTOR 264	DATE 05/19/05	WORK ORDER CVC5174698
[REDACTED]	PHONE-RATE [REDACTED]	FACTOR 2.469	FACTOR 2.469	DATE 05/19/05	WORK ORDER CVC5174698
NORWALK, OH	YEAR MAKE MODEL 05/PONTIAC/G6/4 DOOR SEDAN	FACTOR 1 G 2 Z H 5 2 8 9 5 4	FACTOR 1 G 2 Z H 5 2 8 9 5 4	DATE 05/19/05	WORK ORDER CVC5174698
[REDACTED]	CONTACTS	FACTOR	FACTOR	DATE 05/19/05	WORK ORDER CVC5174698

LABOR & PARTS		KENDALL OIL CHANGE		HOURS:	TECH(S):	354	8.67
JOB #	1	RESET OIL LIFE METER	LOF				
PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE		
JOB # 1	1	25010792	OIL FLTR 1.836	7.86	7.86		7.86
JOB # 1	5	12345615	OIL 5W30B 8.800	1.70	1.70		8.50
						JOB # 1 TOTAL PARTS	16.36
						JOB # 1 TOTAL LABOR & PARTS	25.03

MISC	QTY	DESCRIPTION	CONTROL NO		0.87
JOB # A		SS SHOP SUPPLIES		TOTAL - MISC	0.87

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$28.00 (+TAX)

COMMENTS
WILL PICK UP AT 4

TOTALS

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

TOTAL LABOR....	8.67
TOTAL PARTS....	16.36
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.87
TOTAL MISC DISC....	0.00
TOTAL TAX.....	1.81
TOTAL INVOICE \$	27.71

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.

The Seller, FOSTER CHEVROLET-OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

PAID

5/19/05

rsa

AB

CUSTOMER SIGNATURE

PRINT: CHOICE DOC & SOLUTIONS (442) 837-9989



FOSTER



CHEVROLET-OLDS-CADILLAC, INC.

2504 HAYES AVE
SANOUBINY, OHIO 45878
(419) 875-1313



CUSTOMER NO. 45717	ADVISOR ALLEN J OTT	CRONO 232	INVOICE NO. 5264	INVOICE DATE 05/19/05	INVOICE NO. CVCB173957
[REDACTED]	LABOR RATE [REDACTED]	SALES TAX [REDACTED]	TOTAL 2,225	COLOR BLACK/	STOCK #
NORWALK, OH	YEAR / MAKE / MODEL 05 / PONTIAC / G6 / 4 DOOR SEDAN	VEHICLE ID # 1 G 2 Z H 5 2 8 9 5 4	DELIVERY DATE	DELIVERY MILES	PRODUCTION #
	COMMENTS		SELLER NAME AND PHONE NO. KLAVIS		
			DATE 05/04/05		

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	WARRANTY
J# 1 02CVZ	BODY EXTERIOR LT DOOR HAS DEFECT IN CLEARCOAT AT BELT WEATHERSTRIP FACTORY DEFECT SAND & BUFF DOOR		443	
PARTS				
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 02CVZ01	BODY EXTERIOR FRONT SUNROOF PANEL DISCOLORED PLASTIC MOLD DISCOLORED SAND FRONT PANEL. REFINISH SATIN BLACK		443	
PARTS				
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3+02CVZ02	BODY EXTERIOR Added Operation (ALAN @ 05/18/2005 15:27) TRUNK LID RUBS BUMPER COVER GAP TOO TIGHT. ONLY HITS WHEN TRUNK IS SHUT WITH FORCE REMOVED TRUNK INTERIOR TRIM, ADJUSTED STRIKER & LATCH TO CLOSE EASIER. SANDED & BUFFED SCUFFS ON COVER.		443	
PARTS				
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+02CVZ03	BODY EXTERIOR Added Operation (MARCY @ 05/18/2005 16:09) INSTALL VENT VISORS CUSTOMER COURTESY		443	
PARTS				
JOB # 4	1 17800852	DEFLECTOR 10.707	70.00	70.00
			JOB # 4 TOTAL PARTS	70.00
			JOB # 4 TOTAL LABOR & PARTS	70.00
MISC				
JOB # 4	RC RECON SHOP CHARGE			79.95
			TOTAL - MISC	79.95

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.

The Seller, FOSTER CHEVROLET-OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$160.45 (+TAX)

PHONE (419) 837-8966



FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

2504 HAYEN AVE.

BARBUSKY, OHIO 44003

(419) 525-1313



CUSTOMER NO 45717	ADVISEE ALLEN J OTT	STOCK NO 232 5264	INVOICE DATE 05/19/05	INVOICE NO CVC8173957
[REDACTED]	LAST NAME	QUANTITY 2,225	COLOR BLACK/	WORK CENTER
NORWALK, OH	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN	SELLING DEALER NO. KLAUS	DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 9 5 4	B.O. DATE 05/04/05		
	COMMENTS			

TOTALS		
Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING. Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.	TOTAL LABOR.... 0.00 TOTAL PARTS.... 70.00 TOTAL SUBLET.... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 79.95 TOTAL MISC DISC. 0.00 TOTAL TAX..... 10.50 TOTAL INVOICE \$ 160.45	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.

PAID

MAY 20 2005

Visa
CJP

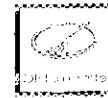
CUSTOMER SIGNATURE

The Seller, FOSTER CHEVROLET OLDS-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET OLDS-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

10NS (440) 937-9656



FOSTER



CHEVROLET OLDSMOBILE CADILLAC, INC.

2504 HAYES AVE.

SAUNDERSVILLE, OHIO 44871

(419) 874-1313



Goodwrench
Service



VEHICLE NO.	45717	LABOR RATE	SUE COITS	VEHICLE NO.	469	INVOICE NO.	5264	DATE OF SALE	05/18/05	INVOICE NO.	CVC5174585
YEAR / MAKE / MODEL	05 / PONTIAC / G6 / 4 DOOR SEDAN	LABOR RATE		VEHICLE NO.		VEHICLE NO.	2,459	COLOR	BLACK /	VEHICLE NO.	
VEHICLE NO.	1 G 2 Z H 5 2 8 9 5 4	LABOR RATE		VEHICLE NO.		VEHICLE NO.		DELIVERY DATE	05/18/05	VEHICLE NO.	
VEHICLE NO.		LABOR RATE		VEHICLE NO.		VEHICLE NO.		SELLING DEPARTMENT	KLAUS	VEHICLE NO.	
VEHICLE NO.		LABOR RATE		VEHICLE NO.		VEHICLE NO.		R.O. DATE	05/18/05	VEHICLE NO.	

LABOR & PARTS
 # 1 GBCVZ FRONT SUSPENSION HOURS: TECH(S):393
 SQUEAK IN THE FRONT END WHEN TURNING TO THE RIGHT
 NOT THERE ALL THE TIME BUT, CHRIS IS DOING A WEB SEARCH
 TEST DROVE TO VERIFY COMPLAINT/CHECK FOR SERVICE BULLETINS
 AND P.Y.'S/CHECK SERVICE INFORMATION FORUMS/COULD NOT
 DUPLICATE CONCERN AT THIS TIME, NOK COULD I FIND ANY
 INFORMATION REGARDING THIS CONCERN

WARRANTY

JOB # 1 TOTAL LABOR & PARTS 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.

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

COMMENTS
 TO BODY SHOP WHEN DONE

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TOTALS

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

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

PAID
MAY 20 2005

CUSTOMER SIGNATURE _____

8355 FOSTER DR & CONTINENTAL (447) 537-9966



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GMC

CUSTOMER NO 11241	APPROVER DIANA MOHR	TAX NO 14 703	INVOICE DATE 05/27/05	INVOICE NO PNCS380683
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE 2,555	COLOR 7
NORWALK, OH	YEAR / MAKE / MODEL 05 / PONTIAC / G6 /	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO 1 G 2 Z H 5 2 8 9 5 4	SELLING DEALER NO.	PRODUCTION DATE	
	E.T.F. NO	P.O. NO	P.D. DATE 05/27/05	
	Comments			

JOB# 1 CHARGES

LABOR-----
 J# 1 51PKZ BODY ELECTRICAL HOURS: 0.50 TECH(S): 4
 BATTERY DEAD WONT START
 BATTERY DEAD
 REPLACED BATTERYU

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----
 1 19001628 BATTERY
 TOTAL - PARTS

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL

TOTALS-----

 * [] CASH [] CHECK CK. NO. [] *
 * [] VISA [] MASTERCARD [] DISCOVER *
 * [] AMER XPRESS [] OTHER [] CHARGE *

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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 DISCLAIMER: 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 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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GMC

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FOSTER CHEVROLET-OLDS-CADILLAC
Federal ID #:344459951
LIFETIME WARRANTY ON PIP & FINISH
2504 HAYES AVE
SANDUSKY, OH 44870
(419)625-1313 Fax: (419)625-5301

PRELIMINARY ESTIMATE

Written By: Brandon Tebbe
Adjuster:

Insured:	[REDACTED]	Claim #	
Owner:	[REDACTED]	Policy #	
Address:	[REDACTED]	Deductible:	
	Norwalk, OH	Date of Loss:	
Evening:	[REDACTED]	Type of Loss:	
Cellular:	[REDACTED]	Point of Impact:	6. Rear
Inspect:	FOSTER CHEVROLET-OLDS-CADILLAC	Other:	[REDACTED]
Location:	2504 HAYES AVE SANDUSKY, OH 44870		

Insurance Company: 2 Days to Repair

2005 PONTIAC G6 GT 6-3.5L-FI 4D SED Black Int:Black
VIN: 1G2ZH528954 [REDACTED] Lic: Prod Date: 09/2004 Odometer: 3698
Condition: Excellent

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		REAR BUMPER					
2	R&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#	R&I	License Plate				0.2	
7#		Flex additive	1		8.00	T	
8#		Paint waste disposal	1		3.00	T	



PM

Job Number:

47257

PRELIMINARY ESTIMATE

PONTIAC GT 6-3.9L-92 4D SED Black (Ac:Black)

ALLISON

DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
Subtotals ==>			11.00	2.0	3.9
Parts					0.00
Body Labor	2.0	hrs @	\$ 40.00/hr		80.00
Paint Labor	3.9	hrs @	\$ 40.00/hr		156.00
Paint Supplies	3.9	hrs @	\$ 22.00/hr		85.80
Sublet/Misc.					11.00
SUBTOTAL					\$ 332.80
Sales Tax			\$ 332.80 @	6.5000%	21.63
GRAND TOTAL					\$ 354.43
ADJUSTMENTS:					
Deductible					0.00
CUSTOMER PAY					\$ 0.00
INSURANCE PAY					\$ 354.43

AMOUNT
375.73



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

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05 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 cc 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 IKQ, 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.

CCC Pathways - A product of CCC Information Services Inc.

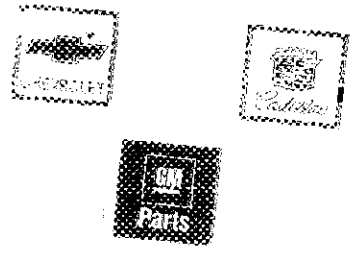
FOSTER

CHEVROLET-OLDS-CADILLAC, INC.

2004 HAYES AVE
SANDUSKI, OHIO 44870
(419) 625-1113



COE
RA
K,



45717

NORWALK, OH

ADVISOR: ALLEN J OIT

232

5264

07/27/05

3,698

05/PONTIAC/G6/4 DOOR SEDAN

IG2ZH528954

BLACK/

KLAUS

07/19/05

CVC8177475

1 70CVZ REPAIR PER ESTIMATE HOURS: 2.50 TECH(S):273
REPAIR RR BUMPER COVER

2+70CVZ-1 PAINT WORK PER EST HOURS: 3.90 TECH(S):348 P100
Added Operation (MARCY @ 07/27/2005 14:03)
REFINISH TIME

3+02CVZ BODY EXTERIOR HOURS: 1.00 TECH(S):273
Added Operation (MARCY @ 07/27/2005 14:58)
ADDITIONAL DAMAGE TO BUMPER NOT SEEN AND IT WAS A
CUSTOMER PAY JOB....

G.O.G. & SUPPLIES JOB # 2 1.0 PAINT & MATERIALS e 96.80 /UNIT

ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$375.73 (+TAX)

TOTAL LABOR..... 256.00
TOTAL PARTS..... 0.00
TOTAL SUBLET..... 0.00
TOTAL G.O.G..... 96.80
TOTAL MISC CHG..... 0.00
TOTAL MISC DISC..... 0.00
TOTAL TAX..... 22.93
TOTAL INVOICE \$ 375.73

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.

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375.73
Cash
ma

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If for any reason, your service experience was not COMPLETELY SATISFYING. Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Pitt, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER'S COPY

08/30/2005 at 01:40 PM
20213

Job Number: 4033

*No Wax fee
90 Days
8/30/05*

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

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY

Written By: WILLIAM TRACHT
Adjuster: Gary Goskins

Insured: [Redacted] Claim: [Redacted]
Owner: [Redacted] Policy #: [Redacted]
Address: [Redacted] Deductible:
Norwalk, OH Date of Loss:
Evening: [Redacted] Type of Loss:
Point of Impact: L2. Front

Inspect ANGIE'S BODY AND FRAME INC. Business: [Redacted]
Location: 121 N PLEASANT ST.
P O Box 29
NORWALK, OH 44857

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

2005 PONT G6 GT 6-3.5L-FI 4D SED Black Int:
VIN: 1G2ZH528954 [Redacted] Lic: [Redacted] OH Prod Date: 09/2004 Odometer: 4139

Condition: Excellent

- | | | |
|------------------------|-------------------------|-----------------------|
| 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 |
| Electric Glass Sunroof | Traction Control | Fog Lamps |
| Rear Spoiler | Clear Coat Paint | Power Steering |
| Power Brakes | Power Windows | Power Locks |
| Power Driver Seat | Power Mirrors | Power Trunk/Tailgate |
| AM Radio | FM Radio | Stereo |
| Search/Seek | CD Player | Anti-Lock Brakes (4) |
| Driver Air Bag | Passenger Air Bag | 4 Wheel Disc Brakes |
| Leather Seats | Bucket Seats | Recline/Lounge Seats |
| Automatic Transmission | Overdrive | Aluminum/Alloy Wheels |

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1*	SOL	"FINAL BILL"	1				
2		FRONT BUMPER					
3		O/H front bumper				2.2	
4*		Repl Bumper cover	1	0.00		Incl.	2.8

PRELIMINARY SUPPLEMENT 1 WITH SUMMARY
2005 PONTIAC G6 GT 4-3.5L-FI 40 SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
5		Add for Clear Coat				1.1
6	R&I	License bracket			0.2	
7*	Repl	Emblem	1	0.00	Incl.	
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	LY Headlamp assy			Incl.	
14	R&I	RT fog lamp assy			Incl.	
15	R&I	LY 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	
Subtotals ==>				8.00	4.3	9.7

Parts		8.00
Body Labor	4.3 hrs @ \$ 38.00/hr	163.40
Paint Labor	9.7 hrs @ \$ 38.00/hr	368.60
Paint Supplies	9.7 hrs @ \$ 22.00/hr	213.40
SUBTOTAL		\$ 753.40
GRAND TOTAL		\$ 753.40



RACEWAY

GMC

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www.racewaypontiac.com

11241

GARRY HOSKINS

10 445

09/09/05

PNC5381594

[REDACTED]
NORWALK, OH [REDACTED]

05/PONTIAC/GG/

1 G 2 Z H 5 2 8 9 5 4 [REDACTED]

4,118

08/08/05

JOB# 1 CHARGES

LABOR # 1 61PNZ EXTERIOR TRIM HOURS: 4.80 TECH(S):20 WARRANTY

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.
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.

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WARRANTY STATEMENT AND DISCLAIMER: 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 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.

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE WARRANTY
1 15291339 SEAL 12.810 0.00
TOTAL - PARTS

JOB# 1 TOTALS
JOB# 1 JOURNAL PREFIX PNC5 JOB# 1 TOTAL 0.00

LABOR # 2 50PNZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):20 WARRANTY

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.

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

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX PNC5 JOB# 2 TOTAL 0.00

LABOR # 3 45PNZ STEERING/SUSPENSION HOURS: 6.20 TECH(S):20 WARRANTY

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
CASE NUMBER 8436424
PERFORMED ALIGNMENT PER TAC ASSIST



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PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE WARRANTY
1 15216792 GEAR KIT 6.503



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11241

GARRY HOSKINS

10 445

09/09/05

PNC5381594

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
	1	89020661	FLUID 8.800	
	1	88967179	S/COL REM 6.518	
	-1	15216792	CORE RETURN	
	-1	88967179	CORE RETURN	
				TOTAL - PARTS

WARRANTY
WARRANTY
WARRANTY
WARRANTY
0.00

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JOB# 3 TOTALS
JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 0.00

LABOR
J# 4 21PNZ 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
NO PROBLEM FOUND

WARRANTY

WARRANTY STATEMENT AND DISCLAIMER: 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 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.

JOB# 4 TOTALS
JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 0.00

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 32 PSI.
NO LEAKS FOUND AT THIS TIME ADJUSTED TIRE PRESSURE TO 32 PSI

WARRANTY

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

JOB# 5 TOTALS
JOB# 5 JOURNAL PREFIX PNC5 JOB# 5 TOTAL 0.00

LABOR
J# 6+70PNZ03 RENTAL VEHICLE HOURS: TECH(S):10
PROVIDED CUSTOMER RENTAL VEHICLE.

WARRANTY

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www.racewaypontiac.com

MISC
CODE DESCRIPTION CONTROL NO
W6 WARRANTY RENTAL CAR
TOTAL - MISC

WARRANTY
0.00



JOB# 6 TOTALS
JOB# 6 JOURNAL PREFIX PNC5 JOB# 6 TOTAL 0.00

LABOR
J# 7+96PNZ BODY REPAIR HOURS: TECH(S):10
REPAIR FRONT OF VEHICLE. HIT ON LOT

INTERNAL



RACEWAY

GMC

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www.racewaypontiac.com

11241

GARRY HOSKINS

10 445

09/09/05

PNC5381594

4,118.77

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
	1	15222918	HOOD 8.000	
	1	15221712	GRILLE 1.266	
	1	22699328	GRILLE 1.266	
	1	25771372	EMBLEM 7.832	
				TOTAL - PARTS

INTERNAL
INTERNAL
INTERNAL
INTERNAL
0.00

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SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION
	787		09/09/05	BODY REPAIR
				TOTAL - SUBLET

INTERNAL
0.00

WARRANTY STATEMENT AND DISCLAIMER: 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 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.

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX PNC5 JOB# 7 TOTAL

0.00

TOTALS

*
* [] CASH [] CHECK CK NO. [] *
*
* [] VISA [] MASTERCARD [] DISCOVER *
*
* [] AMER XPRESS [] OTHER [] CHARGE *
*

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

TOTAL INVOICE \$ 0.00

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

RACEWAY

PONTIAC • CADILLAC • GMC

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



GMC

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
121 N PLEASANT ST.
P O Box 29
NORWALK, OH 44857
(419)868-2959 Fax: (419)868-5401

PRELIMINARY ESTIMATE

Written By: WILLIAM TRACHT
Adjuster:

Insured: [REDACTED]	Claim #
Owner: [REDACTED]	Policy #
Address: [REDACTED]	Deductible:
Evening: [REDACTED]	Date of Loss:
	Type of Loss:
	Point of Impact: lb. Non-Collision

Inspect: ANGIE'S BODY AND FRAME INC.	Business: [REDACTED]
Location: 121 N PLEASANT ST.	
P O Box 29	
NORWALK, OH 44857	

Insurance
Company:

Days to Repair

2005 PONTIAC GT 6-3.5L-FI 4D SED Black Int:
VIN: 1G2ZH528754 [REDACTED] Lic: [REDACTED] Prod Date: Odometer:

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

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1#		"FINAL BILL"	1			
2#		DETAIL	1			
3#		CLEAN EXTERIOR & APPLY SEALANT	1		2.0	
4#		Remove Overspray	1		1.0	
5#		Misc.	1			
6#		MATERIAL	1	2.00		

PRELIMINARY ESTIMATE
2005 PONTIAC GT 6-3.5L-FI 4D SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
Subtotals ==>			2.00		3.0	0.0
		Parts				2.00
		Body Labor	3.0 hrs @	\$ 38.00/hr		114.00
SUBTOTAL						\$ 116.00
Sales Tax						\$ 6.12
GRAND TOTAL						\$ 122.12

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.....
FED TAX ID # 34-1340045

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1FQ05 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 L&R, 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 2004 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.

ANGIE'S BODY AND FRAME INC.

License #: [REDACTED] Federal ID #: [REDACTED]
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: [REDACTED] Claim: [REDACTED]
Owner: [REDACTED] Policy #: [REDACTED]
Address: [REDACTED] Deductible:
Norwalk, OH [REDACTED] Date of Loss:
Evening: [REDACTED] Type of Loss:
Point of Impact: L2. Front

Inspect ANGIE'S BODY AND FRAME INC. Business: (419)668-2959
Location: 121 N PLEASANT ST.
P O Box 29
NORWALK, OH 44857

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

2005 PONTIAC GT 6-3.5L-FI 4D SED Black Int:
VIN: 1G2ZH528954 [REDACTED] Lic: [REDACTED] OH Prod Date: 09/2004 Odometer: 4139
Condition: Excellent

- | | | |
|------------------------|-------------------------|-----------------------|
| 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 |
| Electric Glass Sunroof | Traction Control | Fog Lamps |
| Rear Spoiler | Clear Coat Paint | Power Steering |
| Power Brakes | Power Windows | Power Locks |
| Power Driver Seat | Power Mirrors | Power Trunk/Tailgate |
| AM Radio | FM Radio | Stereo |
| Search/Seek | CD Player | Anti-Lock Brakes (4) |
| Driver Air Bag | Passenger Air Bag | 4 Wheel Disc Brakes |
| Leather Seats | Bucket Seats | Recline/Lounge Seats |
| Automatic Transmission | Overdrive | Aluminum/Alloy Wheels |

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1*		"FINAL BILL"	1				
2		FRONT BUMPER					
3		O/H front bumper				2.2	
4*		Repl Bumper cover	1	0.00		Incl.	2.8

SUPPLEMENT OF RECORD 1 WITH SUMMARY
2005 PONTIAC GT 4-3.5L-FI 4D SED Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
5		Add for Clear Coat				1.1
6	R&I	License bracket			0.2	
7*	Repl	Emblem	1	0.00	Incl.	
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	Align 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# SOL						
27# SOL		NO WAX FOR 90 DAYS	1			

Subtotals ==> 8.00 4.3 9.7

Parts		8.00
Body Labor	4.3 hrs @ \$ 38.00/hr	163.40
Paint Labor	9.7 hrs @ \$ 38.00/hr	368.60
Paint Supplies	9.7 hrs @ \$ 22.00/hr	213.40
SUBTOTAL		\$ 753.40
GRAND TOTAL		\$ 753.40



BAUMANN



11241
 JAY SCHAFER 83 709 04/04/06 PNCS384384
 5,640 /
 05/PONTIAC/G6/
 1 G 2 Z H 5 2 8 9 5 4

NORWALK, OH

[REDACTED]

JOB# 4 TOTALS	LABOR	3.00
	PARTS	15.00
JOB# 4 JOURNAL PREFIX PNCS	JOB# 4 TOTAL	23.00
JOB# 5 CHARGES		
LABOR		
J# 5 46PNZ04 ROTATE TIRES	TECH(S):15	14.95
CUSTOMER REQUESTS TIRE ROTATION SCHEDULED MAINTENANCE PERFORMED TIRE ROTATION AS REQUESTED.		
JOB# 5 TOTALS	LABOR	14.95
JOB# 5 JOURNAL PREFIX PNCS	JOB# 5 TOTAL	14.95
JOB# 6 CHARGES		
LABOR		
J# 6 45PNZ03 SUSPENSION CONCERN	TECH(S):15	0.00
CUSTOMER STATES CAR PULLS TO THE RIGHT WHILE DRIVING ROAD TEST VEHICLE; DOES NOT PULL ON FLAT ROAD; CHECK SUSPENSION OPERATING PER MANUFACTURE'S SPECS		
JOB# 6 TOTALS		0.00
JOB# 6 JOURNAL PREFIX PNCS	JOB# 6 TOTAL	0.00
MISC	CONTROL NO	
JOB # A C1 SHOP SUPPLIES		2.30
	TOTAL - MISC	2.30
TOTALS		

IMPORTANT

Service center is not responsible for any damage to the vehicle or its contents caused by fire, theft, flood, or other causes. Completely satisfied or your money back guarantee.

Thank you
 BAUMANN
 11241 NORWALK, OH 44866-0214
 419-888-0214

DISCLAIMER OF WARRANTIES. Any warranty in the products and services 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 assume for it any liability in connection with the sale of the vehicle or any products.

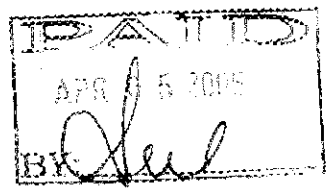
*****	TOTAL LABOR....	22.95
*	TOTAL PARTS....	15.00
* [] CASH	TOTAL SUBLET....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL G.O.G....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL MISC CHG.	2.30
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	2.82
	TOTAL INVOICE \$	43.07

WARRANTY

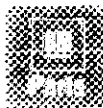
GENERAL MOTORS WARRANTS THEIR PARTS AND LABOR FOR 15 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST ON G.M. INSTALLED PARTS AND LABOR. (A COPY OF THE WARRANTY MUST BE PRESENTED)

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



THANK YOU



BAUMANN



Customer Service

11241

JAY SCHAIFER

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 # 1 50PNZ03 SOUND SYSTEM TECH(S):15 WARRANTY
 CUSTOMER STATES RADIO IS NOT EJECTING HER CD'S AND WILL NOT CHANGE CD'S.
 REPLACE AND SET UP PREVIOUSLY ORDERED RADIO

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES
 LABOR # 2 61PNZ12 WATER LEAK 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 AND SUNROOF ASSY.
 RETEST TO VERIFY REPAIR ; NOW OPERATING WITHIN SPECS

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES
 LABOR # 3 45PNZ STEERING/SUSPENSION TECH(S):15 0.00
 CUSTOMER HAD STEERING GEAR REPLACED LAST YEAR. HE STATES STEERING FEELS VERY LOOSE OPERATING AS DESINGED

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES
 LABOR # 4 00PNZLOF LUBE OIL AND FILTER TECH(S):15 18.00
 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.

PARTS	QTY	EP NUMBER	DESCRIPTION	UNIT PRICE	
	1	25010792	OIL FLTR 1.836 R	5.00	5.00
	5	89021593	OIL 8.800	2.00	10.00
TOTAL - PARTS					15.00

DISCLAIMER

BAUMANN PONTIAC - CADILLAC - GMC, INC. hereby 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 assume for it any liability in connection with the sale of the vehicle or said products.

DISCLAIMER OF WARRANTIES: Any warranty on the products sold herein 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 assume for it any liability in connection with the sale of the vehicle or said products.

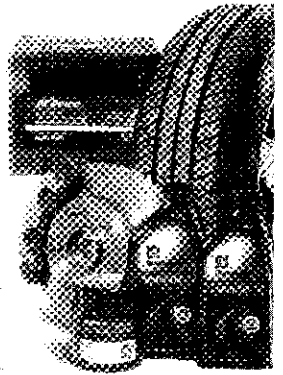
GUARANTEE

GENERAL MOTORS WARRANTY THREE PARTS AND LABOR FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST ON GM INPAILED PARTS AND LABOR. (A COPY OF THE INVOICE MUST BE PRESENTED)

THANK YOU



MULTI-POINT VEHICLE INSPECTION



Name: [REDACTED] Year/Model: 05/65 Date: 4/1/07
 Repair Order #: 224324 VIN (last 8 digits): [REDACTED] Odometer: 5,640 MI: _____ MII: _____
 Checked and OK **May Require Attention Soon** **Requires Immediate Attention**

INTERIOR

OnStar Subscription activated Remaining engine oil life: 100 % Not applicable: _____

CHECK TIRES AND TREAD DEPTH

8/32 or Greater

LF 7/32 to 4/32

3/32 or Less

Front PSI set to: 35

8/32 or Greater

LR 7/32 to 4/32

3/32 or Less

Rear PSI set to: _____ (Check lamps)

8/32 or Greater

RF 7/32 to 4/32

3/32 or Less

Front PSI set to: 35

8/32 or Greater

RR 7/32 to 4/32

3/32 or Less

Rear PSI set to: 35

Rotation needed Alignment needed Wheel balance needed

LF LR Wear Pattern/Damage RF RR

WINDSHIELD

LF _____ RF _____

Rear (if applicable)

Windshield condition Cracks _____ Chips _____

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Engine oil	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Brake fluid reservoir	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Transmission (if equipped w/dipstick)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Coolant recovery reservoir	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Power steering	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Windshield washer	<input checked="" type="checkbox"/>

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

	7 mm (9/32) or greater	
LF	6 mm (8/32) to 4 mm (5/32)	RF
	3 mm (4/32) or less	
	7 mm (9/32) to 5 mm (16/32)	
LR	4 mm (5/32)	RR
	3 mm (4/32) or less	

Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

CHECK BATTERY

Battery condition

Battery cables and connections

ADDITIONAL CHECKS

Inspect for visible leaks:

Fuel system (also including gas cap seating)

Engine, transmission, drive axle, transfer case

Engine cooling system

Shocks and struts -- also check operation

Inspect visual condition:

Belts: engine, accessory, serpentine, and/or V-drive

Hoses: engine, power steering and HVAC

Engine air filter and cabin air filters

Steering components and steering linkage

CV drive axle boots or driveshafts and U-joints

Exhaust system components

COMMENTS

Consultant: _____

Technician: _____

SIMPLIFIED MAINTENANCE

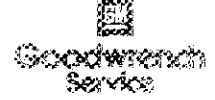
MI <input type="checkbox"/> Required <input type="checkbox"/> Performed	MII <input type="checkbox"/> Required <input type="checkbox"/> Performed
---	--



FOSTER



CHEVROLET-CADILLAC, INC.
 2604 HAYES AVE.
 SANDUSKY, OHIO 44870
 (419) 625-1313



CUSTOMER NO. 45717	ALIAS FOR SUE COURTS	TAX NO. 469 5264	INVOICE DATE 11/22/06	INVOICE NO. CVCS199129
LABOR RATE [REDACTED]	MILEAGE 0	COLOR BLACK/	YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR SEDAN	DELIVERY DATE [REDACTED]
YEAR/MAKE/MODEL 05/PONTIAC/G6/4 DOOR SEDAN	VEHICLE ID NO. 1G2ZH528954	SELLING COMPANY KLAUS	DELIVERY MILE [REDACTED]	ISSUE DATE 11/21/06
ADDRESS NORWALK, OH	FF NO. [REDACTED]	P.O. NO. [REDACTED]	REDATE 11/21/06	REASON FOR DISCARD [REDACTED]
COMMENTS [REDACTED]				

LABOR & PARTS		RECON		HOURS:	0.00	TECH(S):	266	0.00
# 1 3ICVZ						JOB # 1 TOTAL LABOR & PARTS		0.00
MISC	CODE	DESCRIPTION	CONTROL NO					79.95
JOB # 1	RC	RECON SHOP CHARGE				TOTAL - MISC		79.95
ESTIMATE								
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$86.00 (+TAX)								
COMMENTS								
CWD [REDACTED]								
TOTALS:								

Thank you for allowing us to be of service to you. Our GOAL is to COMPLETELY SATISFY each and every one of our customers. If, for any reason, your service experience was not COMPLETELY SATISFYING, Please contact our Service Manager Chris Capucini for mechanical repairs or Allen Ott, our Body Shop Manager, for body repairs. If your repairs were under warranty, you may receive a survey from GM. We ask that you please take the time to fill out this survey as it helps us to better meet and exceed your expectations. Please keep in mind that on this survey anything less than COMPLETELY SATISFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the opportunity to rectify any concerns you may have.

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET.....	0.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG.	79.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.20
TOTAL INVOICE \$	85.15

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.

The Seller FOSTER CHEVROLET-CADILLAC, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

CUSTOMER SIGNATURE

RIGHT CHOICE DCC & SOLUTIONS (440) 937-9666

BUYERS ORDER
PONTIAC
Cadillac
GM TRUCK

BILL KLAUS
PONTIAC - CADILLAC - GM TRUCK, INC.
"Our name means a great deal!"
4633 STATE ROUTE 250 N
KORWALK, OHIO 43837

(419) 612-5370
 800-329-8184
 Fax (419) 613-7322

STOCK NO. 3887
 VIN [REDACTED]
 SS NUMBER [REDACTED]

PURCHASER'S NAME [REDACTED] DATE 10/19/2004
 STREET ADDRESS [REDACTED] PHONE [REDACTED]
 CITY **KORWALK** COUNTY **HURON** STATE **OH** ZIP [REDACTED] SALESPERSON **GEORGE BEATTY**

ENTER MY ORDER FOR ONE NEW USED CAR TRUCK DEMONSTRATOR FACTORY OFFICIAL RENTAL VEHICLE AS FOLLOWS:
 YEAR **2005** MAKE **PONTIAC** MODEL **G6** BODY TYPE **SEDAN** COLOR **BLACK** TRIM **G7**
 VIN **1G332528954** TO BE DELIVERED ON OR ABOUT **10/19/2004** STOCK NO. **3887**

REMARKS:	CASH PRICE OF VEHICLE	\$26263.00
<input type="checkbox"/> SEE VEHICLE DELIVERY REPORT ATTACHED	EXT SERVICE CON	1399.00
<input type="checkbox"/> SEE SPOT DELIVERY AGREEMENT ATTACHED		N/A
<input type="checkbox"/> SEE LIMITED WARRANTY ATTACHED		N/A
		N/A
		N/A
		N/A

DEPOSIT RECEIPT: Dealer hereby acknowledges receipt of the sum of \$ N/A as a Deposit/Partial Payment for the vehicle described above. If the Receipt is for a Deposit, Dealer will retain from selling the described vehicle for days. This Deposit/Partial Payment IS IS NOT refundable, subject to the conditions on the reverse side and the following:

NEGATIVE EQUITY: I am aware that the balance owed on my trade-in vehicle or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that the cash price of the vehicle be increased by \$ N/A to cover negative equity from my trade-in the amount owed on my lease turn-in.

TRADE-IN AND OTHER CREDITS		27762.00	DOCUMENT FEES	100.00
TRADE-IN ALLOWANCE	N/A	TAKABLE TOTAL	SELLING PRICE	27762.00
BALANCE OWED ON TRADE	N/A		SALES TAX	2082.15
BALANCE OWED TO	N/A	29844.15	COUNTRY	HURON
NET EQUITY	N/A	ODOMETER MILEAGE STATEMENT	TITLE FILING FEES	5.00
DEPOSIT	N/A		OTHER	31.25
CASH ON DELIVERY	6000.00	THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 153 MILE(S). ALL MILEAGE READINGS ON THIS FORM AND THE ODOMETER STATEMENT ARE NOT ACCURATE. REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE.	TOTAL	29880.41
OTHER REBATE	1000.00		TOTAL CREDIT	6000.00
TOTAL CREDIT	6000.00		BALANCE DUE	23880.41
TRADE-IN STOCK NO.	YEAR	MAKE	MODEL	
BODY TYPE	VIN	MILEAGE		

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 CONNECTION WITH 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 ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER BY HIS AUTHORIZED REPRESENTATIVE.

APPROVED: *[Signature]* DEALER OR AUTHORIZED REPRESENTATIVE
 SIGNED: [REDACTED] ACCEPTED BY PURCHASER
 DATE: [REDACTED]

Simple Interest

Borrower's Name & Address: **NORWALK, OH** Co-Borrower's Name & Address:

Lender: **AMTRUST BANK, a division of Ohio Savings Bank** Date of Loan: **10/19/2004**

Address: **180 East Ninth Street, Suite 200, Cleveland, Ohio 44114** Loan Account Number:

Loan Amount \$ **2380.41** City and State **NORWALK OH** Date **10/19/2004**

This is a loan directly from AMTRUST BANK (Bank) to you. The terms "we," "us," and "our" mean the Bank. The terms "you" or "your" mean each person who signs this Consumer Note and Security Agreement (the Agreement). This Agreement states the terms of this simple interest rate loan from us to finance your purchase from **BILL CLARK FORDSALE CADILLAC INC** (the Seller), which term includes any of Seller's employees or agents of the property and any related services you are buying. Please read this Agreement carefully and if you agree to these terms, sign your name below. If there is more than one borrower, each of you is responsible both individually and jointly under this Agreement (known as "joint and several" responsibility).

For value received, the undersigned, jointly and severally, if more than one (collectively, the Borrower), promises to pay to the order of the Bank, the principal amount of **TWENTY THREE THOUSAND EIGHT HUNDRED EIGHTY DOLLARS AND 41 CENTS** Dollars (\$ **2380.41**), together with interest on the unpaid balance and on any other amounts owed hereunder (except interest), the total of payments in the number and amounts and on the due dates shown in the payment schedule below. Interest will accrue daily starting on the date of this Agreement at the annual rate of **12.99** percent.

Send payments to AmTrust Bank at: P.O. Box 94673, Cleveland, Ohio 44101-4673 or at any other address we designate to you in writing. Send correspondence to AmTrust Bank at: P.O. Box 6687, Cleveland, Ohio 44101-1687 **150.00**

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

TRUTH IN LENDING ACT DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate: 12.99 %	The dollar amount the credit will cost you if you pay as scheduled. \$ 3314.23	The amount of credit provided to you, or on your behalf. \$ 2380.41	The amount you will have paid after you have made all payments as scheduled. \$ 27194.64

Payment Schedule: Your payment schedule will be:

Number of Payment(s)	Amount of Payments	When Payments are Due
65	\$ 412.04	Monthly on the 3 Day of Each Month Starting 12/03/2004
	\$ N/A	

Security: To secure the loan, you are giving the Bank a security interest in the goods or property being purchased.
NOTE: Collateral securing other loans with Bank may also secure this loan.

Late Charges: If a payment is more than 10 days late, you will be charged 5% of the payment amount, not to exceed \$50.
Prepayment Penalty: If you pay off this Note early, you may have to pay a penalty.
Required Deposit: The Annual Percentage Rate does not reflect the effect of any required deposit.
Assumption: This loan cannot be assumed.
Property Insurance: You may obtain property insurance and GAP protection from anyone you want that is acceptable to us.

See the other parts of this Agreement and any other credit documents for any additional information about acceleration, default, the right to accelerate portions of the obligation, any required payments to fully satisfy the scheduled date, prepayment penalties, and security interests.

Insurance/GAP Protection: Credit Life Insurance, Credit Disability Insurance, and GAP Protection are available to help protect your investment. See below for details on how to purchase this protection.

TYPE	TERM	PREMIUM
<input type="radio"/> Credit Life	<input type="radio"/> Single <input type="radio"/> Joint	First Mos. \$ N/A
<input type="radio"/> Credit Disability	<input type="radio"/> Single <input type="radio"/> Joint	First Mos. \$ N/A
<input type="radio"/> GAP Protection (Debt Cancellation Agreement)	First Mos. \$ N/A	
<input type="radio"/> Other	First Mos. \$ N/A	

By signing below, you confirm that you want the credit insurance and / or GAP Protection indicated above.

Signature: _____ Signature (Joint): _____

Itemization of Amount Financed

1. Finance your vehicle	\$ 2380.41
2. Finance interest on purchase of vehicle	\$ 3314.23
3. Credit insurance premiums	\$ N/A
4. Extended Warranty Service Contract	\$ 1399.00
5. GAP Protection	\$ N/A
6. Finance your service contract	\$ 100.00
7.	\$ N/A
8.	\$ N/A
9. Finance your loan fee	\$ 150.00
10. Finance interest on the loan fee	\$ 150.00
11. Finance your loan fee	\$ 2380.41
12.	\$ N/A
13.	\$ N/A
14.	\$ N/A
15.	\$ N/A
16.	\$ N/A
17.	\$ N/A
18.	\$ N/A
19.	\$ N/A
20.	\$ N/A
21.	\$ N/A
22.	\$ N/A
23.	\$ N/A
24.	\$ N/A
25.	\$ N/A
26.	\$ N/A
27.	\$ N/A
28.	\$ N/A
29.	\$ N/A
30.	\$ N/A
31.	\$ N/A
32.	\$ N/A
33.	\$ N/A
34.	\$ N/A
35.	\$ N/A
36.	\$ N/A
37.	\$ N/A
38.	\$ N/A
39.	\$ N/A
40.	\$ N/A
41.	\$ N/A
42.	\$ N/A
43.	\$ N/A
44.	\$ N/A
45.	\$ N/A
46.	\$ N/A
47.	\$ N/A
48.	\$ N/A
49.	\$ N/A
50.	\$ N/A
51.	\$ N/A
52.	\$ N/A
53.	\$ N/A
54.	\$ N/A
55.	\$ N/A
56.	\$ N/A
57.	\$ N/A
58.	\$ N/A
59.	\$ N/A
60.	\$ N/A
61.	\$ N/A
62.	\$ N/A
63.	\$ N/A
64.	\$ N/A
65.	\$ N/A

Collateral for this Agreement:
 As collateral for this loan, you hereby give us a security interest in the following property and its accessories which you are purchasing with this loan, together with all attachments, extras, attachments or other equipment now or hereafter forming a part of or used in connection with such property (the "Collateral").
 Year **2002** Make **PONTIAC**
 Vehicle Identification No. **KG2 2H52 89 54**
 Model: **GM SEDAN GT** New Used

You also give us a security interest in your deposit accounts with us (whether held individually or jointly with your co-Borrower or another person) and in any other property described in the "Security" section of the Truth in Lending Disclosures. You also give us a security interest in any proceeds of the Collateral and in any proceeds of any optional service contracts, warranties, insurance or GAP protection or leases of any charges or payments for any such products or services if the product or service was acquired or purchased in connection with this Agreement. We agree that any other security interest which secures any other present or future loan from us does not secure this loan.

Notice to Co-Signer
 You are being asked to become liable on this debt. Think carefully before you do. If the Borrower does not pay the debt, you will have to. Be sure you can afford to pay if you have to, and that you want to accept this responsibility. You may have to pay up to the full amount of the debt if the Borrower does not pay. You may also have to pay late fees, collection costs, which increase the amount. The Bank can collect the debt from you without first trying to collect from the Borrower. The Bank can use the same collection methods against you that can be used against the Borrower, such as suing you, garnishing your wages, etc. If this debt is over in court, this fact may become a part of YOUR credit record. This Notice is for the contract that makes you liable on the debt. The undersigned co-signer acknowledges receipt of this Notice before becoming obligated therefor.

Optional Service Contract and Warranty Contract is available to you as an option. By signing below, you elect to purchase these services from **AMTRUST BANK**. Review the separate Service or Warranty Contract for important information about the details of this protection.

The cost of this protection is \$ **1399.00**.
 You want to finance the purchase of this protection in this Loan Agreement, as shown in the Itemization of Amount Financed; or
 You want to pay cash to purchase this protection.

BY SIGNING BELOW EACH BORROWER AGREES TO THE TERMS ON BOTH SIDES OF THIS AGREEMENT AND ACKNOWLEDGES RECEIPT OF A COMPLETED COPY OF THIS AGREEMENT WITH ALL BLANKS FILLED IN. (WRITE IN FULL NAMES AND ADDRESSES)

JOHN J. YACOB SIGNATURE: _____ DATE: **10/19/04**

PRINTED NAME: _____ SIGNATURE: _____ DATE: _____

PRINTED NAME: _____ SIGNATURE: _____ DATE: _____



**STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION**

PLATE NO.:	[REDACTED]	REG. DATE:	08/28/2006	EXP. DATE:	08/28/2007	ISSUE DATE:	08/28/2006	APP NO.:	[REDACTED]
VALIDATION NO.:	[REDACTED]							AGENCY:	3914
OWNER NAME:	[REDACTED]			VEHICLE OWNERSHIP:	SINGLE			USER ID:	NS
OWNER ADDR.:	[REDACTED]							OLD APP NO.:	[REDACTED]
	[REDACTED]							OLD PLATE:	[REDACTED]
CITY:	NORWALK								
STATE:	OH	ZIP:	[REDACTED]						
TAX DISTRICT:	NORWALK								
COUNTY:	HURON								
INSIDE CORP LIMIT:	YES	VEHICLE CLASS:	PASSENGER					STATE FEES:	\$31.00
VEHICLE YEAR:	2005	ODOMETER READING:	153					PERSONALIZED:	\$35.00
BODY TYPE:	4S	MAKE:	PONT					LOCAL TAX:	\$5.00
								REFL/CO. FEE:	\$0.00
CERTIFICATE TITLE NO.:	3900362891	PLATE TYPE:	SUNBURST					DEPUTY FEE:	\$3.50
VEH. SERIAL NO.:	1G2ZJ1528954 [REDACTED]	REG TYPE:	RENEWAL					TOTAL FEES:	\$74.50
PURCHASE DATE:	10/19/2004								
NEW		SUSPENSION/REVOCATION:	NO						
		PRIOR OPERATION:	YES						
		FEES PAID:	YES						

- In Ohio, 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 traffic 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 penalty for any failure to surrender his or her driver license, license plates or registration AND*Be required to

NON-NEGOTIABLE - FOR REGISTRATION ONLY

CLERK OF COURTS
SACRAMENTO, CALIFORNIA

STATE OF CALIFORNIA
MEMORANDUM FILE

BY (S) (P) (S)

NOV 2 2004

RECEIVED
11/02/04 11:17 AM

NOV 2 2004

NOV 2 2004

NOV 2 2004

\$2,082.15

NOV 2 2004

NOV 2 2004

GENERAL ACCOUNT

FRONT

JONAS CARLOS

43 CENTRAL BLVD
NORWALK, CA 94401

PROPERTY

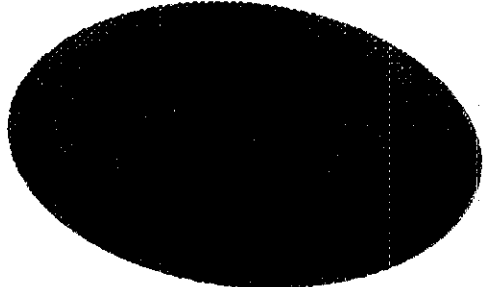
BILL KRALUS PONTIAC CADILLAC GMC TRUCK IN

4330 RT 100 N.W. 11
NORWALK, CA 94401

NOV 2 2004

AM TRUST BANK

PO BOX 880700
SACRAMENTO, CA 95888



WITNESS MY HAND AND OFFICIAL SEAL THIS 2ND DAY OF NOVEMBER, 2004

*071073037

SUSAN S. HAZEL
CLERK OF COURTS

TST
TST

ALL SPACES MUST BE TYPED AND COMPLETED

TEMPORARY TAG REGISTRATION APPLICATION

Submission of incomplete forms may result in the suspension of the purchaser's temporary tag privileges.

APPLICATION NUMBER
QP 51258

DATE VEHICLE PURCHASED 10/13/2004	DATE ISSUED 10/18/2004	EXPIRATION DATE 11/16/2004	DEALER IDENTIFICATION NO. ND001867	FEE \$10.50	TEMPORARY TAG NO. H215330
PURCHASER NAME [REDACTED]		VEHICLE SERIAL NO. 1G2YHS28954		VEH. YR. 2005	VEH. MAKE PONTIAC
VEHICLE MAKE AND MODEL [REDACTED]		VEH. TYPE G6		CLASS XX	REGISTRATION <input type="checkbox"/>
MOTOR VEHICLE LICENSE NO. (CLASS) [REDACTED]		NOTE: Applicant giving false information is subject to prosecution (Sec. 3931.13 & 3931.01). Application must be signed by owner(s).		NAME OF ISSUING DEALERSHIP BILL KLAUS PONTIAC CADILLAC GMC	
CITY NORWALK	STATE OH	COMPLETION OF THIS FORM IS REQUIRED WHILE PROPER TITLE AND REGISTRATION IS BEING OBTAINED AND MUST BE REPORTED TO THE BUREAU WITHIN 48 HOURS SALES OR L. 4503.1(A).		ADDRESS 4683 US ROUTE 250 NORTH	
MOTOR VEHICLE BUSINESS ADDRESS (NO. +0 800066) [REDACTED]		CITY NORWALK		STATE OH	ZIP 44857
PROOF OF FINANCIAL RESPONSIBILITY					
I CERTIFY THAT THE OWNER(S) OR LESSEES OF LEASED VEHICLE, NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY COVERAGE (FR COVERAGE) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF THIS VEHICLE WITHOUT FR COVERAGE. BY SIGNING THIS I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE FINANCIAL RESPONSIBILITY NOTICE PRINTED ON THE OTHER SIDE OF THIS APPLICATION.					

SIGNATURE OF OPERATOR: [REDACTED] DATE: **10/18/2004**

IMPORTANT - GREEN 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 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

Customer Claim Form

Contact Date: 03/22/07

Start Date:

Case Number: PCIM0735054

Have you contacted the mfr regarding your claim? YES NO

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

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

Titled Owner(s) Name & Address

[Redacted]
NORWALK, OH [Redacted]

Day Phone: [Redacted]
Fax Number: [Redacted]
Customer Contact Info: [Redacted]

Evening Phone: [Redacted] Cell Phone: [Redacted]
E-mail Address: [Redacted]

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [Redacted]

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

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

Make: Pontiac/GMC Model: G6 GT Model Year: 2005 Current Mileage: 4805

Vehicle Identification Number: 1G2ZH528954 [Redacted]

Servicing Dealer/City/State : Bauman Pontiac Dealership,

Selling Dealer/City/State : Bill Klaus Pontiac, Norwalk, OH

Insurance Carrier : Westfield National Insurance Policy Number: [Redacted]

Has vehicle been in an accident/had body damage? Yes No Date of accident: 8-17-05

Description of Damage : White Car at Dealership someone backed into it + took off. While it was in for bumper 7/19/05 - bumper backed into [Redacted]

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

Purchase Date: 10/04/04 Mileage at purchase: 153 Lease Date: _____ Mileage at lease: _____

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

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

Lienholder's Name: [Redacted] Leasing Company's Name: _____

Address: [Redacted] Address: _____

City/St/Zip: Cleveland, OH City/St/Zip: _____

Phone: () - [Redacted] Phone: _____

Lienholder Acct # : [Redacted] Leasing Company's Acct # : _____

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

Give me a new car... or equal full value of what we paid for G6 & extend warranty included [Redacted]

Signature of Titled Owner(s)/Lessee(s): [Redacted] Date 3/9/07

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

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

Customer Name: [REDACTED]

Case Number: FGM0735054

First Repair Attempt (any reported problem)

Date: 10/31/05 Mileage: 0

Last Repair Attempt (last reported problem)

Date: 3/7/2006 Mileage: 8851

Total Days out of Service:

Too many.

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 Sunroof to much noise/air leak	yes	Raceway Dealership	9/9/05	4118	?
		Raceway	9/13/05	4167	
		Bauman	4/4/06	5640	
		Bauman	12/29/06	7066	
2. Leather Seat Heating button comes on by itself <i>Not-Sure on dates Cause Never got part out.</i>	yes	Bauman	12/29/06	7066	
		Bauman			
3. clicking noise in the front dash of windshield	yes	Bauman	12/29/06	7066	
		Bauman	Jan/Feb		
4. Steering way to loose	yes	Raceway Dealership	9/9/05	4118	?
		Raceway	9/13/05	4167	
		Bauman	4/4/06	5640	
<i>Starter sticks. Dong again - Say it is Normal.</i>	yes	Raceway	9/9/05	4118	
		Bauman	Feb?		

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 [REDACTED]

[REDACTED]
 NORWALK OH [REDACTED]

Dear [REDACTED]

Our records show that you and the manufacturer agreed to a negotiated settlement of the claim you filed with BBB AUTO LINE. To make sure our records are accurate, please answer the following questions:

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 questions:

On what date did the manufacturer or its dealer advise you the transaction could take place? _____

On what date did you complete the transaction? _____

I will continue to assist you by reopening your case or starting a new case depending on how much time has elapsed and the specific situation in your case. Please complete the above questions and return this letter to our office. If I have not heard from you **within eight days** from the date of this letter, I will assume that performance was satisfactory and will close your case.

This form can be faxed to us at 703.247.9700. Please feel free to contact me at 800. 955.5100 if you have any questions.

Again, thank you for letting us be of service.

Sincerely,

John Ryan at Extension 529



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

ARBITRATOR SELECTION LIST

Customer: [REDACTED]

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.

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

ARBITRATOR SELECTION LIST

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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

Date: 05/09/07 Case Number: PGM0735054-1R
 Customer: [REDACTED]
 Business: Pontiac/GMC
 Mfr-Info: 1712 OH 1G2ZH528954 [REDACTED]
 Arbitrator(s): Mr. John S. Satkowski

Hearing Date, Time, Place: 05/20/07 2 PM ET

BBB Serving NW Ohio & SE Mich, Inc.
 7668 Kings Pointe Rd
 Toledo, OH436170000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: in person by phone in writing
 Manufacturer: in person by phone in writing

INSTRUCTIONS

1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
4. Refer to *How BBB AUTO LINE Works* for more detailed information on the arbitration process.

Hearing Site Phone Number: 4195786000

Hearing 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 [REDACTED] vs Pontiac/GMC Division 1G2ZH528954 [REDACTED]

GINNY WARWICK
PONTIAC/GMC
P O 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 *Agreement to Arbitrate*.
- 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**

Ginny WARWICK - 866-850-2190

Case# 71-471287745

3/27/07



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

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

#BWNHCDN

#//153048680/DD29#

+ 0136973 00000A919 09SS10 0053893

Norwalk OH



Customer Information

Statement Date: March 13, 2007
Account Number: [REDACTED]
Borrower: [REDACTED]
Collateral: 2005 Pontiac G6
VIN: 1G2Z1H528954 [REDACTED]

Account Statement

TOTAL AMOUNT DUE: \$412.04
PAYMENT DUE DATE: May 03, 2007
Scheduled Payment: \$412.04
Late Charges: \$0.00
Past Due Payments: \$0.00
Other Fees: \$0.00

Account Summary

Last Payment Received:
Date: March 02, 2007 Amount: -\$500.00
Current Balance*: \$12,171.65

*This is your current balance 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.accountinfo.com and review your monthly statement, make a payment, sign up for automatic payments, or receive payoff quotes. All of this account information is just a click away.

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
Kansas City, MO 64180-1997

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

- Check box for address or phone number changes.
- Check box for Automatic Payment Plan form. Please see reverse side of billing statement.

Account Number: [REDACTED]
Due Date: May 03, 2007
Total Amount Due: \$412.04



Systems & Services Technologies, Inc.
P. O. Box 801997
Kansas City, MO 64180-1997



Please print your account number on check.

Please allow 5-7 days for mailing to ensure payment is delivered by the due date.

2005 G6 - GT SEDAN			PONTIAC/GMC DIVISION
41U BLACK	/V6G		GENERAL MOTORS CORPORATION
192 EBONY			100 RENAISSANCE CENTER
ORDER NO. HJVS6P/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZH52 89 54			VEHICLE INVOICE 2AD48959900
*****			*****16*06887S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 09/20/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 09/19/04
A51 LEATHER PACKAGE:	1365.00	1214.85	EXP I/T 09/24/04
* LEATHER APPOINTED SEATING			INT COM 09/24/04
* 6-WAY POWER DRIVER SEAT			PRC EFF 09/15/04
* HEATED FRONT SEATS			KEYS G2140 G2140
* LEATHER WRAPPED STEERING WHL			WFP-S QTR OPT-1
* STEERING WHEEL RADIO CONTROLS			BANK: GMAC - 010
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			CHG-TO 06-887
FE9 50-STATE EMISSIONS	N/C	N/C	SHIP WT: 3443
FR9 AXLE RATIO 3.29	N/C	N/C	HP: 32.9
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	GMS: 24488.90
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	SUPPLR: 25587.53
PCH PREMIUM VALUE PACKAGE INCLUDES	3145.00	2799.05	MRM: 28590.00
* WHEELS, 17" CHROMETECH			MEMO 1273.25
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			
* PANORAMIC ROOF, POWER			
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	

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

TOTAL MODEL & OPTIONS	26965.00	24597.85	ACT 231	24413.90
DESTINATION CHARGE	625.00	625.00	H/B 261	808.95
DEALER CO-OP ADVERTISING		269.65	ADV 261	269.65
 TOTAL	 27590.00	 25492.50	 PAY 310	 25492.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		24334.05		

INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

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

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

JIM PACE PONTIAC, INC.

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: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Norwalk, OH [REDACTED]
Evening: [REDACTED]

Claim # [REDACTED]
Policy # [REDACTED]
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)668-2959

Insurance Company:

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

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

VIN: 1G2ZH528954 [REDACTED] **Lic:** DJY G6 OH **Prod Date:** 09/2004 **Odometer:** 4139

Condition: Excellent

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
Electric Glass Sunroof	Traction Control	Fog Lamps
Rear Spoiler	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Driver Seat	Power Mirrors	Power Trunk/Tailgate
AM Radio	FM Radio	Stereo
Search/Seek	CD Player	Anti-Lock Brakes (4)
Driver Air Bag	Passenger Air Bag	4 Wheel Disc Brakes
Leather Seats	Bucket Seats	Recline/Lounge Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

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

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	<u>0.00</u>	Incl.	
10*	Repl	RT Trim ring	1	<u>0.00</u>	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	<u>0.00</u>	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 163.40
 Paint Labor 9.7 hrs @ \$ 38.00 /hr 368.60
 Paint Supplies 9.7 hrs @ \$ 22.00 /hr 213.40

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.....

FED TAX ID # 34-1340045

SUPPLEMENT OF RECORD 1 WITH SUMMARY
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.

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
----- DELETED ITEMS -----						
1#		REPAIRS WILL TAKE APPROX 3 DAYS	1			
----- ADDED ITEMS -----						
1# S01		"FINAL BILL"	1			
26# S01						
27# S01		NO WAX FOR 90 DAYS	1			

Subtotals ==>				0.00	0.0	0.0

Parts	0.00

SUBTOTAL	\$ 0.00

Estimate	753.40	WILLIAM TRACHT
Supplement S01	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.....
 FED TAX ID # 34-1340045

SUPPLEMENT OF RECORD 1 WITH SUMMARY
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

[REDACTED]
The Colony, TX [REDACTED]

Service Request: 71-474864281
Customer Relationship Specialist: Barbara Micallef

Dear [REDACTED]

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

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

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

Sincerely,

Pontiac Customer Assistance Center

December 7, 2010

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

RE: [REDACTED] v. General Motors Corporation
Service Request: 71-474864281
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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 [REDACTED]. 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: [REDACTED] Service Request: 71-474864281 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZG558364 [REDACTED] In Service Date: 12/08/2005 Vehicle is: NEW BAC Code: 116565
Year, Make & Model: 2006 Pont G6 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.

 Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
1-29-07	381632	*	18,298	C/S hears a pop noise, when you turn the steering wheel back and forth, 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 .

 Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 creaking 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 creaking. 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 creaking at top of driver's door. Test drove and no abnormal noises heard from sunroof. Did hear creaking noise from topof driver's door and traced to weatherstrip. Cleaned and coated w/GM weatherstrip lubricant.

HVAC

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

Glass

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 D/S seal-sunroof sliding glass –replace.-Sunroof seal not sealing. B-2770-1.4. Replaced w/updated seal per bulletin #05-08-67-014E.

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 Attn: Legal Department PO BOX 33172 Detroit, MI 48232- 5172	Vista Ridge Pontiac 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: [REDACTED]
Make/Model: Pontiac G6
VIN: 1G2ZG558364 [REDACTED]

To Whom It May Concern:

Please be advised that this office represents [REDACTED] 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:

CERTIFIED MAIL™



7005 1820 0001 1720 9447

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

MAY 04 2007



Pontiac GMC
Attn: Legal Department
PO Box 33172
Detroit MI 48232-5172



DALLAS \$4.64 752
FIRST CLASS

US POSTAGE

APR 27 2007
Mailed from ZIP 75201



endicia.com/mac

071M00597536

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

cc: 

North American Operations

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



CHECK No. [REDACTED]

50-937
213

DATE
06/21/07

*****1,500 DOLLARS

*****00 CENTS

AMOUNT
*****1,500.00

PAY
TO THE
ORDER
OF

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

North American Operations
 General Motors Corporation
 Disbursement Account

Richard C. [Signature]
 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. BB 000000066

1

CHECK NO. [REDACTED]

VENDOR NAME LAW OFFICES OF KEVIN LE, PLLC

PAYMENT DATE 06/21/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG558364	06/20/07 71-474864281	VM-1-8RKV9Q 1-8RKV9Q	00.0000	1,500.00	.00	1,500.00
TOTAL				1,500.00	.00	1,500.00

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

W3

10/20/07

North American Operations

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



CHECK No. [REDACTED] 50-937
 213

DATE 06/21/07 *****5,000 DOLLARS *****00 CENTS *****5,000.00 AMOUNT

North American Operations
 General Motors Corporation
 Disbursement Account

PAY TO THE ORDER OF

THE COLONY TX [REDACTED]

Richard C. [Signature]
 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. BB 000000065
 VENDOR NAME [REDACTED]

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

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG558364	06/20/07 71-474864281	VM. 1-BRKV90 1-BRKV90	00.0000	5,000.00	.00	5,000.00
TOTAL				5,000.00	.00	5,000.00

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

W3

43524

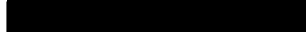
LAW OFFICES OF KEVIN LE, P.L.L.C.

1700 COMMERCE ST.
SUITE 1340
DALLAS, TEXAS 75201

TOLL FREE: 888.333.3813
FAX: 888.746.4770
EMAIL: KEVIN@LAWLE.COM

Fax *COVERPAGE*

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: GM
RE: 

From: Kevin Le
Date: 6/18/07
Pages: *5/6*
(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: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]
Service Request: 71-474864281

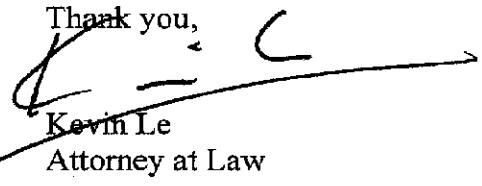
Dear Mr. Stevens:

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, [REDACTED] 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.

Thank you,


Kevin Le
Attorney at Law

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 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 1G2ZG558364 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 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 23795 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

[REDACTED]

Claimant's Signature

Claimant's Signature

[REDACTED]

Address

Address

The Colony, TX [REDACTED]

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 May,
2007, by Anthony Carniero.

Dawn Marie Miller
Signature of Notary Public



Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced identification

Type of identification _____

My commission expires: December 29 2007

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.

23,795

Odometer



Client's Signature

Client's Signature

6-14-07

Date

Date



Texas Department of Transportation
VEHICLE INQUIRY RECEIPT



COUNTY: DENTON
PLATE NO: [REDACTED]
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
[REDACTED]
THE COLONY, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
PLATE TYPE: PASSENGER PLT
STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 [REDACTED] 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:
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P
REGISTRATION ISSUE DATE: 01/02/2007
ODOMETER READING: 16 BRAND: A PREVIOUS PLATE NO: [REDACTED] PREVIOUS EXP MO/YR: 11/2006
PREV OWNER NAME: VISTA RIDGE PONTIAC PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1
VEHICLE RECORD NOTATIONS
ACTUAL MILEAGE

RELEASE OF PERSONAL INFO RESTRICTED

TITLE ISSUE DATE: 12/30/2005
DOCUMENT TYPE: REGULAR TITLE

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

1ST LIEN DATE: 12/08/2005
XEROX FEDERAL CU
2200 EAST GRAND AVE
EL SEGUNDO, CA 90245

CUSTOMER NAME: [REDACTED]
FEES ASSESSED \$ 2.00
INQUIRY

TOTAL \$ 2.00

2ND LIEN
3RD LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:
CASH \$ 2.00
TOTAL AMOUNT PAID \$ 2.00



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: _____

~~CLAIM~~ REFERENCE: [REDACTED]

POLICY: _____

OF PAGES(INCLUDING COVER SHEET): 15

FROM: BRENT ALYEA

COMMENTS: _____

THANK YOU

103175

371565

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 2889 NOE MACHADO

THE COLONY, TX
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		7477/7477	T1330
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
08DEC05 IS			WAIT 11JUL06			CASH
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MXO				
13:14	11JUL06	14:06	11JUL06			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	\$9.95 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
						3.55	3.55
						2.68	5.90
7477	5						
CHANGED OIL AND FILTER RESET OIL LIGHT NEW OIL LIFE STICKER							
TIRES AT 32PSI TIRE TREAD 9/32NDS FRONT BACK 8/32NDS BRAKES MORE THEN							
5MM FRONT AND BACK ROTATED TIRES							

B	GM MULTI-POINT VEHICLE INSPECTION						
MULT GM MULTI-POINT VEHICLE INSPECTION							
						0.00	0.00
7477	FREE MULTI POINT INSPECTION						

EST: 11.23 11JUL06 13:14 SA: 288

QC BY
DL BY
CS BY 2898

Cash \$11.23
JUL 11 PAID

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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

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

103175

3 7 6 6 4 9

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 2

THE COLONY, TX

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		12185/12185	T109	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			19:24 16OCT06			CASH	16OCT06
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
10:48 16OCT06	19:06 16OCT06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
5	12345616	OIL	GM		2.68	1.18	5.90
12185	0.5	CHANGED OIL AND FILTER					

EST: 0.00 16OCT06 10:48 SA: 295

EST: 9.95 16OCT06 17:54 SA: 295

CONTACT: KENNETH

QC BY
DL BY
CS BY *[Signature]*

OCT 16 PAID

Cash \$11.23

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
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MISC. CHARGES	0.00
TOTAL CHARGES	10.45
LESS INSURANCE	0.00
SALES TAX	0.78
PLEASE PAY THIS AMOUNT	11.23

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

103175

3 7 6 6 4 9

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 1

THE COLONY, TX
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		12185/12185	T109	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05 IS			19:24 16OCT06			CASH	16OCT06
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
10:48 16OCT06	19:06 16OCT06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES HEAR 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							
CAUSE: F C3128 HEADLINING ASSEMBLY ONE PIECE R&R OR REPLACE 2916 PAUL JOHNSON LIC#: THANK YOU WP4 (N/C)							

12185 RATTILING NOISE COMING FROM ROOF AREA. WHEN TURN FOUND LOOSE SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUNROOF 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 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME 2916 PAUL JOHNSON LIC#: THANK YOU WP4 (N/C)							
FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:							

12185 WORKING AS DESIGNED. SEE ADVISOR *****							
C** \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION 2964 RIVERA, FERNANDO LIC#: [REDACTED] CR6C							
1 25010792 FILTER					3.55	1.00	1.00
					3.55	3.55	3.55

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

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

CUSTOMER SIGNATURE

103175

382303

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK

2700 N. 1.35 E
CARROLLTON, TX 75007
(972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
HOME: [REDACTED] BUS:
CELL: [REDACTED]

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		18621/18621	TP13	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			13:00 12FEB07			CASH	01MAR07
R.D. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
16:40 10FEB07	08:39 01MAR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CST STS WHEN MAKING HARD TURNS STEERING SEEMS TO HARD											
CAUSE: F											
E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC											
POWER STEERING REPLACE											
	226	WP4		2.12	3.90	7800	29648				(N/C)
1	15775370	MOTOR				18858	26401	0			(N/C)
						18858	26401	TPARTS			
						7800	29648	TLABOR			

18621 ROAD TESTED VEH. AND FELT STIFF STEERING IN BOTH DIRECTIONS
E7631 { STEERING MODULE } E9740 { STEERING GEAR } E2000 { TOE SET }
GEAR AND TOE SET TWICE DUE TO GEAR SWAP FROM STOCK UNIT TOTAL LABOR 3.9
ROAD TESTED VEH. AND VERIFIED STIFF STEERING IN BOTH DIRECTIONS .
RAISED VEH. AND INSPECTED FOR POSSIBLE DAMAGE AND POSSIBLE
MIS-ALIGNMENT OF STEERING SHAFT BOOT AND SEEN NO PROBLEMS CHECKED SI
FOR POSSIBLE BULLETINS AND FOUND NON E . CONTACTED TAC AND SPOKE TO
DAVID LEHMAN . WAS INSTRUCTED SINCE NO DTC CODES STORED TO REPLACE
STEERING MODULE . R/R STEERING SHAFT AN REPLACED STEERING MODULE AFTER
APPROVAL FROM G.M. REP [REDACTED] . ROAD TESTED VEH. AGAIN AND DID NOT
CHANGE CONDITION . CALLED TAC AGAIN AND SPOKE TO DAVID AGAIN . AND WAS
INSTRUCTED TO REPLACE STEERING COLUMN MODULE . REPLACE STE ERING COLUMN
MODULE ASS. AND ROAD TESTED VEH. AGAIN AND STILL NO CHANGE IN STEERING
 . CALLED TAC AGAIN AND SPOKE TO DAVID AND WAS TOLD TO CONTACT ZONE REP
FOR FURTHER ACTION . CALLED JOHN JACOBS AND WAS TOLD TO SWAP GEAR WITH
KNOWN GOOD STOCK UNIT . RAISED VEH. AND STOCK UNIT AND SWAPPED GEARS
AND RESET FRONT TOE AND CALIBRATED STEERING WHEEL AND STEERING MODULE
ROAD TESTED VEH. WITH BRENT ALVEA AND FELT NO BINDING OR STIFF STEERING
AT ALL IN VEH. TECH 226 / DON TAC CASE # 946B023 AND CONSULTANT AGAIN
WAS DAV ID LEHMAN EXT #59031
B CST STS FOUR PANEL SUNROOF STILL RATTLES A LOT
CAUSE: F

C1081 WEATHERSTRIP FRONT DOOR OPENING LEFT ALIGN											
OR REPLACE											
	2576	WP4		0.00	0.20	480	1520				(N/C)
1	3634770	LUBRICANT				3124	4374	0			(N/C)

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

103175

382303

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
 HOME
 BELL

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
10 40	06	PONTIAC G6	1G2ZG558364		18621/18621	TP13	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
08DEC05 IS			13:00 12FEB07			CASH	01MAR07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
16:40 10FEB07	08:39 01MAR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	OLH	UPDATED	TAC	INFORMATION		9444200					(N/C)
				2576	WP4	0.00	0.50	1200	3801		
								3124	4374		TPARTS
								1680	5321		TLABOR

18621 WEATHERSTRIP CREEKING AT TOP OF DRIVERS DOOR. C1081-.7 TEST DROVE AND NO ABNORMAL NOISES HEARD FROM SUNROOF. DID HEAR CREEKING NOISE FROM TOP OF DRIVERS DOOR. TRACED TO WEATHERSTRIP. CLEANED AND COATED WITH GM WEATHERSTRIP LUBRICANT. TECH ASSIST CALLED BACK ON CASE #9444200. I UPDATED THEM WITH CURRENT COMPLAINT AND FINDINGS ON SUNROOF THAT CURRENT NOISE HEARD WAS FROM DRIVERS DOOR OPENING WEATHERSTRIP. TEST DROVE SEVERAL TIMES AND NO ABNORMAL NOISES HEARD. C CST STS THAT THERE IS A WIERD NOISE WHEN HEATER IS ON

CAUSE: F
 UTD UNABLE TO DUPLICATE AT THIS TIME
 2576 CC 0.00 0.00 0 -1624 -16.24 -16.24
 5 10501210 GASOLINE 1075 1500 0 3.00 3.00 15.00

18621 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

D** TOW IN
 CAUSE: F

T2020 TOWING
 999 DELL (PDI) LIC#: THANK YOU!
 WP4 0.00 0.00 0 0 (N/C)
 0 0 TPARTS
 0 0 TLABOR

SUBL GRAHAMS TOWING INV#329151 RO#382303 PO#182236
 WP4 5760 5760 (N/C)

E** REPLACE STEERING COLUMN PER TECH ASSISTANCE
 CAUSE: F

E7680 COLUMN ASSEMBLY, STEERING REPLACE
 2576 WP4 0.00 1.70 4080 12923 (N/C)
 1 15926870 COLUMN 20463 28648 (N/C)
 20463 28648 TPARTS

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

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

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CUSTOMER SIGNATURE

103175

382303

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 3

THE COLONY, TX

HOME [REDACTED] BUS:
 CELL [REDACTED]

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		18621/18621	TP13

DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05 IS			13:00 12FEB07			CASH	01MAR07

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
18621		TECH ASSIST SUGGESTED. CASE#59031. E7680-1.5 ADD-.2 REPLACED COLUMN AND SETUP.				4080	12923	TLABOR			
		SUBL ENTERPRISE D117805 PO 182227									(N/C)

EST: 0.01 10FEB07 16:40 SA: 271

QC BY _____
 DL BY _____
 CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-13-07	10:21	12:28	2.12	W	226	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	47892	13560		48009	59423	42445	
46006	-1624	0		46706	1500	1075	
46600	81360	81360		32400	124	0	
26300	61809	*****		26300	126866	*****	382303
22500	0	*****					

COST, SALE, & COMP TOTALS 138440 188551 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	-16.24
PARTS AMOUNT	15.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	-1.24
LESS INSURANCE	0.00
SALES TAX	1.24
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

103175

381145

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
 HOME: [REDACTED] BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743	TP95	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 18JAN07	16:21 19JAN07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TLABOR			
17743 COMPLETE. CP-8.3 CUSTOMER IN RENTAL.											
SUEL ENTERPRISE PO 181650 PO 381145											
			WP4			4200	4200				(N/C)
EST: 0.00 18JAN07 14:28 SA: 300											

QC BY _____
 DL BY _____
 CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-19-07	08:10	14:08	5.96	W	2576	C B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	28888	9120		46106	0	0	
46600	4200	4200		26300	33088	*****	381145
22500	0	*****					

COST, SALE, & COMP TOTALS 13320 33088 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

103175

381145

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
 HOME BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV. DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 18JAN07	16:21 19JAN07						

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

A CUSTOMER STATES THERES A POPING NOISE IN THE HEADLINNER

CAUSE: F

B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE (N/C)

2576	WP4	0.00	3.80	9120	28888						
				0	0	TPARTS					
				9120	28888	TLABOR					

17743 SUN ROOF CREEKING AT MOUNTING SCREWS AND AT FRONT TWO CORNERS WHERE HEADLINING WAS RUBBING SUNROOF HOUSING. B2780-3.8 TEST DROVER AND TRACED NOISES. REMOVED AND FOUND MILAR WASHERS ON MOUNTING BOLTS 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.

B CUSTOMER STATES THERES A NOISE IN THE DASH WHEN THE HEAT IS ON

CAUSE: F

NPF VEHICLE WORKING AS DESIGNED AT THIS TIME (N/C)

2576	WP4	0.00	0.00	0	0						
				0	0	TPARTS					
				0	0	TLABOR					

17743 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

C GM MULTI-POINT VEHICLE INSPECTION

2576	CT	5.96	0.00	0	0				0.00	0.00	
------	----	------	------	---	---	--	--	--	------	------	--

17743 COMPLETED.

D** CUSTOMER IN RENTAL CAR FOR ***CUSTOMER SATISFACTION***

CAUSE: F

Z7901 1 DAY RENTAL CAR BULLETIN 93-WA-1 (N/C)

2576	WP4	0.00	0.00	0	0						
------	-----	------	------	---	---	--	--	--	--	--	--

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0 0 TPARTS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

103175

381145

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
 HOME BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05	IS		18:36 18JAN07			CASH	19JAN07
R/O OPENED	READY	OPTIONS:					
		STK:264070 DLR:21099 ENG:LX9 TRN:MX0					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
17743	COMPLETE.	CP-8.3	CUSTOMER IN RENTAL.								
SUBL ENTERPRISE PO 181650 RO 381145											(N/C)
		WP4				4200	4200				
EST: 0.00		18JAN07 14:28		SA: 300							

QC BY _____
 DL BY _____
 CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-19-07	08:10	14:08	5.96	W	2576	C B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	28888	9120		46106	0	0	
46600	4200	4200		26300	33088	*****	381145
22500	0	*****					

*Pd
 17165*

COST, SALE, & COMP TOTALS 13320 33088 0

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

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

CUSTOMER SIGNATURE

103175

381145

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
 HOME: [REDACTED] BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV. DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 18JAN07	16:21 19JAN07						

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

A CUSTOMER STATES THERES A POPING NOISE IN THE HEADLINER

CAUSE: F

B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE											(N/C)
2576	WP4	0.00	3.80	9120	28888						
		0		0	0	TPARTS					
				9120	28888	TLABOR					

17743 SUN ROOF CREEKING AT MOUNTING SCREWS AND AT FRONT TWO CORNERS WHERE HEADLINING WAS RUBBING SUNROOF HOUSING. B2780-3.8 TEST DROVER AND TRACED NOISES. REMOVED AND FOUND MILAR WASHERS ON MOUNTING BOLTS 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.

B CUSTOMER STATES THERES A NOISE IN THE DASH WHEN THE HEAT IS ON

CAUSE: F

NPF VEHICLE WORKING AS DESIGNED AT THIS TIME											(N/C)
2576	WP4	0.00	0.00	0	0						
		0		0	0	TPARTS					
		0		0	0	TLABOR					

17743 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

C GM MULTI-POINT VEHICLE INSPECTION

MULT GM MULTI-POINT VEHICLE INSPECTION											
2576	CT	5.96	0.00	0	0					0.00	0.00

17743 COMPLETED

D** CUSTOMER IN RENTAL CAR FOR ***CUSTOMER SATISFACTION***

CAUSE: F

Z7901 1 DAY RENTAL CAR BULLETIN 93-WA-1											(N/C)
2576	WP4	0.00	0.00	0	0						

PC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

0 0 TPARTS

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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

103175

376649

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
 HOME [REDACTED] BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		12185/12185	T109	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV. DATE
08DEC05 IS			19:24 16OCT06			CASH	16OCT06
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
10:48 16OCT06	19:14 16OCT06						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A											
CUST STATES HEAR 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											
CAUSE: F											
C3128 HEADLINING ASSEMBLY ONE PIECE R&R OR REPLACE											
2916 PAUL JOHNSON LIC#: THANK YOU											
	WP4			0.00	1.80	4320			13192		(N/C)
						0		0	TPARTS		
						4320			13192		TLABOR

12185 RATTLING NOISE COMING FROM ROOF AREA, WHEN TURN FOUND LOOSE SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUNROOF 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											
NPF VEHICLE WORKING AS DESIGNED AT THIS TIME											
2916 PAUL JOHNSON LIC#: THANK YOU											
	WP4			1.02	0.00	0			0		CHGD OCT 17 (N/C)
FC: PART#: COUNT:											
CLAIM TYPE:											
AUTH CODE:											
						0		0	TPARTS		
						0		0	TLABOR		

12185 WORKING AS DESIGNED. SEE ADVISOR											
C** \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION											
BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION											
2964 RIVERA, FERNANDO LIC#: [REDACTED]											
	CR6C			0.00	0.50	500			100	1.00	1.00
1	25010792	FILTER				340		355	0	3.55	3.55
5	12345616	OIL GM				965		590	0	2.68	1.18
12185	0.5	CHANGED OIL AND FILTER									

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

103175

376649

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
HOME BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
40 40	06	PONTIAC G6	1G2ZG558364		12185/12185	T109					
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
08DEC05 IS			19:24 16OCT06			CASH	16OCT06				
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0									
10:48 16OCT06	19:14 16OCT06										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
EST: 0.00				16OCT06	10:48	SA: 295					

EST: 9.95 16OCT06 17:54 SA: 295
CONTACT: KENNETH

QC BY _____
DL BY _____
CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-16-06	16:57	17:58	1.02	W	2916	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	13192	4320		46006	100	500	
46706	945	1305		32400	78	0	
26300	13192	*****	376649	22500	1123	*****	

COST, SALE, & COMP TOTALS 6125 14237 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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

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

CUSTOMER SIGNATURE

103175

373417

ACCOUNTING

THE COLONY, TX
HOME BUS:

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

14 15911310 WASHER 462 644 0

FC: 95
PART#: 15911310
COUNT: 14
CLAIM TYPE:
AUTH CODE:
VP

PAID AUG 16

(N/C)
(N/C)

PAID AUG 18

718

462 644 TPARTS
9120 27850 TLABOR

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!
WP4 0.00 0.00 0 0

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

(N/C)

0 0 TPARTS
0 0 TLABOR

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

103175

373417

ACCOUNTING

PAGE 2

THE COLONY, TX

HOME [REDACTED] BUS:

2912 MATTHEW CALVERT

40_40 06 PONTIAC G6 1G2ZG558364 [REDACTED] 9109/9109 TP88

08DEC05 IS 19:18 14AUG06 CASH 15AUG06
STK:264070 DLR:21099 ENG:LX9 TRN:MX0

13:12 14AUG06 10:26 15AUG06
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
WP4 0.00 0.50 1200 3665 (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
VP

0 0 TPARTS
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)
WP4 4200 4200

EST: 0.00 14AUG06 13:22 SA: 291

QC BY _____
DL BY _____
CS BY _____

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	31515	10320		48009	644	462	
46600	4200	4200		26300	36359	*****	373417
26300	0	*****					

COST, SALE, & COMP TOTALS 14982 36359 0

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

FIRST • CLASS

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MAY 08 2007
Mailed from ZIP 75201

US POSTAGE



endicia.com/mac

071M00597536

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



MAY 14 2007

FIRST • CLASS

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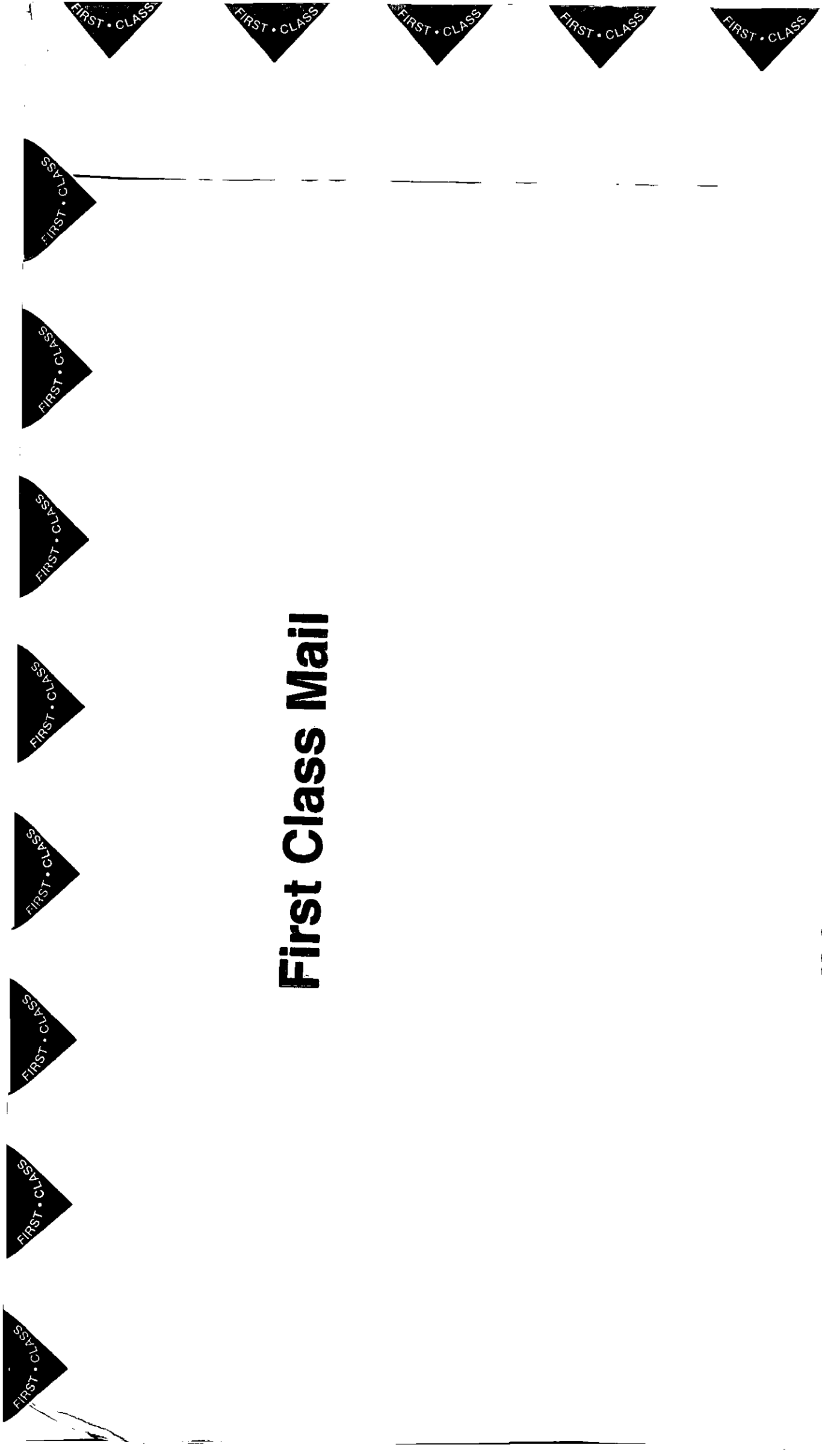
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First Class Mail

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

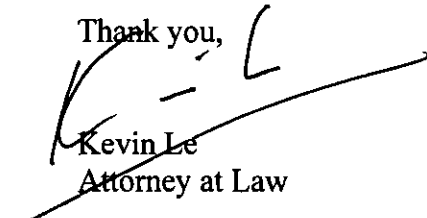
RE: MY CLIENT: [REDACTED]
2006 PONTIAC G6
VIN: 1G2ZG558364 [REDACTED]

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,


Kevin Le
Attorney at Law

**MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT
SIMPLE FINANCE CHARGE**

Dealer Number _____ Contract Number _____

BUYER _____	SELLER/CREDITOR <u>WISTA PRICE ROBERTSON INC WICK, TX</u>
ADDRESS _____	ADDRESS <u>2700 N INTERSTATE 35E</u>
CITY <u>THE COLONY</u> STATE <u>TX</u> ZIP _____	CITY <u>CARROLLTON</u> STATE <u>TX</u> ZIP <u>75007</u>
PHONE _____	PHONE <u>214-242-4000</u>

CO-BUYER _____
ADDRESS _____
CITY _____ STATE _____ ZIP _____
PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY <input type="checkbox"/> OFFICIAL/EXECUTIVE <input type="checkbox"/> USED	USE FOR WHICH PURCHASED
2006	PONTIAC	GG	162ZG558364 _____		<input type="checkbox"/> PERSONAL, FAMILY, OR HOUSEHOLD <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL

Trade-in: Year 2004 Make PONT Model GRAN VIN 1G2WF52E34H _____ License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly 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 after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
6.49 %	\$ 4729.22	\$ 22523.50	\$ 27252.72	\$ 27489.49
Your Payment Schedule Will Be:				
Number of Payments 72	Amount of Payments \$ 378.51	When Payments Are Due 01/07/2006		
<p>Late Charge: If we do not receive your entire payment within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.</p> <p>Prepayment: If you pay all that you owe early, you will not have to pay a penalty.</p> <p>Security Interest: We will have a security interest in the vehicle being purchased.</p> <p>Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.</p>				

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

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

**Optional Credit
Life and Credit Disability Insurance**

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Credit Life, one buyer \$ _____ Term N/A
 Credit Life, both buyers \$ _____ Term N/A
 Credit Disability, one buyer \$ N/A Term N/A
N/A N/A

(Insurance Company)
N/A

(Home Office Address)
N/A

Credit life insurance pays only the amount you would owe you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

ITEMIZATION OF AMOUNT FINANCED	
1 Cash Price (including any accessories, services, taxes, <u>SALES TAX 643.51</u>)	
<u>N/A</u> <u>N/A</u> <u>N/A</u> <u>N/A</u>	
<u>N/A</u> <u>N/A</u> , and <u>ADDITIONS \$49.00</u>	\$ 22189.74 (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ 8500.00
- Pay Off Made By Seller	\$ 12013.23
= Net Trade In	\$ -3513.23
+ Cash	\$ 1000.00
+ Mfrs. Rebate	\$ 2750.00
+ Other (describe) _____	\$ _____
Total Downpayment	\$ 236.77 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 21952.97 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts.):	

1. The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that this is crucial for the company's financial health and for providing reliable information to stakeholders.

2. The second part of the document outlines the specific procedures for recording transactions. It details the steps from identifying a transaction to entering it into the accounting system, ensuring that all necessary details are captured.

3. The third part of the document addresses the role of the accounting department in monitoring and controlling the company's resources. It discusses how accurate records enable the company to identify areas of inefficiency and to take corrective action.

4. The fourth part of the document discusses the importance of regular audits and reconciliations. It explains how these processes help to detect and prevent errors and fraud, ensuring the integrity of the financial data.

5. The fifth part of the document discusses the role of the accounting department in providing financial reports to management and other stakeholders. It emphasizes the need for clear, concise, and accurate reporting to support decision-making.

6. The sixth part of the document discusses the importance of maintaining up-to-date records of all assets and liabilities. It explains how this helps the company to accurately determine its net worth and to manage its financial risks.

7. The seventh part of the document discusses the role of the accounting department in ensuring compliance with applicable laws and regulations. It emphasizes the need for accurate records to support the company's legal obligations.

8. The eighth part of the document discusses the importance of maintaining accurate records of all payroll and tax-related transactions. It explains how this helps the company to accurately calculate and withhold taxes, and to file accurate returns.

9. The ninth part of the document discusses the role of the accounting department in providing financial information to the company's creditors and investors. It emphasizes the need for accurate and timely information to support their decision-making.

10. The tenth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

11. The eleventh part of the document discusses the role of the accounting department in providing financial information to the company's management. It emphasizes the need for accurate and timely information to support their decision-making.

12. The twelfth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

13. The thirteenth part of the document discusses the role of the accounting department in providing financial information to the company's creditors and investors. It emphasizes the need for accurate and timely information to support their decision-making.

14. The fourteenth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

15. The fifteenth part of the document discusses the role of the accounting department in providing financial information to the company's management. It emphasizes the need for accurate and timely information to support their decision-making.

16. The sixteenth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

17. The seventeenth part of the document discusses the role of the accounting department in providing financial information to the company's creditors and investors. It emphasizes the need for accurate and timely information to support their decision-making.

18. The eighteenth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

19. The nineteenth part of the document discusses the role of the accounting department in providing financial information to the company's management. It emphasizes the need for accurate and timely information to support their decision-making.

20. The twentieth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

21. The twenty-first part of the document discusses the role of the accounting department in providing financial information to the company's creditors and investors. It emphasizes the need for accurate and timely information to support their decision-making.

22. The twenty-second part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

23. The twenty-third part of the document discusses the role of the accounting department in providing financial information to the company's management. It emphasizes the need for accurate and timely information to support their decision-making.

24. The twenty-fourth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

25. The twenty-fifth part of the document discusses the role of the accounting department in providing financial information to the company's creditors and investors. It emphasizes the need for accurate and timely information to support their decision-making.

26. The twenty-sixth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

27. The twenty-seventh part of the document discusses the role of the accounting department in providing financial information to the company's management. It emphasizes the need for accurate and timely information to support their decision-making.

28. The twenty-eighth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

29. The twenty-ninth part of the document discusses the role of the accounting department in providing financial information to the company's creditors and investors. It emphasizes the need for accurate and timely information to support their decision-making.

30. The thirtieth part of the document discusses the importance of maintaining accurate records of all financial transactions. It explains how this helps the company to accurately determine its financial performance and to manage its financial resources.

D	Dealer's Inventory tax (if Not Included in Cash Price)	\$	15.95
E	Sales Tax (if Not Included in Cash Price)	\$	N/A
F	Other Taxes (if Not Included in Cash Price)	\$	N/A
G	Government License and/or Registration Fees	\$	70.80
H	Government Certificate of Title Fees	\$	23.00
I	Government Vehicle Inspection Fees	\$	21.75
J	Deputy Service Fee Paid to Dealer	\$	N/A
K	Documentary Fee (Cargo Documental)	\$	N/A

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 RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL, PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION Y LA PRESTACION DE SERVICIOS EN RELACION CON EL CIERRE DE UNA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER DE \$50 PARA UN CONTRATO DE VEHICULO AUTOMOTOR O UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES PARA UN CONTRATO DE VEHICULO COMERCIAL PESADO. ESTA NOTIFICACION SE EXIGE POR LEY.

M Other Charges (Seller must identify who is paid and describe purpose.)

to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 570.53 (4)
 Amount Financed (3 + 4) \$ 22523.50 (5)

extra cost. your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Coverage	Term in Months	Premium
GAP*	36	\$399.12
N/A	N/A	\$N/A
N/A	N/A	\$N/A

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract. If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner.

GAP (Insurance Company)
 LEAGUE CITY, TX (Home Office Address)

You want the optional coverages for which premiums are included above.
 X [Redacted] 7/08/05 Date
 X Co-Buyer's signature Date

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact XEROX FEDERAL CU about this account, call _____ This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2801 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; (512) 936-7600, and can be contacted relative to any inquiries or complaints.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X [Redacted] Co-Buyer X N/A

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer—Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X [Redacted] Date 2/09/05 Co-Buyer Signs X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X [Redacted] Date 12/08/05 Address _____
 Seller signs MISTA RIDGE PONTIAC-GMC TRUCK, Date 12/08/05 By X [Signature] Title [Signature]

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.



Texas Department of Transportation

VEHICLE INQUIRY RECEIPT



COUNTY: DENTON

TAC NAME: STEVE MOSSMAN

PLATE NO: [REDACTED]

DATE: 05/07/2007

EFFECTIVE DATE: 01/02/2007

DOCUMENT NO: 05751138704093353

TIME: 01:12PM

EXPIRATION DATE: 12/2007

EMPLOYEE ID: PETGCOL

TRANSACTION ID: 06100439207131243

OWNER NAME AND ADDRESS

THE COLONY, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000

PLATE TYPE: PASSENGER PLT

STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 [REDACTED] 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:
 BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P
 REGISTRATION ISSUE DATE: 01/02/2007
 ODOMETER READING: 16 BRAND: A PREVIOUS PLATE NO: [REDACTED] PREVIOUS EXP MO/YR: 11/2006
 PREV OWNER NAME: VISTA RIDGE 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
REGISTRATION \$ 72.30

SALES TAX INFORMATION
 SALES PRICE \$18,796.23
 TRADE IN ALLOWANCE \$ 8,500.00
 SALES TAX PAID \$ 643.51

DOCUMENT TYPE: REGULAR TITLE

1ST LIEN DATE: 12/08/2005
 XEROX FEDERAL CU
 2200 EAST GRAND AVE
 EL SEGUNDO, CA 90245

CUSTOMER NAME: KATHY PIERSON
 FEES ASSESSED
 INQUIRY \$ 2.00

TOTAL \$ 2.00

2ND LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:

3RD LIEN

CASH \$ 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.

NOTICE OF FEDERAL MOTOR CARRIER SAFETY REGULATIONS AND HAZARDOUS MATERIALS REGULATIONS FOR OWNERS OF THE FOLLOWING LISTED VEHICLES:

VEHICLES WEIGHING IN EXCESS OF 10,000 LBS.

FARM VEHICLES WEIGHING IN EXCESS OF 10,000 LBS.

VEHICLES TRANSPORTING 15 OR MORE PASSENGERS.

VEHICLES TRANSPORTING HAZARDOUS MATERIAL REQUIRING A PLACARD.

"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."

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.

X _____
(Signature of Owner or Agent)

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:

1. applicant is the owner or authorized agent of the owner of the vehicle described on the face of this receipt.
2. applicant is a resident of the United States, Mexico, or Canada, and
3. the vehicle is not a junked, salvage, or Nonrepairable vehicle.

CURRENT PROOF OF LIABILITY INSURANCE REQUIRED.

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 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 the vehicle described on the face of this receipt:

1. will not be operated in violation of the Transportation Code, Section 502.354
2. will not be carrying a load, fixed or otherwise, and
3. is not a junked, salvage, or Nonrepairable vehicle.

CURRENT PROOF OF LIABILITY INSURANCE REQUIRED.

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 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.

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 apprehended for violating the registration laws of this state.

RELEASE OF LIEN INFORMATION

[Redacted Client Name and Social Security Number]

(Client's Name)

(Client's Social Security No.)

hereby authorize XEROX Federal Credit Union
(Lien holder Name)

2200 E. Grande Avenue El Segundo CA 90245
(Lien holder Address) (Lien holder Phone Number) 1800-XFCU-222

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

with XEROX Federal Credit Union
(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 5-7-07

VEHICLE INFORMATION

The current vehicle mileage is 22282 date mileage read: 5-7-07

[Signature]
Signature

Signature

LG0006
V6302006



103175

373417



VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

noises

INVOICE

COPY PAGE 1

THE COLONY, TX
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2912 MATTHEW CALVERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/INCH	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		9109/9109	T201	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	
08DEC05 IS			19:18 14AUG06			CASH	
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
13:12 14AUG06	17:21 14AUG06						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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
14 15911310 WASHER
FC: 95
PART#: 15911310
COUNT: 14
CLAIM TYPE:
AUTH CODE:
WP

9109 RATTLING NOISE IN THE ROOF AREA SUNROOF RATTLING B2780 LABOR 3.8
REPAIR SUNROOF PER DOC ID: 1832871

B RENTAL
CAUSE: F
SUB REPAIR COMPLETED TO SPECIALTY SHOP
999 DELL (PDI) LIC#: THANK YOU!

WP1
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

A CUSTOMER STATES THAT THE PASS SIDE AIR BAG LIGHT FELL OUT OF THE
DASH CHECK AND REPORT

CAUSE: B
C8873 INSTRUMENT PANEL INFLATABLE RESTRAINT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

103175

376649



VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK
2700 N. 135 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

PAGE 1

SERVICE ADVISOR: 2957 KENNETH NIGO

THE COLONY, TX
HOME: [REDACTED] BUS:

noises
RECOPY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/DY/OUT	TAG	
40 40	06	PONTIAC G6	1G22G558364 [REDACTED]		12185/12185	T109	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			19:24 16OCT06			CASH	16OCT06
P.O. OPENED		READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A: CUST STATES HEAR 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

CAUSE: F
C3128 HEADLINING ASSEMBLY ONE PIECE RER OR REPLACE
2916 PAUL JOHNSON LIC# THANK YOU
WP4 (N/C)

12185 RATTING NOISE COMING FROM ROOF AREA WHEN TURN FOUND LOOSE SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUNROOF 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
NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
2916 PAUL JOHNSON LIC# THANK YOU
WP4 (N/C)

FC PART# COUNT
CLAIM TYPE:
AUTH CODE

12185 WORKING AS DESIGNED. SEE ADVISOR

677 \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
2964 RIVERA, FERNANDO LIC#: 1234567

1 25010792 FILTER	3.55	1.00	1.00	3.55
-------------------	------	------	------	------

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	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

103175

noises

381145



VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

95

COPY

INVOICE*

PAGE 1

SERVICE ADVISOR: 3004 KEITH WIEDMANN

THE COLONY, TX
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE/IN/ OUT	TAG
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		17743/17743	T501
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
08DEC05 IS			18:36 18JAN07			CASH
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0				
14:28 18JAN07	14:14 19JAN07					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THERES A POPING NOISE IN THE HEADLINNER
 CAUSE: F
 B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE
 2576 WP4 (N/C)

17743 SUN ROOF CREEKING AT MOUNTING SCREWS AND AT FRONT TWO CORNERS
 WHERE HEADLINING WAS RUBBING SUNROOF HOUSING. B2780-3.8 TEST DROVER AND
 TRACED NOISES. REMOVED AND FOUND MILAR WASHERS ON MOUNTING BOLTS 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.

B CUSTOMER STATES THERES A NOISE IN THE DASH WHEN THE HEAT IS ON
 CAUSE: F
 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
 2576 WP4 (N/C)

17743 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM
 CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS
 DESIGNED AT TIME OF CHECK OUT.

C GM MULTI-POINT VEHICLE INSPECTION
 MULT GM MULTI-POINT VEHICLE INSPECTION
 2576 CT 0.00 0.00

17743 COMPLETED.

D** CUSTOMER IN RENTAL CAR FOR **CUSTOMER SATISFACTION**
 CAUSE: F
 Z7901 1 DAY RENTAL CAR BULLETIN 93-WA-1
 2576 WP4 (N/C)

FC: PART#: COUNT:
CLAIM TYPE:

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	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	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

CUSTOMER

102270

ACCOUNTING

WATA RIAE
2700 N. 135 E
ARIZONA 85007
COPY

rattling noises
&
stirring
WORK same invoice

THE COLONY, TX

HOME [REDACTED] BUS: [REDACTED]
CELL [REDACTED]

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

40 40	06	PONTIAC G6	1G22G558364	[REDACTED]	18621/18621	TP13
08DEC05 IS			13:00 12FEB07		CASH	01MAR07
R/O OPENED		READY	OPTIONS: STR:264070 DLR:21099 ENG: LX9 TRN: MX0			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
2576	WP4			0.00	0.50	1200	3801				(N/C)
						3124	4174				
						1680	5321				

WEATHERSTRIP CREEKING AT TOP OF DRIVERS DOOR. CHECKED TEST DRIVE AND NO ABNORMAL NOISES HEARD FROM SUNROOF. DID HEAR CREEKING NOISE FROM TOP OF DRIVERS DOOR. TRACED TO WEATHERSTRIP. CLEANED AND COATED WITH GM WEATHERSTRIP LUBRICANT. TECH ASSIST CALLED BACK ON CASE #9444200. I UPDATED THIS WITH CURRENT COMPLAINT AND FINDINGS ON BURROF THAT CURRENT NOISE HEARD WAS FROM DRIVERS DOOR OPENING WEATHERSTRIP. TEST DRIVE SEVERAL TIMES AND NO ABNORMAL NOISES HEARD. C CST STS THAT THERE IS A WIERD NOISE WHEN HEATER IS ON.

UTD UNABLE TO DUPLICATE AT THIS TIME

2576	CC			0.00	0.00	0	1624		16.94	16.94	
5	10501210	GASOLINE				1075	1500	0	3.00	3.00	15.00

UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

T2020 TOWING

WP4				0.00	0.00	0	0				(N/C)
						0	0				
						0	0				

SUBSTITUTION TOWING INVA#29151 FROM 182503 PON192240

WP4						5760	5760				(N/C)
2576	WP4			0.00	1.70	4080	12923				(N/C)
						20463	28648				(N/C)
						20463	28648				

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 (vehicle). The Seller hereby expressly disclaims all warranties, 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 (vehicle).

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

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (S476)

CUSTOMER SIGNATURE

car towed in. car in shop for 30 days
5 days after car worked on

103175

381632



VISTA RIDGE

PONTIAC - BUICK - GM TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

Called to new

INVOICE

PAGE 1

copy

THE COLONY, TX

HOME: [redacted] BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE: IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [redacted]		18298/18298	T306	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08DEC05 IS			10:18 30JAN07			CASH	05FEB07
R.O. OPENED		READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES HEAR A RATTLE NOISE COMING FROM THE SUNROOF AROUND THE DRIVER SIDE VISOR

CAUSE: F

NC NO CHARGE

2576 WP4

2 KT13296 BRS SHEET

(N/C)
(N/C)

18298 HOUSING RUBBINH HEADLINING AND WEATHERSTRIPS BETWEEN GLASS PANELS CREEKING. INSTALLED FELT PATCHES AND LUBED SEALS. CALLED TECH ASSIST AND STARTED CASE#9444200.

B CUST STATES #1 FRT PANEL HAS EXCESS WIND RUSH NOISE AT 60MPH, VERIFY BY RANDY FREEBORN

CAUSE: F

B2770 SEAL, SUNROOF SLIDING GLASS REPLACE

2576 WP4

1 15291339 F-SEAL

(N/C)
(N/C)

18298 SUNROOF SEAL NOT SEALING. B2770-1.4 REPLACED WITH UPDATED SEAL PER BULLETIN #05-08-67-014E.

C CUST STATES HEAR A POP NOISE, WHEN YOU TURN THE STEERING WHEEL BACK AND FORTH, ALSO WHEN TURNING STEERING WHEEL GETS REALLY HARD EITHER DIRECTION. WHILE DRIVING VEHICLE PULLS TO THE RIGHT

CAUSE: F

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

1191 WP4

1 15858368 GEAR

steering first incident

new invoice same date

18298 STEERING GEAR POPPING E9740 ,A9 ,A10 1.9 HRS. DROVE VEH. HEARD AND FELT POPPING IN STEERING WHEN TURNING , LIFTED VEH. UP TO CK. FRONT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

CUSTOMER

COPY 103175

Steering wheel

381632
INVOICE



VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

THE COLONY, TX
HOME: [REDACTED] BUS:

PAGE 2

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		18298/18298	T306	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08DEC05 IS			10:18 30JAN07			CASH	05FEB07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
13:36	29JAN07	15:44	05FEB07				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

SUSP. AND STEERING SYSTEM FOUND PLAY IN STEERING GEAR CAUSING POPPING , REPLACE STEERING GEAR , REMOVE BOTH OUTER TIE RODS FROM OLD GEAR TO INSTALL ON NEW STEERING GEAR , SET FRONT TOE CK. FOR BULLETINS , FOUND BULLETIN # 06-02-32-007

D CUST STATES WHEN THE BLOWER MOTOR IS ON AND HEATER IS ON, HEAR LIKE A CLATTERING/THUMPING NOISE COMING FROM THE BLOWER MOTOR AREA

CAUSE: F
NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
2576 WP4

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

18298 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

E** CUSTOMER IN RENTAL CAR FOR **CUSTOMER SATISFACTION**

CAUSE: F
Z7907 CUSTOMER IN RENTAL VEHICLE DUE TO PARTS DELAY
999 DELL (PDI) LIC#: THANK YOU!
WP4

(N/C)

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

SUBL ENTERPRISE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

CUSTOMER

103175

Steering wheel

382303**

VISTA RIDGE

ACCOUNTING

2700 N. G.E.
CARROLLTON, TX 75007
(972) 242-4000

COPIY

PAGE 1

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

THE COLONY, TX

HOME [REDACTED] BUS:

CD	DR	YEAR	MAKE	MODEL	VIN	PLANT	TRAILER	TRAILER	TRAILER
40	40	06	PONTIAC	G6	1G22G558364	[REDACTED]		18621/18621	TP13
DATE	TIME	DATE	TIME	DATE	TIME	DATE	TIME	DATE	TIME
08DEC05	IS			13:00	12FEB07			CASH	01MAR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	15775370	MOTOR				18858	26401	0			(N/C)
						7800	29648	TLABOR			

CAUSE: F
 EXTRA MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC
 POWER STEERING REPLACE

18621 ROAD TESTED VEH. AND FELT STIFF STEERING IN BOTH DIRECTIONS
 E7631 (STEERING MODULE) E9740 (STEERING GEAR) E2000 (TOE SET)
 BRAKE AND TOE SET TWICE DUE TO GEAR SWAP FROM STOCK UNIT TOTAL LABOR 3.9
 ROAD TESTED VEH. AND VERIFIED STIFF STEERING IN BOTH DIRECTIONS .
 RAISED VEH. AND INSPECTED FOR POSSIBLE DAMAGE AND POSSIBLE
 MIS-ALIGNMENT OF STEERING SHAFT BOOT AND SEEN NO PROBLEMS CHECKED SI
 FOR POSSIBLE BULLETTINS AND FOUND NONE . CONTACTED TAC AND SPOKE TO
 DAVID LEHMAN . WAS INSTRUCTED SINCE NO DTC CODES STORED TO REPLACE
 STEERING MODULE . RAN STEERING SHAFT AND REPLACED STEERING MODULE AFTER
 APPROVAL FROM G.M. REP JOHN JACOBS . ROAD TESTED VEH. AGAIN AND DID NOT
 CHANGE CONDITION . CALLED TAC AGAIN AND SPOKE TO DAVID AGAIN . AND WAS
 INSTRUCTED TO REPLACE STEERING COLUMN MODULE . REPLACE STEERING COLUMN
 MODULE ASS. AND ROAD TESTED VEH. AGAIN AND STILL NO CHANGE IN STEERING
 . CALLED TAC AGAIN AND SPOKE TO DAVID AND WAS TOLD TO CONTACT ZONE REP
 FOR FURTHER ACTION . CALLED JOHN JACOBS AND WAS TOLD TO SWAP GEAR WITH
 KNOWN GOOD STOCK UNIT . RAISED VEH. AND STOCK UNIT AND SWAPPED GEARS
 AND RESET FRONT TOE AND CALIBRATED STEERING WHEEL AND STEERING MODULE
 ROAD TESTED VEH. WITH BRENT ALYEA AND FELT NO BINDING OR STIFF STEERING
 AT ALL IN VEH. TECH 126 Y DON 100 CASE # 9468023 AND CONSULTANT AGAIN
 WAS DAVID LEHMAN EXT #59031
 BECAME FOUR PANEL SUNROOF STILL RATTLES A LOT
 CAUSE: F

OR REPLACE
 1 3634770 LUBRICANT 3124 4374 0 (N/C)

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 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

CUSTOMER SIGNATURE

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

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

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

Fax *COVERPAGE*

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: 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

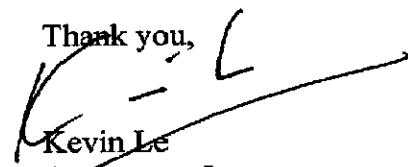
General Motors Corporation
C/o MSX International
ATTN: BRL Legal or PATRICIA EASLEY
1919 Concept Drive
Warren, MI 48091

RE: MY CLIENT: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]

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,

Kevin Le
Attorney at Law

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

BUYER ADDRESS CITY <u>THE COLONY</u> STATE <u>TX</u> ZIP _____ PHONE _____	SELLER/CREDITOR <u>VISTA BROS FORD INC TRUCK</u> ADDRESS <u>2700 N INTERSTATE 35E</u> CITY <u>CARROLLTON</u> STATE <u>TX</u> ZIP <u>75007</u> PHONE <u>214-242-4000</u>
---	--

CO-BUYER
ADDRESS
CITY _____ STATE _____ ZIP _____
PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY OFFICIAL/EXECUTIVE <input type="checkbox"/> USED	USE FOR WHICH PURCHASED <input type="checkbox"/> PERSONAL, FAMILY, OR HOUSEHO <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL
2006	PONTIAC	G6	1G2ZG558364 _____		

Trade-in: Year 2004 Make PONT Model GRAN VIN 1G2NE52E34M _____ License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly 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 after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
6.49 %	\$ 4729.22	\$ 22523.50	\$ 27252.72	\$ 27489.69

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

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

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 379.51	01/07/2006

Late Charge: If we do not receive your entire payment within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment: If you pay all that you owe early, you will not have to pay a penalty.
Security Interest: We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, taxes, SALES TAX 643.51)	
N/A	N/A
N/A	N/A
and ADDITIONS \$49.00	\$ 22109.74 (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-in	\$ 8500.00
- Pay Off Made By Seller	\$ 12013.23
= Net Trade In	\$ -3513.23
+ Cash	\$ 1000.00
+ Mfrs. Rebate	\$ 2750.00
+ Other (describe)	\$ N/A
Total Downpayment	\$ 236.77 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 21952.97 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts.):	

**Optional Credit
Life and Credit Disability Insurance**

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

- Credit Life, one buyer \$ _____ Term N/A
- Credit Life, both buyers \$ _____ Term N/A
- Credit Disability, one buyer \$ _____ Term N/A

(Insurance Company) N/A

(Home Office Address) N/A

Credit life insurance pays only the amount you would owe you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

11. W. ...	\$	N/A
21. to ...	\$	N/A
22. to ...	\$	N/A
E Dealer's Inventory Tax (If Not Included in Cash Price)	\$	45.25
F Sales Tax (If Not Included in Cash Price)	\$	N/A
G Other Taxes (If Not Included in Cash Price)	\$	N/A
H Government License and/or Registration Fees	\$	70.80
LICENSE FEE 228 FEE	\$	70.80
I Government Certificate of Title Fees	\$	22.00
J Government Vehicle Inspection Fees	\$	21.75
K Deputy Service Fee Paid to Dealer	\$	N/A
L Documentary Fee (Cargo Documental)	\$	N/A

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 RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$60 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL, PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION Y LA PRESTACION DE SERVICIOS EN RELACION CON EL CIERRE DE UNA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER DE \$60 PARA UN CONTRATO DE VEHICULO AUTOMOTOR O UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES PARA UN CONTRATO DE VEHICULO COMERCIAL PESADO. ESTA NOTIFICACION SE EXIGE POR LEY.

M Other Charges (Seller must identify who is paid and describe purpose.)

to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 570.53 (4)
 Amount Financed (3+4) \$ 22523.50 (5)

extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Coverage	Term in Months	Premium
GAP*		\$399.12
N/A	N/A	N/A
N/A	N/A	N/A

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract. If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner.

GAP (Insurance Company)
 LEAGUE CITY, TX (Home Office Address)

You want the optional coverages for which premiums are included above.

Buyer's signature [Redacted] 2/08/05 Date

Co-Buyer's signature [Redacted] Date

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact XEROX FEDERAL CU about this account, call [Redacted]. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; (512) 936-7600, and can be contacted relative to any inquiries or complaints.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X [Redacted] Co-Buyer X N/A

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer—Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT; YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X [Redacted] Date 2/08/05 Co-Buyer Signs X [Redacted] Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X [Redacted] Date 2/08/05 Address [Redacted]
 Seller signs VISTA WINDS PONTIAC-CHRYSLER TRUCK, Date 12/06/05 By [Redacted] Title [Redacted]

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.



Texas Department of Transportation

VEHICLE INQUIRY RECEIPT



COUNTY: DENTON

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

PLATE NO: [REDACTED]
DOCUMENT NO: 05751138704093353

OWNER NAME AND ADDRESS
[REDACTED]
THE COLONY, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
PLATE TYPE: PASSENGER PLT
STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 [REDACTED] 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:
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P
REGISTRATION ISSUE DATE: 01/02/2007
ODOMETER READING: 16 BRAND: A PREVIOUS PLATE NO: 869GXB PREVIOUS EXP MO/YR: 11/2006
PREV OWNER NAME: VISTA RIDGE PONTIAC PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1

RELEASE OF PERSONAL INFO RESTRICTED

VEHICLE RECORD NOTATIONS
ACTUAL MILEAGE

TITLE ISSUE DATE: 12/30/2005

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

DOCUMENT TYPE: REGULAR TITLE

1ST LIEN DATE: 12/08/2005
XEROX FEDERAL CU
2200 EAST GRAND AVE
EL SEGUNDO, CA 90245

CUSTOMER NAME: KATHY PIERSON
FEES ASSESSED
INQUIRY \$ 2.00
TOTAL \$ 2.00

2ND LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:
CASH \$ 2.00
TOTAL AMOUNT PAID \$ 2.00

3RD LIEN

DEFEASE OF LIEN INFORMATION

[Redacted]

(Client's Name)

[Redacted]

(Client's Social Security Number)

hereby authorize Anthony XEROX Federal Credit Union

[Redacted]

(Lien holder Address)

1 Segundo CA

(Lien holder Phone Number)

1800-XFCU-222

to release any and all information regarding my loan account #

[Redacted]

with XEROX Federal Credit Union

(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 5-7-07

VEHICLE INFORMATION

The current vehicle mileage is 22282 Date mileage read: 5-7-07

Signature [Handwritten Signature]

Signature _____

LG0005
V6302004



103175

noise

373417

INVOICE



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

THE COLONY, TX
 HOME [REDACTED] BUS:

SERVICE ADVISOR: 2912 MATTHEW CALVERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TRUCK
40 40	06	PONTIAC G6	1G2ZG558364		9109/9109	T201
DEL DATE	PROG DATE	WARD EXP	PROMISED	PO NO	DATE	PAYMENT
08DEC05 IS			19:18 14AUG06			CASH
R.O OPENED	READY	OPTIONS:	STK:264070 DLR:21099 ENG:LX9 TRN:MR0			
13:12 14AUG06	17:21 14AUG06					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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
 2912 PAUL JOHNSON LIC#: THANK YOU
 WP4
 FC: 95
 PART#: 15991310
 COUNT: 14
 CLAIM TYPE:
 AUTH CODE:
 VP:

9109 RATTLING NOISE IN THE ROOF AREA SUNROOF RATTLING B2780 LABOR 3.8
 REPAIR SUNROOF REP DOC ID 1932371

B RENTAL
 CAUSE: F
 SUB REPAIR COMPLETED TO SPECIALTY SHOP
 999 DELL (PDI) LIC#: THANK YOU!
 WP4
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

CUSTOMER STATES THAT THE PASS SIDE AIR BAG LIGHT FELL OUT OF THE
 DASH CHECK AND REPORT

<p>C9873 INSTRUMENT PANEL INFLATABLE RESTRAINT</p> <p>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.</p>		<p>STATEMENT OF DISCLAIMER</p> <p>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.</p>	<table border="1"> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> <tr> <td>LABOR AMOUNT</td> <td></td> </tr> <tr> <td>PARTS AMOUNT</td> <td></td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td></td> </tr> <tr> <td>SUBLET AMOUNT</td> <td></td> </tr> <tr> <td>MISC. CHARGES</td> <td></td> </tr> <tr> <td>TOTAL CHARGES</td> <td></td> </tr> <tr> <td>LESS INSURANCE</td> <td></td> </tr> <tr> <td>SALES TAX</td> <td></td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td></td> </tr> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES		TOTAL CHARGES		LESS INSURANCE		SALES TAX		PLEASE PAY THIS AMOUNT	
DESCRIPTION	TOTALS																						
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TOTAL CHARGES																							
LESS INSURANCE																							
SALES TAX																							
PLEASE PAY THIS AMOUNT																							
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE																						

103175

noises

376649

INVOICE



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

PAGE 1

SERVICE ADVISOR: 2957 KENNETH NIGO

THE COLONY, TX
 HOME: [REDACTED] BUS:

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
06	PONTIAC G6	1G2ZG558364		12185/12185	T109	
DATE	FROM DATE	WHICH EXP	PROMISED	RATE	PAYMENT	INV. DATE
08DEC05	IS		19:24	16OCT06	CASH	16OCT06

OPTIONS: STK:264070 DLR:21099 ENG: LX9 TRN: MX0
 10:48 (16OCT06) 18:18 16OCT06
 LIST NET TOTAL

LINE OPCODE TECH TYPE HOURS
 A CUSTOMER STATES HEAR 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

CAUSE: F
 C3128 HEADLINING ASSEMBLY ONE PIECE BAR OR REPLACE
 2916 PAUL JOHNSON LIC# THANK YOU (N/C)
 WP4

12185 RATTLE NOISE COMING FROM ROOF AREA WHEN TURN ROADS LOOSE
 SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUNROOF CROSS MEMBER. REINSTALL HEADLINER. RECHECK FOR NOISE

 A CUSTOMER STATES THAT WINDOW LOCK SWITCH DOES NOT LOCK THE OTHER WINDOWS. CHECK AND REPORT

CAUSE: F
 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
 2916 PAUL JOHNSON LIC# THANK YOU (N/C)
 WP4

FC PARTS COUNT
 CLAIM TYPE:
 AUTH CODE:

12185 WORKING AS DESIGNED. SEE ADVISOR

 CRY \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
 BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
 2964 RIVERA, FERNANDO LIC#: 1234567

1 25010792 FILTER	3.55	3.55	3.55
-------------------	------	------	------

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS 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
 This factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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(s).

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

103175

noises

381145



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. 135 E
 CARROLLTON, TX 75007
 (972) 242-4000

95

THE COLONY, TX
 HOME BUS:

INVOICE

PAGE 1

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES THERES A POPING NOISE IN THE HEADLINNER							
CAUSE: F							
B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE							
2576 WP4 (N/C)							

17743 SUN ROOF CREEKING AT MOUNTING SCREWS AND AT FRONT TWO CORNERS WHERE HEADLINING WAS RUBBING SUNROOF HOUSING. B2780-3.8 TEST DROVER AND TRACED NOISES. REMOVED AND FOUND MILAR WASHERS ON MOUNTING BOLTS 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.

B CUSTOMER STATES THERES A NOISE IN THE DASH WHEN THE HEAT IS ON

CAUSE: F

NPF VEHICLE WORKING AS DESIGNED AT THIS TIME

2576 WP4 (N/C)

17743 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

C GM MULTI-POINT VEHICLE INSPECTION

MULT GM MULTI-POINT VEHICLE INSPECTION

2576 CT 0.00 0.00

17743 COMPLETED.

D** CUSTOMER IN RENTAL CAR FOR **CUSTOMER SATISFACTION**

CAUSE: F

Z7901 1 DAY RENTAL CAR BULLETIN 93-WA-1

2576 WP4 (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
	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	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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

CUSTOMER SIGNATURE

CUSTOMER

rattling noises & stirring WORK same invoice

VISTA RIDGE
 PONTIAC BUICK GENUINE
 2700 N. 136 E
 CARROLLTON, TX 75007
 (972) 242-5000

THE COLONY, TX

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

40 40	06	PONTIAC G6	1G22G558364	18621/18621	TP13
06DEC05 IS				CASH	01MAR07
13:00 12FEB07			STK:264070 DLR:21099 ENG: LX9 TRN: MX0		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
2576	WP4			0.00	0.50	1200	3801				(N/C)
						1680	5321				TLABOR

WEATHERSTRIP CHECKING AT TOP OF DRIVERS DOOR BEGINS TO TEST DRIVE AND NO ASNORMAL NOISES HEARD FROM SUREDOOF. DID HEAR CREEKING NOISE FROM TOP OF DRIVERS DOOR. CHECKED TO SEE WEATHERSTRIP CLEANED AND COATED WITH OR WEATHERSTRIP LUBRICANT. TECH ASSIST CALLED BACK ON CASE #9444200. I UPDATED THEM WITH CURRENT COMPLAINT AND FINDINGS ON SUREDOOF THAT CURRENT NOISE HEARD WAS FROM DRIVERS DOOR OPENING WEATHERSTRIP. TEST HEARD AS NORMAL NOISES AND NO ASNORMAL NOISES HEARD. C CST STS THAT THERE IS A WIERD NOISE WHEN HEATER IS ON.

UPD UNABLE TO DUPLICATE AT THIS TIME

5	10801210	GASOLINE				1075	1500	0	3.00	3.00	15.00
---	----------	----------	--	--	--	------	------	---	------	------	-------

CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS

D** TOW IN

T2020	TOWING										(N/C)
	WP4			0.00	0.00	0	0				0 TLABOR

2576	WP4			0.00	1.70	4080	12923				(N/C)
						20463	28648				TPARTS

ON BEHALF OF SERVING 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 HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty covers all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly declines all warranties other than those included and implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MTC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

*car towed in, car in shop for 30 days
 5 days after car worked on*

103175

381632



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

settled
noises
stirring
to new

THE COLONY, TX
 HOME BUS:

INVOICE

PAGE 1

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		18298/18298		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05	IS		10:18 30JAN07			CASH	05FEB07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES HEAR A RATTLE NOISE COMING FROM THE SUNROOF AROUND THE DRIVER SIDE VISOR

CAUSE: F

NC NO CHARGE

2576 WP4

2 KT13296 BRS SHEET

(N/C)
(N/C)

18298 HOUSING RUBBINH HEADLINING AND WEATHERSTRIPS BETWEEN GLASS PANELS CREEKING. INSTALLED FELT PATCHES AND LUBED SEALS. CALLED TECH ASSIST AND STARTED CASE#9444200.

B CUST STATES #1 FRNT PANEL HAS EXCESS WIND RUSH NOISE AT 60MPH, VERIFY BY RANDY FREEBORN

CAUSE: F

B2770 SEAL, SUNROOF SLIDING GLASS REPLACE

2576 WP4

1 15291339 F-SEAL

(N/C)
(N/C)

18298 SUNROOF SEAL NOT SEALING. B2770-1.4 REPLACED WITH UPDATED SEAL PER BULLETIN #05-08-67-014E.

C CUST STATES HEAR A POP NOISE, WHEN YOU TURN THE STEERING WHEEL BACK AND FORTH, ALSO WHEN TURNING STEERING WHEEL GETS REALLY HARD EITHER DIRECTION. WHILE DRIVING VEHICLE PULLS TO THE RIGHT

CAUSE: F

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

1191 WP4

1 15858368 GEAR

(N/C)
(N/C)

18298 STEERING GEAR POPPING E9740 ,A9 ,A10 1.9 HRS. DROVE VEH. HEARD AND FELT POPPING IN STEERING WHEN TURNING , LIFTED VEH. UP TO CK. FRONT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER

new invoice
same date
steering
first incident

103175

*Steering
wheels*

381632



VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

PAGE 2

SERVICE ADVISOR: 2957 KENNETH NIGO

THE COLONY, TX
HOME BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		18298/18298		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			10:18 30JAN07			CASH	05FEB07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
13:36	29JAN07	15:44	05FEB07				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 SUSP. AND STEERING SYSTEM FOUND PLAY IN STEERING GEAR CAUSING POPPING ,
 REPLACE STEERING GEAR , REMOVE BOTH OUTER TIE RODS FROM OLD GEAR TO
 INSTALL ON NEW STEERING GEAR , SET FRONT TOE CK. FOR BULLETINS , FOUND
 BULLETIN # 06-02-32-007

 D CUST STATES WHEN THE BLOWER MOTOR IS ON AND HEATER IS ON, HEAR LIKE A
 CLATTERING/THUMPING NOISE COMING FROM THE BLOWER MOTOR AREA

CAUSE: F
 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
 2576 WP4 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

18298 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM
 CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS
 DESIGNED AT TIME OF CHECK OUT.

 E** CUSTOMER IN RENTAL CAR FOR **CUSTOMER SATISFACTION**

CAUSE: F
 Z7907 CUSTOMER IN RENTAL VEHICLE DUE TO PARTS
 DELAY
 999 DELL (PDI) LIC#: THANK YOU!
 WP4 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

SUBL ENTERPRISE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER

103175

Steering wheel

*382303**

VISTA RIDGE

ACCOUNTING

2700 N. I 35 E
CARROLLTON, TX 75007
(972) 242 4008

PAGE 1

THE COLONY, TX
HOME
BUS:

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

40 40	06	PONTIAC 06	1G2ZG558364	18621/18621
06DEC05 IS		13:00	12FEB07	CASH 01MAR07
OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRNTPXU				

16:40	10FEB07	08:39	01MAR07								
LINE	OPCODE	TECH	TYPE	A/HR3	S/HR3	COST	SALE	COMP	LIST	NET	TOTAL

1	15775370	MOTOR				18858	26401	0			(N/C)
						7800	29648	LABOR			

18621 ROAD TESTED VEH. AND FELT STIFF STEERING IN BOTH DIRECTIONS.
 B7631 { STEERING MODULE } E9740 { STEERING GEAR } E2000 { TOE SET }
 WERE AND TOE SET TWICE DUE TO GEAR SWAP FROM STOCK UNIT TOTAL LABOR 3.9
 ROAD TESTED VEH. AND VERIFIED STIFF STEERING IN BOTH DIRECTIONS.
 RATTLES VEH. AND INSPECTED FOR POSSIBLE DAMAGE AND POSSIBLE
 MTS-ALIGNMENT OF STEERING SHAFT BOOT AND SEEN NO PROBLEMS CHECKED SI
 FOR POSSIBLE BULLETS AND FOUND NONE. CONTACTED TAC AND SPOKE TO
 DAVID LEHMAN . WAS INSTRUCTED SINCE NO DTC CODES STORED TO REPLACE
 STEERING COLUMN . PART STEERING COLUMN REPLACED STEERING MODULE AFTER
 APPROVAL FROM G.M. REP JOHN JACOBS . ROAD TESTED VEH. AGAIN AND DID NOT
 CHANGE CONDITION . CALLED TAC AGAIN AND SPOKE TO DAVID AGAIN . AND WAS
 INSTRUCTED TO REPLACE STEERING COLUMN MODULE . REPLACE STEERING COLUMN
 MODULE REP . AND ROAD TESTED VEH. AGAIN AND STILL NO CHANGE IN STEERING .
 CALLED TAC AGAIN AND SPOKE TO DAVID AND WAS TOLD TO CONTACT ZONE REP
 FOR FURTHER ACTION . DAVID JOHN JACOBS AND WAS TOLD TO SWAP GEAR WITH
 KNOWN GOOD STOCK UNIT . RAISED VEH. AND STOCK UNIT AND SWAPPED GEARS
 FRONT . AND CALLED TAC STEERING WHEEL AND STEERING MODULE
 ROAD TESTED VEH. WITH BRENT ALYEA AND FELT NO BINDING OR STIFF STEERING
 AT ALL IN TURN TECH 225 DON TAC CASE # 318023 AND CONSULTANT AGAIN
 WAS DAV ID LEHMAN EXT #59031
 PART STEERING COLUMN RATTLES A LOT
 CAUSE: F

1	3634770	LUBRICANT				3124	4374	0			(N/C)
---	---------	-----------	--	--	--	------	------	---	--	--	-------

ON BEHALF OF SERVING 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 ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING 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 merchandise. 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 merchandise.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	



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

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:

[REDACTED]
Service Request: 71-474864281
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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



GMC



BUICK





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~~ 5-15-07

ATTENTION: _____

~~CLAIM~~ REFERENCE: [REDACTED]

POLICY: _____

OF PAGES(INCLUDING COVER SHEET): DS 11

FROM: BRENT ALYEA

COMMENTS: _____

THANK YOU



VISTA RIDGE
PONTIAC GMC TRUCK I, L.P.
 dba Vista Ridge Pontiac Buick GMC Truck
 2700 North I-35E
 Carrollton, Texas 75007
 972-242-4000/Metro 434-1884

103175 **MOTOR VEHICLE PURCHASE ORDER**

264070

DATE 08 DEC 2005	PURCHASER'S NAME [REDACTED]
SALESMAN	STREET ADDRESS [REDACTED]
DEAL No.	CITY THE COLONY TX
STOCK No.	BUSINESS PHONE [REDACTED]
LICENSE No.	HOME PHONE [REDACTED]
	D.O.B. [REDACTED] SEX [REDACTED]

VEHICLE DESCRIPTION 20	MAKE PONT	TYPE G5
VEHICLE IDENTIFICATION NUMBER 1G2ZG55836 [REDACTED]	MILEAGE	COLOR 40 40 TRIM TOP
PRICE OF VEHICLE 21387.23	VEHICLE-DISCLOSURE: VEHICLE IS REPRESENTED TO BE <input type="checkbox"/> NEW <input type="checkbox"/> DEMO <input type="checkbox"/> USED/PRIVATE PASSENGER <input type="checkbox"/> USED/LONG TERM LEASE <input type="checkbox"/> OTHER	
ADDITIONS OR DELETIONS	TRADE-IN	
UNDERCOATING	MAKE OF USED CAR PONT	264070A
PAINT GUARD	YEAR 2004	BODY TYPE SD
FABRIC GUARD	VIN NUMBER 1G2NF52E34M5G8546	
ADDITIONS GMFF 149.00	MILEAGE	LICENSE
	[REDACTED]	
	TRADE-IN VERIFICATION	
	NET TO GMAC	
	ADDRESS	
	ACCOUNT NUMBER	
TOTAL INCLUDING ACCESSORIES 21546.23	PAYOFF AMOUNT \$ 12013.23	
TRADE-IN ALLOWANCE 8500.00	GOOD UNTIL	
DIFFERENCE 13046.23	TITLED	
VEH. SALES TAX 543.51	HOW TITLED	
LICENSE, TITLE FEES 125.55	ANY 2ND LIEN	
DEALERS INVENTORY TAX 45.86	TO WHOM	
TOTAL PRICE 13861.15	VERIFIED BY	VERIFIED ON
LIEN PAYOFF 12013.23	LIENHOLDER INFORMATION - CURRENT	
REBATE 2750.00	AMOUNT BANK XEROX FEDERAL CU	
DEPOSIT 1000.00	ADDRESS 2260 EAST GRAND AVE	
CASH ON DELIVERY	CITY EL SEGUNDO, CA STATE 90245 ZIP	
UNPAID BALANCE 22523.50		

DISCLAIMER OF WARRANTIES

DEALER SELLS AND BUYER ACCEPTS THE VEHICLE (S) AS THE ONLY WARRANTIES APPLICABLE TO THE VEHICLE (S) ARE THOSE OFFERED BY THE MANUFACTURER TO ITS OWN DEALER. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE. THE PURCHASER HEREBY ACKNOWLEDGES THAT THE DEALER HAS MADE AVAILABLE "WARRANTY PRE-SALE INFORMATION" AS DISCLOSED IN THE WARRANTY ENDERS PURSUANT TO THE MAGNUSON-MOSS WARRANTY ACT. DEALER DOES NOT, IN ANY WAY, GUARANTEE THE MILEAGE INDICATED ON THE VEHICLE'S ODOMETER TO BE ACCURATE, OR THAT IT MAY NOT HAVE BEEN SO CHANGED OR ADJUSTED BY OWNERS OR PERSONS IN POSSESSION PRIOR TO DEALER. I FULLY UNDERSTAND THE ABSENCE OF LIABILITY ON THE PART OF THE DEALER FOR ANY WARRANTY CLAIM.

08 DEC 2005

DATE SIGNATURE [REDACTED]

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

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

I, VISTA RIDGE PONTIAC-GMC TRUCK, I, L, L (transferor's name, Print)

state that the odometer now reads 16 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

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

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

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
PONT	G6	SD
VEHICLE IDENTIFICATION NUMBER		YEAR
1G2ZG658364		2006

TRANSFEROR'S SIGNATURE

VISTA RIDGE PONTIAC-GMC TRUCK, I, L, L
PRINTED NAME

2700 N. INTERSTATE 35E
TRANSFEROR'S ADDRESS (STREET)

CARROLLTON TEXAS 75007
CITY STATE ZIP CODE

08 DEC 2005
DATE OF STATEMENT

TRANSFEREE'S SIGNATURE

PRINTED NAME

TRANSFEREE'S NAME

TRANSFEREE'S ADDRESS (STREET)

THE COLONY TX
CITY STATE ZIP CODE

MOTOR VEHICLE RETAIL INSTALLMENT SALES CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

BUYER ADDRESS CITY PHONE	SELLER/CREDITOR ADDRESS CITY PHONE
-----------------------------------	---

CO-BUYER
ADDRESS
CITY
PHONE

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.
You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY <input type="checkbox"/> USED	USE FOR WHICH PURCHASED
2006	PONTIAC	SA	1G2156884	<input type="checkbox"/> OFFICIAL/EXECUTIVE <input type="checkbox"/> USED	<input type="checkbox"/> PERSONAL, FAMILY, OR HOUSEHOLD <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL

Trade-in: Year 2004 Make PONTIAC Model GRAND PRIX VIN 1G2156884 License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
6.49 %	\$ 4729.22	\$ 22523.50	\$ 27252.72	\$ 27439.49

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 378.51	01/07/2006

Late Charge: If we do not receive your entire payment within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay all that you owe early, you will not have to pay a penalty.
Security Interest. We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, taxes, SALES TAX 644.51)	\$ 22189.73 (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-In	\$ 2500.00
- Pay Off Made By Seller	\$ 12013.23
= Net Trade In	\$ -2 19.23
+ Cash	\$ 1000.00
+ Mfrs. Rebate	\$ 2750.00
+ Other (describe)	\$ N/A
Total Downpayment	\$ 2238.54 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 21952.97 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts.):	
A Net trade-in payoff to	\$ N/A

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.
If any insurance is checked below, policies or certificates from the insurance companies will describe the terms, conditions, and deductibles.

Optional Credit
Life and Credit Disability Insurance

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

- Credit Life, one buyer \$ _____ Term: N/A
- Credit Life, both buyers \$ _____ Term: N/A
- Credit Disability, one buyer \$ _____ Term: N/A

(Insurance Company)

(Home Office Address)

Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.
If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

X Buyer's signature _____ Date _____

G Other Taxes (if Not included in Cash Price) \$

H Government License and/or Registration Fees
 LICENSE FEE RAD FEE \$ 76.00

I Government Certificate of Title Fees \$ 33.00

J Government Vehicle Inspection Fees \$ 21.75

K Deputy Service Fee Paid to Dealer \$

L Documentary Fee (Cargo Documental) \$

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 RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$50 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL, PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION Y LA PRESTACION DE SERVICIOS EN RELACION CON EL CIERRE DE UNA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER DE \$50 PARA UN CONTRATO DE VEHICULO AUTOMOTOR O UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES PARA UN CONTRATO DE VEHICULO COMERCIAL PESADO. ESTA NOTIFICACION SE EXIGE POR LEY.

M Other Charges (Seller must identify who is paid and describe purpose.)

to	<u>N/A</u>	for	<u>N/A</u>	\$	<u>N/A</u>
to	<u>N/A</u>	for	<u>N/A</u>	\$	<u>N/A</u>
to	<u>N/A</u>	for	<u>N/A</u>	\$	<u>N/A</u>
to	<u>N/A</u>	for	<u>N/A</u>	\$	<u>N/A</u>
to	<u>N/A</u>	for	<u>N/A</u>	\$	<u>N/A</u>
to	<u>N/A</u>	for	<u>N/A</u>	\$	<u>N/A</u>

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 670.00 (4)

5 Amount Financed (3 + 4) \$ 22,522.50 (5)

GAP
 *If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract.
 If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner.

 (Insurance Company)

 (Home Office Address)

You want the optional coverages for which premiums are included above.

 Buyer's signature _____ Date _____

 Co-Buyer's signature _____ Date _____

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

CONSUMER CREDIT COMMISSIONER NOTICE

To contact YEROX FEDERAL CO about this account, call _____ This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; (512) 936-7600, and can be contacted relative to any inquiries or complaints.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer _____ Co-Buyer _____

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer--Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT: YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs _____ Date 1/08/07 Co-Buyer Signs _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here _____ Date 1/08/07 Address _____
 Seller signs VISTA RIDGE PONTIAC-GM TRUCK Date 1/08/07 By _____ Title _____

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.

Seller assigns its interest in this contract to _____ (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse

Seller _____ By _____ Title _____

APPLICATION FOR TEXAS CERTIFICATE OF TITLE

→ SHADED AREAS ARE TO BE COMPLETED BY THE SELLER ←

→ TYPE OR PRINT NEATLY IN INK ←

103175 264070

TAX OFFICE USE ONLY

Tax Collector: AVIR CHILDS County: MALLAS
 Date: 2/08/2005 Transaction Number: _____

1. Vehicle Identification Number: 1G2ZG558364115423 2. Year: 2006 3. Make: PONTIAC 4. Body Style: SD
 5. Model: 66 6. Odometer Reading: 16 7. Empty Weight: 3785 8. Carrying Capacity (lbs.): _____ 9. Tonnage: _____

10. Trailer Type: Semi Full 11. Plate No.: _____ 12. Vehicle Unit No.: _____

14. Applicant's/Owner's Name: _____
 Address: _____
 City, State, Zip Code: _____ DENTON _____ County Name: _____

14a. Registrant's Name: _____
 (Renewal Notice Recipient)
 Address: _____
 City, State, Zip Code: _____ County Name: _____

14b. Vehicle Physical Location: _____
 City, State, Zip Code: _____

13. Applicant's/Additional Applicant's Social Security Numbers (See * below) or Federal Tax ID Number: 041749510

Statement of Fact for Non-Disclosure, VTR-171, Attached.

15. Previous Owner's Name: VISTA RIDGE PONTIAC-GMC TRUCK, I, LP 15a. GDN - Dealer Use Only: 42793
 Address: 2700 N. INTERSTATE 35E
 City, State, Zip Code: CARROLLTON, TX 75007

THIS MOTOR VEHICLE IS SUBJECT TO THE FOLLOWING FIRST LIEN

18. 1st Lien Date: 12/08/2005 1st Lienholder Name: XEROX FEDERAL CU
 Address: 2200 EAST GRAND AVE
 City, State, Zip Code: EL SEGUNDO, CA 90245

16a. Additional Lien(s)? YES (if additional liens are to be recorded, attach Form VTR-267.)

17. FOR CORRECTED TITLE, CHECK REASON(S): Change in Vehicle Description VIN No Change in Ownership Add Lien Remove Lien Odometer Brand Odometer Reading

18. ODOMETER DISCLOSURE - FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.
VISTA RIDGE PONTIAC-GMC TRUCK, I, LP state that the odometer now reads: 16 (no tenths).
 (Name of Seller/Agent)
 THE MILEAGE SHOWN IS: A - Actual Mileage N - Not Actual Mileage X - Mileage Exceeds Mechanical Limits
 * IF NO SELLER/AGENT, TITLE APPLICANT SHOULD CHECK ONE OF THE 3 BOXES ABOVE UNLESS NUMBER 8 INDICATES "EXEMPT."

MOTOR VEHICLE TAX STATEMENT

19. CHECK ONLY IF APPLICABLE
 I hold Motor Vehicle Retailer's (Rental) Permit No. _____ and will satisfy the minimum tax liability (V.A.T.S., Tax Code, §152.046 (c)).
 I am a Dealer or Lessor and qualify to take the Fair Market Value Deduction (V.A.T.S., Tax Code, §152.002 (c)).

20. DESCRIPTION OF VEHICLE: 2004 PONTIAC 1G2NF52E34M 20a. ADDITIONAL TRADE - INS? (Y/N): NN

21. SALES AND USE TAX COMPUTATION

(a) Sales Price (Less: Sales Tax (if applicable) rebate has been deducted): 18796.23 \$90 New Resident Tax - (Previous State) _____
 (b) Less Trade - In Amount, Describe in Item 20 Above: \$ 8500.00 \$5 Even Trade Tax _____
 (c) For Dealers/Lessors/Rental ONLY - Fair Market Value Deduction, Describe in Item 20 Above: \$ _____ \$10 Gift Tax _____
 (d) Taxable Amount (Item a. minus item b./item c.): 10296.23 \$65 Rebuilt Salvage Fee _____
 (e) 6.25% Tax on Taxable Amount (Multiply item d. by .0625): \$ 643.51 2.5% Emissions Fee (Diesel Vehicles 1996 and Older > 14,000 lbs.) _____
 (f) Late Tax Payment Penalty 5% or 10%: \$ _____ 1% Emissions Fee (Diesel Vehicles 1997 and Newer > 14,000 lbs.) _____
 (g) Tax Paid to _____ (STATE): \$ _____ Exemption claimed under the Motor Vehicle Sales and Use Tax Law because _____
 (h) AMOUNT OF TAX AND PENALTY DUE (Item e. plus item f. minus item g.): \$ 643.51 \$28 or \$33 APPLICATION FEE FOR CERTIFICATE OF TITLE (Contact your County Tax Assessor-Collector for the correct fee.)

I HEREBY CERTIFY THAT ALL STATEMENTS IN THIS DOCUMENT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF.

22. [Signature] VISTA RIDGE PONTIAC-GMC TRU 12/08/2005
 (Signature of Seller, Donor, or Trader) PRINTED NAME (Same as signature) Date

23. [Signature] _____ 12/08/2005
 (Signature of Buyer) PRINTED NAME (Same as signature) Date

RIGHTS OF SURVIVORSHIP OWNERSHIP AGREEMENT (MARRIED PERSONS)
 WE, THE PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS APPLICATION FOR TITLE, SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE EVENT OF DEATH OF EITHER OF THE PERSONS NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR.
 NON-MARRIED PERSONS ARE REQUIRED TO EXECUTE A RIGHTS OF SURVIVORSHIP OWNERSHIP AGREEMENT FOR A MOTOR VEHICLE, FORM VTR-122.

 SIGNATURE Date

 SIGNATURE Date

WARNING: Transportation Code, §501.155, provides that falsifying information on title transfer documents is a third-degree felony offense punishable by not more than ten (10) years in prison or not more than one (1) year in a community correctional facility. In addition to imprisonment, a fine of up to \$10,000 may also be imposed.
 * NOTE: Transportation Code, §501.0235, REQUIRES that the applicant's social security number be provided when applying for a certificate of title. If the applicant does not have a social security number, Form VTR-171, Statement of Fact for Non-Disclosure of a Social Security Number, must accompany this application. This information is requested for owner identification purposes.

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: _____

VIN: 116121Z1G1515181316141 _____

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	Amount	GM Incentive Code
<u>06-32A-8</u>	<u>\$ 220.00</u>	<u>CSK</u>
<u>Katrina Help</u>	<u>\$ 150.00</u>	<u>CSK</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		<u>\$ 270.00</u>

2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc..)

- a. I elect to receive _____ in lieu of _____ 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 ___ No

b. 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 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2889. I request that my Services be cancelled.

Purchaser/Lessee Signature: _____

Date: 11/8/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ 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: Vista Ridge

Date: 11/8/05

Dealer Code: 21099

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to

BARS Document Display

2006 G6 - 6CYL SEDAN PONTIAC/GMC DIVISION
 40U IVORY WHITE /V6G GENERAL MOTORS CORPORATION
 19B EBONY 100 RENAISSANCE CENTER
 ORDER NO. J0JCKM/TRE STOCK NO. DETROIT MI 48243-1114
 VIN 1G2 EG55 83 64115423 ADJUSTMENT INVOICE 2XDU4444236
 *****16*210998

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 06/13/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 05/16/05
PE9 50-STATE EMISSIONS	N/C	N/C	BXS I/T 05/25/05
FE3 AXLE RATIO 3.08	N/C	N/C	INT COM 06/23/05
LX9 ENGINE, 3.5L V6 SEI	N/C	N/C	PRC EFF 05/13/05
MK0 AUTOMATIC TRANSMISSION	0.00	0.00	KEYS XXXXXX XXXXX
FCH PREMIUM VALUE PACKAGE INCLUDES	2275.00	1888.25	WFP-F QTR OPT-1
* (4) 17" CHROMETECH WHEELS			CHG-TO 21-099
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			SHIP WT: 3401
* SUNROOF, POWER TILT & SLIDE			HP: 32.9
* ONSTAR SYSTEM-INCLUDES 1 YEAR SAFE & SOUND			GMS: 20383.38
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	SUPLR: 21297.23
* POWER ADJ BRAKES & ACCEL. PEDALS			MRM: 23330.00
* FLOOR MATS, CARPET			DAN: 520
* CARGO NET			MEMO 1035.25
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
1S2 PREMIUM PACKAGE DISCOUNT	500.00-	413.00-	

ADD
R9C

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT	900.00-
DEALER INVOICE	771.70~
SPECIAL ACCT ADJ.	58.50
NET ADJUSTMENT	713.20-
TOTAL ADJUSTMENT	713.20-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	22205.00	20349.50	ACT 231	713.20-
DESTINATION CHARGE	625.00	625.00		
LAM DEALER CONTRIBUTION		222.05		
LAM GROUP CONTRIBUTION		222.05		

TOTAL	22830.00	21418.50		713.20-
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MEMO: TOTAL LESS HOLDBACK AND
 APPROX WHOLESALE FINANCE CREDIT 20452.00

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

VISTA RIDGE PONTIAC-GMC TRUCK I, L.P

103175

381632

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 2957 KENNETH NIGO

THE COLONY, TX
HOME: [REDACTED] BUS:
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		18298/18298	T306

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08DEC05 IS			10:18 30JAN07			CASH	15MAY07

R.O. OPENED	READY	OPTIONS:
13:36 29JAN07	15:59 05FEB07	STK:264070 DLR:21099 ENG:LX9 TRN:MX0

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES HEAR A RATTLE NOISE COMING FROM THE SUNROOF AROUND THE DRIVER SIDE VISOR

CAUSE: F

NC NO CHARGE

2576 WP4	(N/C)
2 KT13296 BRS SHEET	(N/C)

18298 HOUSING RUBBINH HEADLINING AND WEATHERSTRIPS BETWEEN GLASS PANELS CREEKING. INSTALLED FELT PATCHES AND LUBED SEALS. CALLED TECH ASSIST AND STARTED CASE#9444200.

B CUST STATES #1 FRT PANEL HAS EXCESS WIND RUSH NOISE AT 60MPH, VERIFY BY RANDY FREEBORN

CAUSE: F

B2770 SEAL, SUNROOF SLIDING GLASS REPLACE

2576 WP4	(N/C)
1 15291339 F-SEAL	(N/C)

18298 SUNROOF SEAL NOT SEALING. B2770-1 4 REPLACED WITH UPDATED SEAL PER BULLETIN #05-08-67-014E.

C CUST STATES HEAR A POP NOISE, WHEN YOU TURN THE STEERNG WHEEL BACK AND FORTH, ALSO WHEN TURNING STEERING WHEEL GETS REALLY HARD EITHER DIRECTION. WHILE DRIVING VEHICLE PULLS TO THE RIGHT

CAUSE: F

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE

1191 WP4	(N/C)
1 15858368 GEAR	(N/C)

18298 STEERING GEAR POPPING E9740 ,A9 ,A10 1.9 HRS. DROVE VEH. HEARD AND FELT POPPING IN STEERING WHEN TURNING , LIFTED VEH. UP TO CK. FRONT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

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

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

CUSTOMER SIGNATURE

103175

3 8 1 6 3 2

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 2

THE COLONY, TX

HOME: [REDACTED] BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		18298/18298	T306

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08DEC05 IS			10:18 30JAN07			CASH	15MAY07

R.O. OPENED	READY	OPTIONS:
13:36 29JAN07	15:59 05FEB07	STK:264070 DLR:21099 ENG:LX9 TRN:MX0

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SUSP. AND STEERING SYSTEM FOUND PLAY IN STEERING GEAR CAUSING POPPING , REPLACE STEERING GEAR , REMOVE BOTH OUTER TIE RODS FROM OLD GEAR TO INSTALL ON NEW STEERING GEAR , SET FRONT TOE CK. FOR BULLETINS , FOUND BULLETIN # 06-02-32-007							

D CUST STATES WHEN THE BLOWER MOTOR IS ON AND HEATER IS ON, HEAR LIKE A
CLATTERING/THUMPING NOISE COMING FROM THE BLOWER MOTOR AREA

CAUSE: F
NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
2576 WP4 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

18298 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM
CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS
DESIGNED AT TIME OF CHECK OUT.

E** CUSTOMER IN RENTAL CAR FOR ***CUSTOMER SATISFACTION***
CAUSE: F

Z7907 CUSTOMER IN RENTAL VEHICLE DUE TO PARTS
DELAY
999 DELL (PDI) LIC#: THANK YOU!
WP4 (N/C)
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

SUBL ENTERPRISE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE

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

103175

381632

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 3

SERVICE ADVISOR: 2957 KENNETH NIGO

THE COLONY, TX
HOME: [REDACTED] BUS:
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
40 40	06	PONTIAC G6	1G2ZG558364		18298/18298	T306

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05 IS			10:18 30JAN07			CASH	15MAY07

R.O OPENED	READY	OPTIONS:
13:36 29JAN07	15:59 05FEB07	STK:264070 DLR:21099 ENG:LX9 TRN:MX0

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WP4				(N/C)

EST: 0.00 29JAN07 13:36 SA: 295

QC BY _____
DL BY _____
CS 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.

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

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

CUSTOMER SIGNATURE

5 page fax to Rob Brown, Jr K/M Legal
Austin, TX

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: [REDACTED] VIN_1G2ZG558364 [REDACTED]

248-267-4570

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



GM\150\Carriers\050322007.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 [REDACTED] VIN_1G2ZG558364 [REDACTED]

Larry,

I met with Mr. and Mrs [REDACTED] at Vista Ridge PBG (Carrollton, TX) on Feb. 2/28/07 to discuss the steering concern with their 06 G6. At the time the vehicle odometer read 18621 miles. Service Manager Brent Alyea, 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 [REDACTED], 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.



Carriers_04110422.xls

The vehicle was also inspected for damage with the [REDACTED] present. The vehicle did have body 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# [REDACTED]

05/03/2007 09:44 9724463894

PAGE 01

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: 214.389.3658
FAX: 888.746.4770

04/17/07

Via: USPS Certified Mail/RRR

Pontiac GMC Attn: Legal Department PO BOX 33172 Detroit, MI 48232- 5172	Vista Ridge Pontiac 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: [REDACTED]
 Make/Model: Pontiac G6
 VIN: 1G2ZG558364 [REDACTED]

To Whom It May Concern:

Please be advised that this office represents [REDACTED] 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:

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.

05/03/2007 09:44 9724463894

PAGE 03

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

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

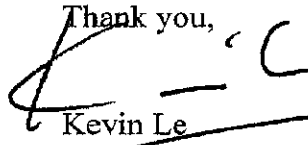
RE: MY CLIENT: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]
Service Request: 71-474864281

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



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

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: [REDACTED]
Service Request: 71-474864281
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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 [REDACTED]. 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.

23299

Odometer



Client's Signature

Client's Signature

5-30-07

Date

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: _____

~~CLAIM~~ REFERENCE: [REDACTED]

POLICY: _____

OF PAGES(INCLUDING COVER SHEET): 15

FROM: BRENT ALYEA

COMMENTS: _____

THANK YOU

103175

371565

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 1

THE COLONY, TX
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2889 NOE MACHADO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		7477/7477	T1330	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			WAIT 11JUL06			CASH	11JUL06
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MXO					
13:14	11JUL06	14:06	11JUL06				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	\$9.95 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
						3.55	3.55
						2.68	5.90
7477	5						
CHANGED OIL AND FILTER RESET OIL LIGHT NEW OIL LIFE STICKER							
TIRES AT 32PSI TIRE TREAD 9/32NDS FRONT BACK 8/32NDS BRAKES MORE THEN							
5MM FRONT AND BACK ROTATED TIRES							

B	GM MULTI-POINT VEHICLE INSPECTION						
MULT GM MULTI-POINT VEHICLE INSPECTION							
						0.00	0.00
7477	FREE MULTI POINT INSPECTION						

EST: 11.23 11JUL06 13:14 SA: 288

QC BY
DL BY
CS BY 2878

Cash \$11.23
JUL 11 PAID

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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

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

103175

376649

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 2

THE COLONY, TX
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG		
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		12185/12185	T109		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	
08DEC05 IS			19:24 16OCT06			CASH	16OCT06	
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0						
10:48 16OCT06	19:06 16OCT06							
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
5	12345616	OIL	GM		2.68	1.18	5.90	
12185	0.5	CHANGED OIL AND FILTER						

EST: 0.00 16OCT06 10:48 SA: 295

EST: 9.95 16OCT06 17:54 SA: 295

CONTACT: KENNETH

QC BY
DL BY
CS BY *[Signature]*

OCT 16 PAID

Cash \$11.23

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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MISC. CHARGES	0.00
TOTAL CHARGES	10.45
LESS INSURANCE	0.00
SALES TAX	0.78
PLEASE PAY THIS AMOUNT	11.23

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

103175

3 7 6 6 4 9

VISTA RIDGE

PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

DUPLICATE 1
PAGE 1

THE COLONY, TX
HOME: BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		12185/12185	T109	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05 IS			19:24 16OCT06			CASH	16OCT06
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG: LX9 TRN:MX0					
10:48 16OCT06	19:06 16OCT06						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES HEAR 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

CAUSE: F
C3128 HEADLINING ASSEMBLY ONE PIECE R&R OR REPLACE
2916 PAUL JOHNSON LIC#: THANK YOU (N/C)
WP4

12185 RATTILING NOISE COMING FROM ROOF AREA. WHEN TURN FOUND LOOSE SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUNROOF 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
NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
2916 PAUL JOHNSON LIC#: THANK YOU (N/C)
WP4
FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

12185 WORKING AS DESIGNED. SEE ADVISOR

C** \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
2964 RIVERA, FERNANDO LIC#: CR6C
1 25010792 FILTER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
		LABOR AMOUNT	1.00
		PARTS AMOUNT	1.00
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	3.55
LESS INSURANCE			
SALES TAX	3.55		
PLEASE PAY THIS AMOUNT			

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

CUSTOMER SIGNATURE

103175

382303

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK

2700 N. 1.35 E
CARROLLTON, TX 75007
(972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
HOME:
CELL:

BUS:

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		18621/18621	TP13	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			13:00 12FEB07			CASH	01MAR07
R.D. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
16:40 10FEB07	08:39 01MAR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CST STS WHEN MAKING HARD TURNS STEERING SEEMS TO HARD											
CAUSE: F											
E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC											
POWER STEERING REPLACE											
				226	WP4	2.12	3.90	7800	29648		(N/C)
1						15775370	MOTOR	18858	26401	0	(N/C)
								18858	26401		TPARTS
								7800	29648		TLABOR

18621 ROAD TESTED VEH. AND FELT STIFF STEERING IN BOTH DIRECTIONS
 E7631 { STEERING MODULE } E9740 { STEERING GEAR } E2000 { TOE SET }
 GEAR AND TOE SET TWICE DUE TO GEAR SWAP FROM STOCK UNIT TOTAL LABOR 3.9
 ROAD TESTED VEH. AND VERIFIED STIFF STEERING IN BOTH DIRECTIONS .
 RAISED VEH. AND INSPECTED FOR POSSIBLE DAMAGE AND POSSIBLE
 MIS-ALIGNMENT OF STEERING SHAFT BOOT AND SEEN NO PROBLEMS CHECKED SI
 FOR POSSIBLE BULLETINS AND FOUND NON E . CONTACTED TAC AND SPOKE TO
 DAVID LEHMAN . WAS INSTRUCTED SINCE NO DTC CODES STORED TO REPLACE
 STEERING MODULE . R/R STEERING SHAFT AN REPLACED STEERING MODULE AFTER
 APPROVAL FROM G.M. REP . ROAD TESTED VEH. AGAIN AND DID NOT
 CHANGE CONDITION . CALLED TAC AGAIN AND SPOKE TO DAVID AGAIN . AND WAS
 INSTRUCTED TO REPLACE STEERING COLUMN MODULE . REPLACE STE ERING COLUMN
 MODULE ASS. AND ROAD TESTED VEH. AGAIN AND STILL NO CHANGE IN STEERING
 . CALLED TAC AGAIN AND SPOKE TO DAVID AND WAS TOLD TO CONTACT ZONE REP
 FOR FURTHER ACTION . CALLED JOHN JACOBS AND WAS TOLD TO SWAP GEAR WITH
 KNOWN GOOD STOCK UNIT . RAISED VEH. AND STOCK UNIT AND SWAPPED GEARS
 AND RESET FRONT TOE AND CALIBRATED STEERING WHEEL AND STEERING MODULE
 ROAD TESTED VEH. WITH BRENT ALVEA AND FELT NO BINDING OR STIFF STEERING
 AT ALL IN VEH. TECH 226 / DON TAC CASE # 946B023 AND CONSULTANT AGAIN
 WAS DAV ID LEHMAN EXT #59031
 B CST STS FOUR PANEL SUNROOF STILL RATTLES A LOT
 CAUSE: F

C1081 WEATHERSTRIP FRONT DOOR OPENING LEFT ALIGN											
OR REPLACE											
				2576	WP4	0.00	0.20	480	1520		(N/C)
1						3634770	LUBRICANT	3124	4374	0	(N/C)

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

103175

382303

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
 HOME
 BELL

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
10 40	06	PONTIAC G6	1G2ZG558364		18621/18621	TP13	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
08DEC05 IS			13:00 12FEB07			CASH	01MAR07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
16:40 10FEB07	08:39 01MAR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	OLH	UPDATED	TAC	INFORMATION		9444200					(N/C)
			2576	WP4	0.00	0.50	1200	3801			
							3124	4374	TPARTS		
							1680	5321	TLABOR		

18621 WEATHERSTRIP CREEKING AT TOP OF DRIVERS DOOR. C1081-.7 TEST DROVE AND NO ABNORMAL NOISES HEARD FROM SUNROOF. DID HEAR CREEKING NOISE FROM TOP OF DRIVERS DOOR. TRACED TO WEATHERSTRIP. CLEANED AND COATED WITH GM WEATHERSTRIP LUBRICANT. TECH ASSIST CALLED BACK ON CASE #9444200. I UPDATED THEM WITH CURRENT COMPLAINT AND FINDINGS ON SUNROOF THAT CURRENT NOISE HEARD WAS FROM DRIVERS DOOR OPENING WEATHERSTRIP. TEST DROVE SEVERAL TIMES AND NO ABNORMAL NOISES HEARD. C CST STS THAT THERE IS A WIERD NOISE WHEN HEATER IS ON

CAUSE: F
 UTD UNABLE TO DUPLICATE AT THIS TIME
 2576 CC 0.00 0.00 0 -1624 -16.24 -16.24
 5 10501210 GASOLINE 1075 1500 0 3.00 3.00 15.00

18621 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

D** TOW IN
 CAUSE: F

T2020 TOWING
 999 DELL (PDI) LIC#: THANK YOU!
 WP4 0.00 0.00 0 0 (N/C)
 0 0 TPARTS
 0 0 TLABOR

SUBL GRAHAMS TOWING INV#329151 RO#382303 PO#182236
 WP4 5760 5760 (N/C)

E** REPLACE STERRING COLUMN PER TECH ASSISTANCE
 CAUSE: F

E7680 COLUMN ASSEMBLY, STEERING REPLACE
 2576 WP4 0.00 1.70 4080 12923 (N/C)
 1 15926870 COLUMN 20463 28648 (N/C)
 20463 28648 TPARTS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS 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 THE OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER
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CUSTOMER SIGNATURE

103175

382303

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 3

THE COLONY, TX
 HOME
 CELL

BUS:

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		18621/18621	TP13	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05 IS			13:00 12FEB07			CASH	01MAR07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
16:40 10FEB07	08:39 01MAR07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						4080	12923	TLABOR			
18621 TECH ASSIST SUGGESTED. CASE#59031. E7680-1.5 ADD-.2 REPLACED COLUMN AND SETUP.											
SUBL ENTERPRISE D117805 PO 182227											
						75600	75600				(N/C)

EST: 0.01 10FEB07 16:40 SA: 271

QC BY _____
 DL BY _____
 CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-13-07	10:21	12:28	2.12	W	226	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	47892	13560		48009	59423	42445	
46006	-1624	0		46706	1500	1075	
46600	81360	81360		32400	124	0	
26300	61809	*****		26300	126866	*****	382303
22500	0	*****					

COST, SALE, & COMP TOTALS 138440 188551 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	-16.24
PARTS AMOUNT	15.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	-1.24
LESS INSURANCE	0.00
SALES TAX	1.24
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

103175

381145

VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
 HOME BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743	TP95	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.G. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 18JAN07	16:21 19JAN07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	TLABOR			
17743 COMPLETE. CP-8.3 CUSTOMER IN RENTAL.											
SUEL ENTERPRISE PO 181650 PO 381145											
			WP4			4200	4200				(N/C)
EST: 0.00 18JAN07 14:28 SA: 300											

QC BY _____
 DL BY _____
 CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-19-07	08:10	14:08	5.96	W	2576	C B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	28888	9120		46106	0	0	
46600	4200	4200		26300	33088	*****	381145
22500	0	*****					

COST, SALE, & COMP TOTALS 13320 33088 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	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
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT 0.00

103175

381145

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
 HOME BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV. DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 18JAN07	16:21 19JAN07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THERES A POPING NOISE IN THE HEADLINNER											
CAUSE: F											

B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE											
2576	WP4	0.00	3.80	9120	28888						(N/C)
				0	0	TPARTS					
				9120	28888	TLABOR					

17743 SUN ROOF CREEKING AT MOUNTING SCREWS AND AT FRONT TWO CORNERS WHERE HEADLINING WAS RUBBING SUNROOF HOUSING. B2780-3.8 TEST DROVER AND TRACED NOISES. REMOVED AND FOUND MILAR WASHERS ON MOUNTING BOLTS 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.

B CUSTOMER STATES THERES A NOISE IN THE DASH WHEN THE HEAT IS ON

CAUSE: F

NPF VEHICLE WORKING AS DESIGNED AT THIS TIME

2576	WP4	0.00	0.00	0	0						(N/C)
				0	0	TPARTS					
				0	0	TLABOR					

17743 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

C GM MULTI-POINT VEHICLE INSPECTION

MULT GM MULTI-POINT VEHICLE INSPECTION

2576	CT	5.96	0.00	0	0				0.00	0.00	
------	----	------	------	---	---	--	--	--	------	------	--

17743 COMPLETED.

D** CUSTOMER IN RENTAL CAR FOR ***CUSTOMER SATISFACTION***

CAUSE: F

Z7901 1 DAY RENTAL CAR BULLETIN 93-WA-1

2576	WP4	0.00	0.00	0	0						(N/C)
------	-----	------	------	---	---	--	--	--	--	--	-------

FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

0 0 TPARTS

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

103175

381145

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
HOME [REDACTED] BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		17743/17743	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R/O OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 18JAN07	16:21 19JAN07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0	0	LABOR			
17743 COMPLETE. CP-8.3 CUSTOMER IN RENTAL.											
SUBL ENTERPRISE PO 181650 RO 381145 (N/C)											
			WP4			4200	4200				
EST: 0.00		18JAN07 14:28		SA: 300							

QC BY _____
DL BY _____
CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-19-07	08:10	14:08	5.96	W	2576	C B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	28888	9120		46106	0	0	
46600	4200	4200		26300	33088	*****	381145
22500	0	*****					

*Pd
17165*

COST, SALE, & COMP TOTALS 13320 33088 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

CUSTOMER SIGNATURE

103175

381145

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
 HOME: [REDACTED] BUS:

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 18JAN07	16:21 19JAN07						

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THERES A POPING NOISE IN THE HEADLINER											

CAUSE: F
 B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE (N/C)
 2576 WP4 0.00 3.80 9120 28888
 0 0 TPARTS
 9120 28888 TLABOR

17743 SUN ROOF CREEKING AT MOUNTING SCREWS AND AT FRONT TWO CORNERS WHERE HEADLINING WAS RUBBING SUNROOF HOUSING. B2780-3.8 TEST DROVER AND TRACED NOISES. REMOVED AND FOUND MILAR WASHERS ON MOUNTING BOLTS 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.

B CUSTOMER STATES THERES A NOISE IN THE DASH WHEN THE HEAT IS ON
 CAUSE: F
 NPE VEHICLE WORKING AS DESIGNED AT THIS TIME (N/C)
 2576 WP4 0.00 0.00 0 0
 0 0 TPARTS
 0 0 TLABOR

17743 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS DESIGNED AT TIME OF CHECK OUT.

C GM MULTI-POINT VEHICLE INSPECTION
 MULT GM MULTI-POINT VEHICLE INSPECTION
 2576 CT 5.96 0.00 0 0 0.00 0.00

17743 COMPLETED
 D** CUSTOMER IN RENTAL CAR FOR ***CUSTOMER SATISFACTION***
 CAUSE: F

Z7901 1 DAY RENTAL CAR BULLETIN 93-WA-1 (N/C)
 2576 WP4 0.00 0.00 0 0

FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

0 0 TPARTS		DESCRIPTION	TOTALS
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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

103175

376649

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 1

THE COLONY, TX
 HOME [REDACTED] BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		12185/12185	T109	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV. DATE
08DEC05 IS			19:24 16OCT06			CASH	16OCT06
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
10:48 16OCT06	19:14 16OCT06						

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

CAUSE: F
 C3128 HEADLINING ASSEMBLY ONE PIECE R&R OR REPLACE

2916 PAUL JOHNSON LIC#: THANK YOU
 WP4 0.00 1.80 4320 13192 (N/C)
 0 0 TPARTS
 4320 13192 TLABOR

12185 RATTILING NOISE COMING FROM ROOF AREA, WHEN TURN FOUND LOOSE SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUNROOF 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
 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
 2916 PAUL JOHNSON LIC#: THANK YOU
 WP4 1.02 0.00 0 0 CHGD OCT 17 (N/C)

FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:
 0 0 TPARTS
 0 0 TLABOR

12185 WORKING AS DESIGNED. SEE ADVISOR
 C** \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
 BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION

2964 RIVERA, FERNANDO LIC#: [REDACTED]
 CR6C 0.00 0.50 500 100 1.00 1.00
 1 25010792 FILTER 340 355 0 3.55 3.55 3.55
 5 12345616 OIL GM 965 590 0 2.68 1.18 5.90

12185 0.5 CHANGED OIL AND FILTER

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		LABOR AMOUNT	
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

103175

376649

VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK

2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

ACCOUNTING

PAGE 2

THE COLONY, TX
 HOME BUS:

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
40 40	06	PONTIAC G6	1G2ZG558364		12185/12185	T109					
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
08DEC05 IS			19:24 16OCT06			CASH	16OCT06				
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0									
10:48 16OCT06	19:14 16OCT06										
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
EST: 0.00				16OCT06	10:48	SA: 295					

EST: 9.95 16OCT06 17:54 SA: 295
 CONTACT: KENNETH

QC BY _____
 DL BY _____
 CS BY _____

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-16-06	16:57	17:58	1.02	W	2916	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	13192	4320		46006	100	500	
46706	945	1305		32400	78	0	
26300	13192	*****	376649	22500	1123	*****	

COST, SALE, & COMP TOTALS 6125 14237 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	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

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

CUSTOMER SIGNATURE

103175

373417

ACCOUNTING

THE COLONY, TX
HOME : BUS:

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

14 15911310 WASHER 462 644 0

FC: 95
PART#: 15911310
COUNT: 14
CLAIM TYPE:
AUTH CODE:
VP

PAID AUG 16

(N/C)
(N/C)

462 644 TPARTS
9120 27850 TLABOR

PAID AUG 18

718

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!
WP4 0.00 0.00 0 0

FC: PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

(N/C)

0 0 TPARTS
0 0 TLABOR

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

103175

373417

ACCOUNTING

PAGE 2

THE COLONY, TX

HOME [REDACTED] BUS:

2912 MATTHEW CALVERT

40_40 06 PONTIAC G6 1G2ZG558364 [REDACTED] 9109/9109 TP88

08DEC05 IS 19:18 14AUG06 CASH 15AUG06
STK:264070 DLR:21099 ENG:LX9 TRN:MX0

13:12 14AUG06 10:26 15AUG06
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
WP4 0.00 0.50 1200 3665 (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
VP

0 0 TPARTS
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)
WP4 4200 4200

EST: 0.00 14AUG06 13:22 SA: 291

QC BY _____
DL BY _____
CS BY _____

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46206	31515	10320		48009	644	462	
46600	4200	4200		26300	36359	*****	373417
26300	0	*****					

COST, SALE, & COMP TOTALS 14982 36359 0

0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00
0.00

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

Fax *COVERAGE*

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
Fax No: 866.592.1369
Company: GM Corporation
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 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

05/22/07

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: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]
Service Request: 71-474864281

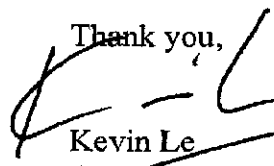
Dear Mr. Stevens:

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: [REDACTED]

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: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]
Service Request: 71-474864281

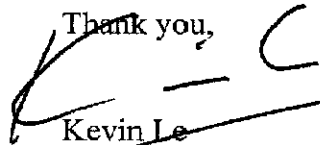
Dear Mr. Stevens:

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, [REDACTED] 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

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

Fax *COVERPAGE*

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To:	Brion Stevens	From:	Kevin Le
Fax No:	866.592.1369	Date:	5/29/07
Company:	GM	Pages:	2
RE:	[REDACTED]		(including cover sheet)

Message:

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



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

May 7, 2007

VIA FAX ONLY

Kevin Le, Esq.
 Law Offices of Kevin Le, PLLC
 1700 Commerce Street, Suite 1340
 Dallas, TX 75201

RE: [REDACTED]
 Service Request: 71-474864281
 2006 Pontiac G6
 Vehicle Identification Number: 1G2ZG558364 [REDACTED]
 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
- Other: Release of Lien
- Repair Orders

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

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V6302006





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

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, PLLC
1700 Commerce St., Ste. 1340
Dallas TX 75201

JUN 22 2007

General Motors Corporation

Attn: Brion Stevens / Brc

PO Box 33170

Detroit MI 48232-5170



\$0.41

US POSTAGE

FIRST-CLASS MAIL

JUN 18 2007

Mailed from ZIP 75201



endicia.com/mac

071M00597536

30383

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: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]
Service Request: 71-474864281

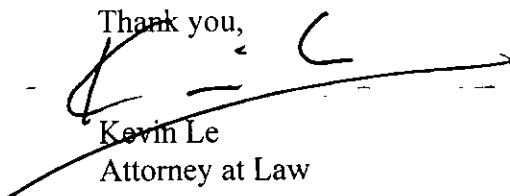
Dear Mr. Stevens:

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, [REDACTED] 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.

Thank you,


Kevin Le
Attorney at Law

RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 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 1G2ZG558364 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 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 23795 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

[REDACTED]

Claimant's Signature

Claimant's Signature

[REDACTED]

Address

Address

The Colony, TX [REDACTED]

City, State, Zip Code

City, State, Zip Code

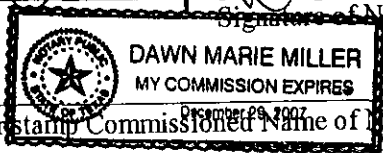
STATE OF Texas

COUNTY OF Denton

Sworn to (or affirmed) and subscribed before me this 30 day of May, 2007, by Anthony Carniero.

Dawn Marie Miller

Signature of Notary Public



Print, type or stamp Commissioned Name of Notary Public

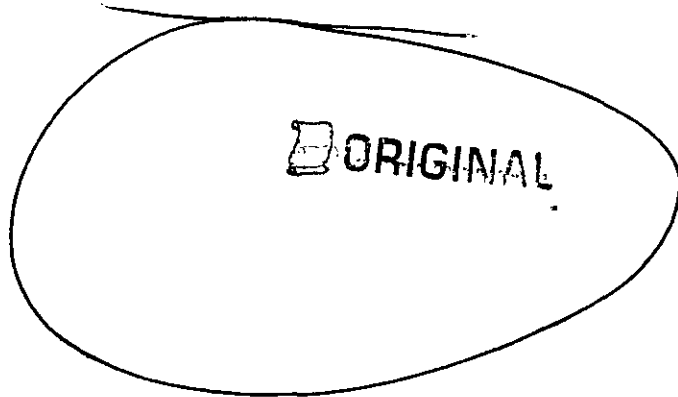
Personally Known OR Produced identification _____

Type of identification _____

My commission expires: December 29 2007

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

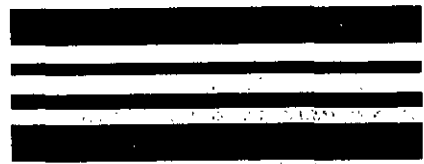
Attach.

23795
Odometer
[Redacted Signature]
Client's Signature Client's Signature
6-14-07
Date Date





Texas Department of Transportation
 VEHICLE INQUIRY RECEIPT



COUNTY: DENTON
 PLATE NO: [REDACTED]
 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
 [REDACTED]
 THE COLONY, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
 PLATE TYPE: PASSENGER PLT
 STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 [REDACTED] 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:
 BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P
 REGISTRATION ISSUE DATE: 01/02/2007
 ODOMETER READING: 16 BRAND: A PREVIOUS PLATE NO: 869GXB PREVIOUS EXP MO/YR: 11/2006
 PREV OWNER NAME: VISTA RIDGE PONTIAC PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1
 VEHICLE RECORD NOTATIONS
 ACTUAL MILEAGE
 RELEASE OF PERSONAL INFO RESTRICTED

TITLE ISSUE DATE: 12/30/2005

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

DOCUMENT TYPE: REGULAR TITLE

1ST LIEN DATE: 12/08/2005
 XEROX FEDERAL CU
 2200 EAST GRAND AVE
 EL SEGUNDO, CA 90245

CUSTOMER NAME: [REDACTED]
 FEES ASSESSED \$ 2.00
 INQUIRY \$ 2.00
 TOTAL \$ 2.00

2ND LIEN
 3RD LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:
 CASH \$ 2.00
 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

Fax *COVERPAGE*

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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: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]

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,


Kevin Le
Attorney at Law

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

BUYER _____	SELLER/CREDITOR <u>VISTA BLESS FORTINO INC TRUCK</u>
ADDRESS _____	ADDRESS <u>2700 N INTERSTATE 35E</u>
CITY <u>THE COLONY</u> STATE <u>TX</u> ZIP _____	CITY <u>CARROLLTON</u> STATE <u>TX</u> ZIP <u>75007</u>
PHONE _____	PHONE <u>214-242-4000</u>

CO-BUYER _____
 ADDRESS _____
 CITY _____ STATE _____ ZIP _____
 PHONE _____

The Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.
PROMISE TO PAY: The credit price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you choose to purchase the vehicle on credit according to the terms of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this agreement even if the others do not.

You have thoroughly inspected, accepted, and approved the vehicle in all respects.

VEHICLE IDENTIFICATION

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> DEMONSTRATOR <input type="checkbox"/> FACTORY <input type="checkbox"/> OFFICIAL/EXECUTIVE <input type="checkbox"/> USED	USE FOR WHICH PURCHASED <input type="checkbox"/> PERSONAL, FAMILY, OR HOUSEHO <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL
2006	PONTIAC	G6	1G2ZG558364 _____		

Trade-in: Year 2004 Make PONT Model GRAN VIN 1G2NE52E34M _____ License No. _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly 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 after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
6.49 %	\$ 4729.22	\$ 22523.50	\$ 27252.72	\$ 27489.69

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 379.51	01/07/2006

Late Charge: If we do not receive your entire payment within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment: If you pay all that you owe early, you will not have to pay a penalty.
Security Interest: We will have a security interest in the vehicle being purchased.
Additional Information: See this document for more information about nonpayment, default, security interests, and any required repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including any accessories, services, taxes, <u>SALES TAX 643.51</u>)	
<u>N/A</u>	<u>N/A</u>
<u>N/A</u>	<u>N/A</u>
and ADDITIONS <u>649.00</u>	\$ 22199.74 (1)
2 Total Downpayment = (if negative, enter "0" and see Line 4A below)	
Gross Trade-in	\$ 8500.00
- Pay Off Made By Seller	\$ 12013.23
= Net Trade In	\$ -3513.23
+ Cash	\$ 1000.00
+ Mfrs. Rebate	\$ 2750.00
+ Other (describe) _____	\$ _____
Total Downpayment	\$ _____
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 236.77 (2)
4 Other Charges Including Amounts Paid to Others on Your Behalf	\$ 21915.97 (3)

(Seller may keep part of these amounts.):

PROPERTY INSURANCE. You must keep the collateral insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you want or provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

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

**Optional Credit
Life and Credit Disability Insurance**

Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

- Credit Life, one buyer \$ _____ Term N/A
- Credit Life, both buyers \$ _____ Term N/A
- Credit Disability, one buyer \$ _____ Term N/A

(Insurance Company) N/A

(Home Office Address) N/A

Credit life insurance pays only the amount you would owe you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. If the term of the insurance is 121 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

U	to	for	\$	
V	to	for	\$	
W	to	for	\$	
E	Dealer's Inventory Tax (If Not Included in Cash Price)			
			\$	45.25
F	Sales Tax (If Not Included in Cash Price)			
			\$	N/A
G	Other Taxes (If Not Included in Cash Price)			
			\$	N/A
H	Government License and/or Registration Fees			
			\$	70.80
I	Government Certificate of Title Fees			
			\$	22.00
J	Government Vehicle Inspection Fees			
			\$	21.75
K	Deputy Service Fee Paid to Dealer			
			\$	N/A
L	Documentary Fee (Cargo Documental)			
			\$	N/A

extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

Coverage	Term in Months	Premium
GAP*		\$399.12
		N/A
		N/A

*If the vehicle is determined to be a total loss, GAP insurance will pay us the difference between the proceeds of your basic collision policy and the amount you owe on the vehicle, minus your deductible. You can cancel that insurance without charge for 10 days from the date of this contract. If the box next to a premium for an insurance coverage included above is marked, that premium is not fixed or approved by the Texas Insurance Commissioner.

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 RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$60 FOR A MOTOR VEHICLE CONTRACT OR A REASONABLE AMOUNT AGREED TO BY THE PARTIES FOR A HEAVY COMMERCIAL VEHICLE CONTRACT. THIS NOTICE IS REQUIRED BY LAW.

UN CARGO DOCUMENTAL NO ES UN CARGO OFICIAL. LA LEY NO EXIGE QUE SE IMPONGA UN CARGO DOCUMENTAL, PERO ESTE PODRIA COBRARSE A LOS COMPRADORES POR EL MANEJO DE LA DOCUMENTACION Y LA PRESTACION DE SERVICIOS EN RELACION CON EL CIERRE DE UNA VENTA. UN CARGO DOCUMENTAL NO PUEDE EXCEDER DE \$60 PARA UN CONTRATO DE VEHICULO AUTOMOTOR O UNA CANTIDAD RAZONABLE ACORDADA POR LAS PARTES PARA UN CONTRATO DE VEHICULO COMERCIAL PESADO. ESTA NOTIFICACION SE EXIGE POR LEY.

GAP (Insurance Company)

LEAGUE CITY, TX (Home Office Address)

You want the optional coverages for which premiums are included above.

Buyer's signature [redacted] 2/08/06 Date

Co-Buyer's signature [redacted] Date

LIABILITY INSURANCE: THIS CONTRACT DOES NOT INCLUDE INSURANCE COVERAGE FOR PERSONAL LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.

M Other Charges (Seller must identify who is paid and describe purpose.)

to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
to	N/A	for	N/A	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf				\$	570.53 (4)
Amount Financed (3+4)				\$	22523.50 (5)

CONSUMER CREDIT COMMISSIONER NOTICE

To contact XEROX FEDERAL CU about this account, call [redacted]. This contract is subject in whole or in part to Texas law which is enforced by the Consumer Credit Commissioner, 2601 N. Lamar Blvd., Austin, Texas 78705-4207; (800) 538-1579; (512) 936-7600, and can be contacted relative to any inquiries or complaints.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

Any change to this contract must be in writing. Both you and we must sign it. No oral changes to this contract are enforceable.

Buyer X [redacted] Co-Buyer X N/A

See back for other important agreements.

CONSUMER WARNING: Notice to the buyer—Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to a copy of the contract you sign. Under the law, you have the right to pay off in advance all that you owe and under certain conditions may save a portion of the finance charge. You will keep this contract to protect your legal rights.

BUYER'S ACKNOWLEDGEMENT OF CONTRACT RECEIPT; YOU AGREE TO THE TERMS OF THIS CONTRACT AND ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF IT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

Buyer Signs X [redacted] Date 2/08/06 Co-Buyer Signs X [redacted] Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X [redacted] Date 12/08/05 Address [redacted]
 Seller signs VISTA WINDS PONTIAC-CHRYSLER TRUCK, Date 12/08/05 By X [redacted] Title [redacted]

THIS CONTRACT IS NOT VALID UNTIL YOU AND WE SIGN IT.



Texas Department of Transportation

VEHICLE INQUIRY RECEIPT



COUNTY: DENTON

TAC NAME: STEVE MOSSMAN

PLATE NO: [REDACTED]

DATE: 05/07/2007

EFFECTIVE DATE: 01/02/2007

DOCUMENT NO: 05751138704093353

TIME: 01:12PM

EXPIRATION DATE: 12/2007

EMPLOYEE ID: PETGCOL

TRANSACTION ID: 06100439207131243

OWNER NAME AND ADDRESS

[REDACTED]
THE COLONY, TX [REDACTED]

REGISTRATION CLASS: PASSENGER-LESS/EQL 6000
PLATE TYPE: PASSENGER PLT
STICKER TYPE: WS

VEHICLE IDENTIFICATION NO: 1G2ZG558364 [REDACTED] 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:
BODY VEHICLE IDENTIFICATION NO: TRAVEL TRLR LNG/WDTH: 0 TIRE TYPE: P
REGISTRATION ISSUE DATE: 01/02/2007
ODOMETER READING: 16 BRAND: A PREVIOUS PLATE NO: 869GXB PREVIOUS EXP MO/YR: 11/2006
PREV OWNER NAME: VISTA RIDGE PONTIAC PREV CITY/STATE: CARROLLTON, TX PLATE AGE: 1

RELEASE OF PERSONAL INFO RESTRICTED

VEHICLE RECORD NOTATIONS
ACTUAL MILEAGE

TITLE ISSUE DATE: 12/30/2005

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

DOCUMENT TYPE: REGULAR TITLE

1ST LIEN DATE: 12/08/2005
XEROX FEDERAL CU
2200 EAST GRAND AVE
EL SEGUNDO, CA 90245

CUSTOMER NAME: KATHY PIERSON
FEES ASSESSED
INQUIRY \$ 2.00
TOTAL \$ 2.00

2ND LIEN

METHOD OF PAYMENT AND PAYMENT AMOUNT:
CASH \$ 2.00
TOTAL AMOUNT PAID \$ 2.00

3RD LIEN

DEFEASE OF LIEN INFORMATION

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

hereby authorize Anthony XEROX Federal Credit Union

[Redacted] 1 Segundo CA [Redacted]
(Lien holder Address) (Lien holder Phone Number) 1800-XFCU-222

to release any and all information regarding my loan account # [Redacted]

with XEROX Federal Credit Union
(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 5-7-07

VEHICLE INFORMATION

The current vehicle mileage is 22282 Date mileage read: 5-7-07

[Signature]
Signature

Signature

LG0005
V6302004



103175

noise

373417

INVOICE



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

THE COLONY, TX
 HOME [REDACTED] BUS:

SERVICE ADVISOR: 2912 MATTHEW CALVERT

YEAR	MAKE	MODEL	VIN	LICENSE	MILEAGE	TRC	
06	PONTIAC	G6	1G2ZG558364		9109/9109	T201	
DEL DATE	PROG DATE	WARD EXP	PROMISED	PO NO	DATE	PAYMENT	
08DEC05	IS		19:18	14AUG06		CASH	
R.O OPENED	READY	OPTIONS:	STK:264070 DLR:21099 ENG:LX9 TRN:MR0				
13:12	14AUG06	17:21	14AUG06				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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
 2912 PAUL JOHNSON LIC#: THANK YOU
 WP4
 FC: 95
 PART#: 15991310
 COUNT: 14
 CLAIM TYPE:
 AUTH CODE:
 VP:

9109 RATTLING NOISE IN THE ROOF AREA SUNROOF RATTLING B2780 LABOR 3.8
 REPAIR SUNROOF REP DOC ID 1032371

B RENTAL
 CAUSE: F
 SUB REPAIR COMPLETED TO SPECIALTY SHOP
 999 DELL (PDI) LIC#: THANK YOU!
 WP4
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

CUSTOMER STATES THAT THE PASS SIDE AIR BAG LIGHT FELL OUT OF THE
 DASH CHECK AND REPORT

C8873 INSTRUMENT PANEL INFLATABLE RESTRAINT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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

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

CUSTOMER SIGNATURE

103175

noises

376649

INVOICE



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

PAGE 1

SERVICE ADVISOR: 2957 KENNETH NIGO

THE COLONY, TX
 HOME: [REDACTED] BUS:

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
06	PONTIAC G6	1G2ZG558364		12185/12185	T109	
DATE	FROM DATE	WHIC EXP	PROMISED	RATE	PAYMENT	INV DATE
08DEC05	IS		19:24	16OCT06	CASH	16OCT06
OPTIONS: STK:264070 DLR:21099 ENG: LX9 TRN: MXXO						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

10:48 (16OCT06) 18:18 16OCT06
 CUSTOMER STATES HEAR 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

CAUSE: F
 C3128 HEADLINING ASSEMBLY ONE PIECE BAR OR REPLACE
 2916 PAUL JOHNSON LIC# THANK YOU (N/C)
 WP4

12:185 RATTLE NOISE COMING FROM ROOF AREA WHEN TURN ROADS LOOSE SUNROOF CROSS MEMBER C3128 LABOR 1.8 REMOVE HEADLINER. RESECURE REAR SUNROOF CROSS MEMBER. REINSTALL HEADLINER. RECHECK FOR NOISE

CUSTOMER STATES THAT WINDOW LOCK SWITCH DOES NOT LOCK THE OTHER WINDOWS. CHECK AND REPORT

CAUSE: F
 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
 2916 PAUL JOHNSON LIC# THANK YOU (N/C)
 WP4

FC PARTS COUNT
 CLAIM TYPE:
 AUTH CODE:

12:185 WORKING AS DESIGNED. SEE ADVISOR

CVT \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
 BBW \$9.95 LOF - CHANGE OIL AND FILTER ONLY WITHOUT FREE TIRE ROTATION
 2964 RIVERA, FERNANDO LIC#: 1234567

1 25010792 FILTER	3.55	3.55	3.55
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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.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	This factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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(s).	LABOR AMOUNT		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

103175

noises

381145



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. 135 E
 CARROLLTON, TX 75007
 (972) 242-4000

95

THE COLONY, TX
 HOME [REDACTED] BUS:

INVOICE

PAGE 1

SERVICE ADVISOR: 3004 KEITH WIEDMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		17743/17743		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08DEC05 IS			18:36 18JAN07			CASH	19JAN07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
14:28 (18JAN07)	14:14 19JAN07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THERES A POPING NOISE IN THE HEADLINNER
 CAUSE: F
 B2780 HOUSING ASSEMBLY, SUNROOF (MODULE) REPLACE
 2576 WP4 (N/C)

17743 SUN ROOF CREEKING AT MOUNTING SCREWS AND AT FRONT TWO CORNERS
 WHERE HEADLINING WAS RUBBING SUNROOF HOUSING. B2780-3.8 TEST DROVER AND
 TRACED NOISES. REMOVED AND FOUND MILAR WASHERS ON MOUNTING BOLTS 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.

B CUSTOMER STATES THERES A NOISE IN THE DASH WHEN THE HEAT IS ON
 CAUSE: F
 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME
 2576 WP4 (N/C)

17743 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM
 CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS
 DESIGNED AT TIME OF CHECK OUT.

C GM MULTI-POINT VEHICLE INSPECTION
 MULT GM MULTI-POINT VEHICLE INSPECTION
 2576 CT 0.00 0.00

17743 COMPLETED.

D** CUSTOMER IN RENTAL CAR FOR **CUSTOMER SATISFACTION**
 CAUSE: F
 Z7901 1 DAY RENTAL CAR BULLETIN 93-WA-1
 2576 WP4 (N/C)

FC: PART#: COUNT:
 CLAIM TYPE:

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
	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		
		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
		PLEASE PAY THIS AMOUNT		

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

CUSTOMER SIGNATURE

CUSTOMER

rattling noises
&
stirring
WORK same invoice
 ACCOUNTING
 FACE 2

VISTA RIDGE
 PONTIAC BUICK GENUINE
 2700 N. I-35 E
 CARROLLTON, TX 75007
 (972) 242-5000

103175

00101

THE COLONY, TX

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

40 40	06	PONTIAC G6	1G22G558364	18621/18621	TP13
06DEC05 IS	13:00	12FEB07	CASH	01MAR07	
OPTIONS:			STK:264070 DLR:21099 ENG: LX9 TRN: MX0		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
2576	WP4			0.00	0.50	1200	3801				(N/C)
						1680	5321				TLABOR

WEATHERSTRIP CHECKING AT TOP OF DRIVERS DOOR BEHIND TEST DRIVE AND NO ABNORMAL NOISES HEARD FROM SUNROOF. DID HEAR CREAKING NOISE FROM TOP OF DRIVERS DOOR. ENGINE OIL WAS RECENTLY CHANGED AND COATED WITH OIL WEATHERSTRIP LUBRICANT. TECH ASSIST CALLED BACK ON CASE #9444200. I UPDATED THEM WITH CURRENT COMPLAINT AND FINDINGS ON SUNROOF THAT CURRENT NOISE HEARD WAS FROM DRIVERS DOOR OPENING WEATHERSTRIP. TEST DRIVE AT 40 MPH AND NO ABNORMAL NOISES HEARD. C CST STS THAT THERE IS A WIERD NOISE WHEN HEATER IS ON.

UPD UNABLE TO DUPLICATE AT THIS TIME

5	10801210	GASOLINE	1075	1500	0	3.00	3.00			15.00	15.00
---	----------	----------	------	------	---	------	------	--	--	-------	-------

CHEK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS NORMAL AT TIME OF CHECK OUT.

D** TOW IN

T2020	TOWING			0	0	0	0				(N/C)
				0	0	0	0				TLABOR

2576	WP4			0.00	1.70	4080	12923				(N/C)
						20463	28648				TPARTS

ON BEHALF OF SERVING 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 HAS BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty covers all of the warranties with respect to the sale of this vehicle. The dealer hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose. Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this hardware.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

car towed in, car in shop for 30 days
5 days after car worked on

103175

381632



VISTA RIDGE
 PONTIAC - BUICK - GMC TRUCK
 2700 N. I.35 E
 CARROLLTON, TX 75007
 (972) 242-4000

Called to new stirring / noises

THE COLONY, TX
 HOME [REDACTED] BUS:

INVOICE

PAGE 1

SERVICE ADVISOR: 2957 KENNETH NIGO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364		18298/18298		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05	IS		10:18 30JAN07			CASH	05FEB07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUST STATES HEAR A RATTLE NOISE COMING FROM THE SUNROOF AROUND THE DRIVER SIDE VISOR							
CAUSE: F							
NC NO CHARGE							
				2576	WP4		(N/C)
				2	KT13296	BRS SHEET	(N/C)

18298 HOUSING RUBBINH HEADLINING AND WEATHERSTRIPS BETWEEN GLASS PANELS CREEKING. INSTALLED FELT PATCHES AND LUBED SEALS. CALLED TECH ASSIST AND STARTED CASE#9444200.

B CUST STATES #1 FRNT PANEL HAS EXCESS WIND RUSH NOISE AT 60MPH, VERIFY BY RANDY FREEBORN							
CAUSE: F							
B2770 SEAL, SUNROOF SLIDING GLASS REPLACE							
				2576	WP4		(N/C)
				1	15291339	F-SEAL	(N/C)

18298 SUNROOF SEAL NOT SEALING. B2770-1.4 REPLACED WITH UPDATED SEAL PER BULLETIN #05-08-67-014E.

C CUST STATES HEAR A POP NOISE, WHEN YOU TURN THE STEERING WHEEL BACK AND FORTH, ALSO WHEN TURNING STEERING WHEEL GETS REALLY HARD EITHER DIRECTION. WHILE DRIVING VEHICLE PULLS TO THE RIGHT							
CAUSE: F							
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE							
				1191	WP4		(N/C)
				1	15858368	GEAR	(N/C)

18298 STEERING GEAR POPPING E9740 ,A9 ,A10 1.9 HRS. DROVE VEH. HEARD AND FELT POPPING IN STEERING WHEN TURNING , LIFTED VEH. UP TO CK. FRONT

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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		PARTS AMOUNT		
		GAS, OIL, LUBE		
		SUBLET AMOUNT		
		MISC. CHARGES		
		TOTAL CHARGES		
		LESS INSURANCE		
		SALES TAX		
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER

103175

*Steering
wheels*

381632



VISTA RIDGE
PONTIAC - BUICK - GMC TRUCK
2700 N. I.35 E
CARROLLTON, TX 75007
(972) 242-4000

INVOICE

PAGE 2

SERVICE ADVISOR: 2957 KENNETH NIGO

THE COLONY, TX
HOME [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
40 40	06	PONTIAC G6	1G2ZG558364 [REDACTED]		18298/18298	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
08DEC05 IS			10:18 30JAN07			CASH	05FEB07
R.O. OPENED	READY	OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRN:MX0					
13:36	29JAN07	15:44	05FEB07				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 SUSP. AND STEERING SYSTEM FOUND PLAY IN STEERING GEAR CAUSING POPPING ,
 REPLACE STEERING GEAR , REMOVE BOTH OUTER TIE RODS FROM OLD GEAR TO
 INSTALL ON NEW STEERING GEAR , SET FRONT TOE CK. FOR BULLETINS , FOUND
 BULLETIN # 06-02-32-007

D CUST STATES WHEN THE BLOWER MOTOR IS ON AND HEATER IS ON, HEAR LIKE A
 CLATTERING/THUMPING NOISE COMING FROM THE BLOWER MOTOR AREA

CAUSE: F
 NPF VEHICLE WORKING AS DESIGNED AT THIS TIME

2576 WP4 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

18298 UNABLE TO DUPLICATE AT THIS TIME TO FIND CAUSE. PERFORMED SYSTEM
 CHECK. CHECKED AND NO BULLETIN FOUND FOR CONCERN. VEHICLE OPERATING AS
 DESIGNED AT TIME OF CHECK OUT.

E** CUSTOMER IN RENTAL CAR FOR **CUSTOMER SATISFACTION**

CAUSE: F
 Z7907 CUSTOMER IN RENTAL VEHICLE DUE TO PARTS
 DELAY

999 DELL (PDI) LIC#: THANK YOU!
 WP4 (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE:
 AUTH CODE:

SUBL ENTERPRISE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

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

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

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

CUSTOMER SIGNATURE

CUSTOMER

103175

Steering wheel

ACCOUNTING

VISTA RIDGE

2700 N. I 35 E
CARROLLTON, TX 75007
(972) 242 4000

THE COLONY, TX
HOME
BUS:

PAGE 1

SERVICE ADVISOR: 2716 DIEGO MARTINEZ

40 40	06	PONTIAC 06	1G2ZG558364	18621/18621
06DEC05 IS	13:00	12FEB07	CASH	01MAR07
OPTIONS: STK:264070 DLR:21099 ENG:LX9 TRNTPXU				

16:40	08:39	01MAR07
-------	-------	---------

LINE	OPCODE	TECH	TYPE	A/HR3	S/HR3	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

CAUSE: F											
E7631 MOTOR AND CONTROLLER ASSEMBLY ELECTRONIC											
POWER STEERING REPLACE											
1	15775370	MOTOR				18859	26401	0			(N/C)
						7800	29648	FLABOR			

18621 ROAD TESTED VEH. AND FELT STIFF STEERING IN BOTH DIRECTIONS. B7631 { STEERING MODULE } E9740 { STEERING GEAR } E2000 { TOE SET } BRAKE AND TOE SET TWICE DUE TO GEAR SWAP FROM STOCK UNIT. ROAD TESTED VEH. AND VERIFIED STIFF STEERING IN BOTH DIRECTIONS. RATTLES VEH. AND INSPECTED FOR POSSIBLE DAMAGE AND POSSIBLE MTS-ALIGNMENT OF STEERING SHAFT BOOT AND SEEN NO PROBLEMS CHECKED SI FOR POSSIBLE BULLETS AND FOUND NONE. CONTACTED TAC AND SPOKE TO DAVID LEHMAN . WAS INSTRUCTED SINCE NO DTC CODES STORED TO REPLACE STEERING COLUMN . TAC INSTRUCTED TO REPLACE STEERING MODULE AFTER APPROVAL FROM G.M. REP JOHN JACOBS . ROAD TESTED VEH. AGAIN AND DID NOT CHANGE CONDITION . CALLED TAC AGAIN AND SPOKE TO DAVID AGAIN . AND WAS INSTRUCTED TO REPLACE STEERING COLUMN MODULE . REPLACE STEERING COLUMN MODULE . AND ROAD TESTED VEH. AGAIN AND STILL NO CHANGE IN STEERING . CALLED TAC AGAIN AND SPOKE TO DAVID AND WAS TOLD TO CONTACT ZONE REP FOR FURTHER ACTION . DAVID JOHN JACOBS AND WAS TOLD TO SWAP GEAR WITH KNOWN GOOD STOCK UNIT . RAISED VEH. AND STOCK UNIT AND SWAPPED GEARS . ROAD TESTED VEH. WITH BRENT ALYEA AND FELT NO BINDING OR STIFF STEERING . WAS DAV ID LEHMAN EXT #59031 . CONTACTED TAC AGAIN AND SPOKE TO DAVID AGAIN . WAS TOLD TO CONTACT ZONE REP FOR FURTHER ACTION .

CAUSE: F											
CLOSE WEATHERSEAL FROM DOOR OPENING LEFT ALIGN											
OR REPLACE											
1	3634770	LUBRICANT				3124	4374	0			(N/C)

ON BEHALF OF SERVING 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 ABUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING 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 merchandise. 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 merchandise.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
SALES TAX			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	



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

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: [REDACTED]
Service Request: 71-474864281
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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



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

Client's Signature

Client's Signature

Date

Date



RELEASE OF CLAIM

I, [REDACTED] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$ 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 1G2ZG558364 [REDACTED] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 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 _____ on the date of the signing of this release.

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

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

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

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____,
20____, by Anthony Carniero.

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



General Motors Corporation
Attn: Brion Stevens / Brc
PO Box 33170
Detroit MI 48232-5170



\$0.41 **US POSTAGE**
FIRST-CLASS MAIL
MAY 31 2007
Mailed from ZIP 75201



63033

endicia.com/mac

071M00597536

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: [REDACTED]
2006 PONTIAC G6
VIN: 1 G 2 Z G 5 5 8 3 6 4 [REDACTED]
Service Request: 71-474864281

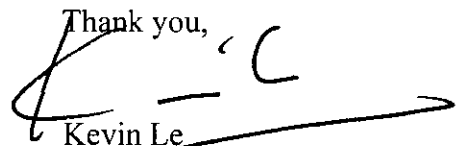
Dear Mr. Stevens:

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, [REDACTED] 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



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

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:

[REDACTED]
Service Request: 71-474864281
2006 Pontiac G6
Vehicle Identification Number: 1G2ZG558364 [REDACTED]
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 [REDACTED]. 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



GMC



Oldsmobile



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

December 8, 2010

[REDACTED]
Kokomo, IN [REDACTED]

Service Request: 71-479004728
Customer Relationship Specialist: Clint Rodreick

Dear [REDACTED]:

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

[REDACTED]
Kokomo, IN [REDACTED]

Service Request: 71-479004728
Customer Relationship Specialist: Heather Heard

Dear [REDACTED]:

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

[REDACTED]
[REDACTED]
Kokomo, IN [REDACTED]

Service Request: 71-479004728
Customer Relationship Specialist: Amanda Mollett

Dear [REDACTED]:

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

[REDACTED]
Saint Louis, MO [REDACTED]

Service Request: 71-483600316

Customer Relationship Specialist: Henry Starling Jr

Dear [REDACTED]:

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH578464 [REDACTED] 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.

Privileged and Confidential Information

Case Assessment By:Henry Starling		Siebel/CARS Request #:71-483600316	
Customer Name: [REDACTED]			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:21,000
Veh ID #:1G2ZH578464 [REDACTED]	In Service Date:7/16/2005	Purchased:New	If used:
What is the customer seeking?Repurchase			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Driver side speaker

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

Date	RO#	Mileage	Days Out	Description of Repair
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:

Date	RO#	Mileage	Days Out	Description of Repair
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:

Date	RO#	Mileage	Days Out	Description of Repair

Team Manager Approval:

Date:

Privileged and Confidential Information

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: sunvisor

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

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:

Date	RO#	Mileage	Days Out	Description of Repair
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:

Date	RO#	Mileage	Days Out	Description of Repair
09/20/2005	946904	2,393	*	Retape and secure.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: power steering

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

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:

Date:

Privileged and Confidential Information

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Wire inside driver door

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

05/03/2006	963065	10,063	*	Repair loose wire at retainer.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Screw cover on driver door handle

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

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

Team Manager Approval:

Date:

Privileged and Confidential Information

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Lock tabs at dash mount area

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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Right side pillar post

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

11/29/2006	976668	17,717	1	Ordered part, applied Velcro to dash until part arrives
12/19/2006	977927	18,241	1	Install sop.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Interior cover

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

OTHER SYMPTOM/CONCERN:

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

Team Manager Approval:

Date:

Privileged and Confidential Information

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:

Team Manager Approval:

Date:

GMPP Request for Processing

SR# 71-483600316

New/Used: New Division: Pontiac Vehicle Style: Car

Complete VIN 1G2ZH578464 [REDACTED] 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 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: 7/16/2005

Odometer reading: 21,000

Plan Purchase Date: 04/02/2007 Customer Ownership: Owner

Business Name:

Customer Name - Title: Mrs. (First - M.I. - Last): [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: St. Louis State: MO Zip: [REDACTED]

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 Division): Pontiac

Division Address: P.O. Box 33172 Detroit, MI 48232-5172

CRM (Decision Maker): Henry Starling

Team Manager / Liaison: Veronica Charles

Team CARS Site: Austin

Date: 04/03/2007

AVM Requested



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

**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:

[REDACTED]
Service Request: 71-484232448
2005 Pontiac G6
Vehicle Identification Number: 1G2ZH528254 [REDACTED]
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.

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

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

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

Sincerely,

General Motors Corporation



RELEASE OF LIEN INFORMATION

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

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

Signature

Signature

LG0006
V6302006



MOORMAN PONTIAC-GMC

400 EAST SHOUP MILL RD, DAYTON, OHIO 45415

Fax Cover Sheet

Date: 2-19-07
 Number of Pages 13
 Including coversheet

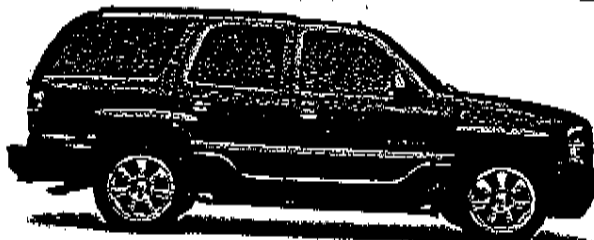
To: [REDACTED]

Phone: _____
 Fax Number: 866-592-
 CC: 1363

From: DENNIS MCKINNON

Phone: 937-913-2100 Ext.
 Fax # 937-278-6364

GMC Dealer Code 21078
 PONTIAC Dealer Code 09422
 BAC Code 115958



All repair orders for 54110214

120574

180761



INVOICE

Pontiac - GMC - Isuzu, Inc.

MORaine, OH

PAGE 1

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 198 TIMOTHY MARSHALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	PONTIAC G6	1G2ZH528254 [REDACTED]		27125/27125	[REDACTED]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17MAR05 IS			17:00 08FEB07		0.00	COUP	09FEB07

R.O OPENED	READY	OPTIONS:
08FEB07	09FEB07	STK:2117 DLR:09432 ENG:1.8 Liter_MFI 1)EASY CARE TOTAL CARE \$100.00 DEDUCT 3.17.09/60000

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES THAT VEHICLE LOOSES POWER STEERING ASSIST AT TIMES CAUSE: INTERMITTENT/INOP E7631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING - REPLACE 81 WP94 (N/C) 1 15775370 MOTOR (N/C) FC: 6D PART#: 15775370 COUNT: 1 CLAIM TYPE: AUTH CODE:							

27125 POWER STEERING ASSIST MOTOR/MODULE INOP TEST DROVE 15 MILES -
FOUND POWER STEERING ASSI ST MOTOR/MODULE INTERMITTANT INOP - REPLACED
& SETUP NEW POWER STEERING ELECTRIC ASSIST MOTOR/ MODULE ASSM.

B DRIVERS SEAT ADJUST INOP
SS ORDERED PARTS
81 ISP (N/C)

27125 DRIVERS SEAT ADJUSTER INOP ORDERED DRIVERS SEAT ADJUSTER

C	VIP LUBE, OIL AND FILTER SERVICE AND RESET OIL LIFE			
	VIPLOF VIP LUBE, OIL AND FILTER SERVICE AND RESET OIL LIFE			
	81 CPPA	15.40	15.40	
	1 25010792 FILTER	7.00	7.00	7.00
	1 OIL	7.95	7.95	7.95

27125 REQUEST VIP LOF 0.3 COMPLETED VIP LOF

D	REPLACE WIPER BLADES			
	931 REFILLS/BLADES			
	81 CPPA	0.00	0.00	

*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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

120574

180761

Moorman

INVOICE

Pontiac - GMC - Isuzu, Inc.

MORaine, OH

PAGE 2

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 198 TIMOTHY MARSHALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	05	PONTIAC G6	1G2ZH528254 [REDACTED]		27125/27125	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17MAR05 IS			17:00 08FEB07		0.00	COUP	09FEB07

R/O OPENED: 08FEB07 READY: 09FEB07 OPTIONS: STK:2117 DLR:09432 ENG:1.8 Liter MFI
 1)EASY CARE TOTAL CARE \$100.00 DEDUCT
 3.17.09/60000

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	1	15779416	BLADE		29.00	29.00	29.00
	1	15779415	BLADE		29.00	29.00	29.00

27125 REQUEST WIPER BLADES REPLACED WIPER BLADES

 E FREE GOODWRENCH MULTI-POINT VEHICLE INSPECTION
 I FREE GOODWRENCH MULTI-POINT VEHICLE INSPECTION
 81 CPPA 0.00 0.00

27125 SEE TIM M. FOR EST

 F** WARRANTY RENTAL
 CAUSE: RENTAL
 Z7903 WARRANTY RENTAL
 9999 WP94 (N/C)
 FC: 98 PART#: COUNT: 0
 CLAIM TYPE:
 AUTH CODE:
 MJ

 EST: 19.95 08FEB07 08:37 SA: 198

WE SELL GREAT CARS
 BACKED BY GREAT SERVICE
 A TRADITION SINCE 1916

CUSTOMER COPY

*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	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

120574

161222

Moorman

INVOICE

Pontiac - GMC - Dayton, Inc.

400 EAST SHOUP MILL ROAD • DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

DUPLICATE 1
PAGE 1

MORaine, OH
HOME BUS:

SERVICE ADVISOR: 279 MICHAEL A OURS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	05	PONTIAC G6	1G2ZH528254		5155/5155		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17MAR05 IS			17:00 27JUN05		0.00	COUP	01JUL2005
R.O. OPENED	READY	OPTIONS: STK:2117 DLR:09432 ENG:1.8 Liter_MFI					
27JUN05	01JUL05	1)EASY CARE TOTAL CARE \$100/00 DEDUCT 3.17.09/60181 EG4099132					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
 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
 1 15225637 MOTOR/MODULE

(N/C)
 (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 # 8280827. INSTRUCTED TO VISUALLY INSPECT ALL RELATED CONNECTORS AND TERMINAL TENSION, OK. CODE SHI CURRENT C0475. FOLLOWED TROUBLE TREE DIAG. AND REPLACED POWER STEERING MOTOR/MODULE ASM. PERFORMED STEERING SYSTEM RELEARNS AND RETEST. OPERATING AS DESIGNED AT THIS TIME.

B RENTAL
 CAUSE: RENTAL

Z7903 WARRANTY RENTAL
 9999 WP94

(N/C)

FC: 98 PART#: COUNT: 0
 CLAIM TYPE:

AUTH CODE:
 MJ

SUBL ENTERPRISE RENTAL
 WP94

(N/C)

*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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE/COUPONS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ENTERPRISE GREAT CARE
 BACKED BY GREAT SERVICE
 SATISFACTION SINCE 1936
 CUSTOMER COPY

120574

161222



INVOICE

Pontiac - GMC - Isuzu, Inc.

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

DUPLICATE 1
PAGE 2

MORaine, OH

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 279 MICHAEL A OURS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	05	PONTIAC G6	1G22H528254 [REDACTED]		5155/5155	[REDACTED]	
DEL DATE	PROD. DATE	WARH. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17MAR05 IS			17:00 27JUN05		0.00	COUP	01JUL2005

R.O. OPENED	READY	OPTIONS:
27JUN05	01JUL05	STK:2117 DLR:09432 ENG:1.8 Liter MFI 1)EASY CARE TOTAL CARE \$100/00 DEDUCT 3.17.09/60181 EG4099132

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	PASS.	CAR	6K	SERVICE	LOF, RESET OIL LIFE, INSPECT BELT, ROTATE AND ROAD FORCE BALANCE TIRES, INSPECT BATTERY, EXHAUST, UNDERBODY, LUBE HINGES, LATCHES AND WEATHERSTRIPS		
P6	PASS.	CAR	6K	SERVICE	LOF, RESET OIL LIFE, INSPECT BELT, ROTATE AND ROAD FORCE BALANCE TIRES, INSPECT BATTERY, EXHAUST, UNDERBODY, LUBE HINGES, LATCHES AND WEATHERSTRIPS		
				141 CPPA		55.90	55.90
				1 25010792 OIL FLTR	7.00	7.00	7.00
				1 OIL	7.95	7.95	7.95

EST: 69.95 27JUN05 16:41 SA: 279

WE SELL GREAT CARS
BACKED BY GREAT SERVICE
A TRADITION SINCE 1926

CUSTOMER COPY

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, OIL, 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 - Osuan, Inc.

MORAINE OH
HOME: [REDACTED] BUS:

PAGE 1

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

SERVICE ADVISOR: 210 DENNIS MCKINNON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	05	PONTIAC G6	1G2ZH528254 [REDACTED]		181/181	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17MAR2005			WAIT 17MAR05		0.00	CASH	17MAR2005
R.O. OPENED	READY	OPTIONS: STK:2117 DLR:09432 ENG:1.8 Liter MFI					
17MAR05	17MAR05						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	BATTERY WILL NOT HOLD A CHARGE						
CAUSE: F							

N0110 BATTERY ONE REPLACE
 50 WP94 (N/C)
 1 19001627 (N/C)
 FC: OJ1Q2
 PART#: 19001627
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OE

181 BATTERY WILL NOT HOLD A CHARGE REPLACE THE BATTERY TO CORRECT. CODE
 OJ1Q2-5D

WE SELL GREAT CARS
 BACKED BY GREAT SERVICE
 A TRADITION SINCE 1935

CUSTOMER COPY

*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

157219

INVOICE



Pontiac - GMC - Isuzu, Inc.

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 278 CINDY OLENDORF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	PONTIAC G6	1G2ZH528254		180/180	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
			17:00 11MAR05		0.00	CASH	11MAR2005

R.O. OPENED	READY	OPTIONS:
11MAR05	11MAR05	STK:2117 DLR:09432 ENG:1.8_Liter_MFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A BUFF, WAX AND PINSTRIPE
SS SEE STORY

336INPDC (N/C)

EST: 35.00 11MAR05 11:36 SA: 278

WE SELL GREAT CARS
BACKED BY GREAT SERVICE!
A TRADITION SINCE 1928

CUSTOMER COPY

*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

153985

INVOICE



Pontiac - GMC - Isuzu, Inc.

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 198 TIMOTHY MARSHALL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GRAY	05	PONTIAC G6	1G2ZH528254		9/9		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
			17:00 21DEC04		0.00	CASH	21DEC2004
R.O. OPENED	READY	OPTIONS: STK:2117 DLR:09432 ENG:1.8 Liter MFI					
21DEC04	21DEC04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
REPROGRAM RADIO AS PER BULLETIN							
CAUSE: YELLOW TOP							
Y0026 REPROGRAM RADIO/CD CHANGER							
60 WP94 (N/C)							
FC: 96 PART#: COUNT: 0							
CLAIM TYPE:							
AUTH CODE:							
MA							

9 PERFORMED RECALL 07111

WE SELL GREAT CARS
BACKED BY GREAT SERVICE
A TRADITION SINCE 1935

CUSTOMER COPY

*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

152977

INVOICE

Moorman

Pontiac - GMC - Osuan, Inc.

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 167 LANCE KISSEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	05	PONTIAC G6	1G2ZH528254		8/B	

DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
			17:00 23NOV04		0.00	CASH	23NOV2004

R.O. OPENED	READY	OPTIONS:	STK:2117 DLR:09432 ENG:1.8 Liter_MFI			
23NOV04	23NOV04					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TRUNK OPENS BY ITSELF-DRIVING AND AT STRT UPE

CAUSE: REPROGRAM

Y0014 REPROGRAM BCM

81 WP94 (N/C)

PC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MH

8 BULLETIN #04088 WATER INTRUSION IN DRIVERS DOOR ?? REPROGRAMED BODY CONTROL MODULE PER TSB #04088

WE SELL GREAT CARS
BACKED BY GREAT SERVICE
A TRADITION SINCE 1899

CUSTOMER COPY

*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

152857

INVOICE



Pontiac - GMC - Isuzu, Inc.

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 278 CINDY OLENDORF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
46U	05	PONTIAC G6	1G2ZH528254		7/7		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 22NOV04		0.00	CASH	22NOV2004
R.O. OPENED	READY	OPTIONS: STK:2117 DLR:09432 ENG:1.9 Liter MFI					
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 SA: 278

WE SELL GREAT CARS
BACKED BY GREAT SERVICE
A TRADITION SINCE 1938

CUSTOMER COPY

*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

150039

INVOICE



Pontiac - GMC - Osuan, Inc.

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 278 CINDY OLENDORF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
46U	05	PONTIAC G6	1G2ZH528254		6/6		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
			17:00 16SEP04		0.00	CASH	16SEP2004
F.O. OPENED		READY	OPTIONS:				
16SEP04	16SEP04		STK:2117 DLR:09432 ENG:1.8 Liter MFI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	WASH AND PAINT SEAL						
	SS SEE STORY						
	336INPDC						(N/C)

EST: 17.50 16SEP04 10:20 SA: 278

WE GIVE GREAT CARE
BACKED BY GREAT SERVICE
A TRADITION SINCE 1926

CUSTOMER COPY

*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

149935

INVOICE



Pontiac - GMC - Isuzu, Inc.

400 EAST SHOUP MILL ROAD * DAYTON, OHIO 45415
(937) 913-2100 1-800-837-3660

PAGE 1

HOME: BUS:

SERVICE ADVISOR: 484 CHERYL WITTGREVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
46U	05	PONTIAC G6	1G2ZH528254		6/6		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	RATE	PAYMENT	INV DATE
			17:00 14SEP04		0.00	CASH	15SEP2004
R.O. OPENED	READY	OPTIONS: STK:2117 DLR:09432 ENG:1.8 Liter MFI					
14SEP04	15SEP04						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PRE-DELIVERY INSPECTION						

CAUSE: F
PDI PRE-DELIVERY INSPECTION
110WPDIP (N/C)
ET ETCH
110INPDC (N/C)
SS DEFLECTOR SHIELD
110 WP94 (N/C)
FC: 99 PART#: COUNT: 0
CLAIM TYPE: I
AUTH CODE:
MG

6 PDI & ETCHING COMPLETE DEFLECTOR SHIELD INSTALLED ON SUNROOF

WE SELL GREAT CARS
BACKED BY GREAT SERVICE
A TRADITION SINCE 1954

CUSTOMER COPY

*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