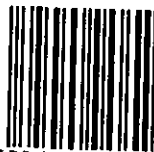


CERTIFIED MAIL™

7007 0220 0002 7407 1281



**UNITED STATES
POSTAL SERVICE**



48232

U.S. POSTAGE
PAID
CLINTON, MD
20735
SEP 04 '03
- AMOUNT

\$5.38

00069311-08

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

S.C. 552(B)(6)
SEP 06 2007

Chevrolet Motor Div
Chevrolet Customer Assistance
P.O. Box 33170
Detroit MI 48232-5170

RETURN RECEIPT
REQUESTED

[illegible]

[REDACTED]
Upper Marlboro, MD
[REDACTED]

Chevrolet Motor Division
Chevrolet Customer Assistance
PO Box 33170
Detroit, MI 48232-5170

BY CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Dear Sir or Madam,

I am writing to notify you of the problems I have had with my 2006 Chevrolet Malibu, VIN #1G1ZT53896F [REDACTED] pursuant to Maryland's Automotive Warranty Enforcement Act, Md. Code Ann., Com. Law II, §14-1501 et seq.

I purchased my car from Ken Dixon Automotive on May 19, 2006. Approximately nine months later, I began having trouble with the power steering. I took my car back to the dealer on February 22, 2007, July 18, 2007 and currently September 2, 2007 to have this problem corrected but to date, the dealer has been unable to do so. Thus far, my car has been out of service for a total of 6 days and the dealership has attempted to repair this problem 2 times. Attached are copies of the repair orders that document the dealership's attempts to repair my car.

This problem substantially impairs both the use and value of my car. Therefore, unless you are able to correct this problem within 30 days of your receipt of this letter, I request that you replace my vehicle under the provisions of Md. Code Ann., Com. Law II, §14-1502.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make the necessary repairs.

Sincerely
[REDACTED]

Enclosures



Ken Dixon AUTOMOTIVE



CHEVROLET CADILLAC HONDA HYUNDAI



HYUNDAI



2298 Crain Hwy. • Waldorf, Maryland 20601-3145

www.kendixon.com

301-645-7000

301-843-8700

301-884-2171

88896

INVOICE TO: [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W06064
[REDACTED] AMBERS
UPPER MARLBORO MD [REDACTED]
CELL: [REDACTED] WORK: [REDACTED]
FOR OFFICE USE VEHICLE INFORMATION
TAG: [REDACTED] ADV: 714 CANNON, R INVOICE: QUOTE WAR W C5 VIN 1G1ZT538967 [REDACTED] LICENSE NUMBER: [REDACTED]
TAX RULES: YNNN INVOICED: 09/04/2007 08:00:06 06 CHEVROLET MALIBU LT 4DR SDN PURPLE
ODOMETER IN: 20016 DIST: 1G1 STOCK# 00061023
DATES BEGIN: 07/18/07 DONE: 07/19/07 DATES INSERVICE: 051906 SOLD: 051906
*** QUOTE AFTER FINAL BILL ***

CONCERN 24* TRANSPORTATION---RENTAL

CAUSE 0

CORRECTION RENTAL CAR

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

RENTAL BUDGET 215444

OPERATION

TECH

HOURS

AMOUNT

RENTAL

997

.0

.00

FACTORY TECH: 997 - GENERAL, SUBLET

CC : BB

FAIL CODE : BB

LINE AUTH: C5 071907 12:46

SUBTOTAL

MISCELLANEOUS

74.00

TYPE: W

LINE FLAGS: NOS

TOTAL CHARGE FOR CONCERN

74.00

CONCERN 51 CUSTOMER STATES POWER STEERING WONT STEER

CAUSE OPEN

CORRECTION REPLACE STEERING MOTOR

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

000 025805894

MOTOR

1

198.38

198.38

PARTS: COUNT 1

FACTORY TECH: 877 - POLO, MARK E

CC : OG

FAIL CODE : 6C

LINE AUTH: C5 071907 11:25

OPERATION

TECH

HOURS

AMOUNT

E7631

877

1.3

111.38

SUBTOTAL

PARTS

277.73

LAB-MECHANICAL

111.38

TYPE: W

TOTAL CHARGE FOR CONCERN

389.11

REPRINTED 1 TIMES

COPY

PAGE 1

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

WARRANTY



Ken Dixon AUTOMOTIVE



CHEVROLET CADILLAC HONDA HYUNDAI



HYUNDAI



2298 Crain Hwy. • Waldorf, Maryland 20601-3145

www.kendixon.com

301-645-7000

301-843-8700

301-884-2171

INVOICE TO: SKEEFORD, [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W06064
FOR OFFICE USE: SKEEFORD, [REDACTED] VEHICLE INFORMATION
TAG: [REDACTED] ADV: 714 CANNON, INVOICED: 09/04/2007 08:00:06 C5 06 MALIBU PURPLE LICENSE NUMBER: [REDACTED]
*** QUOTE AFTER FINAL BILL ***

SUMMARY OF CHARGES FOR INVOICE W06064
PARTS 277.73
LAB-MECHANICAL 111.38
MISCELLANEOUS 74.00
TOTAL CHARGE 463.11

PAYMENT DISTRIBUTION FOR INVOICE W06064
TOTAL CHARGE 463.11
FAC WARRANTY 463.11

LAB RATE: 43.00- 175.00

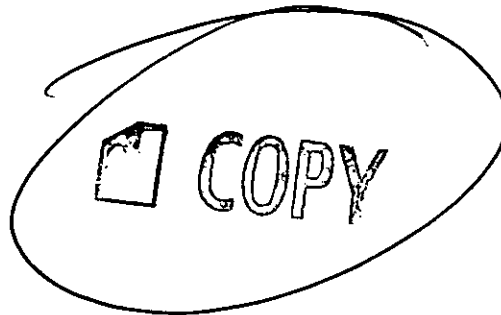
IF YOU HAVE ANY QUESTIONS - PLEASE SEE RAYMOND I CANNON

PARTS GUARANTEED 12MO 12,000 MILES

SERVICE HOURS MON-FRI 7:30-6:00 SAT 7:30-1:00

REPRINTED 1 TIMES

PAGE 2
LAST PAGE



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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

WARRANTY

GM SERVICE

67199910E

69:10 / 002/00/00



Ken Dixon AUTOMOTIVE



CHEVROLET CADILLAC HONDA HYUNDAI



HYUNDAI



2298 Crain Hwy. • Waldorf, Maryland 20601-3145

www.kendixon.com

301-645-7000

301-843-8700

301-884-2171

89898

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W86442
[REDACTED] SEEKERD JENNIFER CHAMBERS
UPPER MARLBORO MD [REDACTED] UPPER MARLBORO MD [REDACTED]
CELL: [REDACTED] WORK: [REDACTED] CELL: [REDACTED] WORK: [REDACTED]
FOR OFFICE USE VEHICLE INFORMATION
TAG: 1404 ADV: 622 SHANNON, INVOICE: PRELIM WAR W W1 VIN 1G1ZT53896F [REDACTED] LICENSE NUMBER: [REDACTED]
TAX RULES: YNNN INVOICED: 02/28/2007 12:31:00 06 CHEVROLET MALIBU LT 4DR SDN PURPLE
ODOMETER IN: 12874 DIST: 1G1 STOCK# 00061023
DATES BEGIN: 02/22/07 DONE: 02/28/07 DATES INSERVICE: 051906 SOLD: 051906

CONCERN 30* CUSTOMER STATES TRANSPORTATION---RENTAL OPERATION TECH HOURS AMOUNT
CAUSE RENTAL CAR RENTAL 457 .0 .00
CORRECTION RENTAL CAR
PART NUMBER PO# NOTE DESCRIPTION QTY SELL
ENT BUDGET 213319 4 37.00 148.00
FACTORY TECH: 457 - LUSBY, MICHAEL
CC : XX FAIL CODE : XX
SUBTOTAL
SUBLET REPAIRS 148.00
TOTAL CHARGE FOR CONCERN 148.00
TYPE: W LINE FLAGS: NOS

CONCERN 51 CUSTOMER STATES THE VEHICLE LOOSES POWER STEERING AFTER DRIVING FOR AWHILE OPERATION TECH HOURS AMOUNT
CAUSE AFTER HOT POWER ASSIST NOTORAMP DRAW HIGH OUT OF SPECS MOTOR SHORTED. E7631 457 1.1 94.25
CORRECTION REPLACED POWER ASIST MOTOR, PERFORMED MODULE SETUP -OK.
PART NUMBER PO# NOTE DESCRIPTION QTY SELL
000 015775370 MOTOR 1 188.58 188.58
PARTS: COUNT 1
FACTORY TECH: 457 - LUSBY, MICHAEL
CC : OG FAIL CODE : 6G
SUBTOTAL
PARTS 264.01
LAB-MECHANICAL 94.25
TOTAL CHARGE FOR CONCERN 358.26
TYPE: W

CONCERN 52 CUSTOMER STATES THE TRANS IS JERKING WHEN VCHANGING GEARS OPERATION TECH HOURS AMOUNT
CAUSE SCAN SYSTEM NO CODES STORED. J6355 457 .7 59.98
PAGE 1

ON LINE SERVICE INVOICING BY UC8 1879

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

WARRANTY



Ken Dixon AUTOMOTIVE



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HYUNDAI



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www.kendixon.com

301-645-7000

301-843-8700

301-884-2171

89886

INVOICE TO [REDACTED] DRIVER/OWNER INFORMATION -- INVOICE: W86442
FOR OFFICE USE VEHICLE INFORMATION
TAG: [REDACTED] ADV: 622 SHANNON, INVOICED: 02/28/2007 12:31:00 W1 06 MALIBU PURPLE LICENSE NUMBER: [REDACTED]

CORRECTION REFLASH PCM UPDATED SOFTWARE- ROADTESTED OK AT THIS TIME- PROGRAMED CODE 10F54.

FACTORY TECH: 457 - LUSBY, MICHAEL
CC : OT

FAIL CODE : 3L

TYPE: W

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W86442

PARTS	264.01
SUBLET REPAIRS	148.00
LAB-MECHANICAL	154.23
TOTAL CHARGE	566.24

----- SUBTOTAL -----	
LAB-MECHANICAL	59.98
TOTAL CHARGE FOR CONCERN	59.98

PAYMENT DISTRIBUTION FOR INVOICE W86442	
TOTAL CHARGE	566.24
FAC WARRANTY	566.24

LAB RATE: 43.00- 175.00

AUTO AWARDS

IF YOU HAVE ANY QUESTIONS - PLEASE SEE CHARLES SHANNON

PARTS GUARANTEED 12MO 12,000 MILES

SERVICE HOURS MON-FRI 7:30-6:00 SAT 7:30-1:00

PAGE 2
LAST PAGE

COPY

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE X

WARRANTY

ON LINE SERVICE INVOICING BY UCS 1979

December 30, 2010

[REDACTED]

Upper Marlboro, MD [REDACTED]

Service Request: 71-553193994

Customer Relationship Specialist: Melissa Tobin

Dear [REDACTED]

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

Because you are a loyal Chevrolet customer, we are providing you with one complimentary maintenance service visit, not to exceed \$200.00. Present to any Chevrolet dealer for redemption.

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

Complimentary other

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.

ATTN. ^{00:48} (mm-ss):
CASE# 142998



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

Friday, December 07, 2007
Patricia and Morris Green Jr
4726 GAVLICK FARM
SAN ANTONIO, TX 78244

Trade Settlement Letter

Subject: Repurchase of 2006 Pontiac G6
VIN: 1G2ZG558X64 [REDACTED]
Ref SR: 71-565063809 V-142998

Dear [REDACTED]

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN 1G2ZG558X64 [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Pontiac customer, Pontiac will assist you into a 2007 Pontiac G6, VIN 1G2ZC58B274 [REDACTED] Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 12/24/2007

Lien Payoff	\$22,257.94
Sales Tax	\$208.94
Usage/Depreciation	\$3,384.00
Less Downgrade	\$41.00

Total Customer Responsibility **\$25,809.88**

****TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW****

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 x1192 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date 12-8-07

Customer's and Co-Customer's Printed Name(s) 12-8-07

The requirements of the trade repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ A **"Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).



STANDARD TRADE REPURCHASE WORKSHEET

File Number

71-565063809

Customer Name

Worksheet filled out by:

Aaron Pearsall

Old Vehicle VIN:

1G2ZG558X64

New Vehicle VIN:

1G2ZG58B274

Date:

December 4, 2007

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$18,369.65	G	(18419.65-50)	
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$0.00	N		
State Inspection & Deputy Fee	\$28.75	E	(23.75+5)	
Reg./Lic./Title Fees (opt)	\$105.30	R	(72.3+33)	
Taxes Reimbursed on old vehicle	\$0.00	A		
Doc Fee	\$50.00	L		
Inventory Tax	\$44.31	M	(18369.65*0.002412)	
Items below not shown on new Bill of Sale			O	
Cost to transfer Aftermarket Items	\$0.00	T		
Unused portion of non-GMPP	\$0.00	O		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$0.00			
Total Replacement Price	\$18,598.01			
State Sales Tax	\$208.94		(18369.65-14985.65)*0.0625	
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
Items below contribute to trade-in allowance			O	
Usage/Depreciation	\$3,384.00	M		
Damage	\$0.00	E		
MSRP Upgrade	\$0.00	R	Old 20190.00	
MSRP Downgrade (deducted)	\$41.00		New 20149.00	
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
Total Customer Cost	\$3,551.94			
Trade Repurchase Amount	\$15,255.01			
Attorney Fees	\$0.00			
Total Repurchase Amount	\$15,255.01			
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$22,257.94		Lien w/ Nuvel Financial Services Corp	
Good Through (12/24/07)				
Dealer Due to GM	\$7,002.93			
GM Due to Dealer	NA		Authorized Signature	Date
NADA (Legal Only)	\$0.00		**This is a "work in process" until approved	
Est. Auction Price (Legal Only)	\$0.00		by a Authorized Representative**	
Projected (Loss)	-\$15,255.01		(Repurchase Group Only)	

BILL OF SALE	
Purchase Price (New Unit)	\$18,369.65
State Sales Tax	\$208.94
State Inspection & Deputy Fee	\$28.75
Reg./Lic./Title Fees (opt)	\$105.30
New Aftermarket Items	\$0.00
Inventory Tax	\$44.31
Doc Fee	\$50.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$18,806.95
Trade-In Allowance	\$15,026.65
Loan Payoff	\$22,257.94
Net Allowance	-\$7,231.29
Cash on Delivery (Paid by GM)	\$228.36
Total Balance Due	\$25,809.88
Amount to Dealer for additional Fees	\$0.00
<u>New Vehicle VIN:</u>	
1G2ZG58B274 [REDACTED]	
Form Rev 11/11/2005	

DEAL NO. 172739
RED MCCOMBS SUPERIOR PONTIAC-GMC
4800 N.W. LOOP 410
SAN ANTONIO TX 78229
(210) 684-7440 FAX(210)684-6139

REGISTER TO:

ADDRESS:

CITY: SAN ANTONIO

STATE: TX

ZIP:

PHONE HOME:

BUS:

E-MAIL ADDRESS:

DATE	SALESMAN	YEAR	MAKE	MODEL	COLOR	KEY #	STOCK NO.
12/10/07		2007	PONTIAC	G6	EMERALD GRN	ME60376	750770
VEHICLE I.D. NUMBER		LICENSE	EXPIRES	VALID NUMBER	MILEAGE	DELIVERY DATE	
-4-6-2-7-6-5-8-R-2-7-4						12/10/07	

BASE PRICE OF VEHICLE

SALE PRICE OF VEHICLE AS DESCRIBED

18369.65

OPTIONAL EQUIPMENT

TRADE ALLOWANCE

15026.65

FACTORY WARRANTY BEGINS
XXXXXXXXXXXXXXXXXXXX

DATE

N/A

FACTORY WARRANTY ENDS
R XXXXXXXXXXXXXXXX
MILES

DATE

N/A

TRADE DIFFERENCE / NET SALE PRICE

3348.00

DEALER'S INVENTORY TAX

44.31

STATE SALES TAX

208.94

DOCUMENTARY FEE

50.00

LICENSE FEE

72.30

TITLE FEE

33.00

DEPUTY FEE (IF APPLICABLE)

5.00

STATE INSPECTION FEE

23.75

SUB-TOTAL

3780.30

TRADE-IN PAYOFF (IF ANY)

22257.94

TOTAL CASH PRICE

26038.24

EXTENDED SERVICE AGREEMENT

N/A

REBATE (IF ANY)

N/A

* CASH DOWN PAYMENT

228.36

UNPAID BALANCE DUE AT DELIVERY

25809.88

* If full or partial payment is made by check which is subsequently dishonored, it is agreed that this dealership has the right to repossess the automobile and pursue any and all available legal remedies that it may have. Further, in the event that the check is dishonored, this dealership may retain title to the vehicle purchased through issuance of such a check until full payment is received or the dishonored check.

NOTICE TO CREDIT BUYER

If this order involves credit, this form shall authorize the seller to secure any and all information from any source to determine the credit worthiness of the purchaser. No other contractual relationship is created hereby. Full disclosure required by law will be made prior to consummation of a credit transaction by purchaser's execution of an installment Sale Contract.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer.

RED MCCOMBS SUPERIOR PONTIAC-GMC

The Seller,

Texas hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes, nor authorizes any other person to assume for it, any liability in connection with the sale of said products. However, if a written warranty is given by Dealer or Purchaser buys an extended warranty or service contract from Dealer, then Dealer's obligations with respect to the vehicle are limited to (1) the obligations provided in the warranty, extended warranty or service contract; and (2) IF ANY IMPLIED WARRANTIES ARISE IN CONNECTION WITH THE TRANSACTION, INCLUDING THE WARRANTY OF MERCHANTABILITY, THEN SUCH IMPLIED WARRANTIES ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTY, EXTENDED WARRANTY, OR SERVICE AGREEMENT SUPPLIED BY DEALER. (Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.)

BEXAR

TOTAL CASH SALE PRICE IS PAYABLE IN

COUNTY, TEXAS

Purchaser agrees that this Order cancels and supersedes any prior agreement and comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR ITS AUTHORIZED MANAGEMENT REPRESENTATIVES AND IN THE EVENT OF A CREDIT SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREON IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. PURCHASE ORDER NOT VALID IF NOT EXECUTED AND FUNDED IN FULL WITHIN 7 DAYS FROM ACCEPTANCE BY THE DEALER.

Contractual Disclosure Statement for Used Vehicle Only:

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contran provisions in the contract of sale.

Declaracion de Divulgacion de Contrato para la Venta de Vehiculos Usados Solamente:

La informacion que ve en la forma en la ventana de este vehiculo es parte de este contrato. Informacion contenida en esta forma anula provisiones contrarias en el contrato de venta.

Purchaser, by execution of the Order, acknowledges that he/she has read the terms and conditions and has received a true copy of this order.

RED MCCOMBS SUPERIOR PONTIAC-GMC

ACCEPTED BY:

PURCHASER'S SIGNATURE

Voluntary Repurchase

☐ **BBB Case** **Trade**

COMPLIANCE DATE: **1/23/08**

ADR REQUEST NUMBER: **71-565063809**

CUSTOMER NAME: 

LAST SIX OF VIN: 

ADR CRS: LU'ANDREA DUDLEY **EXT.: 11054**

DVM: CARMALETA MCKINNIS-WILLIAMS **PHONE: 972075-8154**

DATE ACCEPTANCE RECEIVED: **11/08/07**

NUMBER OF DAYS FOR COMPLIANCE: **45 DAYS**

TEAM LEAD'S SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

ADR REPURCHASE CHECKLIST

Once completed, this document should be attached to the SR.

- ☒ Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- ☒ PRA FORM (Voluntary Repurchase only)
- ☒ Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- ☒ Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
- ☒ Incentive Acknowledgement Form
- ☒ Signed Bill of Sale on original vehicle
- ☒ Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA
- ☐ Agreement to Arbitrate (For CA cases, attach the CCF)
- ☐ Repair Orders (**KY and FL only**)
- ☐ Invoice for any conversion package (**if applicable**)
- ☐ Receipts for any after-market items (**if applicable**)
- ☒ BBB ruling/lemon law ruling and/or BBB settlement letter (**if applicable**)
- ☐ Signed customer acceptance of decision for Mandatory Repurchases
- ☒ Financial Institution information including: account #, phone # & Institution name
- ☒ Overallowance/Incentives/Negative Equity Form
- ☒ ACV on trade-in documented
- ☐ Copy of the Customer Claim Form (CCF) only on Mandates
- ☐ Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #



Reacquired Vehicle Disclosure Center

Case Number: 142998**Originator Name:** Lu Andrea Dudley 866 790-5600 x11054 LuAndrea_Dudley@gmexpert.com**Created Date:** 11/23/2007**Vehicle Info*****VIN:** 1G2ZG558X64 [REDACTED]**Year:** 2006**MSRP:** 20190.0**Make:** Pontiac***TAC #:** N/A**Model:** G6**Vehicle Comments & TAC Explanation:*****Date Reviewed with Customer:** 11/08/2007**Original Purchase Date:** 06/23/2006***Repurchase Mileage:** 23348*** Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Joint Owners*** Names(s) on Title:** [REDACTED]*** Primary Owner:** [REDACTED]*** Address***** City**

SAN ANTONIO

*** Day Phone:** [REDACTED]*** E-mail:***** Title State:** TX*** Secondary Owner:** [REDACTED]*** State** TX*** ZIP Code:** [REDACTED]*** Home Phone:** [REDACTED]*** Cell Phone:** [REDACTED]*** Fax Phone:** [REDACTED]**UCC Codes**UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
M0110 M0113**Vehicle Lien Holder****Type of Secured Interest:** Standard Lien**Contact or Attention:****Address****City**

MEMPHIS

Day Phone: [REDACTED]*** Company:** NUVELL CREDIT CO. **Account #:** 065881417034**State** TN**ZIP Code:** 38101**Fax:****E-mail:****Original Selling Dealer***** Dealer #:** 116639**Region:** 20*** Phone:** (210) 684-7440*** Contact Name:** DOUG HENLEY**Dealer Name:** RED MCCOMBS SUPERIOR PONTIAC-GMC TRU**District:** 2452**Fax:** (210) 684-6139*** Contact Title:** SALES DIRECTOR **E-Mail:****Repurchasing Dealer:** -**Repair***** Contact Name:***** Contact Title:****Vehicle Location:** -

Repurchase

* Reason STEERING/POPPING NOISE; STEERING VIBRATION;

Transaction**Details:**

Siebel Request #:	71-565063809	* Disposition:	Auction
State:	TX	* Type:	Trade - Collateral
Source:	ADR BBB Mediated		
Replacement VIN:	1G2ZG588274 [REDACTED]	Year:	2007 Make: Pontiac Model: G6
Order #:			
MSRP:	20149.0		

Repurchase: PER THE TERMS OF THE BBB SETTLEMENT LETTER

* Processing
Instructions:

Disposition: N/A

* Processing
Instructions:

Transaction Details

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

020

2006 G6 - 6CYL SEDAN
 38U EMERALD GREEN METALLIC /V6G
 70E LIGHT TAUPE
 ORDER NO. JWXSJ/TRE STOCK NO.
 VIN 1G2 ZG55 8X 64

PONTIAC/GMC DIVISION
 GENERAL MOTORS CORPORATION
 100 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 20D20023774

*****16*22066S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	19065.00	18016.43	INVOICE 03/24/06
FAD SIMULATED WALNUT BURL ACCENTS	N/C	N/C	SHIPPED 03/24/06
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 04/04/06
F83 AXLE RATIO 3.05	N/C	N/C	INT COM 04/04/06
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	PRC EFF 03/24/06
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G1772 G1772
PCI DRIVER'S PACKAGE INCLUDES:	650.00	539.50	WFP-S MTH OPT-2
* PWR ADJ BRAKE & ACCEL. PEDALS			BANK: TOYOTA FINA
* FLOOR MATS, CARPET			CHG-TO 22-066
* CARGO NET			
* (4) 16" PAINTED ALLOY WHEELS			SHIP WT: 3346
			HP: 32.9
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GMS: 18560.98
R8K *****	N/C	N/C	SUPPLR: 19392.85
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	MRM: 20340.00
1SZ DRIVER PACKAGE DISCOUNT	150.00-	124.50-	DAN: 0001
			MEMO 903.25

TOTAL MODEL & OPTIONS	19565.00	18447.93	ACT 231	18485.98
DESTINATION CHARGE	625.00	625.00	H/B 261	586.95
LAM DEALER CONTRIBUTION		195.65	ADV 261	195.65
LAM GROUP CONTRIBUTION		195.65	EXP 65A	195.65

TOTAL	20190.00	19464.23	PAY 310	19464.23
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18591.30		

 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.

RED MCCOMBS SUPERIOR PONTIAC-GMC TRU

NEW

DARS Document Display

Page 1 of 1

2007 G6 - SEDAN
 38U EMERALD GREEN METALLIC /L4G
 70D LIGHT TAUPÉ
 ORDER NO. KSHDRH/TRE STOCK NO.
 VIN 1G2 ZG58 B2 74
 *****16*220668

GENERAL MOTORS CORPORATION
 & SUBSIDIARIES
 RENAISSANCE CENTER
 DETROIT MI 48243-1114
 VEHICLE INVOICE 20D20822548

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - SEDAN	18730.00	17699.85	INVOICE 02/15/07
AF3 REMOTE VEHICLE START	190.00	157.70	SHIPPED 02/15/07
B37 FLOOR MATS, FRONT/REAR	80.00	66.40	EXP I/T 02/26/07
FAD TRIM, SIMULATED WALNUT BURL	N/C	N/C	INT COM 02/26/07
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 02/15/07
FX2 AXLE RATIO 3.91	N/C	N/C	KEYS XXXXX XXXXX
LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	N/C	N/C	WFP-S MTH OPT-2
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	BANK: TOYOTA FINA
T43 REAR SPOILER	225.00	186.75	CHG-TO 22-066
UN0 AM/FM CD STEREO W/CLOCK, RDS (REPLACES STD/OPT/PKG)	75.00	62.25	
U2K XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	199.00	165.17	SHIP WT: 3260 HF: 19.3
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	GMS: 18569.65 SUPPLR: 19398.53 MRM: 20149.00 MEMO 824.95

TOTAL MODEL & OPTIONS	19499.00	18354.62	ACT 231	18419.65
DESTINATION CHARGE	650.00	650.00	H/B 261	584.97
LAM DEALER CONTRIBUTION		194.99	ADV 261	194.99
LAM GROUP CONTRIBUTION		194.99	EXP 65A	194.99

TOTAL	20149.00	19394.60	PAY 310	19394.60
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		18528.68		

 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.

RED MCCOMBS SUPERIOR PONTIAC GMC TRU

11/8/2007

OCT-10-2007 21:19 From:

Fax

To:	Lu'Andrea	From:	[REDACTED]
Fax:	866-852-1526	Pages:	2
Phone:	866-790-5600 ext. 11054	Date:	11-23-07
Re:	[REDACTED]	cc:	
<input type="checkbox"/> Urgent <input type="checkbox"/> For Review <input type="checkbox"/> Please Comment <input type="checkbox"/> Please Reply <input type="checkbox"/> Please Recycle			

The information you requested is as follows:

Rebate on original purchase - \$1,750.00
ACV on original trade - \$2,500.00

If you have any questions, please give me a call on my cell phone at [REDACTED]
Thanks.

10/22/2007 10:50 2103101805
RED MCCOMBS SUPERIOR PONTIAC-GMC
4800 N.W. LOOP 410

SAN ANTONIO TX 78229
(210)684-7440 FAX(210)684-6139

THE UPS STORE :

PAGE 19/19

ADDRESS: 4726 GAVILICK FARM

CITY: SAN ANTONIO

STATE: TX

ZIP: 78244

PHONE HOME: (210)437-2112

BU: (210)333-3711

E-MAIL ADDRESS: MWH

DATE	SALESMAN	YEAR	MAKE	MODEL	COLOR	KEY #	STOCK NO.
06/23/06	MARIO A CEASAR	2006	PONTIAC	G6	EMERALD GRN MET	1772	651509
VEHICLE I.D. NUMBER		LICENSE		EXPIRES	VALID NUMBER	MILEAGE	DELIVERY DATE
1G2ZG6558Y64						33	06/23/06
BASE PRICE OF VEHICLE				SALE PRICE OF VEHICLE AS DESCRIBED			
				18058.92			
OPTIONAL EQUIPMENT				TRADE ALLOWANCE			
				2500.00			
FACTORY WARRANTY BEGINS				DATE			
XXXXXXXXXX				N/A			
X				TRADE DIFFERENCE / NET SALE PRICE			
				15558.92			
FACTORY WARRANTY ENDS				DATE			
XXXXXXXXXX				N/A			
OR XXXXXXXXXX MILES				N/A			
X				DEALER'S INVENTORY TAX			
				41.48			
				STATE SALES TAX			
				863.06			
				DOCUMENTARY FEE			
				50.00			
				LICENSE FEE			
				72.30			
				TITLE FEE			
				33.00			
				DEPUTY FEE (IF APPLICABLE)			
				5.00			
				STATE INSPECTION FEE			
				N/A			
				SUB-TOTAL			
				16623.76			
				TRADE-IN PAYOFF (IF ANY)			
				10535.74			
				TOTAL CASH PRICE			
				27159.00			
				EXTENDED SERVICE AGREEMENT			
				N/A			
				N/A			
				REBATE (IF ANY)			
				1750.00			
				* CASH DOWN PAYMENT			
				N/A			
				UNPAID BALANCE DUE AT DELIVERY			
				25409.00			

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.

AVISO

UN HONORARIO DE DOCUMENTACION NO ES UN HONORARIO OFICIAL. UN HONORARIO DE DOCUMENTACION NO ES REQUERIDO POR LA LEY, PERO PUEDE SER CARGADO AL COMPRADOR COMO GASTOS DE MANEJO DE DEOCUMENTOS Y PARA REALIZAR SERVICIOS RELACIONADOS CON EL CIERRE DE UNA VENTA. UN HONORARIO DE DOCUMENTACION NO PUEDE EXCEDER \$50 PARA UN CONTRATO DEL VEHICULO DE MOTOR O UNA CANTIDAD RAZONABLE DETERMINADA POR LOS PARTIDOS PARA UN CONTRATO DEL VEHICULO COMERCIAL DE 19,000 LIBRAS O MAS. ESTA NOTIFICACION ES REQUERIDA POR LA LEY.

The Dealer's inventory tax charge is intended to reimburse the dealer for ad valorem taxes on its motor vehicle inventory. The charge, which is paid by the dealer to the county tax assessor-collector, is not a tax imposed on a consumer by the government, and is not required to be charged by the dealer to the consumer.

FINANCING INFORMATION

BANK, FIN. CO., CREDIT UNION

NUVELL PO BOX 242510 LITTLE ROCK AR 72223	LIEN DATE	AMOUNT FINANCE/DRAFT
	06/23/06	25409.00
ATTN: LOAN OFFICER NAME		
1750.00		
DRAFTING INSTRUCTIONS:		

TRADE-IN INFORMATION

YEAR	MAKE/MODEL	MILEAGE
2002	PONTIAC GRAND AM	116881
1996	FORD TRUCK F150	105000
VEHICLE I.D. NUMBER		PAYOFF
1G2NE52F92C		10535.74
1FTE15Y4TK		N/A
POWER TO		PHONE NUMBER
HOUSEHOLD FINANCIAL		(800)986-9159

I hereby certify that the above-listed payoff amount is correct and represents the full pay-off of all liens on my trade-in vehicle. If the actual pay off is greater, I agree to pay the difference in cash to the Dealer within three days of being notified of the difference. I certify that my trade-in vehicle has not been reconstructed or rebuilt nor has it suffered major damage. Accordingly the words reconditioned or salvage will not appear on the title. I also certify that the emission control components and systems on my trade-in vehicle have not been tampered with, modified or disconnected.

NOTICE TO CREDIT BUYER

If this order involves credit, this form shall authorize the seller to secure any and all information from any source to determine the credit worthiness of the purchaser. No other contractual relationship is created hereby. Full disclosure required by law will be made prior to consummation of a credit transaction by purchaser's execution of an installment Sale Contract.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer.

The Seller, RED MCCOMBS SUPERIOR PONTIAC-GMC, Texas, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes, nor authorizes any other person to assume for it, any liability in connection with the sale of said products. However, if a written warranty is given by Dealer or Purchaser buys an extended warranty or service contract from Dealer, then Dealer's obligations with respect to the vehicle are limited to (1) the obligations provided in the warranty, extended warranty or service contract; and (2) IF ANY IMPLIED WARRANTIES ARISE IN CONNECTION WITH THE TRANSACTION, INCLUDING THE WARRANTY OF MERCHANTABILITY, THEN SUCH IMPLIED WARRANTIES ARE EXPRESSLY LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTY, EXTENDED WARRANTY, OR SERVICE AGREEMENT SUPPLIED BY DEALER. (Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.)

TOTAL CASH SALE PRICE IS PAYABLE IN BEXAR COUNTY, TEXAS

Purchaser agrees that this Order cancels and supersedes any prior agreement and comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THE ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR ITS AUTHORIZED MANAGEMENT REPRESENTATIVES AND IN THE EVENT OF A CREDIT SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. PURCHASE ORDER NOT VALID IF NOT EXECUTED AND FUNDED IN FULL WITHIN 7 DAYS FROM ACCEPTANCE BY THE DEALER.

Contractual Disclosure Statement for Used Vehicle Only:

The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Declaracion de Divulgacion de Contrato para la Venta de Vehiculos Usados Solamente:

La informacion que ve en la forma en la ventana de este vehiculo es parte de este contrato. Informacion contenida en esta forma anula provisiones contrarias en el contrato de venta.

Purchaser, by execution of the Order, acknowledges that he/she has read its terms and conditions and has received a true copy of this order.

RED MCCOMBS SUPERIOR PONTIAC-GMC
ACCEPTED BY:

DEALER OR AUTHORIZED REPRESENTATIVE

10/22/2007 10:50 2103101805

THE UPS STORE :

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SPECIAL INSTRUCTIONS.

Tax Collector's Receipt for Texas Title Application/Registration/Motor Vehicle Tax

1. DATE OF RECEIPT 07/24/2006		2. XXXX		3. EXPIRES LAST DAY OF MONTH 5 YEAR 2007		12. TEXAS LICENSE PLATE NO. Y976907	
4. <input type="checkbox"/> TRANSFER OF CURRENT REGISTRATION		<input type="checkbox"/> REGISTRATION FEE PAID- NO PLATES ISSUED		<input checked="" type="checkbox"/> REGISTRATION FEE PAID- NEW PLATES ISSUED		13. REG. CLASS 25	
5.		8. PREVIOUS TEXAS LICENSE PLATE NO.		16. CARRYING CAPACITY 0		14. TONNAGE 0	
7. OWNER (NAME AND MAILING ADDRESS) SAN ANTONIO, TX		19. YEAR 2006		20. MAKE PONT		15. EMPTY WEIGHT 3300	
		21. MODEL G6		22. BODY STYLE 4D		18. DIESEL FEE 0.00	
		23. VEHICLE IDENTIFICATION NUMBER (VIN) 1G27G558X64					
		24. ODOMETER 33		25. BRAND A		26. SURRENDERED TITLE NUMBER MCO	
8. 1st LIENHOLDER (NAME AND MAILING ADDRESS) NUVELL CREDIT CORP.		27. <input type="checkbox"/> \$20.00 NEW RESIDENT <input type="checkbox"/> \$5.00 EVEN TRADE <input type="checkbox"/> \$10.00 GIFT <input type="checkbox"/> \$25.00 REBUILT SALVAGE		<input type="checkbox"/> 2.5% EMISSIONS FEE <input type="checkbox"/> 1% EMISSIONS FEE <input type="checkbox"/> EXEMPT		28. SALES PRICE 18,058.92	
P.O. BOX 242510		29. TRADE-IN 2,500.00		30. REBATE 1,750.00		31. TAXABLE VALUE 13,808.92	
DATE OF LIEN 06/23/2006		32. SALES TAX 863.06		33. PENALTY 43.75		34. TOTAL REG. TRANS. FEE 59.80	
9. 2nd LIENHOLDER (NAME AND MAILING ADDRESS)		35. TAX & PENALTY PAID 906.21		36. TITLE APPL. FEE 33.00		38. REG FEE - OPS 1.00	
DATE OF LIEN		37. MISCELLANEOUS FEES		39. RESIDENT COUNTY 15		40. LOCAL FEES 11.50	
10. 3rd LIENHOLDER (NAME AND MAILING ADDRESS)		41. DEPUTY R. Herrera		42. TOTAL FEES 51,011.51		44. PROCESSING CO Bexar	
DATE OF LIEN		43. TAX ASSESSOR-COLLECTOR Sylvia S Romo					
11. SELLER (NAME OF PREVIOUS OWNER AND MAILING ADDRESS) RED MCCOMBS SUPERIOR PON							
San Antonio, TX							

FORM VTR-31-RTS (REV 07/2005) DHT #148517

DUPLICATE ORIGINAL OWNER'S COPY 4

**BBB AUTO LINE**

November 8, 2007

Re: SET PGM0756209: [REDACTED] vs Pontiac/GMC Division 1G2ZG558X64 [REDACTED]

[REDACTED]
SAN ANTONIO TX [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:

The customer, [REDACTED], representing Pontiac/GMC agree to a trade repurchase of the customers' 2006 G6 at Red McCombs in San Antonio, TX no later than 60 days from the point the manufacturer is supplied with the Vehicle Identification Number (VIN) of the replacement vehicle. The manufacturer agrees to pay fees for taxes, license and registration. The customer is responsible for a usage deduction of \$3384.00 plus taxes. The replacement vehicle should not exceed the MSRP of the current vehicle of \$20,190. However, if it does, [REDACTED] will be responsible for the anything over the MSRP plus taxes. The BBB will verify performance at the expiration of the 60 days from the time the VIN is supplied to the manufacturer.

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,

Tammy Scaife at Extension 381

Council of Better Business Bureaus, Inc.

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

Customer Claim Form

Contact Date: 10/15/07

Start Date:

Case Number: PGM0756209

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave 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

SAN ANTONIO, TX

Day Phone: _____

Fax Number: _____

Customer Contact Info: _____

Evening Phone: _____

E-mail Address: _____

Cell Phone: _____

Vehicle Information**Name(s) of individual(s) or business that appear on vehicle title:** _____Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes: _____

Transmission Type: Automatic

Number of vehicles owned or leased by the business: _____

Make: Pontiac/GMC

Model: G6

Model Year: 2006

Current Mileage: 23000

Vehicle Identification Number: 1G2ZG558X64 _____

Servicing Dealer/City/State : Red McCombs Superior Pontiac,

Selling Dealer/City/State : Red McCombs Superior Pontiac, San Antonio, TX

Insurance Carrier

: Nationwide

Policy Number: _____

Has vehicle been in an accident/had body damage? Yes ☐ No ☒

Date of accident: _____

Description of Damage : _____

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

Purchase Date: 06/30/06 Mileage at purchase: _____

Purchased As : ☒ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Lienholder's Name: Nuveil Credit Co. LLCAddress: Box 2365City/St/Zip: Memphis TN 38101-2365Phone: () 1-800-350-3561Lienholder Acct #: 065881417034

Lease Date: _____

Mileage at lease: _____

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession?

Leasing Company's Name: _____

Address: _____

City/St/Zip: _____

Phone: _____

Leasing Company's Acct #: _____

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

Customer would like to have the vehicle Replaced.

Signature of Titled Owner(s)/Leasee(s): _____

Date 10-18-07

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

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

Council of Better Business Bureaus, Inc.

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

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 71-565063809	BBB#: PGM0756209
-----------------------------	---------------------------	-------------------------

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	18058.92
MSRP (from BARS Invoice screen)	- 20190.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -2131.08

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	2500.00
Actual Cash Value (ACV) (from ACV Statement)	- 2500.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	2500.00
Payoff on Trade (from Bill of Sale)	- 10535.24
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -8035.24

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	18058.92
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1750.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 16308.92

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

Privileged and Confidential Information**CASE ASSESSMENT**

By: Lu'Andrea Dudley State: TX

Customer Name: [REDACTED]

Service Request: 71-
565063809BBB Case No.:
PGM0756209Vehicle ID No.:
1G2ZG558X64 [REDACTED]In Service
Date:
06/23/06

Vehicle is: New

BAC Code:
116639Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing (23,000)Lien holder: GMAC ☐ Other ☐: {Name}Vehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}Sale Type: Purchase ☐ Lease ☐ Other ☐:
{Type}DVM Name: Carmaleta McKinnis-Williams
Phone/Cell Number: 512-569-6180CAM Name: Larry Shields
Phone Number: 972-443-2901**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 Popping Noise

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/17/07	416721	3	23,266	c/s hears a popping noise coming from front end when turning right or left. STEERING GEAR ASSY MAKING NOISE ON PINION SIDE. REPLACED STEERING GEAR. SET TOE AND VERIFY OPERATION.
10/17/07	416721	*	23,266	c/s when driving power steering came on DIC and had no power steering had to turn off car and had to restart. REPLACED STEERING COLUMN.

☐ Veh Vibrates at Hwy Speeds

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9/06/07	414359	2	21,485	c/s when driving on highway car shakes and pulled to left. TRACED AND DIAGNOSED CUSTOMERS CONCERN TO FAULTY ELECTRONIC POWER STEERING MOTOR ASSIST. REPLACED POWER STEERING ASSIST MOTOR AND RELEARNED SYSTEM AND TEST DROVE VEHICLE AS NECESSARY.
10/01/07	415767	4	22,590	c/s coming to a stop off highway car shakes thru steering wheel. FRONT ROTORS HAD EXCESSIVE LRO. NEEDS TO BE RESURFACED. R&R FRONT ROTORS FOR RESURFACE SERVICE. VERIFY OPERATION W/ ROAD TEST
10/09/07	416246	4	22,946	c/s while driving on highway gas pedal vibrates. TEST DROVE VEHICLE NO CODES PRESENT AT THIS TIME. NOTE THE THROTTLE BODY HAS

10/18/07 416991 1 23,348 CARBON NEEDS SERVICE. **CLEAN THROTTLE BODY AND SERVICE FUEL INJECTORS W/ GM FUEL INJECTOR CLEANER.** c/s feels a vibration on acceleration; rear mount bracket's bolt came loose. **RETORQUED FRONT SUSPENSION HARDWARE, VERIFY OPERATION.**

☐ Accessory Out is Inoperative

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/02/06	390778	1	2,228	c/s lighter is inoperative. WIRE TO CIGARETTE LIGHTER PINCHED, REMOVED RADIO BEZEL AND LOOSED CENTER CONSOLE TO SEARCH FOR SHORT TO GROUND. REPAIED WIRE
09/06/06	392929	1	3,783	c/s accessory outlets inoperative. FUSE BLOWN. REPLACED FUSE.

☐ Battery Lost Power

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/06/06	392929	*	3,783	c/s battery lost power. Having to reset clock and stations. TIGHTENED CONNECTIONS.

☐ Running Lights Inop

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/19/07	402523	1	10,957	c/s day running light will not shut down. Checked all power and ground for drl circuit. All ok. FOUND RELAY STICKING. REPLACED RELAY.
2/19/07	402523	*	10,957	c/s buzzing noise engine area when day running lights are stuck on. SEE PREVIOUS REPAIR.

☐ Transmission premature engagement

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/09/07	416246	*	22,946	c/s on passing gear transmission engaged three times before shifting. TEST DROVE VEHICLE TO DUPLICATE CUSTOMER CONCERN. NO PROBLEM FOUND AT THIS TIME.

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

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4

Time period 2 / 24

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs 2

Safety-related time period 2 / 24

Number of repair attempts in the presumption period:

{ # of repair attempts }

Total days out of service during the presumption period:

{ # of Days }

Total days out of service during customer's ownership:

{ # of Days }

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Cust sks: replacement veh

DVM sts: 10/23/07, Prior to your notice, I've not be aware or involved with customer situation. My brief overview indicates the mileage is too far for the customer to be eligible for repurchase.

11/05/07, DVM sts that we should offer this customer a trade replacement and we should start at 25 cents a mile, but crs can work down to the LL formula if need be; the steering is a serious saftey hazard, so we should replace the veh; the cust should be responsible for the usage as well as any upgrades in MSRP.

SVM sts: Rick Lawver: This lady has had several issues with this G6 as you can see in the history. But things started getting worse in September when she brought the car in for a vibration and pulling problem. It was diagnosed as a power steering assist motor and it was replaced. 3 weeks later she comes in and says the vehicle is "shaking" when you come off the highway. This turned out to be brake pulsation and the rotors were machined and corrected the problem. Then on 10/15/07 she came in with a complaint of a popping noise. Tony (service advisor) went for a road test with her to hear the popping noise, while they were driving the power steering went out and they had to shut the car off and restart it to get the power steering working. After that she said she was afraid of the car. I told her we needed to fix the car and we were very concerned for her safety and we would do all we could to make sure the car was safe. We worked with TAC extensively and was advised to replace the steering column and rack assembly. We did that and here we are. I will be out of town 10/22 thru 10/24 if you need any more information on this please contact Mike Kane he was the one working with TAC.

CRS Rationale: 11/08/07, [REDACTED] was advised that she could pick her vehicle up on 10/19. I offered her a MSRP trade replacement on 11/05. The MSRP on her vehicle is \$20190. She was also advised that she would be responsible for usage in the amount of \$4500. GM is willing to negotiate the usage. She advised that she would need to discuss this with her husband and follow up w/ me.

Replacement accepted 11/08/07

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

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

Customer Claim Form

Contact Date: 09/06/07

Start Date:

Case Number : CHV0752751

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

SUGAR LAND, TX

Day Phone: _____

Evening Phone: _____

Cell Phone: _____

Fax Number: _____

E-mail Address: _____

Customer Contact Info: _____

Vehicle Information

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

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

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

Make: Chevrolet Model: Uplander Model Year: 2005 Current Mileage: 37000

Vehicle Identification Number: _____

Servicing Dealer/City/State : BILL HEARD CHEVROLET,

Selling Dealer/City/State : BILL HEARD CHEVROLET, SUGAR LAND, TX

Insurance Carrier : _____ Policy Number: _____

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

Description of Damage : _____

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

Purchase Date: 11/01/05 Mileage at purchase: _____

Lease Date: _____ Mileage at lease: _____

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? _____

Lienholder's Name: _____

Leasing Company's Name: _____

Address: _____

Address: _____

City/St/Zip: _____

City/St/Zip: _____

Phone: () - _____

Phone: _____

Lienholder Acct # : _____

Leasing Company's Acct #: _____

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

Customer would like to have the vehicle Repurchased.

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

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

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

Customer Name: [REDACTED]

Case Number: CHV0752751

First Repair Attempt (any reported problem)

Date: 09/05/07 Mileage: 37000

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service:

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Driverside sliding door does not close properly.	yes				
2. Vehicle hard to start.	yes				

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.

September 6, 2007

Re:m01 CHV0752751 [REDACTED] vs Chevrolet Motor Division

LU'ANDREA DUDLEY
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Dear Madam/Sir:

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

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

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

Sincerely,

William Clopton at Extension 502



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

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

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ♦ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ♦ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ♦ Claims covered by insurance or by warranties of other manufacturers.
- ♦ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused bodily injury.
- ♦ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ♦ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ♦ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

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

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

Eligible Claims

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

Eligible Vehicles

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

The customer's vehicle must be:

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

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

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

Repurchase or Replacement

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

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** -- The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

STANDARDS OF THE TEXAS LEMON LAW

The following is a brief explanation of most relevant provisions of the Texas lemon law. The complete text of the lemon law can be found at Texas Rev. Civ. Stat. Ann. art. 4413(36) § 6.07.

VEHICLES COVERED

The Texas lemon law covers a motor vehicle, defined as:

1. Every fully self-propelled vehicle that has two or more wheels and has as its primary purpose the transport of persons or property on a public highway;
2. Every fully self-propelled, titled vehicle that has two or more wheels and has as its primary purpose of off-road transportation of persons or property; or
3. An engine, transmission, or rear axle whether or not attached to a vehicle chassis, that is manufactured for installation in a vehicle having as its primary purpose the transport of persons or property on a public highway and having a gross vehicle weight rating of more than 16,000 pounds.

CONSUMERS COVERED

The lemon law covers the following consumers:

1. A person who purchases a motor vehicle at retail from a Texas dealer, and who is entitled to enforce the terms of the manufacturer's warranty;
2. The lessor or lessee (other than a sublessee) who purchased or leased a motor vehicle from a Texas dealer or lessor; and
3. The transferee or assignee of a retail purchaser, lessor or lessee as described above, as long as the transferee or assignee is a resident of Texas and is entitled to enforce the terms of the manufacturer's warranty.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers any defect or condition that creates a serious safety hazard or substantially impairs the use or market value of the motor vehicle. This is referred to as a *nonconformity*. The Texas Department of Transportation has indicated that the nonconformity must continue to exist.

"Serious safety hazard" is defined as a life-threatening malfunction or nonconformity that substantially impedes a person's ability to control or operate a motor vehicle for ordinary use or intended purposes or that creates a substantial risk of fire or explosion.

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

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Texas

"Impairment of market value" is defined as a substantial loss in market value caused by a defect specific to the motor vehicle.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle, or the nonconformity does not substantially impair the use or market value of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle does not conform to the manufacturer's, converter's, or distributor's express warranty, then the manufacturer, converter or distributor must make the necessary repairs if:

1. The consumer or the consumer's agent reports the nonconformity to the manufacturer, converter, or distributor, or any of their agents or franchised dealers during the term of the express warranty; or
2. The terms of the *presumption* relating to the vehicle (see below) have been met.

The necessary repairs must be made regardless of whether the applicable warranty period has expired.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, converter, or distributor is unable to conform the motor vehicle to the applicable express warranty by repairing or correcting a nonconformity after a *reasonable number of attempts*, the manufacturer, converter, or distributor must either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Texas lemon law establishes a *presumption* that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if:

1. The same nonconformity has been subject to repair four or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers, but the nonconformity continues to exist. Two of the repair attempts must be made within a period of 12 months following the date of original delivery to a consumer, or 12,000 miles, whichever occurs first, and the two other repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, immediately following the date of the second repair attempt;
2. The same nonconformity creates a serious safety hazard and has caused the vehicle to have been subject to repair two or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers, but the nonconformity continues to exist. At least one attempt to repair must be made in the period of 12 months or 12,000 miles, whichever occurs first, and at least one other attempt must be made in the period of 12 months or 12,000 miles, whichever occurs first, after the first repair attempt; or

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Texas

3. The vehicle is out of service for repair for a cumulative total of 30 or more days in the 24 months or 24,000 miles, whichever occurs first, and a nonconformity that substantially impairs the use or market value of the motor vehicle still exists. At least two repair attempts must be made in the first 12 months or 12,000 miles immediately following the date of original delivery to a consumer.

The initial 12 month or 12,000 mile periods, the subsequent 12 month or 12,000 mile periods, and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike, fire, flood, or other natural disaster.

The 30 day period is tolled during any period of time that the manufacturer or distributor lends a comparable motor vehicle to the consumer during the time of repairs by a franchised dealer.

NOTICE AND OPPORTUNITY TO REPAIR

The manufacturer, converter, or distributor will not be required to replace or repurchase a vehicle unless:

1. The manufacturer, converter, or distributor has been mailed prior written notification of the alleged nonconformity or defect from or on behalf of the consumer; and
2. The manufacturer, converter, or distributor has been given an opportunity to cure the alleged defect or nonconformity.

DISPUTE RESOLUTION

A consumer may not file an action seeking refund or replacement unless the consumer has first exhausted the administrative remedies through the state-operated arbitration program.

TIME PERIOD FOR FILING CLAIMS

A proceeding must be commenced within six months following the earlier of (1) expiration of the express warranty term, or (2) 24 months or 24,000 miles following the date of the vehicle's original delivery to a consumer.

REMEDIES UNDER THE TEXAS LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Texas lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. The full purchase price. The Texas Motor Vehicle Commission has defined this to mean the amount of the total purchase price of the vehicle, including sales taxes and title, registration and documentary fees, but not including the amount of any interest or finance charge or insurance premiums; and
2. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect;
3. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Motor Vehicle Commission has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

- a) # miles vehicle traveled from delivery
to consumer until first report of defect
or condition leading to repurchase
----- X Purchase
120,000 Price
- plus
- b) # miles vehicle traveled after
date of first report of defect or
condition leading to repurchase
through date of the hearing
----- X Purchase
120,000 Price X 50%

REPURCHASE OF LEASED VEHICLES

The Texas Motor Vehicle Commission has set out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

To the lessee

1. All lease payments previously paid by the lessee to the lessor under the terms of the lease;
2. All sums previously paid to the lessor in connection with entering into the lease, including but not limited to any capitalized cost reduction, down payment, trade-in, or similar cost; and
3. Sales tax, license and registration fees, and other documentary fees, if applicable; and

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Texas

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

January 7, 2011

[REDACTED]
Trenton, MI [REDACTED]

Service Request: 71-571039779

Customer Relationship Specialist: Elizabeth Crossen

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the front suspension and steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZU64885F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until September 9, 2011, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

Front Suspension – Upper mount and bearing; upper and lower control arms; springs; control arm shafts and bushings; upper and lower ball joints; steering knuckles; seals; stabilizer shaft; stabilizer bushings; and wheel bearings.

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.

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 1/12/2007)

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

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

Region	<input type="checkbox"/> NEast	<input type="checkbox"/> SEast	<input checked="" type="checkbox"/> NCentral	<input type="checkbox"/> SCentral	<input type="checkbox"/> Western
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Service Manager Name & Phone Number	Gerry Mroz 734-676-9600
Dealership Name, Location & BAC Number	Rodgers Chevrolet BAC 158755 23755 Allen Rd. Woodhaven MI 48183
CAC Case (SR) Number (if known)	71-57103977
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer <u>Complete</u> Mailing Address	Trenton MI [REDACTED]
Daytime Phone Number	[REDACTED]
Evening Phone Number	[REDACTED]
FULL VIN	1G1Z064885F [REDACTED]
Current Mileage	25983
District Service Manager's Name & Phone Number	Eugene Snowden 248-410-7069
Customer's Concern(s) And Business Reason(s) For Offering Goodwill	Steering stiff cold Cust. has been in for steering problems 8 Times, Relating to both steering & suspension components binding. Cust. likes car and would like to keep it.
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at purchase, and seller)	Please send cust. Both a steering and front Susp. component letter. (Dr)

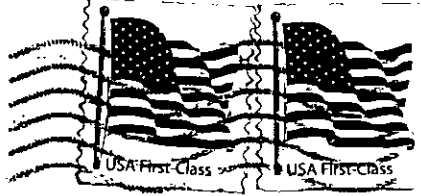
[Redacted]

S.H. MI

[Redacted]

ROYAL OAK MI 480

01 NOV 2007 PM 4 L



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

NOV 02 2007

Chevrolet Motor Division
Customer Assistance Center
PO Box 33170
Detroit MI
48232-5170

48232+5170



10/31/2007

Chevrolet Motor Division,

I am writing to request a final repair attempt to correct a recurring front suspension/steering problem with my 2005 Chevrolet Malibu VIN# 1G1ZU54885F [REDACTED]. On turns, there is a "popping/clunking" noise and vibration coming from the front end of the vehicle. Three repair attempts have so far failed to rectify this problem, and I have included the original dealer receipts documenting those attempts.

I have been informed by my service advisor, as well the NHSTA web site that this problem is on going on this model and that GM has not devised a permanent fix for it I have retained the services of a lemon law attorney (who successfully represented me against GM in 2004) and am prepared to pursue legal action if this last repair attempt fails.

I believe, however, that it is in both of our interests to settle this matter without the intervention of attorneys. I have been a loyal GM customer since I bought my first car 12 years ago, and despite having to return one lemon to GM due to irreparable defects, have remained loyal to GM. I cannot, however, subsidize that loyalty by paying out of pocket expense to repair a recurring defect that I did not cause. Accordingly, I am asking Chevrolet to extend the zero-deductible warranty on the front steering and suspension systems of my Malibu to 200,000 miles, and agree to repair ANY and ALL components causing a "popping/clunking" noise until such mileage occurs (the car currently has 65,400 miles on it). It is my sincere hope that you will find this acceptable and that we can "leave the lawyers out of it."

I look forward to hearing your response,

[REDACTED]
Sterling Heights MI [REDACTED]
[REDACTED]



SERVICE INVOICE

MEROLLIS CHEVROLET SALES & SERVICE, Inc.

"Your Full Service G.M. Authorized Dealer"

21800 GRATIOT AVENUE • EASTPOINTE, MI 48021

(586) 775-8300

FAX (586) 775-1119

www.merollischevycars.com

STATE REGISTRATION NO. F-100180



SERVICE DEPARTMENT HOURS

MONDAY & THURSDAY 7:00AM - 8:00PM

TUESDAY - WEDNESDAY - FRIDAY

7:00AM - 6:00PM



- Lifetime Service Guarantee
- Competitive Up-Front Pricing
- Courtesy Transportation



CUSTOMER NO 27191	ADVISOR BRANDON WEST	TAG NO. 1021	INVOICE DATE 08/27/07	INVOICE NO. CVCS168245
	LABOR RATE 92.00	MILEAGE 61,350	COLOR BLACK/GRY U	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DR LT	DELIVERY DATE 02/23/05	DELIVERY MILES 000,040	PRODUCTION DATE
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 8 5 F	SELLING DEALER NO.		
	F.T.E. NO.	O. DATE 08/27/07		
COMMENTS				

STERLING HEIGHTS, MI

JOB# 1 CHARGES

LABOR
J# 1 03CVZ

SUSPENSION
CHECK AND ADVISE ON CLUNKING IN FRONTEND
FRONT STRUTS COLLAPSED
REPLACE FRONT STRUTS

TECH(S): 638

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	22716370	*ABSORBER 7.345	
	1	22716371	*ABSORBER 7.395	
				TOTAL - PARTS

WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL

0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$100.00 (+TAX)

COMMENTS
GMPP MAJOR GUARD APPROVED BY MARC VIA PHONE

RECOMMENDATIONS
TIRE5 BK6
THANK -YOU

TECHNICIAN CERTIFICATION
638 PETER G RODE M247803

TOTALS

* GOODWRENCH SERVICE PLUS PARTS HAVE LIMITED LIFETIME
WARRANTY. SEE WRITTEN WARRANTY FOR COMPLETE DETAILS.

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

RELEASE DATE [8/27/07] ANT CW

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

ALL PARTS NEW ORIGINAL
EQUIPMENT UNLESS
OTHERWISE SPECIFIED

Completely Satisfied



We want
you to be
Completely
satisfied

IF FOR ANY REASON YOU ARE NOT
COMPLETELY SATISFIED WITH YOUR
SERVICE VISIT, PLEASE CONTACT
OUR SERVICE MANAGER IMMEDIATELY
AND HE WILL ADDRESS YOUR CONCERNS.

"Thank You for Your Business"

We guarantee our service work for 12 months or 12,000 miles, except aftermarket parts, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge - parts and labor.

PAGE 1 OF 1 CUSTOMER COPY

END OF INVOICE 101:33pm



SERVICE INVOICE

MEROLLIS CHEVROLET SALES & SERVICE, Inc.



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STATE REGISTRATION NO. F-100180



SERVICE DEPARTMENT HOURS

MONDAY & THURSDAY 7:00AM - 8:00PM

TUESDAY - WEDNESDAY - FRIDAY

7:00AM - 6:00PM

Goodwrench Service

- Lifetime Service Guarantee
- Competitive Up-Front Pricing
- Courtesy Transportation



CUSTOMER NO.

27191

ADVISOR

BRANDON WEST

TAG NO.

1021

INVOICE DATE

01/24/07

INVOICE NO.

CVCS158895

LABOR RATE

92.00

LICENSE NO.

49,711

COLOR

BLACK/GRY U

STOCK NO.

DELIVERY MILES

YEAR / MAKE / MODEL

05/CHEVROLET/MALIBU/4 DR LT

DELIVERY DATE

02/23/05

DELIVERY MILES

000,040

VEHICLE I.D. NO.

1 G 1 Z U 5 4 8 8 5 F

SELLING DEALER NO.

R.O. DATE

01/23/07

COMMENTS

GROSSE PTE WOODS, MI

RESIDENCE PHONE

BUSINESS PHONE

JOB# 1 CHARGES

LABOR

J# 1 12CVZ01

PULLING
DIAGNOSE PULLING PROBLEM
TO THE LEFT SEE HISTORY
INNER TIE RODS POPPING
REPLACE STEERING GEAR

TECH(S):638

WARRANTY

PARTS QTY FP NUMBER DESCRIPTION UNIT PRICE

1 15216791
-1 15216791

GEAR 6.508
CORE RETURN

TOTAL - PARTS

WARRANTY
WARRANTY
0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL

0.00

JOB# 2 CHARGES

LABOR

J# 2+74CVZSHTL

MEROLLIS SHUTTLE
Added Operation (JOANNA @ 01/24/2007 08:58)
GM SHUTTLE
ONE WAY SHUTTLE

TECH(S):66

WARRANTY

MISC CODE DESCRIPTION CONTROL NO

RN RENTAL

TOTAL - MISC

WARRANTY
0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL

0.00

ESTIMATE

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

COMMENTS

GMPP MAJOR GUARD APPROVED BY RANDY

TOTALS

* GOODWRENCH SERVICE PLUS PARTS HAVE LIMITED LIFETIME
WARRANTY. SEE WRITTEN WARRANTY FOR COMPLETE DETAILS.

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

RELEASE DATE [2407] INT []

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

ALL PARTS NEW ORIGINAL
EQUIPMENT UNLESS
OTHERWISE SPECIFIED

Completely
Satisfied



We want
you to be
Completely
satisfied

IF FOR ANY REASON YOU ARE
NOT COMPLETELY SATISFIED
WITH YOUR SERVICE VISIT,
PLEASE CONTACT OUR SER-
VICE MANAGER IMMEDIATELY
AND HE WILL ADDRESS YOUR
CONCERNS.

January 7, 2011

[REDACTED]
[REDACTED]
Sterling Heights, MI [REDACTED]

Service Request: 71-571737964

Customer Relationship Specialist: Ashley Burnham

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZU54885F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 23, 2011, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

BBB AUTO LINE
Customer Claim Form

Case number: CHV0758280
Contact Date: 11/07/07
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner:		
Mailing address:		
City: Mesa	State: AZ	Zip code:
Day phone:	Evening phone:	Cell phone:
Fax:		E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2005	Current mileage: 38000
Name(s) that appears on the vehicle title:			
Selling dealer/city/state: Quality Motors, Las Vegas, NM			
Primary Servicing dealer/city/state: POWER CHEVROLET,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/25/05		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input checked="" type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

The customer would like the manufacturer to repair the vehicle or replace the vehicle.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Power steering gear assembly locks up		6		yes
Unable to turn the vehicle		6		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**

Privileged and Confidential Information**CASE ASSESSMENT**

By: Yajaira Acosta State: Arizona

Customer Name: [REDACTED]

Service Request:
71-572462980

BBB Case No.: CHV0758280

Vehicle ID No.:
1G1ZT54865F [REDACTED]In Service
Date:
7/25/2005

Vehicle is: New

BAC Code:
114667Year, Make & Model: 2005 Chevrolet Malibu
Mileage at Time of BBB Filing 38,000

Vehicle Purchased Used on: NA at odometer NA

Lien holder: GMAC ☐ Other ☒:Sale Type: Purchase ☒ Lease ☐ Other ☐:

DVM Name:

CAM Name:

Phone/Cell Number:

Phone Number:

VEHICLE REPAIR HISTORY

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

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

☐ **Power Steering Gear Assembly – Locks Up**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9-21-06	265869	1	20,018	CustSts: Pop Sound coming from driver side of vehicle with gear assembly. DlrSts: Knock noise, road tested, replaced steering gear assembly. Set toe and road test.
1-02-07	278871	1	25,055	CustSts: The steering grinds, intermittent DlrSts: inspected and found left front strut mount and bearing. Noisy. Replaced Mount and bearing.
1-04-07	279085	2	25,075	CustSts: Can hear a clunk from left front rack and pinion. DlrSts: Replaced rack and pinion, set alignment and road tested.
5-21-07	297679	1	30,116	CustSts: The steering grinds, intermittent DlrSts: Inspected, reposition I-Shaft to correct noise.
1-02-07	278871	1	25,055	CustSts: The steering grinds, intermittent DlrSts: inspected and found left front strut mount and bearing. Noisy. Replaced Mount and bearing.
7-20-07	305323	1	32,149	CustSts: The steering grinds, intermittent DlrSts: Intermediate Steering Shaft-Replaced. .
NA	NA	NA	NA	CURRENT REPAIR ORDER NOT OBTAINED FROM DEALERSHIP!!

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

THE STATE LEMON LAW READS:

Days out of service: {# of Days}

Repairs {# of repair attempts}

Time period {# of months} / {# of miles}

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

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

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

Number of repair attempts in the presumption period:

{# of repair
attempts}

Total days out of service during the presumption period:

{# of Days}

Total days out of service during customer's ownership:

{# of Days}

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: 71-572462980

Date & Offer/Result: Same current SR being worked on by CAC, no goodwill was offered to the customer.

RECOMMENDATION AND RATIONALE

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

Cust sks: To repair the vehicle or to replace the vehicle.

DVM sts: No DVM input on this case.

SVM sts: Since the customer has had multiple repairs before to the same concern, we might as well go ahead and goodwill this for him.

CRS Rationale: Customer did not want to stay in his vehicle anymore. CRS advised that if repairs were made to his vehicle to customer satisfaction CRS can offer car payment. If he dislikes the way the vehicle is running, CRS can offer a OLC in the amount of \$1200.

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

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

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

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

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

January 10, 2011

[REDACTED]
[REDACTED]
Sunset Beach, NC [REDACTED]

Service Request: 71-572564007
Customer Relationship Specialist: Alex Page

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the electronic power steering controller motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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.

Sincerely,

Pontiac Customer Assistance Center

Sunset Beach, NC

FLORENCE SC 295

18 DEC 2007 PM 1 L



DEC 21 2007

REIMBURSEMENT DEPT
P.O. BOX 33170
DETROIT, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/16/200717-Digit Vehicle Identification Number (VIN): 1G2ZH548254 [REDACTED]Mileage at Time of Repair: 49270 Date of Repair: 11/06/2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: SUNSET BEACH State: NC ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): SAMEAmount of Reimbursement Requested: \$ 194.55 including sales tax

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:

1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).



December 17, 2007

To: Reimbursement Department
PO Box 33170

Subject: [REDACTED] customer claim
Vin 1G2ZH548254 [REDACTED]

First, I would like to thank Pontiac for recognizing this customer concern and addressing it properly.

Second, I would advise that GM paid half of my charges for repairing the electrical steering motor when I contacted the customer assistance center. That is why the charges I am requesting reimbursement for are less than normal.. The claim number for your reference is 71-572-564-007.

Please pass on my thanks to the appropriate GM representative.

Sunset Beach, NC

DUPLICATE 1 PAGE

ORIGINAL

BELL & BELL

BUICK · PONTIAC · GMC · ISUZU TRUCKS

P.O. Box 701, N. Myrtle Beach, SC 29597
(843) 399-8300 1-800-635-1893
2491 Hwy. 9 East, Little River, SC 29566
SALES * SERVICE * PARTS * BODY SHOP
www.bellandbellpontiac.com

SUNSET BEACH, NC

SERVICE ADVISOR **WILLIAM-A SALTER**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06NOV07	09NOV07		1G2ZH548254				09NOV07	54806
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:55	17:17	05	PONTIAC G6-6CYCL SED		0.00		16	51
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
49270	49270							

E OWNER REPORTS STEERING WHEEL IS HARD TO TURN
 AT IDLE
 CAUSE: FOUND CODE C0176
 E7631 MOTOR AND CONTROLLER ASSEMBLY,
 ELECTRONIC POWER STEERING - REPLACE
 216 WP94 (N/C)
 216CPSPT 38.60 38.60
 1 25805894 MOTOR
 CPSPT 176.89 141.16 141.16
 WP94 (N/C)
 FC: 6G
 PART#: 15858369
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:
 OG
 , , , , 49270 FOUND CODE C0176 REPLACE ELECTRONIC
 CONTROL MOTOR. 50-50 SPLIT WITH CUSTOMER
 GOODWILL A
 F OWNER REPORTS A THUMPING NOISE FROM FRONT
 WHEN TURNING SHARP
 MIS EXCERSIZED STEERING SHAFT FOR NOISE

Our goal is to always ensure that
 you are happy with your vehicle
 and "Completely Satisfied" with
 Bell and Bell. Should you receive
 a manufacturer's survey, we ask
 that you take the time to
 complete it and send it in. How
 you rate us is very important.
 Selecting "Completely Satisfied"
 is the only option that General
 Motors considers when rating us.
 If for any reason you are not
 "Completely Satisfied" with your
 service experience, please
 contact us and we will make
 every effort to resolve your
 concerns.

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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

BELL & BELL

BUICK · PONTIAC · GMC · ISUZU TRUCKS

P.O. Box 701, N. Myrtle Beach, SC 29597
 (843) 399-8300 1-800-835-1893
 2491 Hwy. 9 East, Little River, SC 29566
 SALES * SERVICE * PARTS * BODY SHOP
 www.bellandbellpontiac.com

SUNSET BEACH, NC

SERVICE ADVISOR WILLIAM-A SÄLYER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
06NOV07	09NOV07		1G2ZH548254				09NOV07	54806
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:55	17:17	05	PONTIAC G6-6CYCL SED		0.00		16	51
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
49270	49270							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
G. ROTATE TIRES	216 CP			0.00	0.00
9A ROTATE TIRES					
296 CPM				15.00	15.00
H NITROGEN TIRE INFLATION FOR FOUR TIRES					
I20 NITROGEN TIRE INFLATION FOR FOUR TIRES					
296 CPM				20.00	20.00
SPLIT FOR REPAIR ORDER 50/50 LABOR AND PARTS					
CUSTOMER PAY EVA FOR REPAIR ORDER				6.27	6.27

Our goal is to always ensure that you are happy with your vehicle and "Completely Satisfied" with Bell and Bell. Should you receive a manufacturer's survey, we ask that you take the time to complete it and send it in. How you rate us is very important. Selecting "Completely Satisfied" is the only option that General Motors considers when rating us. If for any reason you are not "Completely Satisfied" with your service experience, please contact us and we will make every effort to resolve your concerns.

DESCRIPTION	TOTALS
LABOR AMOUNT	80.80
PARTS AMOUNT	166.56
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	6.27
TOTAL CHARGES	253.63
LESS INSURANCE	0.00
SALES TAX	11.66
PLEASE PAY THIS AMOUNT	265.29

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

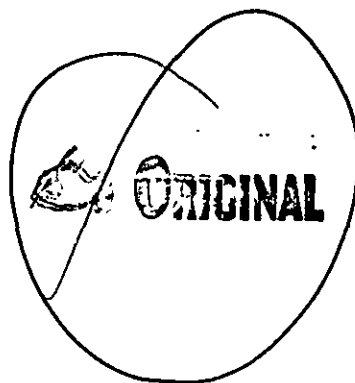
4500 - onstar good member card
 250.29
 228.98 - onstar 1 year sub charge
 21.31
 228.98

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



SALES DRAFT

BELL AND BELL PONTIAC
2491 HWY 9 EAST
LITTLE RIVER, SC 29566
TERMINAL 0256371

827200670889
11/09/2007 18:22:02
MC [REDACTED]
AUTH. TRANS. ID. MCBTXSTI9
INVOICE 27030 H02
AUTH. CODE 070080

SALE TOTAL	\$479.27
TAX	\$0.00
TOTAL	\$479.27

CUSTOMER COPY

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

January 10, 2011

[REDACTED]
[REDACTED]
Hinesville, GA [REDACTED]

Service Request: 71-572698432

Customer Relationship Specialist: Annette LeMay

Dear [REDACTED]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54805F[REDACTED] is for the following:

- 36 months or 45,000 miles, whichever occurs first, beginning on November 8, 2007 and ending on November 8, 2010 and begins with 40,258 and ends with 85,258 odometer miles
- Standard rental
- A \$50.00 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 Chevrolet customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance 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.

ATTN. ANNETTE LEMAY

General Motors Dealership Empowerment Process

(Dealership Service Management Template – Revised 01/10/2007)

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

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

Region	<input type="checkbox"/> NEast	<input checked="" type="checkbox"/> S East	<input type="checkbox"/> N Central	<input type="checkbox"/> S Central	<input type="checkbox"/> Western
Service Manager Name & Phone Number	Douglas Hamsher (912) 876-2121				
Dealership Name, Location & BAC Number	NeSmith Chevrolet 1559 E. Oglethorpe Hwy Hinesville Ga. 31313 BAC#162974				
CAC Case (SR) Number (if known)	71-553446264				
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]				
Customer <u>Complete</u> Mailing Address	Hinesville Ga. [REDACTED]				
Daytime Phone Number	[REDACTED]				
Evening Phone Number	[REDACTED]				
FULL VIN	1G1ZT54805F [REDACTED]				
Current Mileage	38,352				
District Service Manager's Name & Phone Number	Kirk Palis (912) 655-4346				
Customer's Concern(s) And Business Reason(s) For Offering Goodwill	[REDACTED] has had 14 warranty claims on his vehicle in the 14,749 miles since he purchased it used. He has had trim issues with the mirrors, weather strips, windows and sunshades. He has had issues with his BCM and injectors. His main concern is with a clunk noise in the steering of the vehicle. He has had two different Power Steering Units installed and the I-Shaft removed and lubed on his last visit. His mileage at the last repair on 9/13/07 was 37,945 miles, he is now out of warranty and concerned that he will keep having issues with the vehicle and he will be responsible to pay for them.				
Additional Information, Such As RO #s And Used Vehicle Purchase Information (date & mileage at purchase, and seller)	Ro# 177127, 177052, 175875, 175133, 174868, 172402, 171718, 168301, 166562, 165199. Purchased from Dan Vaden Chevrolet in Savannah Ga. On Jan.28 th 2006, with 15,534 miles.				

2004-2006 Model Years / In service 12 months or more and with 36,001 – 50,000 odometer miles				
Note: Only plans available for Aveo & Cobalt are \$0 & \$100 deductible Major Guard (\$200 deductible Major Guard, ALL Basic Guard & ALL Value Guard plans are unavailable)				
<input type="checkbox"/> Basic Guard <input type="checkbox"/> Value Guard <input checked="" type="checkbox"/> Major Guard				
12 Months	24 Months	36 Months	48 Months	60 Months
<input type="checkbox"/> 12,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 24,000	<input type="checkbox"/> 32,000	<input type="checkbox"/> 40,000
<input type="checkbox"/> 15,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 30,000	<input type="checkbox"/> 40,000	<input type="checkbox"/> 50,000
<input type="checkbox"/> 18,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 36,000	<input type="checkbox"/> 48,000	
<input type="checkbox"/> 20,000	<input type="checkbox"/> 40,000	<input checked="" type="checkbox"/> 45,000		
	<input type="checkbox"/> 50,000	<input type="checkbox"/> 54,000		
Available Deductible: <input checked="" type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200				

GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address https://www.autopartners.net/apps/naowb/naowb/delivervehicle/dv_09c.do?selectedtab=summary Go

Vehicle Identifier	Customer Information
Vehicle Category: GM, Used Division: Chevrolet VIN: 1G1ZT54805F [REDACTED]	Plan Customer: Individual Customer Type: Owner [REDACTED] Hinesville, Georgia, United States Home Phone: Primary Language: English Secondary Language:
Sales Information	
Dealer Code: 32888 Action: Add Protection Plan Odometer: 40258 Delivery Date: 11/23/2007	
Plan Lienholder	
Lienholder Type: Other Chevrolet P O Box 33170 Detroit, Michigan - 48232	
Protection Plans	
Plan Purchase Date: 11/23/2007 In Service Date: 11/23/2007	
Plan Type: Major Guard Retail Term: 36 Mileage Limit: 45000 Deductible: 50 Rental Type: Standard Plan Price: \$ 0.00 Tax: \$ 0.00 Total: \$ 0.00	

BACK CANCEL SUBMIT

Start Siebel Automotive - Mic... GM DealerWorld - Mic... 2:58 PM

<https://www.autopartners.net> - GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

GM OrderWORKBENCH Close Window

Transaction Details ⓘ ⓘ

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1ZT54805F [REDACTED]	Status: Pending
Dealer Code: 32888	User ID: [REDACTED]
Transaction Date: 11/23/2007	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2007-12-12-14:59:07.207000
Transaction Messages: 1097 - GMPP sent to MIC	

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Done Internet

Start Siebel Automotive - Mic... GM DealerWorld - Micros... <https://www.autopar...> Document1 - Microsoft ... 2:59 PM

McKenney Chevrolet



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

DATE: 11/16/07
TO: GM customer - ast (Jennifer)
FROM: Robert Tovar
PAGES: 2 (INCLUDING THIS COVER)
FAX: (704) 825-0348 OFFICE
(704) 825-5147 SALES
(704) 825-1520 BODY SHOP

REMARKS: CASE # 71 575591 24 0

CHEVROLET and BODY SHOP

6746 Wilkinson Blvd. • P.O. Box 708 • Belmont, NC 28012
704 825 3306 • 1 800 273 3306 • Fax 704 825 0348 • www.825-RIDE.com

Component Coverage Letter

Case # 71-575591240

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

January 10, 2011

[REDACTED]
[REDACTED]
Gastonia, NC [REDACTED]

Service Request: 71-575591240
Customer Relationship Specialist: Jennifer Decan

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52895F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 14, 2011, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

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

November 26, 2007

[REDACTED]
Sunny Isles Beach, FL [REDACTED]

Service request: 71-577179503

VIN: 1G2ZH158164 [REDACTED]

Customer Relationship Specialist: Miguel Alvear

Dear [REDACTED]

We acknowledge receipt of your Motor Vehicle Defect Notification received November 19, 2007 regarding your 2006 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product. This letter is to advise you that we have received your request for a final repair opportunity. As you are aware, you have already opened a file with our Product Allegation Department. That file has been referred to E.S.I.S. due to the nature of the claims. Unfortunately, this office will be unable to schedule the inspection/repair of your vehicle until those prior claims have been fully investigated and addressed. At this time, we must refer any further correspondence to our E.S.I.S group. E.S.I.S. can be reached at the following address:

E.S.I.S.
GM Central Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

We regret the need to delay your request, but believe that our goal of customer satisfaction will be best achieved by allowing your file to remain with the specialists handling that matter through its resolution. After the Product Allegation claims made in your E.S.I.S. file have been resolved, if you still feel that your vehicle is in need of repair, we invite you to again contact this department for the scheduling of those services. We will be happy to assist you at that time.

If you have any further questions, please contact me at 1-866-790-5600 extension 11336 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,
Pontiac Business Resource Center

January 12, 2011

[REDACTED]
Sunny Isles Beach, FL [REDACTED]

Service request: 71-577179503

VIN: 1G2ZH158164 [REDACTED]

Customer Relationship Specialist: Michael Adams

Dear [REDACTED]

Thank you for your recent correspondence regarding your 2006 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product.

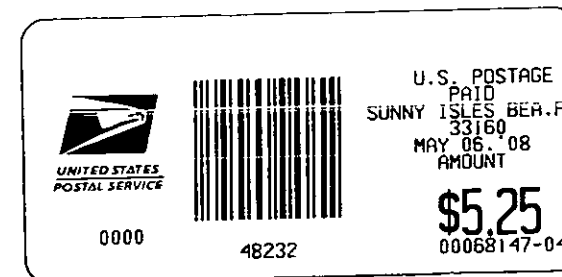
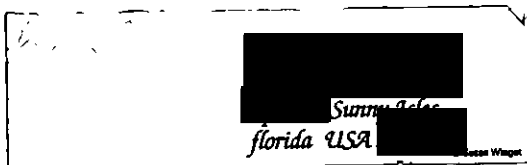
This letter is to confirm your scheduled repair opportunity at Zinn Companies, Inc. located in Pembroke Pines, FL. This repair opportunity will take place on May 16, 2008.

If you have further questions, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 5:00 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 again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Pontiac Customer Assistance Center



MAY 09 2008



GM-Pontiac/GMC Division
PO Box 33172
Detroit, MI 48232
Attn Heather Morris

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ☐ 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Power steering system
broken since 9/24/07 notified to GMC 10/6/07

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Pontiac Model G6 GT Year 2006
VIN 1G1Z2H1581164 [REDACTED] Date of Delivery 09/24/07
Name and City/State of selling dealer or leasing company (if applicable) PINAS PONTIAC GMC
BUICK, Pembroke Pines FL

Name and City/State of authorized service agent(s) attempting previous repairs PINAS PONTIAC GMC BUICK
Pembroke Pines, FL

Consumer [REDACTED] Home phone [REDACTED]
Address Sunny Isles Bch Work phone [REDACTED]
Florida Signature [REDACTED]
Date Mailed 11/14/07

White—manufacturer's conv send by registered (return receipt requested)



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

November 26, 2007

[REDACTED]
Sunny Isles Beach, FL [REDACTED]

Service request: 71-577179503

VIN: 1G2ZH158164 [REDACTED]

Customer Relationship Specialist: Miguel Alvear

Dear [REDACTED]

We acknowledge receipt of your Motor Vehicle Defect Notification received November 19, 2007 regarding your 2006 Pontiac G6. We are sorry you are dissatisfied with your Pontiac. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Pontiac owner is dissatisfied with any phase of their experience with our product. This letter is to advise you that we have received your request for a final repair opportunity. As you are aware, you have already opened a file with our Product Allegation Department. That file has been referred to E.S.I.S. due to the nature of the claims. Unfortunately, this office will be unable to schedule the inspection/repair of your vehicle until those prior claims have been fully investigated and addressed. At this time, we must refer any further correspondence to our E.S.I.S. group. E.S.I.S. can be reached at the following address:

E.S.I.S.
GM Central Claims Unit
300 Renaissance Center
Mail Code 482 C20 D71
Detroit, MI 48265-3000

We regret the need to delay your request, but believe that our goal of customer satisfaction will be best achieved by allowing your file to remain with the specialists handling that matter through its resolution. After the Product Allegation claims made in your E.S.I.S. file have been resolved, if you still feel that your vehicle is in need of repair, we invite you to again contact this department for the scheduling of those services. We will be happy to assist you at that time.

If you have any further questions, please contact me at 1-866-790-5600 extension 11336 between 8:00 a.m. and 4:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

LEXUS OF PEMBROKE PINES COLLISION CENTER

200887

200887

16150 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027

MAIN: (954) 443-2020 * BODY SHOP DIRECT: (954) 443-2770 * TOLL FREE: 1-877-61LEXUS

RECOMMENDED SERVICES

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

B O D Y

STATE REG# MV-38266

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> M/C	VEHICLE I.D. NO. 1G2ZH158164	YEAR/MAKE/MODEL 06/PONTIAC/G6 GT	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO. 200887
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	APR SUNNY ISLES, FL	CUSTOMER NO. 84877	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
REPAIR PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 10:36am	DATE/TIME PROMISED 09/24/07 05:30pm	PRIORITY	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	CELL: 786-222-2831	LABOR RATE		MILEAGE 21,561	ADVISOR NO. 74604	ADVISOR FRANTZ MOREAU JR

<p>COMMENTS: REPAIR AS PER CUST INSURANCE (INFINITY)</p> <p>1. C 20LEZ07 B/S REPAIRS</p> <p>2. C 20LEZ06 B/S PAINT & REFINISH</p> <p>3. C 20LEZZZDISCLAIMER</p> <p>WE ARE NOT RESPONSIBLE FOR DELAYS DUE TO PARTS AVAILABILITY OR COMPLETION TIMES. RENTAL CAR COVERAGE MAY EXPIRE PRIOR TO YOUR VEHICLE BEING COMPLETED. RENTAL ASSISTANCE WILL NOT BE PROVIDED BY THE DEALERSHIP. IF YOU DO NOT AGREE WITH THIS PLEASE LET US KNOW BEFORE REPAIRS ARE BEGUN</p> <p>I AUTHORIZE ALL SUPPLEMENTS ON MY VEHICLE</p>	<p>ORIGINAL ESTIMATE \$</p> <p>DATE</p> <p>TIME</p> <p>ADDITIONAL AUTHORIZED AMOUNT \$</p> <p>REVISED AUTHORIZED ESTIMATE \$</p> <p>NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL REPAIRS</p> <p>CHARGE FOR ESTIMATE \$</p> <p>DESCRIPTION OF ADDL WORK AUTHORIZED</p> <p>STORAGE CHARGES ARE \$20.00/DAY AS OF THE THIRD DAY FOLLOWING JOB COMPLETION.</p> <p>PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00</p> <p><input type="checkbox"/> I REQUEST A WRITTEN ESTIMATE.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.</p> <p><input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE.</p> <p>SIG DATE</p> <p>For SECURITY PURPOSES, Vehicles left in service after 2 PM on Saturday will not be available for pickup until Monday morning, Thank You.</p> <p>These charges include costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal.</p>
---	---



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company



CUSTOMER NO. 151039	NAME EFREN ALMEIDA	7123	TAG NO. 7582	INVOICE DATE 08/02/06	INVOICE NO. PNCS112603
PEMBROKE PINES, FL	LABOR RATE	LICENSE NO.	MILEAGE 3,107	COLOR BLK/EBONY I	STOCK NO. 6052600
	YEAR / MAKE / MODEL 06 / PONTIAC / G6/2DR CPE GT			DELIVERY DATE 06/30/06	DELIVERY MILES 19
	VEHICLE ID NO. 1G2ZH158164			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	08/02/06
BUSINESS PHONE	COMMENTS				

LABOR & PARTS
J# 1 01PNZ05-3K 3,000 MILE SERVICE TECH(S):801909 9.40
CUSTOMER REQUEST 3000 MILE SERVICE
CHANGE OIL & OIL FILTER. LUBE CHASSIS. HINGES AND DOORS.
FILL ALL FLUIDS LEVELS. CHECK TIRE WEAR AND PRESSURE.
CHECK BATTERY.
PERFORMED 3,000 MILE SERVICE DESCRIBED
YOUR NEXT SERVICE IS AT 6,000 MILES . THANK YOU !!

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	25010792	FILTER 1.836 GP	6.80	6.80	6.80
JOB # 1 TOTAL PARTS						6.80
JOB # 1 TOTAL LABOR & PARTS						16.20

G.O.G. & SUPPLIES	QTY	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	5.0	CASTROL GTX OIL	@ 1.950 /UNIT	9.75
TOTAL - GOG				9.75

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SS	HAZARDOUS WASTE DISP/SHOP SUPPLY		2.50
TOTAL - MISC				2.50

TOTALS	PRICE
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR.... 9.40
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS.... 6.80
GSP	TOTAL SUBLET.... 0.00
	TOTAL G.O.G.... 9.75
	TOTAL MISC CHG.... 2.50
	TOTAL MISC DISC.... 0.00
	TOTAL TAX..... 1.71
	TOTAL INVOICE \$ 30.16

CUSTOMER SIGNATURE

Towing Service
CRAIG ZINN
AUTOMOTIVE GROUP
(954) 444-4079 • (954) 325-2647

PAID

AUG 02 2006

PINES PONTIAC GMC BUICK

Thank
You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company

CUSTOMER NO.	151039		ADVISOR	EFREN ALMEIDA	7123	TAG NO.	7582	INVOICE DATE	08/02/06	INVOICE NO.	PNC5112603	
			LABOR RATE		LICENSE NO.		MILEAGE	3,107	COLOR	BLK/EBONY I	STOCK NO.	6052600
			YEAR / MAKE / MODEL					06/PONTIAC/G6/2DR CPE GT	DELIVERY DATE	06/30/06	DELIVERY MILES	19
			VEHICLE I.D. NO.					1 G 2 Z H 1 5 8 1 6 4	SELLING DEALER NO.		PRODUCTION DATE	
			F.T.E. NO.						P.O. NO.		DATE	08/02/06
			BUSINESS PHONE					COMMENTS				

LABOR & PARTS
J# 1 01PNZ05-3K 3.000 MILE SERVICE TECH(S):801909 9.40
CUSTOMER REQUEST 3000 MILE SERVICE
CHANGE OIL & OIL FILTER. LUBE CHASSIS. HINGES AND DOORS.
FILL ALL FLUIDS LEVELS. CHECK TIRE WEAR AND PRESSURE.
CHECK BATTERY.
PERFORMED 3.000 MILE SERVICE DESCRIBED
YOUR NEXT SERVICE IS AT 6.000 MILES . THANK YOU !!

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
JOB # 1	1	25010792	FILTER 1.836 GP	7.04	6.80	6.80
				JOB # 1 TOTAL PARTS		6.80
				JOB # 1 TOTAL LABOR & PARTS		16.20

G.O.G. & SUPPLIES-----						
JOB # 1	5.0	CASTROL GTX OIL	@	1.950	/UNIT	9.75
					TOTAL - GOG	9.75

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
JOB # A	SS	HAZARDOUS WASTE DISP/SHOP SUPPLY		2.50
			TOTAL - MISC	2.50

TOTALS-----		
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR....	9.40
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	6.80
GSP	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	9.75
	TOTAL MISC CHG.	2.50
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.71
	TOTAL INVOICE \$	30.16

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

Thank
You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
 MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company



CUSTOMER NO.	151039	ADVISOR	EFREN ALMEIDA	7123	TAG NO.	9626	INVOICE DATE	10/09/06	INVOICE NO.	PNC5115396
		LABOR RATE			MILEAGE	6,294	COLOR	BLK/EBONY I	STOCK NO.	6052600
		YEAR / MAKE / MODEL	06/PONTIAC/G6/2DR CPE GT				DELIVERY DATE	06/30/06	DELIVERY MILES	19
		VEHICLE I.D. NO.	1 G 2 Z H 1 5 8 1 6 4				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		B.O. DATE	10/09/06		
		BUSINESS PHONE	COMMENTS							

LABOR & PARTS

J# 1 01PNZ05-6K 6,000 MILE SERVICE TECH(S):4978 91.00
 CUSTOMER REQUEST 6000 MILE SERVICE
 CHANGE OIL AND OIL FILTER. LUBE CHASSIS. HINGES. DOORS
 FILL ALL FLUIDS. ROTATE TIRES. CLEAN AND ADJUST BRAKE LINING
 INSPECT DRIVE BELTS. HOSES AND CABLES. SET ENGINE TO FACTORY
 SPECS. CHECK BATTERY. CHECK TIRE WEAR AND PRESSURE.
 PERFORMED 6,000 MILE SERVICE DESCRIBED
 YOUR NEXT SERVICE IS DUE AT 9000 MILES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		25010792	FILTER 1.836 GP	7.04	6.80	6.80
						JOB # 1 TOTAL PARTS	6.80
						JOB # 1 TOTAL LABOR & PARTS	97.80

G.O.G. & SUPPLIES

JOB # 1	5.0	CASTROL GTX OIL	@	1.950	/UNIT	9.75	
						TOTAL - GOG	9.75

MISC

CODE	DESCRIPTION	CONTROL NO	PRICE	
JOB # A	SS HAZARDOUS WASTE DISP/SHOP SUPPLY		5.46	
			TOTAL - MISC	5.46

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR....	91.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	6.80
GSP	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	9.75
	TOTAL MISC CHG.	5.46
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	6.79

TOTAL INVOICE \$ 119.80

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank
You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company



CUSTOMER NO. 151039		ADVISOR EFREN ALMEIDA		7123	TAG NO. 3485	INVOICE DATE 12/28/06	INVOICE NO. PNCS118545
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 9,183		COLOR BLK/EBONY I	STOCK NO. 6052600
[REDACTED]		YEAR / MAKE / MODEL 06/PONTIAC/G6/2DR CPE GT				DELIVERY DATE 06/30/06	DELIVERY MILES 19
[REDACTED]		VEHICLE I.D. NO. 1 G 2 Z H 1 5 8 1 6 4				SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.		DATE 12/28/06	
[REDACTED]		BUSINESS PHONE		COMMENTS			

LABOR & PARTS
J# 1 01PNZ05-9K 9.000 MILE SERVICE TECH(S):801909 16.50
CUSTOMER REQUEST 9000 MILE SVCIE
CHANGE OIL AND OIL FILTER. LUBE CHASSIS , HINGES AND DOORS
FILL ALL FLUID LEVELS. INSPECT DRIVE BELTS, HOSES AND CABLES
INSPECT TIRES FOR WEAR AND PRESSURES. CHECK BATTERY
PERFORMED 9.000 MILE SERVICE AS DESCRIBED
YOUR NEXT SERVICE IS AT 12.000 MILES. THANK YOU !!

PARTS-----QTY----	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
JOB # 1 1	25010792	FILTER 1.836 GP	7.04 6.80	6.80
			JOB # 1 TOTAL PARTS	6.80
			JOB # 1 TOTAL LABOR & PARTS	23.30

G.O.G. & SUPPLIES-----				
JOB # 1 5.0 CASTROL GTX OIL	@	1.950 /UNIT		9.75
			TOTAL - GOG	9.75

MISC-----CODE-----	DESCRIPTION-----	CONTROL NO-----		
JOB # A SS	HAZARDOUS WASTE DISP/SHOP SUPPLY		2.50	
JOB # 1 SD	SERVICE DEPT DISCOUNTS/COUPONS		-3.10	
			TOTAL - MISC	-0.60

TOTALS-----

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR....	16.50
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	6.80
GSP	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	9.75
	TOTAL MISC CHG.	2.50
	TOTAL MISC DISC	-3.10
	TOTAL TAX.....	1.95

TOTAL INVOICE \$ 34.40

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Cray Zinn Automotive Group Company

CUSTOMER NO.	151039	ADVISOR	EFREN ALMEIDA	7123	TAG NO.	5730	INVOICE DATE	03/20/07	INVOICE NO.	PNC5121675	
		LABOR RATE		LICENSE NO.		MILEAGE	12,251	COLOR	BLK/EBONY I	STOCK NO.	6052600
		YEAR / MAKE / MODEL	06/PONTIAC/G6/2DR CPE GT				DELIVERY DATE	06/30/06	DELIVERY MILES	19	
		VEHICLE I.D. NO.	1 G 2 Z H 1 5 8 1 6 4				SELLING DEALER NO.		PRODUCTION DATE		
		F. T. E. NO.		P. O. NO.			B. G. DATE	03/20/07			
		BUSINESS PHONE	COMMENTS								

LABOR & PARTS
1 01PNZ06-12K 12,000 MILE SERVICE TECH(S):6925 91.00
CUSTOMER REQUEST 12,000 MILE SERVICE
CHANGE OIL AND OIL FILTER. LUBE CHASSIS, HINGES AND DOORS
FILL ALL FLUID LEVELS. BALANCE AND ROTATE FOUR TIRES.
INSPECT DRIVE BELTS, HOSES, CABLES. SET ENGINE TO FACTORY
SPECS. CHECK BATTERY. CHECK TIRES FOR WEAR AND PRESSURES.
PERFORMED 12,000 MILE SERVICE DESCRIBED
YOUR NEXT SERVICE IS AT 15,000 MILES. THANK YOU !!

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		25010792	FILTER 1.836 GP	7.04	6.80	6.80
						JOB # 1 TOTAL PARTS	6.80
						JOB # 1 TOTAL LABOR & PARTS	97.80

G.O.G. & SUPPLIES						
JOB # 1	5.0	CASTROL GTX OIL	@	2.100	/UNIT	10.50
					TOTAL - GOG	10.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	HAZARDOUS WASTE DISP/SHOP SUPPLY		5.46
				TOTAL - MISC
				5.46

TECHNICIAN CERTIFICATION			
6925	WYMAN ROMANS	9258	

TOTALS		
PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR....	91.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	6.80
GSP	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	10.50
	TOTAL MISC CHG.	5.46
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	6.83

TOTAL INVOICE \$ 120.59

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

Thank You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company



CUSTOMER NO.	151039		ADVISOR	EFREN ALMEIDA	7123	TAG NO.	5972	INVOICE DATE	03/27/07	INVOICE NO.	PNC5121873			
			LABOR RATE			LICENSE NO.			MILEAGE	12,559	COLOR	BLK/EBONY I		
			YEAR / MAKE / MODEL	06/PONTIAC/G6/2DR CPE GT						DELIVERY DATE	06/30/06	DELIVERY MILES	19	
			VEHICLE I.D. NO.	1 G 2 Z H 1 5 8 1 6 4						SELLING DEALER NO.			PRODUCTION DATE	
			F.T.E. NO.							P.O. NO.			P.O. DATE	03/26/07
			BUSINESS PHONE										COMMENTS	

LABOR & PARTS
J# 1 07PNZ BRAKES/TRACTION CTRL TECH(S):4978 WARRANTY
CUSTOMER STATES ABS LIGHT COMES ON WHILE DRIVING
C0550 INSTALL REDUNDENT GROUND TO G109 AND CODE STILL
PRESENT.
REPLACE EBCM AND ROAD TESTED.
H2505 1.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	22691089	MODULE KI 4.720			
				JOB # 1 TOTAL PARTS	0.00	WARRANTY
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 02PNZ DRIVE & EMISSIONS TECH(S):4978 WARRANTY
CUSTOMER STATES ENGINE WILL STALL WHILE DRIVING
G104 LOOSE AT HEADER PANEL
CLEAN AND SECURE GROUND, ROAD TESTED OKAY.

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

G.O.G. & SUPPLIES			
JOB # 1	FREIGHT (PARTS)		
		TOTAL - GOG	0.00

COMMENTS
DELETED OPERATION(S)
01PNZ-RENTAL RENTAL

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR....	0.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	0.00
GSP	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG....	0.00
	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
TOTAL INVOICE \$		0.00

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

Thank
You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company

CUSTOMER NO.	151039	ADVISOR	EFREN ALMEIDA	7123	TAG NO.	5972	INVOICE DATE	03/27/07	INVOICE NO.	PNC5121873			
[REDACTED] MIAMI, FL		LABOR RATE	LICENSE NO.		MILEAGE		12,559	COLOR	BLK/EBONY I	STOCK NO.	6052600		
		YEAR / MAKE / MODEL							06/PONTIAC/G6/2DR CPE GT	DELIVERY DATE	06/30/06	DELIVERY MILES	19
		VEHICLE I.D. NO.							1 G 2 Z H 1 5 8 1 6 4	SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.								P.O. NO.		03/26/07	
[REDACTED]		BUSINESS PHONE		COMMENTS									

LABOR & PARTS
J# 1 07PNZ BRAKES/TRACTION CTRL TECH(S):4978 WARRANTY
CUSTOMER STATES ABS LIGHT COMES ON WHILE DRIVING
C0550 INSTALL REDUNDENT GROUND TO G109 AND CODE STILL
PRESENT.
REPLACE EBCM AND ROAD TESTED.
H2505 1.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	22691089	MODULE KI 4.720			WARRANTY
				JOB # 1 TOTAL PARTS	0.00	
				JOB # 1 TOTAL LABOR & PARTS	0.00	

J# 2 02PNZ DRIVE & EMISSIONS TECH(S):4978 WARRANTY
CUSTOMER STATES ENGINE WILL STALL WHILE DRIVING
G104 LOOSE AT HEADER PANEL
CLEAN AND SECURE GROUND. ROAD TESTED OKAY.

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

G.O.G. & SUPPLIES			
JOB # 1	FREIGHT (PARTS)		WARRANTY
		TOTAL - GOG	0.00

COMMENTS
DELETED OPERATION(S)
01PNZ-RENTAL RENTAL

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR...	0.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS...	0.00
GSP	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
TOTAL INVOICE \$		0.00

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

Reynolds and Reynolds C0021170 0 (5/03) ERMNTS14E

Thank
You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company



CUSTOMER NO. 151039	ADVISOR EFREN ALMEIDA	7123	TAG NO. 7602	INVOICE DATE 05/22/07	INVOICE NO. PNC5124048
	LABOR RATE	LICENSE NO.	MILEAGE 15,792	COLOR BLK/EBONY I	STOCK NO. 6052600
	YEAR / MAKE / MODEL 06/PONTIAC/G6/2DR CPE GT			DELIVERY DATE 06/30/06	DELIVERY MILES 19
	VEHICLE I.D. NO. 1 G 2 Z H 1 5 8 1 6 4			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	B.C. DATE 05/22/07	
BUSINESS PHONE		COMMENTS			

LABOR & PARTS
J# 1 01PNZ07-15K 15,000 MILE SERVICE TECH(S):6925 172.50

CUSTOMER REQUEST 15,000 MILE SERVICE
CHANGE OIL AND OIL FILTER. LUBE CHASSIS, HINGES, DOORS.
FILL ALL FLUID LEVELS. SERVICE AUTOMATIC TRANSMISSION.
SERVICE COOLING SYSTEM. INSPECT DRIVE BELTS, HOSES, CABLES.
REMOVE WHEELS. CLEAN AND ADJUST BRAKE LININGS. CHECK TIRES
FOR WEAR AND PRESSURES. CHECK BATTERY. INSPECT A/C SYSTEM
FOR PERFORMANCE. ROAD TEST
PERFORMED 15,000 MILE SERVICE DESCRIBED
YOUR NEXT SERVICE IS DUE AT 18,000 MILES

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST	PRICE	UNIT	PRICE
JOB # 1	1		24221762	FLTR KIT 4.197 GP	46.38	45.12		45.12
JOB # 1	7		12378470	FLUID 8.800	6.90	48.30		48.30
JOB # 1	1		103	ATC	8.95	8.95		8.95
JOB # 1	2		12346290	COOLANT 8.800	28.58	21.33		42.66
JOB # 1	1		1052626	CLEANER 8.800 KE	10.83	6.50		6.50
JOB # 1	1		25010792	FILTER 1.836 GP	7.04	6.80		6.80
					JOB # 1 TOTAL PARTS			158.33
					JOB # 1 TOTAL LABOR & PARTS			330.83

G.O.G. & SUPPLIES
JOB # 1 5.0 CASTROL GTX OIL @ 2.100 /UNIT 10.50
TOTAL - GOG 10.50

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS HAZARDOUS WASTE DISP/SHOP SUPPLY 10.35
TOTAL - MISC 10.35

TECHNICIAN CERTIFICATION-----
6925 WYMAN ROMANS 9258

TOTALS-----

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR...	172.50
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS...	158.33
GSP	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	10.50
	TOTAL MISC CHG.	10.35
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	21.11

TOTAL INVOICE \$ 372.79

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company



CUSTOMER NO. 151039	ADVISEE EFREN ALMEIDA	7123	TAG NO 9884	INVOICE DATE 08/01/07	INVOICE NO PNCS126673
	LABOR RATE	LICENSE NO.	MILEAGE 19,006	COLOR BLK/EBONY I	STOCKING 6052600
	YEAR / MAKE / MODEL 06/PONTIAC/G6/2DR CPE GT			DELIVERY DATE 06/30/06	DELIVERY MILES 19
	VEHICLE ID NO. 1G2ZH158164			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	DATE 08/01/07		
	BUSINESS PHONE	COMMENTS			

LABOR & PARTS

J# 1 01PNZ08-18K 18,000 MILE SERVICE TECH(S):4978 91.00
CUSTOMER REQUEST 18,000 MILE SERVICE
CHANGE OIL AND OIL FILTER. LUBE CHASSIS, HINGES AND DOORS
FILL ALL FLUID LEVELS. ROTATE TIRES. CLEAN AND ADJUST BRAKE
LININGS. INSPECT DRIVE BELTS, HOSES, CABLES. SET ENGINE TO
FACTORY SPECS. CHECK BATTERY. INSPECT TIRE WEAR AND PRESSURE
PERFORMED 18,000 MILE SERVICE DESCRIBED
YOUR NEXT SERVICE IS DUE AT 21,000 MILES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	25010792	FILTER 1.836 GP	7.04	7.04	7.04
					JOB # 1 TOTAL PARTS	7.04
					JOB # 1 TOTAL LABOR & PARTS	98.04

G.O.G. & SUPPLIES						
JOB # 1	5.0	CASTROL GTX OIL	@	2.100	/UNIT	10.50
					TOTAL - GOG	10.50

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A		SS HAZARDOUS WASTE DISP/SHOP SUPPLY		5.46
			TOTAL - MISC	5.46

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED	TOTAL LABOR....	91.00
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	TOTAL PARTS....	7.04
GSP	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	10.50
	TOTAL MISC CHG.	5.46
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	6.84
TOTAL INVOICE \$		120.84

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank You



16100 PINES BLVD. * PEMBROKE PINES, FLORIDA 33027
MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

A Craig Zinn Automotive Group Company



CUSTOMER NO	151039	ADVISOR	EFREN ALMEIDA	7123	TAG NO	0000	INVOICE DATE	10/25/07	INVOICE NO	PNC5129778	
		LABOR RATE		LICENSE NO.		MILEAGE	21,561	COLOR	BLK/EBONY I	STOCK NO	6052600
		YEAR / MAKE / MODEL	06/PONTIAC/G6/2DR CPE GT				DELIVERY DATE	06/30/06	DELIVERY MILES	19	
		VEHICLE I.D. NO.	1 G 2 Z H 1 5 8 1 6 4				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.			INVOICE DATE	10/25/07			
		BUSINESS PHONE	COMMENTS								

LABOR & PARTS
J# 1 06PNZ

STEERING/SUSPENSION TECH(S):6925 189.90
CUSTOMER STATES CAR HAS NO POWER STEERING ASSIST
WORK WITH REP FROM EAA TO INSPECT FOR NO POWER ASSIST

JOB # 1 TOTAL LABOR & PARTS 189.90

TECHNICIAN CERTIFICATION
6925 WYMAN ROMANS 9258

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
GSP

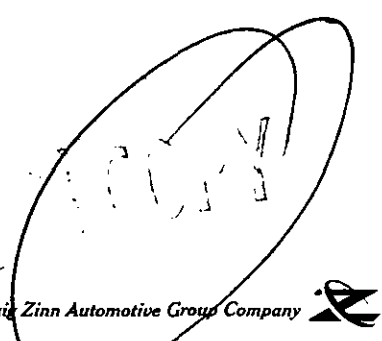
TOTAL LABOR.... 189.90
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 11.40

TOTAL INVOICE \$ 201.30

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Thank
You



MAIN: (954) 443-2500 * BODY SHOP DIRECT: (954) 443-2770

Atta Emma Aguilar
From Jorge Bosque 10000441244

A Craig Zinn Automotive Group Company

CUSTOMER NO.	151039	ADVISOR	EFREN ALMEIDA	7123	TAG NO.	4961	INVOICE DATE	02/22/08	INVOICE NO.	PNC5133637	
<div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 100px; height: 40px; margin-bottom: 5px;"></div> <div>MIAMI, FL</div>		LABOR RATE		LICENSE NO.		MILEAGE	21,562	COLOR	BLK/EBONY I	STOCK NO.	6052600
		YEAR / MAKE / MODEL						DELIVERY DATE	DELIVERY MILES		
		06/PONTIAC/G6/2DR CPE GT						06/30/06	19		
		VEHICLE I.D. NO.						SELLING DEALER NO.	PRODUCTION DATE		
		1 G 2 Z H 1 5 8 1 6 4									
		F. T. E. NO.				P. O. NO.		P. S. DATE			
								02/19/08			
	BUSINESS PHONE	COMMENTS									

~~LABOR & PARTS~~

U# 1+04PNZ03

WON'T CRANK

TECH(S): 6925

WARRANTY

CUSTOMER STATES CAR WILL NOT START BATTERY DEAD
12.73VOLTS 225CCA DISPLAY 2T1R7-RL, FAILED MIDTRONICS
TEST.
REPLACE BATTERY. 001Q3-RL
N0110 .50

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	19001627	BATT		

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+06PNZ07

STEERS HARD/TIGHT

TECH(S):6925

332.33

CUSTOMER STATES STEERING HARD TO TURN ADVISE
NO COMMUNICATION TO POWER STEERING ASSIST MOTOR MODULE.
CHECK POWER AND GROUND DATA CIRCUITS. INTERNAL FAILURE.
INSTALLED MOTOR AND PROGRAMMED.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1		25805894	MOTOR 6.605	353.78	353.78
JOB # 2	1		22689708	FUSE 8.965	8.20	8.20

JOB # 2 TOTAL LABOR & PARTS 694.31

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	HAZARDOUS WASTE DISP/SHOP SUPPLY		19.94
		TOTAL - MISC		19.94

COMMENTS -

INFINITY INS

CLAIM NO

~~DELETED OPERATION(S)~~

06PNZ STEERING/SUSPENSION

TECHNICIAN CERTIFICATION

6925

WYMAN ROMANS

9258

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS
GSP

TOTAL LABOR....	361.33
TOTAL PARTS....	361.98
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.94
TOTAL MISC DISC	0.00
TOTAL TAX.....	42.86

TOTAL INVOICE \$	757.11
-------------------------	---------------

PAID

FEB 22 2008

FEB 7 2004
361.98
PINES PONTIAC GMC BUICK
0.00
10.04



Towing Service

CUSTOMER SIGNATURE **DAIG SHIN**
AUTOMOTIVE GROUP

(954) 444-4079 • (954) 325-2647

Thank
You

First payment

Memorial Employees Federal Credit Union

Print Date : May 06, 2008

Member Number : 1954400

Member Name [REDACTED]

Account Title	CHECKING	Account Balance	\$1,123.06
Account Number	S10	Available Balance	\$1,123.06
Dividend Rate	1.490%	2008 Dividend	\$7.50
		2007 Dividend	\$10.63

Account #S10 History
08-17-2006 to 08-31-2006

Date	Check #	Transaction Description	Amount	Balance
08-31-2006		DIVIDEND ADIV Eff. Dated 08-31-2006	0.17	1,044.22
08-28-2006		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 407511 MEM HOSP PEMBROPEMBROKE PFL 28082913FC1L0761 XXXXXXXXXXXXX1700 WEFT Eff. Dated 08-28-2006	-40.00	1,044.05
08-28-2006	000001009	ELECTRONIC FUNDS WITHDRAWAL CK#: 1009 FPL PAYMENT CTR BILL PYMT 060826 1009 WEFT Eff. Dated 08-28-2006	-45.16	1,084.05
08-28-2006		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 413470 17790 COLLINS ANORTH MIAMFL 2621460681740503 XXXXXXXXXXXXX1700 WEFT Eff. Dated 08-28-2006	-22.00	1,129.21
08-25-2006	000001007	DRAFT ITEM CK#: 1007 WDRC Eff. Dated 08-25-2006	-148.50	1,151.21
08-25-2006		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 377432 MEM HOSP PEMBROPEMBROKE PFL 25141743FC1L0761 XXXXXXXXXXXXX1700 WEFT Eff. Dated 08-25-2006	-40.00	1,299.71
08-24-2006		ELECTRONIC FUNDS DEPOSIT MEMORIAL HEALTHC PR PAYMENT 0001-000068460 DEFT Eff. Dated 08-24-2006	1,101.69	1,339.71
08-21-2006		ELECTRONIC FUNDS WITHDRAWAL GMAC GMAC PAYMT 082106 611909441724571 WEFT Eff. Dated 08-21-2006	-403.02	238.02
08-21-2006		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 006731 18330 COLLINS ASUNNY ISLEFL 19133607A006631 XXXXXXXXXXXXX1700 WEFT Eff. Dated 08-21-2006	-40.00	641.04
08-17-2006	000001006	DRAFT ITEM CK#: 1006 WDRC Eff. Dated 08-17-2006	-35.00	681.04

2nd payment

Memorial Employees Federal Credit Union

Print Date : May 06, 2008

Member Number : 1954400

Member Name : [REDACTED]

Account Title	CHECKING	Account Balance	\$1,123.06
Account Number	S10	Available Balance	\$1,123.06
Dividend Rate	1.490%	2008 Dividend	\$7.50
		2007 Dividend	\$10.63

Account #S10 History
04-01-2008 to 04-15-2008

Date	Check #	Transaction Description	Amount	Balance
04-14-2008	000000002	DRAFT ITEM CK#: 2 WDRC Eff. Dated 04-14-2008	-50.00	532.61
04-14-2008		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 059865 MEM HOSP PEMBROPEMBROKE PFL 14141929FC1L0761 XXXXXXXXXXXXX8507 WEFT Eff. Dated 04-14-2008	-100.00	582.61
04-14-2008		ELECTRONIC FUNDS WITHDRAWAL GMAC GMAC PAYMT 041408 611909441724581 WEFT Eff. Dated 04-14-2008	-403.02	682.61
04-11-2008		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 029806 MEM HOSP PEMBROPEMBROKE PFL 11164038FC1L0761 XXXXXXXXXXXXX8507 WEFT Eff. Dated 04-11-2008	-100.00	1,085.63
04-10-2008	000001291	DRAFT ITEM CK#: 1291 WDRC Eff. Dated 04-10-2008	-100.00	1,185.63
04-09-2008		ELECTRONIC FUNDS WITHDRAWAL PROG AMERICAN INS PREM 080409 76817356 ,JORGE WEFT Eff. Dated 04-09-2008	-385.66	1,285.63
04-07-2008		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 005309 18330 COLLINS ASUNNY ISLEFL 05143034A006641 XXXXXXXXXXXXX8507 WEFT Eff. Dated 04-07-2008	-100.00	1,671.29
04-04-2008		ELECTRONIC FUNDS WITHDRAWAL ATMDEF1 957738 MEMORIAL HOSPITHOLLYWOOD FL 04100754FC1L8967 XXXXXXXXXXXXX8507 WEFT Eff. Dated 04-04-2008	-100.00	1,771.29
04-03-2008	000001303	DRAFT ITEM CK#: 1303 WDRC Eff. Dated 04-03-2008	-161.95	1,871.29
04-02-2008		ELECTRONIC FUNDS DEPOSIT MEMORIAL HEALTHC PR PAYMENT 0001-000068460 DEFT Eff. Dated 04-02-2008	1,800.38	2,033.24
04-		ELECTRONIC FUNDS WITHDRAWAL PO SVC21*061225 SUNNY ISLES EATSUNNY ISLEFL		

5/5/2008

**esis**

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3500

800.888.0164 tel
313.665.0911 fax

Nancy Johnson
Claims Administrator

January 2, 2008

[REDACTED]
Sunny Isles Beach, FL [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: [REDACTED]
Our Client: General Motors Corporation
Date/Event: 9/24/07
Subject vehicle: 2006 Pontiac G6
VIN: 1G2ZH158164 [REDACTED]


Dear [REDACTED]

ESIS is the third party administrator on behalf of General Motors. As we discussed, the above claim has been denied.

If you choose to pursue this matter further, you must maintain the vehicle in its immediate post-incident condition.

Thank you for your time in this regard.

Sincerely,


Nancy Johnson
Claims Administrator

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number

Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)

Creditor (Seller name and address)

██████████
 MONTH OF BIRTH OF REGISTERED OWNER 02/27 CO: BROWARD

ZINN COMPANIES INC
 14100 PINES BLVD
 PEMBROKE PINES FL 33027

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2004		PONTIAC G6	1G2ZB15514	<input type="checkbox"/> personal, family, or household <input type="checkbox"/> business

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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
0.00%	\$ 0.00	\$ 29617.44	\$ 29617.44	\$ 29617.44

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 403.00	Monthly beginning 08/14/2004	

Late Charge. If a payment is not received in full within 10 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 off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any accessories, services, and taxes) \$ 29544.74 (1)
- Total downpayment = (If negative enter "0" and see line 4l below)

Gross trade-in \$	N/A	- payoff by seller \$	N/A
= net trade-in \$	N/A	+ cash \$	0.12
+ other (describe)		\$	N/A

 \$ 0.12 (2)
- Unpaid balance of cash price (1 minus 2) \$ 29544.62 (3)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
 - A Cost of optional credit insurance paid to the insurance company or companies

Life	\$	N/A
Disability	\$	N/A
 - B Other insurance paid to the insurance company \$ N/A
 - C Official fees paid to government agencies (describe) _____
 - D Government license and/or registration fees (describe) _____

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. Your choice of insurance providers will not affect our decision to sell or extend credit to you. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
 Term N/A

☐ Credit Disability (Buyer Only)

Term N/A

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A (Insurance Company)

N/A (Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. 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 box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgements:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this credit and that you do not have to purchase this credit life insurance policy in order to obtain the credit.

X
 Buyer Signature Date

X
 Co-Buyer Signature Date

2. You understand that the credit life insurance

E Government documentary stamp taxes \$ N/A
F Government taxes not included in cash price (describe) \$ 101.85

G Government certificate of title fees (including \$ N/A security interest recording fee) \$ N/A

H Other charges (Seller must identify who is paid and describe purpose.)

to SELLER & ADV for SERVICE CHARGE \$ 2400.00
to STATE OF FL for TAX ON SUC \$ 154.00
to ZINN COMPANIES for GAP PROTECTION \$ 595.00
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A
to N/A for N/A \$ N/A

I Net trade-in payoff to \$ N/A

Total other charges and amounts paid to others on your behalf \$ 3452.85 (4)

5 Amount financed (3 + 4) \$ 27017.44 (5)

are purchasing may be deferred if, at the time of this application, you are unable to engage in employment or unable to perform normal activities of a person of your like age and sex. (You do not have to sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X
Buyer Signature Date

X
Co-Buyer Signature Date

3. You understand that the benefits under this credit life insurance policy will ☐ will not ☐ terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.

X
Buyer Signature Date

X
Co-Buyer Signature Date

Other Insurance.

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X Co-Buyer Signs X

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

Notice to the Buyer

- (a) Do not sign this contract before you read it or if it contains any blank spaces.
(b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

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.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 06/29/2006 Co-Buyer Signs X Date 06/29/2006

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 Date Address

Creditor Signs ZINN COMPANIES INC Date 06/29/2006 By X Title

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Assigned without recourse or with limited recourse

Seller By Title ZINN COMPANIES INC Seller By Title

FLORIDA AUTOMOBILE INSURANCE IDENTIFICATION CARD

Insurer: Progressive American Insurance Co - 09412

Policy Number: [REDACTED] Effective Date: 03/07/2008 to 09/07/2008

☒ Personal Injury Protection

☒ Bodily Injury Liability

Benefits/Property Damage Liability See policy and outline of coverage;
damage to a rental vehicle is covered
to the extent shown therein.

Named Insured:

MARIA I. NAVARRETE

Vehicles: Year Make Model

2008 Honda

Accord EX CP

VIN 1HGCS12768A

2006 Pontiac

G6 GT CP

1G2ZH158164

Your Agent: MEY ASSURANCE UNDWRT / 305-263-7940

Misrepresentation of insurance is a first degree misdemeanor.

NOT VALID FOR MORE THAN ONE YEAR FROM EFFECTIVE DATE.

Form 4950 FL (12/07)

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$33.10	\$	\$3.00	\$0.65	\$	\$

PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL
	03/09/07	\$0.00	\$	\$36.75

FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 03/09/07
DL#: [REDACTED] DL#: B200420653240
TAG#: [REDACTED] DECAL#: 03426470 EXP: 04/11/08
VIN: 1G2ZHI58164 [REDACTED] TC: 96327183 YR/MK: 2006 PONT

PEMBROKE PNS. FL [REDACTED]

L#: 3256088 T#: 489431072 B#: 2685446 R#: 489431072

Sunny Isles Bch
FL



0000

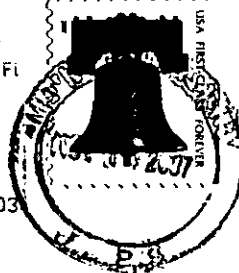


48232

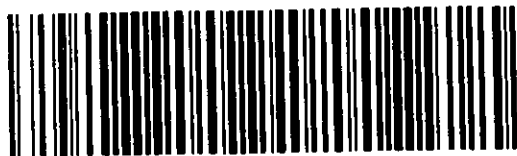
U.S. POSTAGE
PAID
SUNNY ISLES BEACH FL
33160
NOV 14, 07
AMOUNT

\$11.65

00068147-03



United States Postal Service
REGISTERED MAIL



RA 772 273 921 US

Label 200, July 1999

(102595) 99-M-1904

RETURN RECEIPT
REQUESTED

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

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

ORIGINAL

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ☐ 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Power steering system
broken since 9/24/07 notified to GMC 10/6/07

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Pontiac Model G6 GT Year 2006
VIN 1G1Z1H158164 Date of Delivery 09/24/07

Name and City/State of selling dealer or leasing company (if applicable) PINAS PONTIAC GMC
BUICK, Pembroke Pines FL

Name and City/State of authorized service agent(s) attempting previous repairs PINAS PONTIAC GMC BUICK
Pembroke Pines, FL

Consumer [Redacted] Home phone [Redacted]
Address Sunny Isles Bch Work phone [Redacted]
Florida Signature [Redacted]
Date Mailed 1/14/07

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

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

Ewing Buick Pontiac GMC Dallas

11438 LBJ Freeway Dallas, TX 75238

Main Line: 214-328-8411

Fax: 214-355-4620

Fax Facsimile

Date: 12/1/07

ATTN: AVM Team Fax #: (866) 430-2718

From: Mike Boyle @ (214) 328-8411

Message: Empowerment Template

Total Pages
(Including Cover Sheet): 7

General Motors Dealership Empowerment Process

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

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

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

Region	<input type="checkbox"/> NEast	<input type="checkbox"/> SEast	<input type="checkbox"/> NCentral	<input checked="" type="checkbox"/> SCentral	<input type="checkbox"/> Western
Service Manager Name & Phone Number	Mike Boyle				
Dealership Name, Location & BAC Number	Ewing Buick 11438 LBS FREEWAY DALLAS Texas 75238 BAC # 185873				
CAC Case (SR) Number (if known)	N/A				
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]				
Customer Complete Mailing Address	[REDACTED] KEMP Texas [REDACTED]				
Daytime Phone Number	[REDACTED]				
Evening Phone Number	[REDACTED]				
FULL VIN	1G2ZK158064 [REDACTED]				
Current Mileage	30583				
District Service Manager's Name & Phone Number	John Jacob 1-800-211-3611 ext 8242				
Customer's Concern(s) And Business Reason(s) For Offering Goodwill to this loyal, appreciative, deserving customer	Repeat Service Visits For Steering Related Repairs. Lacks Confidence that these or other repairs will be required after 3/36 expires. Likes the car but concerned about quality of components in steering system.				
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at purchase, and seller)	4/25/07 RO 524784 Steering gear replaced NOISE 9/12/07 RO 553224 L/H Outer Tie Rod Replaced NOISE 11/28/07 RO 568311 R/H Inner Tie Rod Replaced NOISE see VIS And Copy OF Invoice 568311				

Revised 5/01/2007

Component Coverage Letter

<input type="checkbox"/> Component Coverage Letter	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	<ul style="list-style-type: none"> ➤ The customer has concerns regarding repeat failure(s) of a specific component ➤ The customer has concerns about potential out of warranty expenses on a specific component
When NOT to use:	<ul style="list-style-type: none"> ➤ For the "complete vehicle" ➤ For a system ("electrical system") ➤ The vehicle has a salvage or branded title ➤ Wear and maintenance items (tires, brake pads, wiper blades, etc.) ➤ If customer has pursued third party intervention (BBB or legal) ➤ In conjunction with other goodwill tools
Parameters of use:	<ul style="list-style-type: none"> ➤ Can be written up to and <u>not to exceed 84 months/100,000 miles from the original in-service date</u> <ul style="list-style-type: none"> ○ For <u>Diesel Engines</u>, it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date ○ For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only exception). ➤ <u>NOT</u> transferable to subsequent owners (except cold start knock) ➤ Electrical components MUST be specific (alternator, radio), NEVER the entire system ➤ Match terms to the customer's ownership cycle ➤ Preferred over GMPP due to cost & focus application
Examples:	<ul style="list-style-type: none"> ➤ A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter ➤ The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter
Time limit (months): 36 months From 8/24/2009	Mileage limit: 36,000 From 36,000
Specific component(s) (i.e. transmission): Intermediate shaft, steering gear, Inner And Outer Tie Rods	



0403IPNC5568311

170210

MICHAEL SIERRA

3498

3677

11/28/07

PNC5568311

750NMH

30,583

RED/GRAY

P139653

KEMP, TX

06/PONTIAC/G6 SEDAN/G6 GT COUPE

08/24/06

175

1 G 2 Z H 1 5 8 0 6 4

11/27/07

LABOR & PARTS

J# 1 45PNZ

*SUSPEN/STEERING

TECH(S):3066

WARRANTY

C/S SINCE LAST REPAIR SQUISHING/ THUD SOUND FROM FT END AT
SLOW SPEEDS AND PULLS TO THE RT.
TEST DROVE AND HEARD NO NOISE, CHECKED FRONT END AND
FOUND LOOSE INNER TIE ROD ON RIGHT SIDE
REPLACED TIE ROD AND SET TOE
E2000 TO SET TOE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15944072	ROD KIT 6.230	

JOB # 1 TOTAL PARTS

WARRANTY
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 70PNZ4

RENT CAR

TECH(S):3066

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

J# 3+21PNZ

*HEAT AND AIRCOND

TECH(S):3066

WARRANTY

C/S TICKING NOISE ON SLOW SPEEDS WITH A/C ON
BLOWER MOTOR TICKING AT LOW SPEEDS
REPLACED BLOWER MOTOR, AND VERIFIED FIX
B

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	15863480	MOTOR KIT 8.855	
JOB # 3	1	15844347	BLOWER KI 8.857	

JOB # 3 TOTAL PARTS

WARRANTY
0.00

JOB # 3 TOTAL LABOR & PARTS

0.00

G.O.G. & SUPPLIES

JOB # 1 1.0 Z5000 OUTSIDE PURCHASE

@

/UNIT

TOTAL - GOG

WARRANTY
0.00

COMMENTS

GM Vehicle Inquiry System Claim History

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

Help

VIN :	1G2ZH158064
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CLAIM HISTORY

Repair Order Date :		09/12/2007		Repair Order Number :		553224		Odometer Reading :		24487 miles	
Serviced By :		EWING BUICK PONTIAC GMC - DALLAS 11438 LBJ FREEWAY DALLAS, TX 75238-5244 (214) 328-8411				Selling Source :		16 - PONTIAC			
						Site Code :		21248			
						Business Associate Code :		185873			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
09/21/2007	832	01	#	E8061 - TIE ROD END AND/OR ADJUSTER SLEEVE - LEFT - REPLACE				15944090 - ROD KIT		N	
09/21/2007	832	02	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)				15944090 - ROD KIT		N	
09/21/2007	832	03	#	Z7901 - 1-DAY COURTESY TRANSPORTATION				N/A		Y	

Repair Order Date :		08/30/2007		Repair Order Number :		550712		Odometer Reading :		22954 miles	
Serviced By :		EWING BUICK PONTIAC GMC - DALLAS 11438 LBJ FREEWAY DALLAS, TX 75238-5244 (214) 328-8411						Selling Source :		16 - PONTIAC	
								Site Code :		21248	
								Business Associate Code :		185873	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
09/04/2007	827	01	#	Z7410 - GOODWILL OIL CHANGE				N/A		Y	

Repair Order Date :		05/02/2007		Repair Order Number :		526343		Odometer Reading :		14927 miles	
Serviced By :		EWING BUICK PONTIAC GMC - DALLAS 11438 LBJ FREEWAY DALLAS, TX 75238-5244 (214) 328-8411						Selling Source :		16 - PONTIAC	
								Site Code :		21248	
								Business Associate Code :		185873	
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
05/08/2007	793	01	#	C2684 - LENS, LAMP INTERIOR AND/OR REAR COMPARTMENT - REPLACE				22736615 - REFLECTOR		N	

Repair Order Date :		04/25/2007	Repair Order Number :		524784	Odometer Reading :		14512 miles
Serviced By :	EWING BUICK PONTIAC GMC - DALLAS 11438 LBJ FREEWAY DALLAS, TX 75238-5244				Selling Source :		16 - PONTIAC	
					Site Code :		21248	

12/1/2007

(214) 328-8411				Business Associate Code :		185873
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
05/01/2007	791	01	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	15858369 - GEAR KIT	N
05/01/2007	791	02	#	B7010 - EMBLEM AND/OR NAMEPLATE - ONE - REPLACE	15290127 - PLATE	N
05/01/2007	791	03	#	C3161 - BODY LOCK PILLAR LOWER TRIM PANEL REPLACEMENT - LEFT SIDE	10394840 - MOLDING	N
05/01/2007	791	04	#	C2684 - LENS, LAMP INTERIOR AND/OR REAR COMPARTMENT - REPLACE	22736615 - REFLECTOR	N
05/01/2007	791	05	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	15290127 - PLATE	N

Repair Order Date :		09/12/2006		Repair Order Number :		479782		Odometer Reading :		1033 miles	
Serviced By :		EWING BUICK PONTIAC GMC - DALLAS 11438 LBJ FREEWAY DALLAS, TX 75238-5244 (214) 328-8411				Selling Source :		16 - PONTIAC			
						Site Code :		21248			
						Business Associate Code :		185873			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
09/22/2006	728	01	#	C1081 - WEATHERSTRIP - FRONT DOOR OPENING - LEFT - ALIGN OR REPLAC				15943276 - WEATHERST		N	
09/22/2006	728	02	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)				15943276 - WEATHERST		N	
09/22/2006	728	03	#	B7010 - EMBLEM AND/OR NAMEPLATE - ONE - REPLACE				22689392 - PLATE		N	
09/22/2006	728	04	#	C2686 - LAMP ASSEMBLY, INTERIOR AND/OR REAR COMPARTMENT - REPLACE				15803239 - SS-MIR-IL		N	
09/22/2006	728	05	#	E0203 - WHEEL - FOUR - BALANCE				N/A		N	

Repair Order Date :		08/02/2005		Repair Order Number :		A39653		Odometer Reading :		0 miles	
Serviced By :		EWING BUICK PONTIAC GMC - DALLAS 11438 LBJ FREEWAY DALLAS, TX 75238-5244 (214) 328-8411				Selling Source :		16 - PONTIAC			
						Site Code :		21248			
						Business Associate Code :		185873			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
08/05/2005	610	01	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME				N/A		N	

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12/1/2007

GM Vehicle Inquiry System Line Comments

[Home](#) - [Back](#) - [Help](#)

VIN :	1G2ZH158064
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LINE COMMENTS

Repair Order Date :		08/30/2007		Repair Order Number :		550712		Odometer Reading :		22954 miles	
Serviced By :		EWING BUICK PONTIAC GMC - DALLAS 11438 LBJ FREEWAY DALLAS, TX 75238-5244				Selling Source :			16 - PONTIAC		
						Site Code :			21248		
						Business Associate Code :			185873		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation					Part		
09/04/2007	827	01	#	Z7410 - GOODWILL OIL CHANGE					N/A		
Comments		CUSTOMER FELT THAT ALIGNMENT AND PULL WAS THE RESULT OF STEERING GEAR REPLACEMENT DONE ON RO 524784-PERFORMED ALIGNMENT UNDER WARRANTY FOR CUSTOMER SATISFACTION									

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12/1/2007

January 12, 2011

[REDACTED]
[REDACTED]
Kemp, TX [REDACTED]

Service Request: 71-580371181
Customer Relationship Specialist: Jennifer Decan

Dear [REDACTED]

Pontiac is pleased to provide service coverage for the steering on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH158064 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until August 24, 2012, or 72,175 miles, whichever occurs first. Pontiac 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 motor; steering shaft couplings; seals and gaskets; inner and outer tie rod ends

Pontiac 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 G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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.

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

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

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

January 12, 2011

[REDACTED]
[REDACTED]
Clearwater, FL [REDACTED]

Service Request: 71-581527359
Customer Relationship Specialist: Adam Labonte

Dear [REDACTED]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52865F [REDACTED], is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on 01/15/08 and ending on 01/15/11, and begins with 34,150 and ends with 70,150 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 Chevrolet customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

Privileged and Confidential Information**CASE ASSESSMENT**

By: Adam Labonte State: Florida

Customer Name: [REDACTED]

Service Request: 71-
581527359

BBB Case No.: CHV0760332

Vehicle ID No.:
1G1ZT52865F [REDACTED]In Service
Date:
12/30/2005

Vehicle is: New

BAC Code:
114779

Year, Make & Model: 2005 Chevrolet Malibu

Mileage at Time of BBB Filing 32,873

Lien holder: GMAC ☐ Other ☐: {Name}Vehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}Sale Type: Purchase ☐ Lease ☐ Other ☐ :
{Type}

DVM Name: Steve Gilley

Phone/Cell Number: 813-541-5613

CAM Name: Aubrey Washington

Phone Number: 678-240-9832

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 locks up when making a turn and accelerating

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/18/07	481852	3	17,111	Cust sts – There is a rubbing noise coming from the steering when turning and when doing a U-Turn. It seems like the wheel is locking. Please check and advise Dlr sts – Check system with tech 11. Found code C0900. Found internal failure in steering module. Replace steering control module and program.
03/06/07	484971	1	18,407	Cust sts – There is a steering noise in the front end Dlr sts – Couldn't duplicate
06/08/07	227807	1	23,106	Cust sts – When doing U-turns (mainly left) then the steering locks into that position and then locked makes a dinging noise. Dlr sts – Test drove – Scan system. No codes. Checked for bulletins and PI's. Found none. Unable to duplicate concern at this time.
10/26/07	232390	?	29,910	Cust sts – Steering locks up when making sharp right turns and accel then there is a loud dinging. Steering will finally unlock on deceleration Dlr sts – Code C0900 and C0176 store in history. Road tested and Unable to verify. Ran circuit checks as per bulletin. Charging rate and voltage drop circuit #2 between generator and started ok. Necessary to order revised Voltage regulator and pigtail. No inventory available. May be several days. Overnighter part to try to get here before cust left for Florida but part still did not arrive in time. Customer left to Florida.

☐ Ignition starter stays engaged after starting

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/25/07	218733	1	10,589	Cust sts – At times starter seems to stay engaged after veh is started

Date	RO #	Days Out	Mileage	Description of Complaint and Repair Performed
09/05/07	219001	1	11,199	Dlr sts – No Charge. New calibration still being developed by engineering per PIP35500D Cust sts – There is a pulsation when braking at highway speeds. Dlr sts – Machined both rotors and added shims. Rear disc brake pads R&R or replace.
01/18/07	481852	*	17,111	Cust sts – When in start position cust sts the starter keeps running. Cust has to turn veh on and then back off to turn starter. Dlr sts – Could not duplicate concern
06/08/07	227807	*	23,106	Cust sts – at times the starter stays engaged and won't start. Dlr sts – recalibrated PCM per PIP3550F., Updated PCM with latest updated calibration.

☐ Brakes pulsate and have been replaced numerous times

Date	RO #	Days Out	Mileage	Description of Complaint and Repair Performed
01/31/06	457479	9	1,043	Cust sts – Pulsation when braking from 50-60 mph. Dlr sts – Advise road test. Front brake vibration at 70-40. Resurface front rotors and roadtest again. OK
08/25/07	218733	*	10,589	Cust sts – There is a pulsation when braking at 50mph and higher Dlr sts – Disc brake pads – R & R or replace. Machined both rear rotors. Checked run-out and shim-right rear and left rear
10/26/07	232390	?	29,910	Cust sts – There is a pulsation when braking at any speed. Road test noted slight rear pulsation R&R wheels and check brakes. Front brakes approx 40% wear remaining. Rear brakes approx 2 % wear remaining. Needs rear brakes . Cust declined repairs.

☐ {Symptom}

Date	RO #	Days Out	Mileage	Description of Complaint and Repair Performed
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☐ {Symptom}

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

☐ {Symptom}

Date	RO #	Days Out	Mileage	Description of Complaint and Repair Performed
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

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

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: {# of Days}
Repairs {# of repair attempts}
Time period {# of months} / {# of miles}
Does Lemon Law state nonconformity must continue to exist? {Y or N}

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

Number of repair attempts in the presumption period:	{# of repair attempts}
Total days out of service during the presumption period:	16
Total days out of service during customer's ownership:	16

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

{TEXT}

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

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

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

FROM

(WED) DEC 12 2007 13:00/ST. 13:00/No. 6820132669 P 1

AUTOMATED ROLL
15005 U.S. 19 NORTH
CLEARWATER FL 33764

(HEREINAFTER REFERRED TO AS "SELLER") RETAIL ORDER FOR A MOTOR VEHICLE

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☒ NEW ☐ USED ☐ DEMO ☐ PREVIOUSLY LEASED ☐ EXECUTIVE VEHICLE ☐ OTHER

DATE 12/30/2005 DEAL # 98120 SALES #1 SANTORUM MGR.

STOCK # 51326624 CUSTOMER # N/A SALES #2 SALES MGR.

Purchaser [REDACTED] DL# NO FL DL DOB 11/03/1948 SS# [REDACTED]

Co-Purchaser [REDACTED] DL# NO FL DL DOB 01/06/1951 SS# [REDACTED]

Street Address [REDACTED] City CLEARWATER State FL Zip 33764

Home Phone [REDACTED] Bus. Phone [REDACTED] Cell Phone [REDACTED]

E-Mail Address [REDACTED] TPP Number [REDACTED]

Year 2005 Make/Model CHEVROLET MALIBU Body Type LS SLR Vehicle Identification Number 1G1Z1528651 [REDACTED]

No. Cyl 6 Engine Size [REDACTED] Transmission [REDACTED] Color WHITE Mileage 40

VEHICLE TRADE IN #1

YEAR	MAKE	MODEL	BODY TYPE
2003	HONDA	CR	4 DR
STOCK #	MILEAGE	<input type="checkbox"/> ACTUAL <input type="checkbox"/> INACCURATE	
	63010		
COLOR/TRIM	PLATE#	DECAL #	
WHITE			
VIN #	2B3H046R5JH [REDACTED]		

VEHICLE TRADE IN #2

YEAR	MAKE	MODEL	BODY TYPE
STOCK #	MILEAGE	<input type="checkbox"/> ACTUAL <input type="checkbox"/> INACCURATE	
COLOR/TRIM	PLATE#	DECAL #	
VIN #			

LIENHOLDER / PAYOFF INFORMATION

LIENHOLDER HELLIS FARGO

ADDRESS [REDACTED]

PHONE [REDACTED] ACCOUNT # [REDACTED]

PAYOFF 13295.41 ESTIMATE/ACTUAL

GOOD TILL [REDACTED] VERIFIED BY [REDACTED]

The balance owed on your trade-in vehicle as disclosed above is based on the information you have provided to us. This payoff amount is only an estimate. We have not been able to confirm the exact balance owed as of the date of this Agreement. If we tender payment to payoff the remaining balance(s) owed, you authorize the lienholder(s) to release the title(s) to the trade-in(s) to us. If the actual amount of the balance owed on the trade-in vehicle is greater than the amount of the balance owed as listed in this Agreement, you agree to pay the difference to us within 48 hours of our demand. If you fail to do so, we will place a lien on the vehicle. If the actual amount of the balance owed is less than the amount listed, we will [REDACTED]

***OPTIONAL ACCESSORIES/PRODUCTS/SERVICES:** You have elected to purchase the optional items listed. The Seller does not require you to purchase any of these items. The amount for these items represents cost and profit to the Seller. See TERMS AND CONDITIONS on reverse side.

****DEALER SERVICE FEE:** This charge represents costs and profits to the Dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale.

WARRANTY STATEMENT

WE ARE SELLING THIS VEHICLE TO YOU AS-IS AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS OTHERWISE INDICATED BELOW. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THERE, NOT OURS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED GOODS AND SERVICES. IF WE SELL A SERVICE CONTRACT ON OUR OWN BEHALF, ANY IMPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED IN THE 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.

☐ USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Used Vehicle Limited Warranty.

By signing below, I represent that I am at least 18 years of age and have authority to enter into this Agreement. I have read the terms and conditions of this Agreement, including those that appear on the reverse side (which I agree to the same as if they were printed above my signature) and hereby acknowledge that this Agreement is complete and accurately reflects the negotiations and agreements between the Seller and myself. If I did not understand any of the above, I have had my own representative and agent read and explain in my native language (or have had the opportunity but have elected not to do so) all of the above and foregoing.

IMPORTANT ADDITIONAL TERMS AND CONDITIONS ON BACK

BUYER ACKNOWLEDGES HE OR SHE HAS READ ALL OF THE FOREGOING AND HAS RECEIVED A TRUE COPY OF THIS ORDER. NO REPRESENTATIONS HAVE BEEN MADE THAT ARE NOT SET OUT HEREIN.

ACCEPTED BY [REDACTED]

SELLER (AUTHORIZED BY [REDACTED])

BUYER [REDACTED]

FROM

(WED) DEC 12 2007 13:06/ST. 13:06/No. 6820132669 P 2

SIMPLE FINANCE CHARGE

Dealer Number

Contract Number

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)	Creditor - Seller (Name and Address)
CLEARWATER FL 34615 CLEARWATER FL 34615 Buyer's Month of Birth: NOVEMBER 2005	AUTOMAY CHEVROLET 15005 U.S. 19 NORTH CLEARWATER FL 34614

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreement on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of 13.95% per year. The Truth-in-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	CHEVROLET MALIBU	3155	1612152865H	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

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 \$1,000.
13.95 %	\$ 12059.57	\$ 24685.23	\$ 36744.80	\$ 36744.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$10.90	Monthly beginning FEBRUARY 15th, 2006

Or As Follows:

Late Charge, if payment is not received in full within 10 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 off all your debt early, you may have to pay a penalty.

Security Interest, you are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including \$ 856.74 sales tax) \$ 20445.87 (1)

2. Total Downpayment =

Trade-In	Down	Amount	Model
2003 BUICK INTRU	(Year)		
Trade-In	2003 BUICK INTRU		
	(Year)		

Gross Trade-In Allowance	\$ 6150.00
Less Pay Off Made By Seller	\$ 13295.41
Equals Net Trade-In	\$ -7145.41
+ Cash	\$ 500.00
+ Other REBATE	\$ 3250.00
(If total downpayment is negative, enter "0" and see 4) below)	\$ 0.00 (2)
Unpaid Balance of Cash Price (1 minus 2)	\$ 20445.87 (3)

3. Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A. Cost of (Optional) Credit Insurance Paid to Insurance Company or Companies.	\$ N/A
Disability	\$ N/A
B. Vendor's Single Interest Insurance Paid to Insurance Company	\$ N/A
C. Other Insurance Paid to Insurance Company or Companies	\$ 495.00
D. Official Fees Paid to Government Agencies	\$ 6.50
E. Government Documentary Stamp Taxes	\$ 86.42
F. Government Items Not Included in Cash Price	\$ N/A
G. Government License and/or Registration Fees	\$ 250.00
L.I.C. 250.00	\$ N/A
H. Government Certificate of Title Fees	\$ N/A
I. Other Charges (Seller must identify who is paid and describe purpose)	
to HELLS FARGO for Prior Credit or Lease Balance	\$ 3395.41
to N/A for N/A	\$ N/A
to DLK/FLECHID for N.V.W.T.F.	\$ 2.00
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	\$ 4239.35 (4)
Less Loan Processing Fee Paid to Seller (Prepaid Finance Charge)	\$ N/A (5)
Amount Financed (3 plus 4)	\$ 24685.23 (6)

Payment Schedule: 72 Installments of \$10.90 each, monthly beginning 02/14/2006

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI Insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI Insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the Insurance company through which the VSI Insurance is obtained. It is subject to purchase VSI Insurance through the Creditor, the cost of this insurance is \$ 495.00 and is also shown in item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

*You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer: _____ Co-Buyer: _____ Date: _____

OPTION: ☒ You pay no finance charge if the amount financed, item 6, is paid in full on or before DEC 30, Year 2005 SELLER'S INITIALS

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without affecting them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 12/30/05 Co-Buyer Signs X Date 12/30/05

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: AUTOMAY CHEVROLET Date 12/30/05 By X Title

Seller assigns its interest in the contract to AUTOMAY CHEVROLET (Assignee) under the terms of Seller's agreement(s) with Assignee.

Seller: AUTOMAY CHEVROLET

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

Term: N/A

☐ Credit Disability (Buyer Only)

Term: N/A

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name

N/A

Home Office Address: N/A

N/A

Check the insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4B of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on the contract if you create late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgment:

1. You understand that you have the option of acquiring any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X Buyer Date

X Co-Buyer Date

2. You understand that the credit life coverage may be terminated at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of the age and sex. (You need not sign the acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

X Buyer Date

X Co-Buyer Date

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

X Buyer Date

X Co-Buyer Date

Other Insurance

X GAP INS 1/2 Term

Type of Insurance Term

Premium \$ 499.00

Insurance Company Name

SAFE-GUARD

Home Office Address: 11 PIEDMONT CENTER

ATLANTA GA 30305

12/30/2005

12/30/2005

12/30/2005

12/30/2005

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FROM

(WED) DEC 12 2007 13:01/ST. 13:00/No. 6820132669 P 3

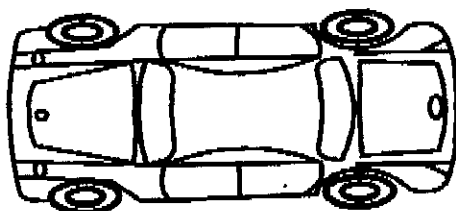
AutoWayDate 11-22-05 Sales Guide SANTORO**GUEST INFORMATION**

Guest Name [REDACTED] Guide # [REDACTED]
 Address [REDACTED] State DELAWARE
 Home [REDACTED] Work Telephone No. [REDACTED] Cell Phone / Pager [REDACTED]
 E-Mail Address [REDACTED] Driver's License No. [REDACTED]

CURRENT VEHICLE

Year 2003 Make DODGE Model INTREPID SE 4 Door White Int. Color [REDACTED]
 Miles (no tenths) 13,700 Actual ☐ Roll ☐ TMU ☐ VIN # 2B3HD46R53H
 Equipment: Cylinders 6 AC ☒ PW ☒ PB ☒ PS ☒ PL ☒ PM ☒ ABS ☒
 Sun Roof ☐ Airbags ☒ T. Windows ☐ Leather Int. ☐ Cruise ☒ Cloth ☒ Vinyl ☐
 Sound System: AM/FM ☒ Cassette ☐ CD ☒
 Transmission: Auto ☒ Manual ☐ 2 WD ☒ 4 WD ☐ AWD ☐

ADDITIONAL ITEMS	CONDITION ADJUSTMENT	Base Value	\$
Additional Equipment	Reconditioning Needed	Deductions	\$
Recent Repairs	Vehicle Prep		
Warranties	Brakes		
Other Items	Tires		
Security	Body		
Vehicle Usage:			
Flood <input checked="" type="checkbox"/> Date <input type="checkbox"/> Frame <input type="checkbox"/> Reprint <input type="checkbox"/>			
Accident <input checked="" type="checkbox"/> Date <input type="checkbox"/> Reprint <input type="checkbox"/>			
OWNER ACKNOWLEDGMENT			
The Guest guarantees that the trade-in vehicle has not been damaged by flood, has not had frame damage, or the trade title does not and should not indicate "salvage" or "rebuild" in any manner, regardless of the state of origin.	Emission		
Owner Signature <u>[REDACTED]</u>	Mechanical	Mileage Adjustment	\$
NOTE ANY DAMAGE IN DETAIL		Total Recondition Adj.	\$
		Total	\$
	Windshield	Market Adjustment	\$
	Miscellaneous (List)	Actual Cash Value	\$
	Buyers Guide Type		
	Recon Level		
	Certified	Appraiser	
	Source	Sales Guide	
	Total Recon Adj.	Sales Manager	



X = DENT - = SCRATCH O = MISSING

This appraisal good until MM/DD/YR and is conditioned upon the purchase of a vehicle at AutoWay.

FROM

(WED) DEC 12 2007 13:01/ST. 13:00/No. 6820132669 P 4

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



(excludes Saturn)

CUSTOMER NAME: PATRICIA ROBINSONVIN: 1/G/1/V/5/2/8/6/5/ [REDACTED] / / /

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:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
<u> </u>	\$ <u>6500.00</u>	<u> </u>
<u> </u>	\$ <u>3250</u>	<u>C59</u>
<u>GMS</u>	\$ <u>992.25</u>	<u> </u>
Total Incentive Amount Received		\$ <u> </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 12/30/05. 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. OnStar 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 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]Date: 12/30/05

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 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: [REDACTED]Date: 12/30/05Dealership Name: ALLIANT CHRYSLERDealer Code: 26-3115

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 the customer.

GM3795-OS 9/05

FROM

(WED) DEC 12 2007 13:02/ST. 13:00/No. 6820132669 P 5

Page 1 of 2

**General Motors - Vehicle Purchase Program
Customer-Dealer Agreement and Pricing Sheet**

Eligible Participant: [REDACTED] Relationship to Eligible Participant: SELF
Purchaser's First Name: [REDACTED] Purchaser's Last Name: [REDACTED]
Purchaser's Date Of Birth: [REDACTED] 1612T52865F
Vehicle Identification Number (VIN): 1612T54865F [REDACTED]
Authorization Number: 400169009 Incentive Code: GMS
Approval Number: 515077879 Approval Date: 11/22/2005 00:00:00
Dealer Name: AUTOWAY CHEVROLET
Division: CHEVROLET Dealer Code: 26386
Program Name: GM EMPLOYEE PURCHASE
Company Name: DELPHI PACKARD ELECTRIC SYSTEMS
Secondary Company Name:

- (1) Amount listed on invoice below caption Employee Price (GMS/GMU) \$ 20907.18
or Supplier Price, as applicable to the program referenced above. Copy
of invoice must be shown to customer for verification. [REDACTED]
(2) I have confirmed that the Employee or Supplier price shown on line (1)
above is correct. [REDACTED]
(3) I have reviewed the Incentive Acknowledgment and/or Assignment
form and confirm that all applicable incentives have been reflected in
final purchase price. [REDACTED]
(4) I have reviewed the vehicle price worksheet (Buyer's Order) and
understand all additions and deductions that affect the final purchase
price [REDACTED]

Customer Initials

Customer Initials

Customer Initials

Customer Agreement and Verification of Delivery

1. By signing this form, the Purchaser acknowledges the following:
- A. Receipt of the vehicle designated above and a copy of this form
 - B. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
 - C. The Purchaser agrees that he/she will not violate any Program provision
 - D. Penalties for violation of Program provisions may include one or more of the following:
 - i. Termination of Program privileges
 - ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
 - iii. Disciplinary action up to and including termination of employment (for GM Employees) ⁽¹⁾
 - E. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a

FROM

(WED) DEC 12 2007 13:02/ST. 13:00/No. 6820132669 P 6

Page 2 of 2

transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. ? 2 et. seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature: Date: 11-22-05

Dealer Agreement

1. By signing this form, the dealer agrees to the following:
 - A. Assume General Motors's obligation for delivery of the vehicle
 - B. Collect from the purchaser the amount specified in the Purchase Contract
 - C. Comply with the Rules and Guidelines of The Program
 - D. Review the Factory Invoice with the customer
 - E. Complete this form and provide a copy of it to the purchaser under any GM Discount Program and provide a completed agreement supplement for all SmartLease / SmartBuy transactions.
 - F. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program. If a Participant does not accept delivery of the vehicle within five working days of notification by the Dealer that the vehicle is available for delivery to the Purchaser, unless otherwise agreed to between the Dealer and the Participant, the Dealer is relieved of all obligations to the Purchaser. The vehicle then becomes the responsibility of the Dealer, and no incentive or allowance will be paid by GM.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
 - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
 - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
 - i. Declared ineligible to participate further in the Program
 - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature: Date: 12-31-05

- (1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

11/22/2005



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 10 2007

John Nezdoba

DIANE SAUER CHEVROLET, INC.

PO BOX 710

WARREN, OH 44482-0710

Fax # 330-393-9703

Re:

Siebel Request: 71-581527359
200 Chevrolet Malibu
VIN # 1G1ZT52865F

Dear Mr. Nezdoba:

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.

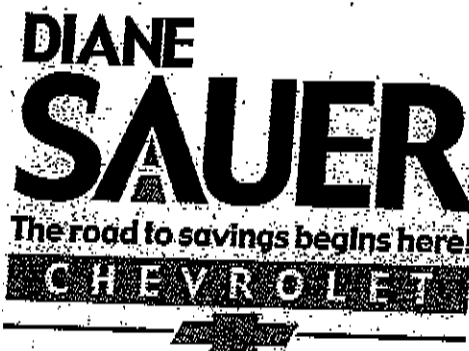
Sincerely,

Adam Labonte

BRC Customer Relationship Specialist

Ph#1-866-790-5700, Ext 21830

FAX# 1-866-554-4009



700 NILES RD. PO BOX 710
WARREN, OHIO 44482-0710
www.dianesauerchevy.com

FAX COVER LETTER

DATE 12-12-07

PLEASE DELIVER TO THE FOLLOWING:

NAME ADAM LABONTE

FAX NUMBER: 1-866-554-4009

THIS TRANSMISSION IS 17 PAGES LONG, INCLUDING THIS
COVER LETTER.

IF TRANSMISSION IS NOT COMPLETE, PLEASE CALL:

SENDER: JOHN NEZDOBA

PHONE: (330) 373-1600 Warren

(330) 744-5150 Youngstown

FAX NUMBER: (330) 393-9703

ADDITIONAL INFO: NO SALES INFO AVAILABLE

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 10 2007

John Nezdoba**DIANE SAUER CHEVROLET, INC.****PO BOX 710****WARREN, OH 44482-0710****Fax # 330-393-9703**

Re:

Siebel Request: 71-581527359
200 Chevrolet Malibu
VIN # 1G1ZT52865F

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Sincerely,

Adam Labonte

BRC Customer Relationship Specialist

Ph#1-866-790-5700, Ext 21830

FAX# 1-866-554-4009

120212

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ACCOUNTING

**DIANE
SAUER
CHEVROLET**

700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
PHONE:
330-373-1600
330-744-5150
FAX:
330-393-9703
www.dianesauerchevy.com

PAGE 1

WARREN, OH

HOME: [REDACTED] BUS:

CELL: [REDACTED] SERVICE ADVISOR: 177 KARLA CUNNINGHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		29910/29910		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30DEC05 IS			17:00 26OCT07			CASH	11DEC07
R.O. OPENED		READY	OPTIONS: DLR:28399 ENG:3.5 Liter SFI				

10:19 26OCT07 08:26 11DEC07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S	THERE IS A PULSATION WHEN BRAKING AT ANY SPEED									
NC NO CHARGE											
85	CP	0.00	0.00	0	0	0.00	0.00				
THERE IS A PULSATION WHEN BRAKING AT ANY SPEED ROAD TEST NOTED SLIGHT											
REAR PULSATION R&R WHEEL S AND CHECK BRAKES FRONT BRAKES APPROX. 40%											
WEA R REMAINING REAR BRAKES APPROX 2% WEAR REMAININ G NEEDS REAR BRAKES											
CUST DECLINED REPAIRS AT TH IS TIME											
B	C/S	STEERING LOCKS UP WHEN MAKING SHARP RIGHT TURNS AND ACCEL THEN									
THERE IS A LOUD DINGING STEERING WILL FINALLY UNLOCK ON DECEL											
NC NO CHARGE											
85	CP	0.00	0.00	0	0	0.00	0.00				
STEERING LOCKS UP WHEN MAKING SHARP RIGHT TURNS AND ACCEL THERE THERE											
IS A LOUD DINGING STEERT NG WHEEL WILL FINALLY UNLOCK ON DECEL SCAN											
SYST EM CODE C0900 AND C0176 STORED IN HISTORY ROAD TEST UNABLE TO											
VERIFY CHECK SERVICE INFO REFER TO PIC 4127D RAN CIRCUIT CHECKS AS PER											
BULL CHA RGING RATE AND VOLTAGE DROP CIRCUIT #2 BETWEEN GENERATOR AND											
STARTED OK NESS TO ORDE REVISED V OLTAGE REGULATOR AND PIGTAIL NO											
INVENTORY AVAILA BLE MAY BE SEVERAL DAYS OVERNIGHTED PART TO TRY TO GET											
HERE BEFORE CUST LEFT FOR FLORIDA PART STILL DID NOT ARRIVE IN TIME											
CUST LEFT FOR FLORIDA											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	0	0		22500	0	*****	

COST, SALE, & COMP TOTALS

0 0 0

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made the manufactures of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

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

ACCOUNTING COPY

CUSTOMER #: 120212

WARREN, OH

HOME: [REDACTED]

CELL: [REDACTED]

BUS:

No-0633

232390

WORKORDER

PAGE 1

DIANE
SAUER
CHEVROLET700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
PHONE:
330-373-1800
330-744-5150
FAX:
330-393-9703
www.dianesauerchevy.com

SERVICE ADVISOR: 177 CUNNINGHAM, KARLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		29910/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30DEC05 IS						
30DEC05 DD			17:00 26OCT07			CASH
R.O. OPENED	READY	OPTIONS: DLR:28399 ENG:3.5 Liter SFI				

26OCT2007 10:19

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

A WCV4 C/S THERE IS A PULSATION WHEN BRAKING AT ANY SPEED
ROAD TEST NOTED SLIGHT REAR PULSATION
RTR 3 WHEEL (2 REAR, 1/FR) FIT. STAKES APPROX
40% W/TIMING
REARS APPROX 3% R/N-A-1 IN-BUARD C.D. 7

B WCV4 C/S STEERING LOCKS UP WHEN MAKING SHARP RIGHT TURNS NOTED
AND ACCEL THEN THERE IS A LOUD DINGING STEERING WILL FINALLY
FINALLY UNLOCK ON DECEL
SCAN SYSTEM LOGS 20900 / 20176 STARTED
HISTORY
ROAD TEST - UNABLE TO VERIFY - ✓
SERVICE INFORMATION - REFER TO
PIC. 4137D - RAN LIGHTS ✓'S AS
PER BULL. CHAIRMAN RATE AND
VOLTAGE 070P LIGHTS 42 BETWEEN
BET. AND STARTER - OK
NESS TO 070P REWIND VOLTAGE
REGULATOR + PICTAIL (NO INVENTORY
MAY BE SEVERAL DAYS

✓ LEVELS, TIRE PRESSURE (TIRE ALL LOW)
TOP OFF ANTIFREEZE + FLUIDS

Tech #85 Rot 227807 June, 8 2007 23,106 miles

Same complaint - CND

LIMITED WARRANTY: This dealership warrants all new parts from GM and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor falls in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership 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 and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

PRELIMINARY ESTIMATE \$

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN
ESTIMATEORAL
ESTIMATEI DO NOT REQUEST
AN ESTIMATE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

☐ DISCARD

I hereby authorize the repair work herein after 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 vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH Unless Arrangements Made

AUTH.

RV:

ORIGINAL
ESTIMATE

CUSTOMERS ACCEPTANCE

AUTHORIZED
ADDITIONS

INITIAL

DATE

TIME

BY

SIGNATURE

BACK OF RO 232390

ROAD TEST - NOTED SLIGHT R/BRAKE
PULSATION - R77 BOTH R/WHEEL / 1 FIRM WHEEL
✓ BRAKES

R/PAOS 19/37360 59.95

NEEDS R/BRAKES 2% W/TEMPERATURE
MAJOR ROTORS

120212

2 2 7 8 0 7

**DIANE
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ACCOUNTING

DUPLICATE 1
PAGE 2

WARREN, OH

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 35 TRACY MCCOMBS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		23106/23106		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
30DEC05 IS			WAIT 08JUN07			CASH	08JUN07
R.O. OPENED		READY	OPTIONS: DLR:28399 ENG:3.5 Liter SFI				

08:52 08JUN07 15:25 08JUN07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		85	CP	0.00	0.00	0	0			0.00	0.00

WHEN DOING LIKE U-TURNS (MAINLY LEFT) THEN THE STEERING LOCKS INTO THAT POSITION AND THEN LOCK ED MAKES A DINGING NOISE - TEST DROVE - SCAN SY STEM - NO CODES - CHECKED FOR BULLETINS AND PIS - NONE FOUND - UNABLE TO DUPLICATE CONCERN AT THIS TIME

D** C/S AT TIMES THE STARTER STAYS ENGAGED AND WON'T START

CAUSE: RECALIBATED PCM PER PIP3550F

J6354 ENGINE CONTROL MODULE - REPROGRAM

85 WCV4 0.70 0.70 1348 4971 49.71 49.71

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

0 0 TPARTS

1348 4971 TLABOR

AT TIMES THE STARTER STAYS ENGAGED AND WON'T ST ART - INSPECTED - CHECKED FOR BULLETINS AND PIS - FOUND PIP3550F - REPROGRAMED PCM WITH UPDATE D CALIBRATION - WCC 101D0

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	14204	3851		48000	21734	15524	
46000	0	0		26300	35938	*****	
22500	0	*****					

COST, SALE, & COMP TOTALS 19375 35938 0

DISCLAIMER OF WARRANTIES:		DESCRIPTION	TOTALS
Any warranties on the products sold hereby are those made the manufacture of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	0.00

ACCOUNTING COPY

120212

2 2 7 8 0 7

**DIANE
SAUER
CHEVROLET**

700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
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ACCOUNTING

DUPLICATE 1

PAGE 1

WARREN, OH

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 35 TRACY MCCOMBS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		23106/23106		
DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC05 IS			WAIT 08JUN07			CASH	08JUN07
R.O. OPENED		READY	OPTIONS: DLR:28399 ENG:3.5 Liter SFI				

08:52 08JUN07 15:25 08JUN07

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A C/S WHEN PUT VEH FROM REVERSE TO DRIVE THERE IS A CLUNK NOISE
CAUSE: SEE STORY LINES

J9991 CUSTOMER CONCERN NOT DUPLICATED

85 WCV4 0.30 0.30 578 2131 21.31 21.31

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

0 0 TPARTS

578 2131 TLABOR

WHEN PUTTING VEH FROM REVERSE TO DRIVE THERE IS A CLUNK NOISE - TEST
DROVE - INSPECTED MOTOR MOUNTS - OK - UNABLE TO VERIFY CONCERN AT THIS
TIME

B C/S WHEN TURNING THE STEERING WHEEL THERE IS A CLUNK

CAUSE: REPLACED STEERING RACK FOR PLAY IN STEERING AND CLUNK

E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE

85 WCV4 1.00 1.00 1925 7102 71.02 71.02

1 15858368 GEAR 15524 21734 0 272.35 217.34 217.34

FC: 6C

PART#: 15858368

COUNT: 1

CLAIM TYPE:

AUTH CODE:

OJ

15524 21734 TPARTS

1925 7102 TLABOR

WHEN TURNING THE STEERING WHEEL THERE IS A CLUNK AND HAS PLAY IN
STEERING - CHECKED FRONT END COMPONENTS - NOTED WORN STEERING RACK -
CAUSE OF CLUNK CONCERN - REPLACED STEERING RACK - ALIGNED TO SPECS -
RESET TOE - TEST DROVE - OK

C C/S WHEN DOING LIKE A U-TURN (MAINLY LEFT) THEN THE STEERING LOCKS IN
TO THAT POSITION AND THEN LOCKED MAKES A DINGING NOISE

CAUSE: SEE STORY LINES

NC NO CHARGE

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

CUSTOMER SIGNATURE

PLEASE PAY
THIS AMOUNT

ACCOUNTING COPY

CUSTOMER #: 120212

WARREN, OH

HOME: [REDACTED] BUS:

227807

WORKORDER

PAGE 1

DIANE
SAUER
CHEVROLET700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
PHONE:
330-373-1600
330-744-5150
FAX:
330-393-9703
www.dianesauerchevy.com

SERVICE ADVISOR: 35 MCCOMBS, TRACY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		23106/		
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC05 IS							
30DEC05 DD			** WAITER **			CASH	
R.O. OPENED	READY	OPTIONS: DLR:28399 ENG:3.5_Liter_SFI					

08JUN2007 08:52

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

- # A *COULD NOT DUPLICATE* WCV4 C/S WHEN PUT VEH FROM REVERSE TO DRIVE THERE IS A CLUNK NOISE *VEHICLE ROAD TESTED, NOISY MOUNTS INSTALLED. I WAS UNABLE TO VERIFY THE COMPLAINT*
- # B *COULD NOT DUPLICATE* WCV4 C/S WHEN TURNING THE STEERING WHEEL THERE IS A CLUNK *NO NOISY MOUNTS - NOTED NOISY STEERING PLAYS*
- # C *COULD NOT DUPLICATE* WCV4 C/S WHEN DOING LIKE A U-TURN (MAINLY LEFT) THEN THE STEERING LOCKS IN TO THAT POSITION AND THEN LOCKED *MAKES A DINGING NOISE - ROAD TEST SEALED SYSTEM NO LEAKS - REVIEW SERVICE INFORMATION NO MATCHES UNABLE TO VERIFY COMPLAINT*

- D* *QD* *add* *verified* WCV4 C/S at times the starter stays engaged & won't start *REVIEW DATA/SERVICE INFORMATION - PROFORM P.L.M. CALIBRATION VECTA AS PER P.P.3550 F ATTACHED W/CLAIM WORK 10/00*
- P.A.C. 0 1.4* *CH-3* *7* **TIRE ROTATION SUGGESTED BUT DECLINED*

LIMITED WARRANTY: This dealership warrants all new parts from GM and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership 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 and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

I hereby authorize the repair work herein after 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 and/or inspection. An express mechanic's lien is hereby created in the amount of repairs thereto.

AUTH BY:

PRELIMINARY ESTIMATE \$

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN
ESTIMATEORAL
ESTIMATEI DO NOT REQUEST
AN ESTIMATE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

☐ DISCARD

ORIGINAL ESTIMATE	CUSTOMERS ACCEPTANCE	AUTHORIZED ADDITIONS	INITIAL
			DATE
			TIME
			BY
\$	SIGNATURE	\$	

TECHNICIAN: [REDACTED]

BACK OF RO 227807

4.

LANT verify, REVERSE TO D/COMPAN -

5-

STEERING RACK

WHEEL ALIGNMENT

TIRE ROTATION RECOMMENDED

6-

UNABLE TO VERIFY NO CODES

LHAS IT HAD RESET ALIGNMENT ✓ = PERHAP

MODULE SET UP NOT 170 FORMER?

0-

CALIBRATION CHART REPROGRAM

ON	1089	DEF NO	FLAT RATE	STRAIGHT TIME (HRS)
OFF	227807	R.O. NO.	PRICE	TIME

PARTS RETURNED

6/2/07

1- S/RACK

120212

219001

ACCOUNTING

**DIANE
SAUER
CHEVROLET**

 700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
PHONE:
330-373-1800
330-744-5150
FAX:
330-393-9703
www.dianesauarchevy.com

WARREN, OH

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 177 KARLA CUNNINGHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		11199/11199		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC05 IS			WAIT 05SEP06			CASH	05SEP06
R.O. OPENED		READY	OPTIONS: DLR:28399 ENG:3.5 Liter SFI				

08:26 05SEP06 10:03 05SEP06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A C/S THERE IS A PULSATION WHEN BRAKING AT HIGHWAY SPEEDS											
CAUSE: MACHINED BOTH FRONT ROTORS AND ADDED SHIMS											
H0043 PADS, DISC BRAKE - REAR - R&R OR REPLACE											
			57 WCV4	2.10	2.10	4043	14379			143.79	143.79
1	80403	SHIM				988	1383	0	16.80	13.83	13.83
1	80403	SHIM				988	1383	0	16.80	13.83	13.83
FC: 01R01											
PART#:											
COUNT: 0											
CLAIM TYPE:											
AUTH CODE: E											
OR											

1976 2766 TPARTS

4043 14379 TLABOR

THERE IS A PULSATION WHEN BRAKING AT HIGHWAY SPEEDS MACHINED BOTH
FRONT ROTORS-WARPED. INSTALL ED SHIMS ON BOTH FRONT ROTORS-OLF: 25.37,
ORF: 25.19, RLF: 25.54, RRF: 25.01, LLF: .001, LRF: .001

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	14379	4043		48000	2766	1976	
26300	17145	*****					

COST, SALE, & COMP TOTALS 6019 17145 0

DISCLAIMER OF WARRANTIES:	DESCRIPTION	TOTALS
Any warranties on the products sold hereby are those made by the manufacturer of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.	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

ACCOUNTING COPY

CUSTOMER #:120212

WARREN, OH
HOME

BUS:

219001

WORKORDER

PAGE 1

DIANE
SAUER
CHEVROLET700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
PHONE:
330-373-1600
330-744-5150
FAX:
330-393-9703
www.dianesauerchevy.com

SERVICE ADVISOR: 177 CUNNINGHAM, KARLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		11199/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC05 IS			** WAITER **			CASH	
30DEC05 DD							
R.O. OPENED	READY	OPTIONS: DLR:28399 ENG:3.5 Liter_SFI					
05SEP2006 08:26							

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		WCV4	C/S THERE IS A PULSATION WHEN BRAKING AT HIGHWAY SPEEDS

#57 machine Bath fit Rotors (washed)
✓ Rotors Runout
install Shims on Bath fit Rotors

Tech #57 Rot 218733 Aug 25 06 10589 miles
pulsation SO & T - Resurfaced Rear Rotors

LIMITED WARRANTY: This dealership warrants all new parts from GM and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership 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 and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

PRELIMINARY ESTIMATE \$

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN
ESTIMATEORAL
ESTIMATEI DO NOT REQUEST
AN ESTIMATE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

☐ DISCARD

I hereby authorize the repair work herein after 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 created in favor of the repair shop.

AUT
BY:ORIGINAL
ESTIMATE

CUSTOMERS ACCEPTANCE

AUTHORIZED
ADDITIONS

INITIAL

DATE

TIME

BY

TECHNICIAN'S SIGNATURE

BACK OF RO 219001

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	P.O. NO.	TIME	OFF
21		219001	9.5.06 PM	57
		EMV. NO.	OPER. NO.	ON

Dealer Code:

28397

Repair Order Number:

219001**Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):**

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): 23 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) 25.37 inch/mm Right Front (ORF) 25.19 inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) 25.54 inch/mm Right Front (RRF) 25.01 inch/mm

Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): _____ inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) _____ inch/mm Right Rear (ORR) _____ inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) _____ inch/mm Right Rear (RRR) _____ inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement

Pad Replacement:

If Pads are replaced, you must indicate reason for replacement:

LATERAL RUN OUT (LRO) DOCUMENTATION**Front Rotor (required when front rotor labor operation is used):**

- LRO measurement after rotor refinish/replace: Left Front (LLF) 1001 inch Right Front (LRF) 1001 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left BA 804-03 Right BA 804-03 (Example: 801-03)

Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Rear (LLR) 1001 inch Right Rear (LRR) 1001 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left BA 804-03 Right BA 804-03 (Example: 801-03)

120212

218733

ACCOUNTING

**DIANE
SAUER
CHEVROLET**

700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
PHONE:
330-373-1600
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FAX:
330-393-9703
www.dianesauerchevy.com

WARREN, OH
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 177 KARLA CUNNINGHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F		10589/10589		
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC05 IS			17:00 25AUG06			CASH	25AUG06
R.O. OPENED		READY	OPTIONS: DLR:28399 ENG:3.5 Liter SFI				

07:55 25AUG06 09:40 25AUG06

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A C/S THERE IS A PULSATION WHEN BRAKING AT 50MPH AND HIGHER
CAUSE: MACHINED ROTORSE-REAR

H0042 PADS, DISC BRAKE - FRONT - R&R OR REPLACE
57 WCV4 1.90 1.90 3658 13009 130.09 130.09
1 80403 SHIM 988 1383 0 16.80 13.83 13.83
1 80406 SHIM 988 1383 0 16.80 13.83 13.83
FC: 02R02
PART#:
COUNT: 0
CLAIM TYPE:
AUTH CODE: E
OR

1976 2766 TPARTS
3658 13009 TLABOR
THERE IS A PULSATION WHEN BRAKING AT 50 MPG AND HIGHER-MACHINED BOTH
REAR ROTORS. CHECKED RUNO UT AND ADDED SHIM-RIGHT REAR AND LEFT REAR
OLR: 13.88, ORR: 13.43, RLR: 13.99, RRR: 13.59, LLR: .002, LRR: .002
B C/S AT TIMES STARTER SEEMS TO STAY ENGAGED AFTER VEH IS STARTED
CAUSE: NO CHARGE

NC NO CHARGE
102 CP 0.00 0.00 0 0 0.00 0.00
AT TIMES, STARTER SEEMS TO STAY ENGAGED AFTER V EH IS STARTED-NEW
CALIBRATION STILL BEING DEVEL OPED BY ENGINEERING PER PIP35500D

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	13009	3658		48000	2766	1976	
46000	0	0		26300	15775	*****	
22500	0	*****					

COST, SALE, & COMP TOTALS 5634 15775 0

DISCLAIMER OF WARRANTIES:		DESCRIPTION	TOTALS
Any warranties on the products sold hereby are those made the manufactures of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.		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

ACCOUNTING COPY

CUSTOMER #:120212

Appt @ 9:00
No Recalls

218733

WORKORDER

PAGE 1

DIANE
SAUER
CHEVROLET700 NILES RD. S.E.
P.O. BOX 710
WARREN, OHIO 44482-0710
PHONE:
330-373-1600
330-744-5150
FAX:
330-393-9703
www.dianesauerchevy.com

WARREN, OH

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 177 CUNNINGHAM, KARLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	05	CHEVROLET MALIBU NEW	1G1ZT52865F [REDACTED]	[REDACTED]	10589/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC05 IS							
30DEC05 DD						CASH	
R.O. OPENED	READY	OPTIONS: DLR:28399 ENG:3.5 Liter SFI					

25AUG2006 07:55

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A	WCV4	C/S THERE IS A PULSATION WHEN BRAKING AT 50MPH AND HIGHER
#57		machine Both Rear Rotors ✓ Rotor Mount install .001 Shim Right Rotor & install .003 shim left Rotor
# B	N/C	WCV4 C/S AT TIMES STARTER SEEMS TO STAY ENGAGED AFTER VEH IS STARTED
		for PCM new calibration still being developed by engineering per PEP35500

SEE VFS FOR HEST. ON BRAKES

LIMITED WARRANTY: This dealership warrants all new parts from GM and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership 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 and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

I hereby authorize the repair work herein after 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 created in favor of this dealership for the amount of repairs thereto.

AUT
BY

Insurance Arrangements Made

PRELIMINARY ESTIMATE \$

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

WRITTEN
ESTIMATEORAL
ESTIMATEI DO NOT REQUEST
AN ESTIMATE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

☐ DISCARD

ORIGINAL ESTIMATE	CUSTOMERS ACCEPTANCE	AUTHORIZED ADDITIONS	DATE
	SIGNATURE		TIME
			BY

TECHNICIAN COPY
ALL INFORMATION IS NEW UNLESS SPECIFIED OTHERWISE.

BACK OF RO 218733

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 218733	TIME	OFF
19		DR. NO. 8-2546	7:11	57 ON

Dealer Code: 28-399Repair Order Number: 218733**Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):**

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): _____ inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) _____ inch/mm Right Front (ORF) _____ inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) _____ inch/mm Right Front (RRF) _____ inch/mm

Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): 12.0 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) 13.89 inch/mm Right Rear (ORR) 13.43 inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) 13.99 inch/mm Right Rear (RRR) 13.59 inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement

Pad Replacement:

If Pads are replaced, you must indicate reason for replacement

LATERAL RUN OUT (LRO) DOCUMENTATION**Front Rotor (required when front rotor labor operation is used):**

- LRO measurement after rotor refinish/replace: Left Front (LLF) _____ inch Right Front (LRF) _____ inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left 801-03 Right 801-03
(Example: 801-03)

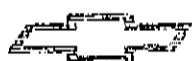
Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Rear (LLR) 1002 inch Right Rear (LRR) 5003 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left _____ Right _____
(Example: 801-03)

12/07/2007 19:07

(FAX)

P.0011001

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 7 2007

Robert Graham

AUTOWAY CHEVROLET

PO BOX 5500

CLEARWATER, FL 33758-5500

Fax # 727-532-0047

Re:

Siebel Request: 71-581527359

2005 Chevrolet Malibu

VIN # 1G1ZT52865F

Dear Mr. Graham:

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,

Adam Labonte

BRC Customer Relationship Specialist

Ph#1-866-790-5700, Ext 21830

FAX# 1-866-554-4009

AutoWay**AutoWay Chevrolet**

15005 U.S. 19 S. - P.O. BOX 5500

CLEARWATER, FL 34618

(727) 331-3631

STATE OF FLORIDA
REGISTRATION NUMBER

#MV 108871

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/16/07	481852	17111	5657	1112	W	06CVZ	STEERING
				5674	C	02CVZ21 DECLINE	21 POINT DECLINED
				1112	W	19CVZ1	DIAG. CHASSIS ELEC.
05/31/06	466559	3060	4934	989	I	34CVZ	RENTAL AUTH. REQUIRED
03/28/06	462154	3060	4934	5475	C	02CVZFREELOF	1ST OIL CHANGE
				5475	C	02CVZSAFTEY	FREE 21 POINT CHECK

SALESPERSON NO. 4993 RALPH D SANTORO

SERVICE

STATE REG# MV08870

METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE I.D. NO. 1G1ZT52865F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SEDAN LT	PRODUCTION DATE 5F326624	STOCK NO. 40	LICENSE NO. 484971
BASIS FOR CHARGE: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CLEARWATER, FL	CUSTOMER NO. 113291	SERVICE CONTRACT GMPP	DELIVERY DATE 12/30/05	SELLING DEALER NO. 03/06/07
DATE RECEIVED 08:03am	DATE/TIME PROMISED 03/06/07 07:00pm	COLOR WHITE/GRY CUST CL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 264R
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Call Phone	Pager Number	F-Mail Address	ASM No. 5649	ASM TIMOTHY HEIL

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and waste generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of parts & labor up to \$40.00.
This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.
[s.559.904(4)]
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.718].
Original equipment manufacturer parts and repair work is guaranteed for 12 months or 12,000 miles, whichever comes last, not first.
(Excludes routine maintenance services and normal wear and tear. See store for details).

LABOR INSTRUCTIONS

COMMENTS : STEERING NOISE / FRONT END

- 1 **07CVZ1** **DIAG.FRONT SUSP.**
CUSTMR STATES THERE IS A STEERING NOISE IN THE FRONT END. CHECK AND ADVISE

1112 could not duplicate noise at this time

- 2 **C 02CVZ21DECLINE** **21 POINT DECLINED**
CUSTOMER DECLINED 21 POINT INSPECTION

E. PULL TO THE LEFT, LOCKS UP IN TIGHT TURNS w/ WARNING BEARS GOING OFF

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.
☒ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED *[Signature]* DATE: **3/6/07**

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work 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 shipment by the supplier or transporter. I hereby grant you exclusive your employee's permission to operate the vehicle and/or inspection. An express mechanic's lien shall attach to the vehicle.

NOTE: If you are notified upon completion of any diagnostic work, immediately to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional diagnostic charges, by \$10 or 10%, whichever is greater, not to exceed \$50.00. If you are so notified, you may orally or in writing authorize, modify, or cancel the repair for repair.

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$10.00.

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

ADULT PERSON WHO MAY AUTHENTICATE REPAIR WORK		PHONE	
PERSON CALLED	TIME	DATE	BY
DESC. OF ADDITIONAL WORK AUTHORIZED			
ORIGINAL ESTIMATE	AUTH. ADDL. REPAIRS	TOTAL	
IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE: (MAX \$10.00)			
<input type="checkbox"/> HOURLY RATE	<input type="checkbox"/> FLAT RATE	<input type="checkbox"/> BOTH	

484971

WAITING FOR DIAG

GM Vehicle Inquiry System Summary

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

Help

VIN :	1G1ZT52865F [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2005 MALIBU LS SEDAN	Warranty Start Date :	12/30/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	AUTOWAY CHEVROLET PO BOX 5500 CLEARWATER , FL 33758-5500 (727) 531-5831	Selling Source :	13 - CHEVROLET				
		Site Code :	26386				
		Business Associate Code :	114779				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05094	SUN VISOR MIRROR COVER NONFUNCTIONAL/BREAKAGE *IN EFFECT UNTIL DEC. 31, 2006*	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	12/30/2005	40 miles	12/30/2008	36040 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	12/30/2005	40 miles	12/30/2011	100040 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/30/2005	40 miles	12/30/2013	80040 miles
36/36000 FEDERAL EMISSION	12/30/2005	40 miles	12/30/2008	36040 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/16/2007	481852	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	17111 miles
09/05/2006	219001	#	H0043 - PADS, DISC BRAKE - REAR - R&R OR REPLACE	11199 miles
08/25/2006	218733	#	H0042 - PADS, DISC BRAKE - FRONT - R&R OR REPLACE	10589 miles
02/07/2006	458516	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER	1482 miles

GM Vehicle Inquiry System - Summary

Page 2 of 2

			STEERING -	
02/07/2006	458516	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	1482 miles
01/23/2006	457479	#	H0127 - ROTOR ASSEMBLY - FRONT - BOTH - REPLACE	1043 miles
01/23/2006	457479	#	V1427 - 05094 - REPLACE BOTH MIRROR ASSEMBLIES	1043 miles
06/21/2005	A26624	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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MAR 6, 2007 LABOR OPERATION R/O 481852 Store 01 SERVC03 PORT 5026 3651

JOB#() OP/CODE 06CVZ STEERING CLAIM# XXXXXXXXXX
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 1.10 LABOR RATE 80.72 GRP
 LABOR CHARGES 88.79 NOTE
 COMPLAINT CUSTOMER STATES THERE IS A RUBBING NOISE COMING FROM THE
 MORE-> STEERING WHEN TURNING AND WHEN DOING A U-TURN IT SEEMS
 CAUSE CK SYSTEM W/TECH II. FOUND CODE C0900, FOUND INTERNAL
 FAILURE IN STEERING MODUAL.
 CORRECTION REPLACE STEERING CONTROL MODUAL AND PROGRAM.

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	264.01	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	1	1112	SEAMON C FINLEY	F	W	01/18/07	0.00	1.10	1.10			U
TOTAL LABOR TIME			1.10	INVENTORY COST			23.65					

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX)

voltage value in multiple modules indicates a concern in the charging system.

4. Verifies that the condition is still present.

Step	Action	Values	Yes	No
<i>Schematic Reference: Antilock Brake System Schematics</i>				
1	Did you perform the Diagnostic System Check - Vehicle?	--	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	<ol style="list-style-type: none"> 1. Turn OFF all of the accessories. 2. Install a scan tool. 3. Start the engine 4. Run the engine at approximately 2,000 RPM. 5. With a scan tool, observe the Switched System Battery Voltage parameter in the ABS data list. <p>Does the scan tool indicate that the voltage is greater than the specified value?</p>	17 V	Go to Step 3	Go to Diagnostic Aids
3	<p>With a scan tool, observe the Battery Volts parameter in Body Control Module (BCM) data list.</p> <p>Does the scan tool indicate the voltage is greater than the specified value?</p>	17 V	Go to Diagnostic System Check - Vehicle	Go to Step 4
4	<ol style="list-style-type: none"> 1. Use the scan tool in order to clear the DTCs. 2. Operate the vehicle within the conditions for Running the DTC as specified in the supporting test. <p>Does the DTC reset?</p>	--	Go to Step 5	Go to Diagnostic Aids
5	<p>Replace the electronic brake control module (EBCM). Refer to Control Module References for replacement, setup, and programming.</p> <p>Did you complete the repair?</p>	--	Go to Step 6	--
6	<ol style="list-style-type: none"> 1. Use the scan tool in order to clear the DTCs. 2. Operate the vehicle within the conditions for Running the DTC as specified in the supporting test. <p>Does the DTC reset?</p>	--	Go to Step 2	System OK

Service Information

Page 3 of 3

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[Forward ->](#)

Document ID# 1455875
2005 Chevrolet Malibu

[Feedback](#)

[Print](#)

AUTOWAY CHEVROLET OF CLEARWATER
SERVICE CENTER
(727) 531-5831

YES ☒ Did I, as your service advisor, walk around your vehicle,
inspect your tires, and under the hood with you?

YES ☒ Did I, review the vehicle's maintenance requirements, and did
I give you a copy of the Maintenance Menu?

NOT
TO APPLY ☐ Did I, review the Technician's Multi-Point Inspection
including giving you a copy of the Multi-Point Inspection?

YES ☒ Did I, review and explain your entire completed repair order?

YES ☒ Are you COMPLETELY SATISFIED with your service visit?

*Your next maintenance is due: EVERY 3 THOUS. MILES

Please call when you are ready to schedule the appointment.

YES ☒ Have I discussed your next maintenance visit with you?

*** You may receive a survey in the mail from General Motors,
this is my personal REPORT CARD. It is my job to make certain
that you are COMPLETELY SATISFIED; if you are anything less
than COMPLETELY SATISFIED please let me know.

X

AutoWay**AutoWay Chevrolet**

15005 U.S. 19 S. - P.O. BOX 5500

CLEARWATER, FL 34618

(727) 531-5831

STATE OF FLORIDA
REGISTRATION NUMBER

#34V-18870

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/31/06	466559	3060	4934	989	I	34CVZ	RENTAL AUTH. REQUIRED
03/28/06	462154	3060	4934	5475	C	02CVZFEELOF	1ST OIL CHANGE
				5475	C	02CVZSAFTEY	FREE 21 POINT CHECK
02/07/06	458516	1482	4934	4766	W	06CVZ	STEERING
				989	W	34CVZ	RENTAL AUTH. REQUIRED
01/23/06	457479	1043	4934	5538	W	09CVZ	BRAKE SYSTEM

SALESPERSON NO. 4993 RALPH D SANTORO

S E R V I C E

STATE REG# MV08870

METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID NO. 1G1ZT52865F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/SEDAN LT	PRODUCTION DATE 12/30/05	STOCK NO. 5F326624	LICENSE NO. 481852
BASIS FOR CHARGE: <input type="checkbox"/> FI AT RATE <input type="checkbox"/> HRLY RATE <input type="checkbox"/> BOTH	CLEARWATER, FL	CUSTOMER NO. 113291	SERVICE CONTRACT GMPP	DELIVERY DATE 12/30/05	DELIVERY MILES 40
III TAIN PARTS: <input type="checkbox"/> YES <input type="checkbox"/> NO		COLOR WHITE/GRY CUST CL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES 3531
APPOINTMENT <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 08:01am	DATE/TIME PROMISED 01/16/07 07:00pm	PRIORITY	MILEAGE 17,111	
Cell Phone		Pager Number	E-Mail Address	ASM No. 5657	
				ASM JOSHUA MCKEE	

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
Standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and waste generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of parts & labor up to \$40.00.
This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.
[\$.559.904(4)]
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].
Original equipment manufacturer parts and repair work is guaranteed for 12 months or 12,000 miles, whichever comes first, not first.
(Excludes routine maintenance services and normal wear and tear. See store for details).

JOB	LABOR INSTRUCTIONS
1	<p>W 06CVZ STEERING</p> <p>CUSTOMER STATES THERE IS A RUBBING NOISE COMING FROM THE STEERING WHEN TURNING AND WHEN DOING A U-TURN IT SEEMS LIKE THE WHEEL IS LOCKING PLEASE CHECK AND ADVISE</p> <p><i>1/12 Check system with Tech 1. Found code C 0900, Ford rental in store. replace safety. 1/17/07</i></p>
2	<p>C 02CVZ21DECLINE 21 POINT DECLINED</p> <p>CUSTOMER DECLINED 21 POINT INSPECTION</p> <p><i>Safety inspect. 5674</i></p>
3	<p>w when in start position</p> <p>Cust states the starter keep running. cust has to turn vehicle on then back off to turn starter off. please check and advise</p> <p><i>1/12 couldn't duplicate concern inspect ign system. 1/17/07</i></p>

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.

☐ I REQUEST A WRITTEN ESTIMATE.

☒ I DO NOT REQUEST A WRITTEN ESTIMATE AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGN: _____ DATE: _____

NOTES: You will be notified of completion of any diagnostic work necessary to estimate the cost of repair, or if the vehicle charges will exceed the written estimate, including any anticipated additional charges, by \$10.00 or more, whichever is greater, not to exceed \$50.00. If you are so notified, you may orally or in writing authorize repair, or cancel the order for repair.

STORAGE CHARGE: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed.

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

ADD'L PERSON WHO MAY AUTHORIZE REPAIR WORK: _____

PERSON CALLED: _____ TIME: _____ DATE: _____ BY: _____

TYPE OF ADDITIONAL WORK AUTHORIZED: _____

ORIGINAL ESTIMATE: _____ AUTH ADDL REPAIRS: _____ TOTAL: _____

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ HOURLY RATE ☐ FLAT RATE ☒ #481852

(MON) DEC 10 2007 8:55/NO. 6820132655 P 10
FROM
REPAIR AND REVENUE
CITY

AutoNation Service Centers

R/O# _____

Customer Name _____

ASM Name _____

Vehicle Description 05 malibu

Tech Name 5624

	Checks O.K.	Needs Attention		Checks O.K.	Needs Attention
Operation of Lights & Inspect Lens	<input checked="" type="checkbox"/>		Battery & Cable Inspection	<input checked="" type="checkbox"/>	
Condition of Wiper Inserts	<input checked="" type="checkbox"/>		Fluid Leaks	<input checked="" type="checkbox"/>	
Condition of Suspension	<input checked="" type="checkbox"/>		Engine Oil	<input checked="" type="checkbox"/>	
Condition of Drive Axes/Boots	<input checked="" type="checkbox"/>		Brake Fluid	<input checked="" type="checkbox"/>	
AC & Heating Inspection	<input checked="" type="checkbox"/>		Transmission Fluid	<input checked="" type="checkbox"/>	
Exhaust System Inspection	<input checked="" type="checkbox"/>		Differential Fluid	<input checked="" type="checkbox"/>	
Condition of Hoses	<input checked="" type="checkbox"/>		Power Steering Fluid	<input checked="" type="checkbox"/>	
Condition of Drive Belts	<input checked="" type="checkbox"/>		Windshield Washer Fluid	<input checked="" type="checkbox"/>	
Condition of Air Filter	<input checked="" type="checkbox"/>		Engine Coolant	<input checked="" type="checkbox"/>	
Condition of Fuel System	<input checked="" type="checkbox"/>		Other Recommendations	<input checked="" type="checkbox"/>	

TIRE AND BRAKE INSPECTION

LF	<input checked="" type="checkbox"/> Brake Lining <u>6</u> mm	<input checked="" type="checkbox"/> Brake Lining <u>6</u> mm	RF
<input checked="" type="checkbox"/> Tire Tread <u>2</u> 32nds	<input checked="" type="checkbox"/> Tire Tread <u>2</u> 32nds	<input checked="" type="checkbox"/> Tire Tread <u>2</u> 32nds	<input checked="" type="checkbox"/> Tire Tread <u>2</u> 32nds
<input checked="" type="checkbox"/> Wear Pattern	<input checked="" type="checkbox"/> Wear Pattern	<input checked="" type="checkbox"/> Wear Pattern	<input checked="" type="checkbox"/> Wear Pattern
<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi	<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi	<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi	<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi
<input type="checkbox"/> BRAKE INSPECTION NOT REQUIRED THIS VISIT			
Lowest Brake Lining - mm: _____			
Lowest Tire Tread Depth - mm: _____			
LR	<input checked="" type="checkbox"/> Brake Lining <u>5</u> mm	<input checked="" type="checkbox"/> Brake Lining <u>5</u> mm	RR
<input checked="" type="checkbox"/> Tire Tread <u>8</u> 32nds	<input checked="" type="checkbox"/> Tire Tread <u>8</u> 32nds	<input checked="" type="checkbox"/> Tire Tread <u>8</u> 32nds	<input checked="" type="checkbox"/> Tire Tread <u>8</u> 32nds
<input checked="" type="checkbox"/> Wear Pattern	<input checked="" type="checkbox"/> Wear Pattern	<input checked="" type="checkbox"/> Wear Pattern	<input checked="" type="checkbox"/> Wear Pattern
<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi	<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi	<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi	<input checked="" type="checkbox"/> Tire Pressure <u>30</u> psi

PRIME ITEM CONCERNS

Item, Description & Part Number	Hrs.	Labor \$\$	Parts \$\$	Total \$\$	SOP	Authorized
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N

ADDITIONAL SERVICE RECOMMENDED

Item, Description & Part Number	Hrs.	Labor \$\$	Parts \$\$	Total \$\$	SOP	Authorized
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N
						Y N

TOTALS

Total of Prime and ASR

Method of Customer Approval:

Est. Tax & Misc.

Time and Date of Approval:

GRAND TOTAL:

AUTOWAY CHEVROLET OF CLEARWATER
SERVICE CENTER
(727) 531-5831

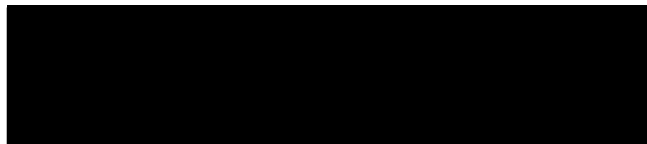
- ☐ Did I, as your service advisor, walk around your vehicle, inspect your tires, and under the hood with you?
- ☐ Did I, review the vehicle's maintenance requirements, and did I give you a copy of the Maintenance Menu?
- ☒ Did I, review the Technician's Multi-Point Inspection including giving you a copy of the Multi-Point Inspection?
- ☒ Did I, review and explain your entire completed repair order?
- ☒ Are you COMPLETELY SATISFIED with your service visit?

*Your next maintenance is due: _____

Please call when you are ready to schedule the appointment.

- ☐ Have I discussed your next maintenance visit with you?

*** You may receive a survey in the mail from General Motors, this is my personal REPORT CARD. It is my job to make certain that you are COMPLETELY SATISFIED; if you are anything less than COMPLETELY SATISFIED please let me know.



GM Vehicle Inquiry System Summary

C0900

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

Help

VIN :	IGNEC13Z16R [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :		CC15706 -2006 TAHOE 2WD		Warranty Start Date :		03/09/2006					
BARS Order Type :		70 - RETAIL - STOCK									
Delivering Dealer :		AUTOWAY CHEVROLET PO BOX 5500 CLEARWATER , FL. 33758-5500 (727) 531-5831		Selling Source :		13 - CHEVROLET					
				Site Code :		26386					
				Business Associate Code :		114779					
Service Contract :		No	Branded Title :		No	Warranty Block :		No	PDI Status :		Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	06052	HVAC A/C NOT COOLING - REFER TSB 06-01-39-005	06/06/2006	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or: http://www.onstarenrollment.com or (888)ONSTAR1 (888)667-8271. In Canada, http://onstar.enrollment.ca or (877)438-9677.		
XM Equipped	Yes	XM Radio ID	M8DRC00N	XM Status	Active	Refer to Help page for details or: http://www.gm.xmradio.com or (800)556-3600. In Canada, http://xmradio.ca or (877)438-9677.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/09/2006	9 miles	03/09/2009	36009 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/09/2006	9 miles	03/09/2012	100009 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/09/2006	9 miles	03/09/2014	80009 miles
36/36000 FEDERAL EMISSION	03/09/2006	9 miles	03/09/2009	36009 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/03/2007	480954	#	E9446 - I - SHAFT EXERCISE/STROKE	14499 miles
06/16/2006	467681	#	E3537 - ARM ASSEMBLY, FRONT CONTROL - LOWER - BOTH - REPLACE	4419 miles
08/25/2005	A23850	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

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CVWS481852

CVWS481852

AutoWay Chevrolet

15005 U.S. 19 S. - P.O. BOX 5500

CLEARWATER, FL 34618

(727) 531-5831

STATE OF FLORIDA
REGISTRATION NUMBER
#MV-08870

CUSTOMER NO. 113291	ADVISOR JOSHUA MCKEE	5657	TAG NO. 3531	INVOICE DATE 01/18/07	INVOICE NO. CVWS481852
[REDACTED] CLEARWATER, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 17,111	COLOR WHITE/GRY C	STOCK NO. 5F326624
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SEDAN LT			DELIVERY DATE 12/30/05	DELIVERY MILES 40
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 6 5 F [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.			P. O. NO.	R. O. DATE 01/16/07
BUSINESS PHONE		COMMENTS MO: 17111			

LABOR & PARTS-----
J# 1 06CVZ STEERING HOURS: 1.10 TECH(S):1112 88.79
CUSTOMER STATES THERE IS A RUBBING NOISE COMING FROM THE
STEERING WHEN TURNING AND WHEN DOING A U-TURN IT SEEMS
LIKE THE WHEEL IS LOCKING PLEASE CHECK AND ADVISE
CK SYSTEM W/TECH 11. FOUND CODE C0900. FOUND INTERNAL
FAILURE IN STEERING MODUAL.
REPLACE STEERING CONTROL MODUAL AND PROGRAM.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----U/COST--E/COST--U/PRICE	
JOB # 1 1 15775370 MOTOR 6.605 188.58 188.58 264.01	264.01
JOB # 1 COST TOTAL 188.58	
JOB # 1 TOTAL PARTS	264.01
JOB # 1 TOTAL LABOR & PARTS	352.80

J# 3+19CVZ1 DIAG.CHASSIS ELECT. HOURS: TECH(S):1112 0.00
CUSTOMER STATES SEEMS TO HANG UP WHEN STARTED
UNABLE TO DUPLICATE CUSTOMER CONCERN AT THIS TIME
JOB # 3 TOTAL LABOR & PARTS 0.00

R/O TAX 0.00
R/O TOTALS 352.80

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and/or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate and/or repair order. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes last. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct the problem specified on the description of the complaint.

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#.....	TOTAL.....
[REDACTED]	352.80
CLAIM TOTALS	352.80

APPROVED BY SIGNATURE

DCS AUDIT SLIP-----

DCS DATA FILE: GMGMWF.070
01/18/2007 WARRANTY NEW CLAIM
0945

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
481852	01/16/2007	1G1ZT52865F [REDACTED]	3	26386	17111	[REDACTED]

CUSTOMER NAME: FIRST: [REDACTED] MIDDLE: L
LAST: [REDACTED] PHONE: WORK: [REDACTED] HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOR	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NG	1	15775370	264.01	6C	E7634	1.1			88.79
LN-TOT:					352.80	TECH SSN: [REDACTED]		AUTH CODE:			AUTH. AUTHOR.:	

R.O. TOTAL: 352.80

AutoWay**AutoWay Chevrolet**

15005 U.S. 19 S. - P.O. BOX 5500

CLEARWATER, FL 34618
(727) 531-5831STATE OF FLORIDA
REGISTRATION NUMBER

MV 08870

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/31/05	455996	43	5457	1112	I	38CVZ	ALL TRIM
07/07/05	442697	4	5033	2058	I	29CVZMALIBU	MALIBU PDI
				2058	I	37CVZ	ALL ACCESSORIES
				989	I	31CVZ9	NEW CAR 1ST CLEAN

SALESPERSON NO. 4993 RALPH D SANTORO

SERVICE

STATE REG# MV08870

METHOD OF PAYMENT: <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE I.D. NO. 1G1ZT52865F	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LS SEDAN	PRODUCTION DATE 12/30/05	STOCK NO. 5F326624	LICENSE NO. 457479
BASIS FOR CHARGE: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input checked="" type="checkbox"/> BOTH	CUSTOMER NO. 113291	SERVICE CONTRACT CMPP	DELIVERY DATE 12/30/05	DELIVERY MILES 40	SELLING DEALER NO. 01/23/06
REMAIN PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR WHITE/GRY CUST CL	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 575
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TURBO	M/MC	AIR COND.	P. S.	TRANS
					MILEAGE 1,043
					ASM No. 4934
					ASM THOMAS JAMSKY

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges
A standard charge for supplies, materials and expenses related to the handling and disposal of toxic and hazardous materials and waste generated and used in vehicle repair is made on each repair order. The amount of this charge will be 10% of parts & labor up to \$30.00.
"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal."
[s.559.904(4)]
The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].
Original equipment manufacturer parts and repair work is guaranteed for 12 months or 12,000 miles, whichever comes last, not first.
(Excludes routine maintenance services and normal wear and tear. See store for details).

JOB	LABOR INSTRUCTIONS	PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
1	W 09CVZ BRAKE SYSTEM CUST STS PULSATION WHEN BRAKING FROM 50-60 MPH ADVISE 5538 ROAD TEST VEH. FRONT BRAKE VIB AT 70-40 - RESURFACE FRONT ROTORS - ROAD TEST Agustin (E) 1.24.06	<input type="checkbox"/> I REQUEST A WRITTEN ESTIMATE. <input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.00. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. <input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE.
2	W 25CVZ EXT TRIM & MLDG CUST STS EXHAUST TYPE RATTLE FROM LEFT FRT INTERMITTENTLY AND IF STAY DRIVING AROUND 20 MPH NOISE WILL GO AWAY 5538 Road test VEH. CAN NOT DUPLICATE (E) 1.24.06	SIGNED: _____ DATE: _____ TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents left in vehicle in case of fire, theft, or any other cause beyond your control or for any claims caused by unsuitability of parts or delays in parts shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle for the purpose of testing and/or inspection. An invoice will be provided showing the amount of repairs thereto. If the actual charges will exceed the written estimate, including any material and labor charges, by \$10 or 10%, whichever is greater, not to exceed \$50.00. If you are so notified, you may orally or in writing authorize, modify, or cancel the order for repair. STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$10.00. CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be resubmitted to a common transportation carrier at which occasion the customer shall be responsible for the transportation charges. The cost of parts and labor to replace items destroyed by accident and the cost of damage to the vehicle. ADDL PERSON WHO MAY AUTHORIZE REPAIR WORK Ticket printed.
3	W 25CVZ CUST. STS gasket around Trunk lock coming out. 5538 Popped Trunk Lock cyl out of VEH & Reset Lock cyl Gasket (E) 1.23.06	PERSON CANCELLED DATE 1.24.06, 1-23-06
4	W 28CVZ Campaign 05094 5538 4766 Replace Both Sunshade Mirror Assy YH Elcador (E) 1.23.06	DISC. OR ADDITIONAL WORK AUTHORIZED ORIGINAL ESTIMATE AUTH. ADDL REPAIRS TOTAL IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> BOTH

GM Vehicle Inquiry System Summary

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

Help

VIN :	1G1ZT52865F [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZT69 -2005 MALIBU LS SEDAN	Warranty Start Date :	12/30/2005				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	AUTOWAY CHEVROLET PO BOX 5500 CLEARWATER , FL 33758-5500 (727) 531-5831	Selling Source :	13 - CHEVROLET				
		Site Code :	26386				
		Business Associate Code :	114779				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05094	SUN VISOR MIRROR COVER NONFUNCTIONAL/BREAKAGE *IN EFFECT UNTIL DEC. 31, 2006*	12/15/2005	Open

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	12/30/2005	40 miles	12/30/2008	36040 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	12/30/2005	40 miles	12/30/2011	100040 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	12/30/2005	40 miles	12/30/2013	80040 miles
36/36000 FEDERAL EMISSION	12/30/2005	40 miles	12/30/2008	36040 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/21/2005	A26624	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

GM Vehicle Inquiry System - Summary

Page 2 of 2

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GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

PART MEASUREMENT/REPLACEMENT DOCUMENTATION

Dealer Code: 24354Repair Order Number: 457479

Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): 0.898 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) 0.897 inch/mm
Right Front (ORF) 0.897 inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) 0.880 inch/mm
Right Front (RRF) 0.892 inch/mm

Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): _____ inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) _____ inch/mm
Right Rear (ORR) _____ inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) _____ inch/mm
Right Rear (RRR) _____ inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement: _____

Pad Replacement:

If Pads are replaced, you must indicate reason for replacement: _____

LATERAL RUN OUT (LRO) DOCUMENTATION

Front Rotor (required when front rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Front (LLF) 0.897 inch
Right Front (LRF) 0.897 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
Left 0.001 Right 0.002 (Example: 801-03)

Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace: Left Rear (LLR) _____ inch
Right Rear (LRR) _____ inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
Left _____ Right _____ (Example: 801-03)

CVWS457479

CVWS4-57479

AutoWay Chevrolet

15005 U.S. 19 S. • P.O. BOX 5500

CLEARWATER, FL 34618
(727) 531-5831STATE OF FLORIDA
REGISTRATION NUMBER
#MV-08870

CUSTOMER NO.	113291	ADVISOR	THOMAS JAMSKY	4934	TAG NO.	575	INVOICE DATE	01/31/06	INVOICE NO.	CVWS457479	
		LABOR RATE		LICENSE NO.		MILEAGE	1,043	COLOR	WHITE/GRY C	STOCK NO.	5F326624
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/LS SEDAN				DELIVERY DATE	12/30/05	DELIVERY MILES	40	
		VEHICLE I.D. NO.	1 G 1 Z T 5 2 8 6 5 F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.		R.O. DATE	01/23/06	
		BUSINESS PHONE					COMMENTS	MO: 1043			

LABOR & PARTS.....

J# 1 09CVZ BRAKE SYSTEM HOURS: 1.60 TECH(S):5538 124.51
CUST STS PULSATION WHEN BRAKING FROM 50-60 MPH ADVISE
R/TEST FRT BRAKE VIB AT 70 -40 RESURFACE FRT ROTORS R/TEST
AGAIN OK
JOB # 1 TOTAL LABOR & PARTS 124.51

J# 2 25CVZ EXT TRIM & MLDG HOURS: TECH(S):5538 0.00
CUST STS EXHAUST TYPE RATTLE FROM LEFT FRT INTERMITTENTLY
AND IF STAY DRIVING AROUND 20 MPH NOISE WILL GO AWAY
R/TEST CAN NOT DUPLICATE
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+25CVZ1 DIAG. EXT. TRIM&MLDG. HOURS: TECH(S):5538 0.00
CUST STS GASKET AROUND TRUNK LOCK COMING OUT ADVISE
POPPED TRUNK LOCK CYL OUT
RESET LOCKS CYL GASKETS
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+28CVZ CAMPAIGN HOURS: 0.40 TECH(S):4766 31.13
CAMPAIGN 05094
COMPLETED CAMPAIGN 05094

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 4	1		15803234	MIRROR 10.195	11.35	11.35	15.89
JOB # 4	1		15803238	MIRROR 10.195	16.65	16.65	23.31
JOB # 4 COST TOTAL					28.00		
JOB # 4 TOTAL PARTS							39.20
JOB # 4 TOTAL LABOR & PARTS							70.33
R/O TAX							0.00
R/O TOTALS							194.84

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and/or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate and/or repair order. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes last. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct the problem specified on the description of the complaint.

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL....
193.69

CLAIM TOTALS 193.69

APPROVED BY SIGNATURE

CVWS457479

CVWS457479

AutoWay Chevrolet

15005 U.S. 19 S. - P.O. BOX 5500

CLEARWATER, FL 34618

(727) 461-9991

STATE OF FLORIDA
REGISTRATION NUMBER
#MV-08870

CUSTOMER NO.	113291		ADVISOR	THOMAS JAMSKY		4934	TAG NO.	575	INVOICE DATE	01/31/06	INVOICE NO.	CVWS457479
			LABOR RATE				MILE/AGL	1,043	COLOR	WHITE/GRY C	STOCK NO.	5F326624
			YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/LS SEDAN					DELIVERY DATE	12/30/05	DELIVERY MILES	40
	CLEARWATER, FL		VEHICLE I.D. NO.	1 G 1 Z T 5 2 8 6 5 F					SELLING DEALER NO.		PRODUCTION DATE	
			F.T.T. NO.			P.O. NO.			R.O. DATE	01/23/06		
	BUSINESS PHONE		COMMENTS								MO: 1043	

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.848

01/31/2006

WARRANTY NEW CLAIM

1842

RO NUMBER RO DATE

457479 01/23/2006 1G1ZT52865F

VIN

DIV

3

26386

ODOMETER

1043

SERVICE ADVISOR #

CUSTOMER NAME; FIRST:

MIDDLE: L

LAST:

PHONE;WORK:

HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHS NET-AMT.	LAB-TOT.
1	01	04			11R02 H0127	1.6					124.51
LN-TOT:	124.51				TECH SSN:			AUTH CODE:		AUTH. AUTHOR.:	

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHS NET-AMT.	LAB-TOT.
2	04	MA	2		15803234	39.20	96	V1427	.4		29.98
LN-TOT:	69.18				TECH SSN:			AUTH CODE:		AUTH. AUTHOR.:	

MEMO PART NUMBERS: 15803238

R.O. TOTAL: 193.69

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate and/or repair order are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate and/or repair order. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes last. Seller does not guarantee that the work performed in accordance with this estimate and/or repair order will correct the problem specified on the description of the complaint.



BUICK  **GMC** **HUMMER**

**28450 Tamiami Trail South
Bonita Springs, Florida 34134
(239) 948-7771**

STATE OF FLORIDA REGISTRATION: MV-34533

STATE REG# 4

**SEE REVERSE SIDE FOR IMPORTANT
INFORMATION REGARDING WARRANTY & REPAIRS**

RECOMMENDED SERVICES

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: _____ DATE: _____

07/14/06	118182	540	0109	941	W	15PNZ	INTERIOR / EXTERIOR
----------	--------	-----	------	-----	---	-------	---------------------

SERVICE

SALESPERSON NO. 0104
MANUEL A COTTO

VEHICLE NO. 1G4HE57Y26U	YEAR / MAKE / MODEL 06/BUICK/LUCERNE/CXS	STOCK NO. 6266	LICENSE NO. 18277
CUSTOMER NO. 424877	SERVICE CONTRACT 07/05/06	DELIVERY DATE 225	DELIVERY MILE 07/07/06
COLOR WHITEGOLD FLASH/		CONTRACT NO.	EXPIRATION DATE W924
TURBO PNZZ	AIR COND.	P.S.	TRANS
MILEAGE 541	ADVISOR 0109	PRODUCTION DATE	

LEHIGH ACRES, FL

RECEIVED 07/17/06 05:00pm	TIME RECEIVED 12:29pm	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
LABOR RATE	I hereby authorize the repair work hereunder 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 shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
DATE / TIME PROMISED	PRIORITY	IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

W * 15PNZ INT ERIOR / EXTERIOR
CUST STS IGNITION CYLINDER WOULD NOT COME OUT OF PARK

WAITING ☐ YES ☐ NO CALL WHEN READY ☐ YES ☐ NO APPOINTMENT ☐ YES ☐ NO CAR WASH ☐ YES ☐ NO CUST. SIG. **X**

COMMENTS: CALL

VEHICLE DIAGRAM

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADD. REPAIRS

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

METHOD OF PAYMENT
CASH ☐ CHECK ☐
VISA ☐ MASTER CD. ☐
AM EXP. ☐ OTHER ☐

RENTAL CAR ☐ Y ☐ N
SAVE PARTS ☐ ☐

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS STATED

ORIGINAL ESTIMATE # _____ DATE _____ TIME _____
OTHER PERSON WHOM I AUTHORIZE REPAIRS _____ ADDITIONAL AUTOCORRECTIONS AMOUNT _____
REPAIRS AUTHORIZED BY: _____ DESCRIPTION OF ADD. WORK AUTHORIZED _____
REVISED AUTHORIZED AMOUNT _____ NUMBER OF ADD. REPAIRS _____

NOTES:

LABOR CHARGES BASED ON:
☐ FLAT RATE
☐ HOURLY RATE
☐ BOTH APPLY

There may be an additional charge in the customer's bill for the use of the shop and for the use of the shop's equipment. This charge is not included in the hourly rate or flat rate charge. (See 402.141(4)).

The State of Florida requires a \$1.00 fee to be collected for each new tire sold by the state (402.141(4)).

and a \$2.00 fee to be collected for each new or retreaded tire sold by the state. (402.141(4)).

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service within that period, we'll fix it free of charge. Parts and Labor.

WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OR SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.

* SHOP SUPPLIES: a small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, aero sprays, solvents, cleaning cloths, sealers, silicone treatment, etc. A complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

TECHNICIAN'S NAME & NUMBER

845

JOB 01

CAUSE

Tested vehicle for key not rotation Found JUL 17 12

CORRECTION

Terminal in rear fuse block for RAP relay JUL 17 13
loose in back of block - R&R rear fuse

TECHNICIAN'S NAME & NUMBER

block & repair terminal 109 in

JOB 02

CAUSE

R1 relay location, Retested & check

CORRECTION

All terminals in Fuse block Relay locations.
All ok.

TECHNICIAN'S NAME & NUMBER

JOB 03

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 05

CAUSE

CORRECTION

FLAG

TOTAL PARTS

FLAG

TOTAL LABOR

FLAG

GOG

TAX

TOTAL

FLAG

FLAG

P.006

BUWS292171

BUWS29217

67886 LYNNE DEAD 688 045 06/11/07 BUWS292171

74.21 15,328 WHITE/

06/BUICK/LUCERNE/4 DOOR SEDAN 07/05/06 5

1 G 4 H E 5 7 Y 2 6 U

06/11/07

NO: 15328

LABOR & PARTS

J# 1 57BUZHL HEADLINER HOURS: TECH(S):183 0.00

CUSTOMER STATES HEADLINER LOOSE REAR SECTION

SUBLET TO ALL FLORIDA

HEADLINER REPAIR

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET-PO# VENDOR INV. DATE-DESCRIPTION CONTROL NO.

JOB # 1 7473 657564 06/11/07 REPAIR HEADLINER

TOTAL - SUBLET 60.00

60.00

MISC-CODE-DESCRIPTION-CONTROL NO.

JOB # 1 ADMIN ADMINISTRATION FEE

TOTAL - MISC 37.10

37.10

R/O TAX 0.00

R/O TOTALS 97.10

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL

97.10

CLAIM TOTALS 97.10

APPROVED BY SIGNATURE _____

DCS ADJUT SLIP:

DCS DATA FILE: GSNHMF.231
06/11/2307
1411

WARRANTY NEW CLAIM


RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #
292171 06/11/2307 1GANE57Y2B1 1 33523 15328

CUSTOMER NAME - FIRST: _____ MIDDLE: _____
LAST: _____ PHONE: WORK: _____ HOME: _____

LW JOB CT CC PC PART-NO. TOT-PTS FC LABOP URES DURS MET-ANT. LAB-TOT.
1 01 ON
LN-TOT: 97.10 TECH SSN: _____ AUTH CODE: _____ AUTH. AUTH.: _____

R.O. TOTAL: 97.10


DUPLICATE INVOICE



BUICK PONTIAC

DIXIE BUICK TRUCK INC.

14566 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



GMC TRUCKS

RECOMMENDED SERVICES **STATE OF FLORIDA REGISTRATION : MV-12698**

OPERATION	OPERATION DESCRIPTION	MI	MI	TOTAL	OPERATION DESCRIPTION	MI	MI	TOTAL
01BUZLOZ 00BUZ02	LUBE, OIL, & FILTER LI				04BUZROTATE			
	STRAIGHT THRU PRICE				ROTATE TIRES			
	FLAT RATE PRICE							

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/20/07	294983	16298	688	428	W	04BUZ	WHEELS & TIRES
				660	W	70BUZZRENT	RENTAL
				81	W	70BUZZFRIEHT	TRANSMISSION
				428	W	70BUZ	OVERNIGHT CHARGE
				183	I	70BUZHL	SHUTTLE
							HEADLINER
06/11/07	292171	15328	688				

SALESPERSON NO.

STATE REG# 39320

SERVICE

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/20/07	294983	16298	688	428	W	04BUZ	WHEELS & TIRES
				660	W	70BUZZRENT	RENTAL
				81	W	70BUZZFRIEHT	TRANSMISSION
				428	W	70BUZ	OVERNIGHT CHARGE
				183	I	70BUZHL	SHUTTLE
							HEADLINER
06/11/07	292171	15328	688				

SALESPERSON NO.

STATE REG# 39320

SERVICE

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/20/07	294983	16298	688	428	W	04BUZ	WHEELS & TIRES
				660	W	70BUZZRENT	RENTAL
				81	W	70BUZZFRIEHT	TRANSMISSION
				428	W	70BUZ	OVERNIGHT CHARGE
				183	I	70BUZHL	SHUTTLE
							HEADLINER
06/11/07	292171	15328	688				

SALESPERSON NO.

STATE REG# 39320

SERVICE

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/20/07	294983	16298	688	428	W	04BUZ	WHEELS & TIRES
				660	W	70BUZZRENT	RENTAL
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				428	W	70BUZ	OVERNIGHT CHARGE
				183	I	70BUZHL	SHUTTLE
							HEADLINER
06/11/07	292171	15328	688				

SALESPERSON NO.

STATE REG# 39320

SERVICE

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08/20/07	294983	16298	688	428	W	04BUZ	WHEELS & TIRES
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				428	W	70BUZ	OVERNIGHT CHARGE
				183	I	70BUZHL	SHUTTLE
							HEADLINER
06/11/07	292171	15328	688				

SALESPERSON NO.

STATE REG# 39320

SERVICE

DATE	REPAIR ORDER
------	--------------

09/27/2007 09:32 FAX 2394890798

007



DIXIE BUICK PONTIAC GMC TRUCK, INC.

14565 SOUTH TAMiami TRAIL • FORT MYERS, FLORIDA 33912
(239) 489-0600



RECOMMENDED SERVICES

STATE OF FLORIDA REGISTRATION : MV-12598

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01BUZLOF 00BUZ02	LUBE, OIL, & FILTER LUBE OIL FILTER	MI MI		04BUZROTATE	ROTATE TIRES	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# 39320

METHOD OF PAYMENT <input type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> M.C. <input type="checkbox"/> VISA <input type="checkbox"/> AMX	VEHICLE ID NO. 1G4HE57Y26U	YEAR/MAKE/MODEL 06/BUICK/LUCERNE/4 DOOR SEDAN	PRODUCTION DATE 06/11/07	STOCK NO.	LICENSE NO.	R.O. NO. 292171
BASIS FOR CHARGE <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	LEHIGH ACRES, FL	CUSTOMER NO. 67886	SERVICE CONTRACT	DELIVERY DATE 7/5/2006	DELIVERY MILES	SELLING DEALER NO. 045
REPAIR PARTS <input type="checkbox"/> YES <input type="checkbox"/> NO	RESIDENCE PHONE	COLOR WHITE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO	TIME RECEIVED 08:09am	DATE/TIME PROMISED 06/11/07 02:30pm	PRIORITY 5	TURBO	MMIC BUZZ	AIR COND. Y
				P.S. Y	TRANS A	MILEAGE 15,328
				ADVISOR NO. 688	ADVISOR LYNNE DEDAD	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereafter 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 shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.
IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES ACCEPT OF COPY HEREOF.
X CUSTOMER SIGNATURE

JOB	1	W 57BUZHL CUSTOMER STATES HEADLINER LOOSE REAR SECTION	HEADLINER
		74730 600 C3128 37.10 9710	
		PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100. <input type="checkbox"/> I REQUEST A WRITTEN ESTIMATE. <input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL. <input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED: <u>LYNNE DEDAD</u> DATE _____	
		ORIGINAL ESTIMATE \$	DATE
		OTHER PERSON WHO MAY AUTHORIZE REPAIRS	ADDITIONAL AUTHORIZED \$ AMOUNT
		ADDITIONAL REPAIRS AUTHORIZED BY:	DESCRIPTION OF ADDITIONAL WORK AUTHORIZED
		REVISED AUTHORIZED \$ AMOUNT	AUTHORIZATION RECEIVED BY:
		IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	
		SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS	

DB-002

Summary



BUICK



GMC

HUMMER

28450 Tamiami Trail South
Bonita Springs, Florida 34134
(239) 948-7771

STATE OF FLORIDA REGISTRATION: MV-34533

STATE REG# 4

SEE REVERSE SIDE FOR IMPORTANT
INFORMATION REGARDING WARRANTY & REPAIRS

RECOMMENDED SERVICES

OTPNZEMP	EMPLOYEE LOF	MI	24.95

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW AND SIGN:
I UNDERSTAND THE WORK TO BE DONE AND I AM NOT ASKING FOR A WRITTEN ESTIMATE, IF MY NAME IS ON THE WORK ORDER \$100.00
☐ I REQUEST A WRITTEN ESTIMATE
☐ I DO NOT REQUEST A WRITTEN ESTIMATE
NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

SERVICE HISTORY

07/14/06	118182	540	0109	941	W	15PNZ	INTERIOR / EXTERIOR
----------	--------	-----	------	-----	---	-------	---------------------

SERVICE

SALESPERSON NO. 0104

MANUEL A COTTO

VEHICLE # 57Y260	YEAR MAKE MODEL 08/BUICK/EUCERNE/CXS	BOOK NO. K6286	LICENSE NO. 192259
CUSTOMER # 424877	SERVICE CONTRACT	DELIVERY DATE 07/03/06	DELIVERY MILES 225
LEHIGH ACRES, FL	WHITEGOLD FLASH/	CONTRACT NO.	SELLING DEALER NO. 0621/07
TURBO	15PNZ	FAIR COND.	EXPIRATION DATE
P.S.	TRANS	MILEAGE 15,584	EXPIRATION MILES
ADVISOR 0109	PRODUCTION DATE		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereafter 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 shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

IN THE EVENT MY ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE, AND ALL COURT COST IF COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREES TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF.

DATE TIME PROVIDED 06/21/07 05:00pm PRIORITY

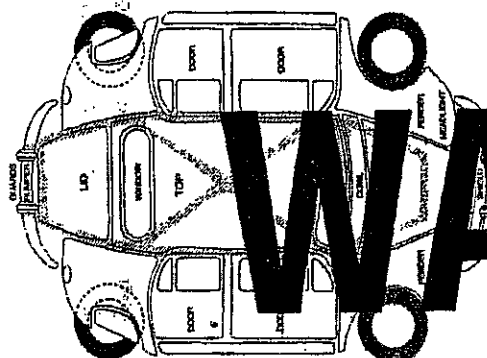
HAVE YOU EVER REPORTED THESE CONCERNS BEFORE? Advisor: JEROME FOSTER

WAITING ☐ YES ☐ NO CALL WHEN READY ☐ YES ☐ NO APPOINTMENT ☐ YES ☐ NO CAR WASH ☐ YES ☐ NO CUST. SIG. X

COMMENTS: WAIT

1 C 15PNZ INTERIOR/EXTERIOR
CUSTOMER STATES.....
SOP STEERING WHEEL AND SHIFTER KNOB
PLEASE PUT OLD PARTS IN TRUNK

995



WASH

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE REPAIRS

IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED THE CHARGE WILL BE BASED ON:
☐ FLAT RATE ☐ HOURLY RATE ☐ BOTH

METHOD OF PAYMENT
CASH ☐ CHECK ☐
VISA ☐ MASTER CO. ☐
AM EXP. ☐ OTHER ☐

RENTAL CAR ☐ Y ☐ N
SAVE PARTS ☐ Y ☐ N

ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS STATED

ORIGINAL \$ DATE TIME
OTHER PERSON'S NAME
ADDITIONAL AUTHORIZED PERSON

ADDITIONAL AUTHORIZED PERSON

REPAIRS AUTHORIZED BY

NOTES:
BOR CH...
FLAT F...
HOURLY...
BOTH APPLY

There may be an additional charge to the customer. This charge represents costs and profits to the repair shop for the use of the vehicle repair facility for miscellaneous shop supplies or waste disposal. (S.A.S. 3045)

The State of Florida requires a \$1.00 fee to be collected for each new tag sold in the state (S.A.S. 311) and a \$1.00 fee to be collected for each new or reconstructed tag sold in the state. (S.A.S. 311)

ADDITIONAL TERMS AND CONDITIONS

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement falls in normal service within that period, we'll fix it free of charge. Parts and Labor.

WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OR SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.

* SHOP SUPPLIES: a small charge is included for supplies used on your Vehicle. These items are nuts, bolts, screws, washers, aero sprays, solvents, cleaning cloths, seaters, silicone treatment, etc. A complete list from Cashier is available.

TECHNICIAN'S NAME & NUMBER 9576.5 828.5 JOB 01CAUSE Rep shift knob & steering wheel

CORRECTION

TECHNICIAN'S NAME & NUMBER JOB 02

CAUSE

CORRECTION Ro 132259

TECHNICIAN'S NAME & NUMBER JOB 03

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER JOB 05

CAUSE

CORRECTION

ADDITIONAL INSTRUCTIONS
OR ESTIMATES

TOTAL PARTS

TOTAL LABOR

GOG

TAX

TOTAL

FLAG

FLAG

FLAG

FLAG

FLAG

TERMS AND CONDITIONS

LIMITER OF WARRANTY

is applying to this part(s) are those which may be assumed by a manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, including warranties of merchantability or fitness for purpose, and neither assumes nor authorizes any assumption for it any liability in connection with the sale of this vehicle and/or service. Buyer shall not be entitled to the selling dealer any consequential damages, property, damages for loss of use, loss of time, loss of income, or any other incidental damages.

CHARGES OF \$30.00 PER DAY WILL BE IN EFFECT FOR 3 WORKING DAYS AFTER YOU HAVE BEEN ADVISED THE REPAIRS ARE COMPLETED.

includes our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal use within that period, we'll fix it free of charge. Parts and

DISPOSAL CHARGE: A SMALL CHARGE WILL BE ADDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, FLUIDS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OF SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.

I understand that I may incur charges which represent costs or profits to a motor repair facility for shop supplies or waste disposal. These charges I relate directly to my repairs and will not exceed a maximum of 12% of the total labor charge, up to a maximum of \$35.00.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s. 403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s. 403.7185).

Customer Initials _____

* SHOP SUPPLIES: a small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, aerosols, solvents, cleaning cloths, sealers, silicone treatment, etc. A complete list from Cashier is available.

ADDITIONAL INSTRUCTIONS OR ESTIMATES

TECHNICIAN'S FINDINGS AND REMARKS

TECHNICIAN'S NAME & NUMBER

Christian 428

JOB 01

CAUSE

CORRECTION

Mount, bal. & Road Force 4 tires. Retested OK

TECHNICIAN'S NAME & NUMBER

JOB 02

CAUSE

CORRECTION

245 50 R/S
100V SPEED RATING

TECHNICIAN'S NAME & NUMBER

JOB 03

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 04

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 05

CAUSE

CORRECTION

TECHNICIAN'S NAME & NUMBER

JOB 06

CAUSE

CORRECTION

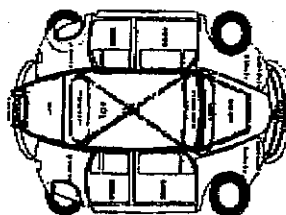
TOTAL PARTS _____

TOTAL LABOR _____

GOG _____

TAX _____

TOTAL _____



C - Chips
S - Scratch
D - Dent
M - Missing
T - Tear
G - Glass Damage

Fuel

F 4 E

Spare Tire _____ Phone/Elect _____

Radio _____

Home - Summary - Car

GM Vehicle

DeVoe



BUICK



GMC

HUMMER

28450 Tamiami Trail South
Bonita Springs, Florida 34134
(239) 948-7771

STATE OF FLORIDA REGISTRATION: MV-34533

STATE REG# 4

SEE REVERSE SIDE FOR IMPORTANT
INFORMATION REGARDING WARRANTY & REPAIRS
RECOMMENDED SERVICES

01PNZEMP	EMPLOYEE LOF	MI	24.95

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00

☐ I REQUEST A WRITTEN ESTIMATE.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN ESTIMATE.

DATE:

SERVICE HISTORY

06/21/07	132259	15584	0109	995	15PNZ	INTERIOR / EXTERIOR
07/17/06	118277	541	0109	845	15PNZ	INTERIOR / EXTERIOR
07/14/06	118182	540	0109	941	15PNZ	INTERIOR / EXTERIOR

SERVICE SALESPERSON NO. 0104 MANUEL A COTTO

VEHICLE ID#	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R.O. NO.
1G4HE57Y26U	06/BUICK/LUCERNE/CXS	K6266		132496
CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
424877		07/05/06	225	06/28/07
COVIN	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	FIN. NO.
LEHIGH ACRES, FL	WHITEGOLD FLASH/			P036
TURBO	TRANS	MIL	PRODUCTION DATE	
		15,674	806	
TIME RECEIVED 09:42am LABOR RATE DATE/TIME PROMISED 06/28/07 05:00pm PRIORITY 1 HAVE YOU EVER REPORTED THESE CONCERNS BEFORE? Advisor: NADINE ROTZ YES <input type="checkbox"/> NO <input type="checkbox"/>				
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or contents in the event of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in shipping of parts. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. IN THE EVENT AN ACCOUNT IS DELINQUENT MORE THAN 10 DAYS, I AGREE TO PAY INTEREST AT THE HIGHEST LEGAL RATE PERMISSIBLE, AND A REASONABLE ATTORNEY'S FEE AND ALL COURT COSTS COLLECTION IS REQUIRED. CUSTOMER HEREBY ACKNOWLEDGES READING AND AGREEING TO THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF COPY HEREOF. WAITING <input type="checkbox"/> YES <input type="checkbox"/> NO CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO APPOINTMENT <input type="checkbox"/> YES <input type="checkbox"/> NO CAR WASH <input type="checkbox"/> YES <input type="checkbox"/> NO CUSTOMER SIGNATURE: X				

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

COMMENTS: WAIT

1 C* 15PNZ INTERIOR / EXTERIOR
SOP WHEEL AND SHIFTER KNOB

As per Steve
Higher interior
of Roberto
Discovered
Parts advertisement

NAME AND PHONE NUMBER OF OTHER PERSON WHO MAY AUTHORIZE ADDL. REPAIRS	
IF THE CHARGE FOR PREPARING AN ESTIMATE CANNOT BE PREDETERMINED, THE CHARGE WILL BE BASED ON: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	
METHOD OF PAYMENT CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> MASTER CD. <input type="checkbox"/> AM EXP. <input type="checkbox"/> OTHER <input type="checkbox"/>	
RENTAL CAR <input type="checkbox"/> Y <input type="checkbox"/> N	SAVE PARTS <input type="checkbox"/> Y <input type="checkbox"/> N
ALL PARTS ARE NEW OR FACTORY AUTHORIZED REMANUFACTURED UNLESS STATED	
ORIGINAL ESTIMATE \$	DATE TIME
OTHER PERSONS NAME AND ADDRESS	ADDITIONAL AUTHORIZED SIGNATURE
ALL REPAIRS AUTHORIZED BY:	LOCATION OF ADDL. WORK AUTHORIZED
REPAIR AUTHORIZED AMOUNT	AUS CHECK COMPLETED
NOTES:	
LABOR CHARGE BASED ON: <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH APPLY	
There may be an additional charge to the customer. This charge represents costs and profits to the repair facility for miscellaneous shop supplies or waste disposal. (S.403.046(2)). The State of Florida requires a \$1.00 fee to be included for each new tire sold in the state (S.403.714) and a \$1.50 fee to be collected for each new or reconditioned battery sold in the state. (S.403.715).	

ADDITIONAL TERMS AND CONDITIONS		TECHNICIAN'S FINDINGS AND REMARKS												
<p style="text-align: center;">DISCLAIMER OF WARRANTY</p> <p>The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.</p> <p>STORAGE CHARGES OF \$30.00 PER DAY WILL BE INCURRED 3 WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED THE REPAIRS ARE COMPLETED.</p> <p>We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.</p> <p>WASTE DISPOSAL CHARGE: A SMALL CHARGE WILL BE INCLUDED ON YOUR REPAIR INVOICE FOR THE MANAGEMENT, STORAGE, AND DISPOSAL OF WASTE (USED OILS, ANTIFREEZE, CAUSTICS, LEAD, ASBESTOS, PARTS CLEANERS, SOLVENTS, ETC.) REMOVED FROM YOUR VEHICLE OR USED DURING THE PERFORMANCE OR SERVICE ON YOUR VEHICLE IN OUR SERVICE CENTER. A COMPLETE EXPLANATION IS AVAILABLE FROM OUR CASHIER.</p> <p>* SHOP SUPPLIES: a small charge is included for supplies used on your Vehicle. These items are nuts, bolts, screws, washers, aero sprays, solvents, cleaning cloths, sealers, silicone treat-ment, etc. A complete list from Cashier is available.</p>		<div style="text-align: right; font-size: 1.2em; font-weight: bold;">Ro 132496</div> <div style="display: flex; justify-content: space-between;"> <div> <p>TECHNICIAN'S NAME & NUMBER <u>995 JB. 1.0</u></p> <p>CAUSE <u>Installed SOP wood grain steering wheel &</u></p> <p>CORRECTION <u>shifter knob</u></p> </div> <div style="text-align: right;">JOB 01</div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> </div> <div style="text-align: right;">JOB 02</div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> </div> <div style="text-align: right;">JOB 03</div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> </div> <div style="text-align: right;">JOB 04</div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div> <p>TECHNICIAN'S NAME & NUMBER</p> <p>CAUSE</p> <p>CORRECTION</p> </div> <div style="text-align: right;">JOB 05</div> </div>												
<p style="text-align: center;">ADDITIONAL INSTRUCTIONS OR ESTIMATES</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="width: 70%;">TOTAL PARTS _____</td> <td rowspan="5" style="width: 10%; text-align: center; vertical-align: middle;">FLAG</td> </tr> <tr> <td></td> <td>TOTAL LABOR _____</td> </tr> <tr> <td></td> <td>GOG _____</td> </tr> <tr> <td></td> <td>TAX _____</td> </tr> <tr> <td></td> <td>TOTAL _____</td> </tr> </table>			TOTAL PARTS _____	FLAG		TOTAL LABOR _____		GOG _____		TAX _____		TOTAL _____	<div style="text-align: center; font-weight: bold; font-size: 1.2em;">FLAG</div>	
	TOTAL PARTS _____	FLAG												
	TOTAL LABOR _____													
	GOG _____													
	TAX _____													
	TOTAL _____													
<div style="text-align: center; font-weight: bold; font-size: 1.2em;">FLAG</div>		<div style="text-align: center; font-weight: bold; font-size: 1.2em;">FLAG</div>												

09/27/2007 09:31 FAX 2394890798

004

BUWS294983

BUWS294983

CELL: [REDACTED]

67886

LYNNE DEDAD

688

185

09/11/07

BUWS294983

74.21

16,298

WHITE/

06/BUICK/LUCERNE/4 DOOR SEDAN

07/05/06

5

1 G 4 H E 5 7 Y 2 6 U [REDACTED]

08/20/07

MO: 16298

LEHIGH ACRES, FL [REDACTED]

LABOR & PARTS

J# 1 04BUZ WHEELS & TIRES HOURS: 5.10 TECH(S):428 378.47

CUSTOMER STATES VIBRATION 45 TO 60 MPH HAD TIRES BALANCED
 NOT HERE SEE FRANK
 ROADTESTED VEHICLE ROAD FORCE BALANCE 4 TIRES FOUND BOTH
 REAR TIRES WITH HIGH ROAD FORCE MOUNT AND BALANCE 2 REAR
 TIRES ROADTESTED VIBRATION STILL THERE ROADTESTED NEW UNIT
 TO MAKE SURE THERE IS NOT VIBRATION SWAPPED 4 TIRES
 FROM THE NEW UNIT ROAD TESTED VIBRATION STILL THERE
 SWAPPED BOTH FRONT DRIVE SHAFT AXLES ROADTESTED VIBRATION
 STILL THERE SWAPPED BOTH FRONT HUB AND ROTORS ROADTESTED
 VIBRATION STILL THERE REINSTALLED ORIGINAL AXLES HUB AND
 ROTORS AND TIRES TO THE NEW UNIT

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	2	19142090	B2455018	5.880	156.00	312.00	218.40

J# 1 COST TOTAL 312.00

J# 1 TOTAL PARTS 436.80

J# 1 TOTAL LABOR & PARTS 815.27

J# 2 70BUZZRENT RENTAL HOURS: TECH(S):428 0.00

CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING
 REPAIR OF VEHICLE
 VEHICLE DOWN DURING REPAIR(S)
 PROVIDED ALTERNATE TRANSPORTATION

J# 2 TOTAL LABOR & PARTS 0.00

J# 3+25BUZ TRANSMISSION HOURS: 9.40 TECH(S):660 697.57

TECHNICAL ASSISTANCE CASE NUMBER 9834020 CHECK FINAL DRIVE
 R R FINAL DRIVE SWAPPED WITH KNOWN GOOD UNIT ROADTEST
 DID NOT CORRECT VIBRATION
 REPLACED TRANSMISSION AS PER TECHNICAL ASSISTANCE
 FOR HIGH EVA READINGS TRANSMISSION FLUSH CODE 1.0 AT 89 F
 DABFE67 REROADTEST

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 3	1	24233880	TRANS REM 4.003	2540.00	2540.00	3276.00	3276.00
JOB # 3	-1	24233880	CORE RETURN	700.00	-700.00	700.00	-700.00
JOB # 3	1	88861045	FLUID 8.800	14.12	14.12	19.77	19.77

J# 3 COST TOTAL 1854.12

J# 3 TOTAL PARTS 2595.77

J# 3 TOTAL LABOR & PARTS 3293.34

J# 4+70BUZFRIEHT OVERNIGHT CHARGE HOURS: TECH(S):81 0.00

FREIGHT CHARGE
 FREIGHT CHARGE
 FREIGHT CHARGE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 4	1	Z5001	OVERNITE	269.51	269.51	269.51	269.51

J# 4 COST TOTAL 269.51

J# 4 TOTAL PARTS 269.51

J# 4 TOTAL LABOR & PARTS 269.51

09/27/2007 09:32 FAX 2394890798

005

BUWS294983

BUWS294983

CELL: [REDACTED]

67886

LYNNE DEDAD

688

185

09/11/07

BUWS294983

74.21

16,298 WHITE/

LEHIGH ACRES, FL

06/BUICK/LUCERNE/4 DOOR SEDAN

07/05/06

5

1 G 4 H E 5 7 Y 2 6 U [REDACTED]

08/20/07

MO: 16298

SUBLET-----PO#-----	VEND INV#-INV.DATE-DESCRIPTION-----	
JOB # 2 8196	D270518 09/11/07 RENTAL	
		210.00
	TOTAL - SUBLET	210.00

TECHNICIAN CERTIFICATION-----	
81	FRANK J LESICKO
	ASE STG

R/O TAX	0.00
R/O TOTALS	4588.12

WARRANTY CLAIM DETAIL TOTALS-----

CLAIM#-----	TOTAL-----
[REDACTED]	4254.18
CLAIM TOTALS	4254.18

APPROVED BY SIGNATURE

09/27/2007 09:32 FAX 2394890798

006

BUWS294983

BUWS294983

CELL: [REDACTED]

67886

LYNNE DEDAD

688

185

09/11/07

BUWS294983

74.21

16,298 WHITE/

06/BUICK/LUCERNE/4 DOOR SEDAN

07/05/06

5

1 G 4 H E 5 7 Y 2 6 U [REDACTED]

08/20/07

MO: 16298

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.837

09/11/2007

WARRANTY NEW CLAIM

0958

RO NUMBER RO DATE

VIN

DIV

DEALER

ODOMETER

SERVICE ADVISOR #

294983

08/20/2007

1G4HE57Y26U

1

39320

16298

CUSTOMER NAME: FIRST: [REDACTED]

MIDDLE: [REDACTED]

LAST: [REDACTED]

PHONE:WORK: [REDACTED]

0063 HOME: [REDACTED]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	04	2		19142090	436.80	6C	E0436	.6			44.53
LN-TOT:	481.33	TECH SSN:	[REDACTED]	AUTH CODE:		AUTH. AUTHOR.:						

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
2	02	MJ					98	Z7905			210.00	
LN-TOT:	210.00	TECH SSN:	[REDACTED]	AUTH CODE:	G	AUTH. AUTHOR.:	0090					

COMMENTS: CASE 9834020 2G1WT55K389 [REDACTED] THIS IS THE VEH DAVE HAYES AND HAYED SP
 OKE ABOUT HAD TO REPLACE TWO REAR TIRES R.FORCE BAL SWAP TIRES RR AXLE HUB REPLA
 CED TRANSMISSION AFTER PQC SAID TO FIVE DAYS RENTAL AND 16 DAYS IN LOANER VEH
 COMMENT ROUTING CODE: H

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
3	03	OJ	2		24233880	2595.77	6C	K7000	9.4			697.57
LN-TOT:	3293.34	TECH SSN:	[REDACTED]	AUTH CODE:		AUTH. AUTHOR.:						

MEMO PART NUMBERS: 88861045

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
4	04	MD					00	Z7000			269.51	
LN-TOT:	269.51	TECH SSN:	[REDACTED]	AUTH CODE:		AUTH. AUTHOR.:						

COMMENTS: TRANSMISSION WAS SHIPED CLAIM [REDACTED] SHIP DATE 08-31-07 INVOICE 9
 6843178 RECIEVED 9-3-07 PQC AUTH TRANS REPLACEMENT
 COMMENT ROUTING CODE: H

R.O. TOTAL: 4254.18

DUPLICATE INVOICE



BBB AUTO LINE

January 14, 2008

[REDACTED]
CLEARWATER FL [REDACTED]

Re: FLSET CHV0830037: Robinson vs Chevrolet Motor Division 1G1ZT52865F [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:

The manufacturer agrees to provide you with a 3 year / 36,000 mile GMPP Major Guard Extended Service Contract, whichever occurs first on your 2005 Chevrolet Malibu from the date of policy issuance. This policy is provided (at no cost to you) as a goodwill gesture out of customer satisfaction and carries a zero dollar deductible. This warranty will be supplied to you within 60 days from the date of this letter, after which the BBB will follow up with you within 10 days to verify performance.

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.

Please note: If eligible, you may pursue arbitration with the Florida New Motor Vehicle Arbitration Board administered by the office of the Attorney General. To obtain information about eligibility for the state-run program, the consumer should contact the Division of Consumer Services' Lemon Law Hotline at 800-321-5366. PLEASE BE ADVISED that section 681.109(4), F.S., provides that the consumer must file the request for arbitration no later

Council of Better Business Bureaus, Inc.

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

than 60 days after the expiration of the lemon law rights period, or within 30 days after the final action of a certified dispute-settlement procedure, whichever date occurs later. The address of the Division of Consumer Services, Lemon Law Section, is 2005 Apalachee Parkway, Tallahassee, Florida, 32399-6500.

Sincerely,

Rhonda Eakins at Extension 240

CC: Autash Sparck

Magoo's

Inspection Report

Automotive Consultants Inc.

P.O. Box 6789

Ventura, CA 93006

Office (800) 831-6907 Fax (805) 676-3443

Assignment Information

010912473 Call Received 1/9/2008 12:40 PM
Re-Inspect ☐ Date Inspected 1/10/2008

Claim Information

Contract # CHV0830037 Claim/File #
Contract Holder [REDACTED]
Yr/Mk/Md 2005 Chevrolet Malibu LS
Mileage: 33000 VIN-Last 6 [REDACTED]

Verified Vehicle Information

Complete VIN 1G1ZT52865F [REDACTED]
Mileage 36519 When sold
License Tag [REDACTED] Mfg Date 06/05

Warranty Company

BBB Auto Line
Adjuster Jim xt521
Verbal Report Given To
Magoo's Date 1/10/2008 4:08 PM

Vehicle Location

Residence
[REDACTED]
Clearwater, FL
[REDACTED]
Verified Torn Down With Labor Rate
Patte Date 1/9/2008 9:00 PM

INSPECTION REQUEST

Alternate #330-770-0633. **INSPECTOR: YOU ARE RESPONSIBLE FOR reading and FOLLOWING ALL "Special Requirements" for this client/warranty company** Problem/Symptom: Does the problem/symptom exist? What examinations or tests did you perform? If the problem/symptom exists what is the likely cause? Please explain how you reached this conclusion. Please contact the vehicle owner to make the inspection appointment as soon as possible. Please notify Magoo's of the inspection date. 1) Steering locks up when making a turn and accelerating. 2) Ignition starter stays engaged after starting intermittently. 3) Brakes pulsate/replaced numerous times-@60mph when braking. 4) When driving and turning or in reverse turning has a thump sound. 5) when accelerating quickly into traffic/intermittently dinging from dash.

REPAIR ORDER

DATED

Name on R There is no repair order. Driven/Towed Driven In

COMPLAINT

There is no repair order.

SERVICE HISTORY

Service History Availability Not available.

No service history records were made available at the time of inspection.

Service Stickers ☐ Door Sticker Info No door stickers were found.

BODY Model Malibu LS

Door 4

Body Type Sedan

Options A/C, P/B, P/S

ENGINE TYPE 3.5 Single Cam, Pushrod, 12 Valve, EFI, V6

TRANSMISSION TYPE Automatic, Front Wheel Drive

CONDITION OF VEHICLE General Condition Very good

Signs of Abuse No signs of abuse

Signs of Collision No signs of collision

Modifications No visible modifications

Commercial Use No evidence of commercial use

Tow Package No towing equipment

Tires No oversize tires

ENGINE OIL

Oil Level Full

Oil Condition Clean

BELTS/HOSES

Condition Good

Hose/Belt Comments N/A

RADIATOR

Condition Good

Rust No rust is visible

Reservoir Clean

COOLANT

Level: Full

Condition Clean

TRANSMISSION FLUID

Oil Level N/A

Oil Condition N/A

Drive Axle Fluid

N/A

Freeze Plug Condition N/A

State Of Assembly

The vehicle is fully assembled.

Problem/Symptom: Steering locks up when making a turn and accelerating.

Does the problem/symptom exist? No.

What examinations or tests did you perform? The inspector test drove the vehicle approximately 12 miles, including a lot of driving and turning in a parking lot, and the inspector verified the steering does not lock up.

If the problem/symptom exists what is the likely cause? N/A

Please explain how you reached this conclusion. The inspector test drove the vehicle approximately 12 miles, including a lot of driving and turning in a parking lot, and the inspector verified the steering does not lock up.

Problem/Symptom: Ignition starter stays engaged after starting intermittently.

Does the problem/symptom exist? Yes.

What examinations or tests did you perform? The inspector started the engine several times, and listened to the starter motor. The inspector also disconnected the ignition module, so the vehicle would not start, and the engine does crank over 2 times after the key is released. (The inspector set trouble codes that he could not clear, performing this experiment.)

If the problem/symptom exists what is the likely cause? This is normal operation with the sophisticated engine electronics.

Please explain how you reached this conclusion. The inspector started the engine several times, and listened to the starter motor. The inspector also disconnected the ignition module, so the vehicle would not start, and the engine does crank over 2 times after the key is released.

Problem/Symptom: Brakes pulsate @ 60 mph when braking, replaced numerous times.

Does the problem/symptom exist? No.

What examinations or tests did you perform? The inspector test drove the vehicle approximately 12 miles, including a lot of stopping and starting, paying special attention to the brake pedal, and also drove the vehicle on the highway, at 60 mph, and then stopped, and the inspector verified there is no pulsation from the brakes.

If the problem/symptom exists what is the likely cause? N/A

Please explain how you reached this conclusion. The inspector test drove the vehicle approximately 12 miles, including a lot of stopping and starting, paying special attention to the brake pedal, and also drove the vehicle on the highway, at 60 mph, and then stopped, and the inspector verified there is no pulsation from the brakes.

Problem/Symptom: When driving and turning or in reverse turning has a thump sound.

Does the problem/symptom exist? No.

What examinations or tests did you perform? The inspector test drove the vehicle approximately 12 miles, including a lot of stopping and starting, and turning, and putting the vehicle in reverse, listening very carefully for a thumping noise, and there is none.

If the problem/symptom exists what is the likely cause? N/A

Please explain how you reached this conclusion. The inspector test drove the vehicle approximately 12 miles, including a lot of stopping and starting, and turning, and putting the vehicle in reverse, listening very carefully for a thumping noise, and there is none.

Problem/Symptom: When accelerating quickly into traffic/intermittently dinging from dash.

Does the problem/symptom exist? Yes.

What examinations or tests did you perform? The inspector test drove the vehicle approximately 12 miles, including a

Magoo's

Contract # CHV0830037

lot of stopping and starting, and turning, and the inspector verified when pulling out of the parking lot, the inspector accelerated quickly with the steering turned sharply, and the chime started ringing. If the problem/symptom exists what is the likely cause? Normal operation, as verified by a Chevrolet service writer, who states since this is electric power steering, there is a sensor that dings when the steering is turned sharply, and the vehicle is accelerated quickly. Please explain how you reached this conclusion. The inspector test drove the vehicle approximately 12 miles, including a lot of stopping and starting, and turning, and the inspector verified when pulling out of the parking lot, the inspector accelerated quickly with the steering turned sharply, and the chime started ringing.

Inspector profile: William Coyle
ASE Certificate # JX9L8TL7COYLE
Master Automobile Technician
Engine Repair, exp. 6/30/2010
Automatic Trans/Transaxle, exp. 6/30/2010
Manual Drive Train & Axles, exp. 6/30/2010
Suspension & Steering, exp. 6/30/2010
Brakes, exp. 6/30/2010
Electrical Systems, exp. 6/30/2010
Heating & Air Condit, exp. 6/30/2010
Engine Performance, exp. 6/30/2010

This inspection and the opinions expressed are exactly that, opinions. Many parts perform perfectly up until the moment of failure. Failure may occur suddenly and without any prior warning. Due to the cursory nature of the inspection, the location, the constraints, and the lack of diagnostic tools, the inspector, and/or Magoo's Automotive Consultants, Inc. cannot accept liability for failures that may occur after the inspection has been completed.

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: [Redacted] Go Links

Vehicle Identifier	Customer Information
Vehicle Category: GM, Used Division: Chevrolet VIN: 1G1ZT52865F [Redacted]	Plan Customer: Individual Customer Type: Owner [Redacted] Clearwater, Florida, United States [Redacted] Home Phone: [Redacted] Primary Language: English Secondary Language: [Redacted]

Sales Information
Dealer Code: 32888 Action: Add Protection Plan Odometer: 34150 Delivery Date: 01/15/2008

Plan Lienholder
Lienholder Type: Other Chevrolet P.O. Box 33170 Detroit, Michigan - 48232

Protection Plans
Plan Purchase Date: 01/15/2008 In Service Date: 01/15/2008

Plan Type: Major Guard Retail Term: 36 Mileage Limit: 36000 Deductible: 0 Rental Type: Standard Plan Price: \$ 0.00 Tax: \$ 0.00 Total: \$ 0.00
--

Done Internet

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GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: https://www.gm.com/ OrderWORKBENCH Close Window

HOME ORDERWORKBENCH PLAN & FORECAST

Report Vehicle Information

Vehicle & Customer Information

This screen is the submit a request customer information report.

Vehicle Identifier

Vehicle Category: GM, Used
Division: Chevrolet
VIN: Full VIN

Dealer Identifier

Division: Chevrolet

Sales Information

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G1ZT52865F [Redacted]	Status: Pending
Dealer Code: 32888	User ID: [Redacted]
Transaction Date: 01/15/2008	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2008-01-16-10:59:58.705000
Transaction Messages: 1097 - GMPP sent to MIC	

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Done Internet

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GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 7 2007
Robert Graham
AUTOWAY CHEVROLET
PO BOX 5500
CLEARWATER, FL 33758-5500
Fax # 727-532-0047

Re: [REDACTED]
Siebel Request: 71-581527359
2005 Chevrolet Malibu
VIN # 1G1ZT52865F [REDACTED]

Dear Mr. Graham:

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,

Adam Labonte
BRC Customer Relationship Specialist
Ph#1-866-790-5700, Ext 21830
FAX# 1-866-554-4009

FLORIDA : 8/1/2005
Overallowance / Incentives / Negative Equity Form

Customer XXXXXXXXXX Request # 71-581527359 BBB # CHV0760332

PURCHASE PRICE: <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) \$ 19,589.13
MSRP: <i>(From BARS Invoice)</i>	(-) \$ 21,970.00
DIFFERENCE:	(=) -\$2,380.87

TRADE ALLOWANCE: (from dealer Bill of Sale)	(+) \$ 6,150.00
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i> NADA Retail Value for: 2003 Dodge Intrepid 2B3HD46R53H XXXXXXXXXX VEHICLE: \$10,200 ACCESSORIES: CD +150 MILEAGE ADJUSTMENT: 63,010m -1025	(-) \$ 9,325.00
OVER ALLOWANCE: <i>(Trade more than NADA)</i>	(=) \$ -3,175.00

PAYOFF: <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) \$ 13,295.41
--	------------------

PURCHASE PRICE <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) \$ 19,589.13
GM CARD POINTS:	DO NOT INCLUDE
INCENTIVES (from BARS): <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: GMS 2: 3: TOTAL INCENTIVES <i>(Not included in Purchase Price)</i>	(-) \$ 3250.00
OVERALLOWANCE: <i>(From above)</i>	(-) \$ 0.00
NEGATIVE EQUITY: <i>(If NOT shown in contract))</i>	(-) \$ 3,970.41

Actual price of Vehicle that should be presented to BBB for ATA	(=) \$12,368.72
--	-----------------

GMPP Request for Processing

SR# 71-581527359

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

Complete VIN 1G1ZT52865F [REDACTED] Vehicle Year: 2005

Division – Dealer Code: Chevrolet 13-32888

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: 12/28/05

Odometer reading: 34,150

Plan Purchase Date: 12/28/07 Customer Ownership: Owner

Business Name:

Customer Name - Title: Mr. (First - M.I. - Last): [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: Clearwater State: Florida Zip: [REDACTED]

Plan Type: Major Guard # of Months: 36 Months Mileage: 36,000

Plan Type: # of Months: Mileage:

Deductible: 0

MSRP: \$1,375

Plan Lien Holder (Select Division): Chevrolet

Division Address: P.O. Box 33170 Detroit, MI 48232-5170

CRS (Decision Maker): Adam Labonte

Team Lead / Liaison: Natalie MacDonald

Team CARS Site: Chatham

Date: 01/15/08

☒ DVM Requested

Privileged and Confidential Information**CASE ASSESSMENT**

By: Adam Labonte State: Florida

Customer Name: [REDACTED]

Service Request: 71-
581527359

BBB Case No.: CHV0760332

Vehicle ID No. [REDACTED]
1G1ZT52865FIn Service
Date:
12/30/2005

Vehicle is: New

BAC Code:
114779Year, Make & Model: 2005 Chevrolet Malibu
Mileage at Time of BBB Filing 32,873Lien holder: GMAC ☐ Other ☐: {Name}Vehicle Purchased Used on: {n/a or mm/dd/yy}
at odometer {odometer}Sale Type: Purchase ☐ Lease ☐ Other ☐ :
{Type}DVM Name: Steve Gilley
Phone/Cell Number: 813-541-5613CAM Name: Aubrey Washington
Phone Number: 678-240-9832**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 locks up when making a turn and accelerating

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/18/07	481852	3	17,111	Cust sts – There is a rubbing noise coming from the steering when turning and when doing a U-Turn. It seems like the wheel is locking. Please check and advise Dlr sts – Check system with tech 11. Found code C0900. Found internal failure in steering module. Replace steering control module and program.
03/06/07	484971	1	18,407	Cust sts – There is a steering noise in the front end Dlr sts – Couldn't duplicate
06/08/07	227807	1	23,106	Cust sts – When doing U-turns (mainly left) then the steering locks into that position and then locked makes a dinging noise. Dlr sts – Test drove – Scan system. No codes. Checked for bulletins and PI's. Found none. Unable to duplicate concern at this time.
10/26/07	232390	3	29,910	Cust sts – Steering locks up when making sharp right turns and accel then there is a loud dinging. Steering will finally unlock on deceleration Dlr sts – Code C0900 and C0176 store in history. Road tested and Unable to verify. Ran circuit checks as per bulletin. Charging rate and voltage drop circuit #2 between generator and started ok. Necessary to order revised Voltage regulator and pigtail. No inventory available. May be several days. Overnighter part to try to get here before cust left for Florida but part still did not arrive in time. Customer left to Florida.
11/21/07	501209	1	32,123	Cust sts – While turning and accelerating the power steering locks up. Check and advise Dlr sts – Scanned vehicle found no codes in module. Test drove was unable to verify concern. test drove vehicle with customer observed that vehicle under heavy acceleration around turn would not return to center

by itself. This is from acceleration torque from tires grabbing the road.
Under normal driving conditions the vehicle operates as designed

☐ Ignition starter stays engaged after starting

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/25/07	218733	1	10,589	Cust sts – At times starter seems to stay engaged after veh is started Dlr sts – No Charge. New calibration still being developed by engineering per PIP35500D
09/05/07	219001	1	11,199	Cust sts – There is a pulsation when braking at highway speeds. Dlr sts – Machined both rotors and added shims. Rear disc brake pads R&R or replace.
01/18/07	481852	*	17,111	Cust sts – When in start position cust sts the starter keeps running. Cust has to turn veh on and then back off to turn starter. Dlr sts – Could not duplicate concern
06/08/07	227807	*	23,106	Cust sts – at times the starter stays engaged and won't start. Dlr sts – recalibrated PCM per PIP3550F., Updated PCM with latest updated calibration.

☐ Brakes pulsate and have been replaced numerous times

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
01/31/06	457479	9	1,043	Cust sts – Pulsation when braking from 50-60 mph. Dlr sts – Advise road test. Front brake vibration at 70-40. Resurface front rotors and roadtest again. OK
08/25/07	218733	*	10,589	Cust sts – There is a pulsation when braking at 50mph and higher Dlr sts – Disc brake pads – R & R or replace. Machined both rear rotors. Checked run-out and shim-right rear and left rear
10/26/07	232390	?	29,910	Cust sts – There is a pulsation when braking at any speed. Road test noted slight rear pulsation R&R wheels and check brakes. Front brakes approx 40% wear remaining. Rear brakes approx 2 % wear remaining. Needs rear brakes . Cust declined repairs.
11/21/07	501209	1	32,123	Cust sts – there is a pulsation while braking. Check and advise Dlr sts – Test drove vehicle no pulsation observed even under heavy pedal stop from 55 mph. Inspected brakes. All good. No excessive runout. Customer stated that the brakes were replaced recently by others. All around vehicle right now unable to verify concerns

☐ Steering clunk noise (not on claim form

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
06/08/07	227807	*	23,106	Cust sts – When turning the steering wheel there is a clunk Dlr sts – Checked front end components – noted worn steering rack – cause of clunk concern -- Power steering gear assembly replace

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

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

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: {# of Days}
Repairs {# of repair attempts}
Time period {# of months} / {# of miles}
Does Lemon Law state nonconformity must continue to exist? {Y or N}

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

Number of repair attempts in the presumption period:	{# of repair attempts}
Total days out of service during the presumption period:	19
Total days out of service during customer's ownership:	19

Vehicle Meets Presumption of Lemon Law YES or NO
--

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

DVM sts – Offer GMPP to settle case

Dlr sts – Customers concern is working as designed. When doing U-turns you have 2 parts working against each other. T.E. came back and all concerns of the customers were either non-existent or normal operating conditions.

DVM advised to re-offer GMPP Major Guard 3/36,000m to settle case – Customer accepted and was satisfied

CRS FINAL OFFER:	GMPP :	DATE: 12/28/07	CUST Accepted
Goodwill: Major Guard 36/36,000m	Attorney Fees (if applicable): \${Amount}		

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

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

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

ADR File Checklist

SR Number: 71-581527359

BBB Case: CHV0760332

Customer: [REDACTED]

VIN: 1G1ZT52865F [REDACTED]

Make/Model/Year: 2005/Chevrolet/Malibu

In Service: 12/30/05 Mileage: 32,873

Received Date: 12/05/07

Day 15 Date: 11/19/07

Goes Active: 12/05/07

Primary Concern:

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: /

☒ **Dealer Svc Mgr**

Completion Date/Time: /

☐ **Dealer Finance Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: /

☒ **Repair Orders Requested:**

Received: 12/12/07

☒ **Sales Documents:**

Received: 12/12/07

☒ **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:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: /

Executive Summary

Completion Date/Time: /

Close Siebel

Completion Date/Time: /

DVM: Steve Gilley

Node/Box: 404082 8026

Service Dealer: Autoway chevrolet / Diane Sauer

Svc Mgr:

Selling Dealer: Autoway Chevrolet Clearwater

Contact: Robert Graham

NOTES:

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

December 30, 2010

[REDACTED]
Edwards, MS [REDACTED]

Service Request: 71-553746054

Customer Relationship Specialist: Luke Berkley

Dear [REDACTED]:

Thank you for your recent inquiry. We are sorry you have experienced concerns with your 2006 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Confirming our conversation regarding your Pontiac, vehicle identification number, 1G2ZF55B864 [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$500.00. This certificate is valid through October 1, 2008, towards the purchase, SmartLease or SmartBuy of a new, unused Pontiac. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

We are proud you made Pontiac your choice when you purchased your 2006 Pontiac G6 and trust you will give us the opportunity to retain you as a valued Pontiac customer. Should you have any questions regarding General Motors' products and current incentives, please call Pontiac Marketing Support at 1-800-276-6842. You may also begin your shopping by logging on to the GM Vehicle Showroom at www.gm.com to view our products.

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

Sincerely,

Pontiac Customer Assistance Center

Issued by:

Pontiac

Certificate No. 1G2ZF55B864

Issue Date: December 30, 2010

Issued exclusively for:

Edwards, MS

Valid through: October 1, 2008

Amount: Five Hundred Dollars and Zero Cents

******\$500.00******

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

January 12, 2011

[REDACTED]
Indianapolis, IN [REDACTED]

Service Request: 71-582925992
Customer Relationship Specialist: Alicia Robinson

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F55F[REDACTED], is for the following:

- 36 months or 60,000 miles, whichever occurs first, beginning on December.10, 2007 and ending on December.10, 2010, and begins with 30,552 and ends with 90,552 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 Chevrolet customer.

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

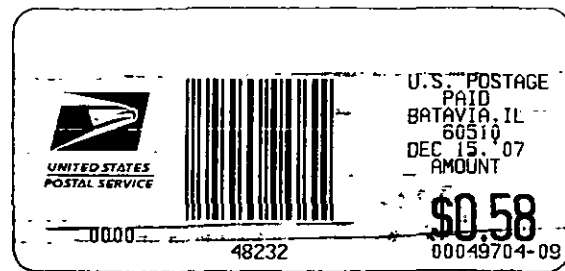
The screenshot shows a Microsoft Internet Explorer browser window displaying the GM DealerWorld OrderWORKBENCH application. The browser's address bar shows the URL "https://www.gm.com/dealerworld/". The application interface includes a navigation menu on the left with links like "HOME", "ORDERWORKBENCH", and "PLAN & FORECAST". The main content area is titled "Transaction Details" and contains the following information:

- VIN: 1G1ZS52F55F [REDACTED]
- Dealer Code: 32888
- Status: Pending
- User ID: [REDACTED]
- Transaction Date: 12/10/2007
- User Role: Central Office Administrator
- Transaction Type: GM Protection Plan
- Timestamp Date: 2007-12-20-14.25.18.843000
- Transaction Messages: 1097 - GMPP sent to MIC

At the bottom of the page, there is a copyright notice: "© 2004 General Motors Corporation. All Rights Reserved." The browser's taskbar at the bottom shows several open applications, including "Start", "Sheala Johnson...", "Siebel Auto...", "GM DealerWo...", "R&B - MP3 Musi...", "12-18-07.xls", "71-584957346...", and "Merged.doc - Mi...".



Aurora, IL



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

Reimbuesement Department

P.O Box 33170

Detroit, Mi

48232-5170

DEC 19 2007

4823235170 BC50



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec. 14, 2007

17-Digit Vehicle Identification Number (VIN): 1G2ZG528854 [REDACTED]

Mileage at Time of Repair: see sheets Date of Repair: see sheets

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: AURORA State: ILL ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code) [REDACTED]

Evening ^{cell} Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 617.35

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





FAMILY COPY PONTIAC/ISUZU

Located in the North Aurora Auto Mall at I-88 and Orchard Rd.

Phone: (630) 907-8500
Fax: (630) 907-8450
www.familypontiac.com

RO	48423	VIN	1 G 2 Z G 5 2 8 8 5 4	DATE IN	01/09/07
YEAR	2005	MAKE	PONTIAC	TIME IN	08:16
MODEL	G6	COLOR	WHITE	CLOSED	01/09/07
MILES IN	38180	MILES OUT	38182	WRITER	1277
FIRST USE	10/13/04	DISC.	6931287	FRANK	
SEE ALSO		RES	H: [REDACTED]	W: (630)	-

- (1) POPPING NOISE FROM STEERING COLUMN ON TURNS SEEMS WORSE ON RT. TURN
INTERNAL FAILURE IN STEERING GEAR. REPLACE RACK AND RECHECK.

Labor	T52	290.00
15858368 (GEAR)	1	272.35
Total Labor		290.00
Total Parts		272.35
Total Repair (Customer)		562.35

- (2) RF DOOR MAKES LOUD CLICK WHEN OPENED
DOOR LINK ORDERED AND PRE-PAID LABOR
\$56.00 TO INSTALL WHEN PART ARRIVES AND CAR RETURNS

Labor	T52	
15817773 (LINK)	1	39.23
Total Parts		39.23
Total Repair (Customer)		39.23

- (3) PUT FAMILY FRAME ON REAR LICENSE PLATE COMPLETED

Labor	T52	
Total Repair (Customer)		.00

\$10.00 OFF GIFT CERTIFICATE
\$10.00 OFF GIFT CERTIFICATE

Labor Charges Discounted 5.00
Parts Charges Discounted 5.00

1ST TIME HAD TROUBLE
WAS TOLD IT HAD TO
BE REPLACED

222-9998
called
1-9

562.35
55.00
617.35

Next Service APR '07 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 919 Reprint (1)

48423 Customer Copy

WC	INT.	CUSTOM
		Labor 290.
		Parts 311.
		Sublet
		Environmenta 14.
		Oil/Grease
		Less Disc. -10.
		Sub Total 606.
		Tax 22.
		Total (Cash) 628.

VILLAGE PONTIAC GMC TRUCK INC

1585 W OGDEN AVE
NAPERVILLE, ILLINOIS 60540
630-357-2200
WWW.VILLAGEPONTIACGMC.COM

34940RIV

COPY

AURORA		IL		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZG528854		50967		08/24/07		34940	
YEAR		MAKE		MODEL		COLOR		TAG NO.			
05		PONTIAC		G6		WHITE					
CUST NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
										00/00/00	
										SERV. ADV.	
										852 1735	
										TERMS	
										CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV DATE	
		00/00/00				50967		08/23/07		00/00/00	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES POPPING NOISE FROM STEERING COLUMN ON TURNS REPOSITIONED STEERING SHAFT AND LUBED A23 9428					
					C	55.00
				Line Total.....		55.00
B	REPLACED WIPER BLADE INSERTS PRINT LINE TOTAL AMT ONLY:					
	17		A23 9428		C	17.90
		15779415	BLADE	1	C	9.52
		15779416	BLADE	1	C	9.53
				Line Total.....		36.95
C	FLUSH TRANSMISSION FLUID					
	10		A23 9428		C	90.00
		ATF ATF BULK		14	C	39.90
				Line Total.....		129.90

Family went out of Business

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER		WE WANT YOU TO BE 100% SATISFIED WITH YOUR SERVICE IF YOU ARE NOT 100% SATISFIED, PLEASE CONTACT: THOMAS J. BOOE, PARTS AND SERVICE DIRECTOR.	
CUSTOMER SIGNATURE		(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	

VILLAGE PONTIAC GMC TRUCK INC

1585 W. OGDEN AVE
NAPERVILLE, ILLINOIS 60540
630-357-2200
WWW.VILLAGEPONTIACGMC.COM

36888RIV

COPY

AURORA IL		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		1G2ZG528854		52276	09/28/07	36888
YEAR		MAKE		MODEL	COLOR	TAG NO.
05		PONTIAC		G6	WHITE	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
					00/00/00	864 4361
CUST. LABOR RATE		DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE
		00/00/00		52275	09/27/07	00/00/00
TERMS						
CASH						

LINE A CUSTOMER STATES CHECK POPING TYPE NOISE WHEN TURNING LEFT
PLEASE CHECK WHEN TURNING RIGHT, WORSE TO THE LEFT
RECHECK AND INSPECT AND HEARD NOISE AND REPOSITION SHAFT AND
LUBED SHAFT AND STEERING GEAR SHAFT
A23 9428

Line Total.....

LINE B LUBE, OIL, AND FILTER INCLUDING UP TO 5 QUARTS OIL, PERFORM
GOODWRENCH MULTI-POINT INSPECTION
CHANGE ENGINE OIL AND FILTER, PERFORM GOODWRENCH
MULTI-POINT INSPECTION
LOF5 A2B 9428 C 12.45
25010792 FILTER 1 C 4.40
OIL BULK OIL 5 C 10.10
Line Total..... 26.95

Never got
Billed

Parts 4.40
SHOP SUPPLIES 1.25
Sales Tax 1.06
Labor 12.45
Parts-Other 10.10
TOTAL-AMOUNT 29.26

Chen

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

WE WANT YOU TO BE 100% SATISFIED WITH YOUR SERVICE
IF YOU ARE NOT 100% SATISFIED, PLEASE CONTACT:
THOMAS J. BOOR, PARTS AND SERVICE DIRECTOR.

CUSTOMER SIGNATURE

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

VILLAGE PONTIAC GMC TRUCK INC

1585 W OGDEN AVE
NAPERVILLE, ILLINOIS 60540
630-357-2200
WWW.VILLAGEPONTIACGMC.COM

39568RIV

*JOE
11/13/07
2:45P*

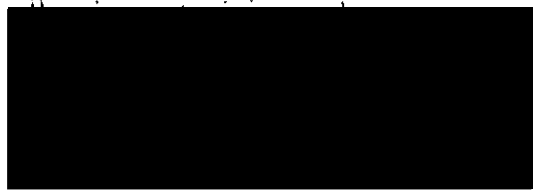
COPY

AURORA		IL		VEHICLE IDENTIFICATION		MILEAGE OUT		DATE OUT		INVOICE NO.	
				1G2ZG528854		53972		11/14/07		39568	
										PART-CLOSE	
YEAR		MAKE		MODEL		COLOR		TAG NO.			
05		PONTIAC		G6		WHITE		01316			
CUST. NO.		LICENSE		HOME PHONE		WORK PHONE		STOCK NO.		PROD. DATE	
										00/00/00	
										SERV. ADV.	
										184 2139	
										TERMS	
										CASH	
CUST. LABOR RATE		DELIV. DATE		DELIV. MILES		MILEAGE IN		DATE IN		IN-SERV DATE	
		00/00/00				53972		11/13/07		00/00/00	

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES KNOCKING NOISE AND SENSATION TURNING LEFT OR RIGHT PREV REPAIR					
	INTERMEDIATE SHAFT NOISEY, GOODWILL REPLACE I-SHAFT, HISTORY					
	E7700	2N	A99 1234		W	
	X	22687711	SHAFT KIT	1	W	
Line Total.....						
B	SALES TAX ON WARRANTY GOODWILL PARTS					
	TAX		A99 1234		C	8.31
Line Total.....						8.31

*GOT REPLAED AGAIN
AT NO COST.*

SHOP SUPPLIES .83
SalesTax 8.37
TOTAL-AMOUNT 9.20



CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

WE WANT YOU TO BE 100% SATISFIED WITH YOUR SERVICE
IF YOU ARE NOT 100% SATISFIED, PLEASE CONTACT:
THOMAS J. BOOK, PARTS AND SERVICE DIRECTOR.

CUSTOMER SIGNATURE

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

January 12, 2011

[REDACTED]
Aurora, IL [REDACTED]

Service Request: 71-583576754
Customer Relationship Specialist: Dean Winchester

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering shaft that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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.

Sincerely,

Pontiac Customer Assistance Center

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

January 12, 2011

[REDACTED]
[REDACTED]
Round Lake, IL [REDACTED]

Service Request: 71-583881879
Customer Relationship Specialist: Lance Evans

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the gear kit that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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.

Sincerely,

Pontiac Customer Assistance Center

ROUND LAKE, IL

PALATINE IL 600

13 DEC 2007 PM 1 T



Reimbursement Dept

PO Box 33170

Detroit, MI 48232-5170

DEC 18 2007

48232-5170 5050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/13/07

17-Digit Vehicle Identification Number (VIN): 1G2Z14548054

Mileage at Time of Repair: 50,453 Date of Repair: 8/24/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Rand Lake State: IL ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ (710.12 Skoring) + (119.95 Alignment) Total 830.07

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261

Service

Claim # 71-583881879



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





Howard

Buick • Pontiac • GMC • Hyundai

AUTO GROUP

BUICK • PONTIAC • GMC
www.howardautogroup.com
364 WEST GRAND AVENUE
ELMHURST, IL 60126
TELEPHONE (630) 832-9500
FAX (630) 279-0680

HYUNDAI
www.howardautogroup.com
750 N. YORK ROAD
ELMHURST, IL 60126
TELEPHONE (630) 279-3000
FAX (630) 832-5175

ORIGINAL

CUSTOMER NO.	97399	ADVISOR	RICH	189	TAC		INVOICE DATE	08/24/07	INVOICE NO	PNC5276881
		LABOR RATE		LICENSE NO.		MILEAGE	50,453	COLOR	RED/	STOCK NO
		YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DOOR SEDAN				DELIVERY DATE	11/05/04	DELIVERY MILES	
		VEHICLE I.D. NO.	1 G 2 Z H 5 4 8 0 5 4				SELLING DEALER NO.	PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.	08/24/07		
RESIDENCE PHONE		BUSINESS PHONE					COMMENTS	MO: 50458		

JOB# 3 TOTALS

LABOR 19.54
PARTS 10.95

JOB# 3 JOURNAL PREFIX PNC5 JOB# 3 TOTAL 30.49

JOB# 4 CHARGES

LABOR
J# 4+01PNZ23-F7 *4-WHEEL ALIGNMENT TECH(S):5046
PERFORM 4-WHEEL THRUST ANGLE ALIGNMENT
4 Wheel Alignment All

119.95

JOB# 4 TOTALS

LABOR 119.95

JOB# 4 JOURNAL PREFIX PNC5 JOB# 4 TOTAL 119.95

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS ENVIRONMENTAL AND WASTE SERVICES
TOTAL - MISC 23.94

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

TOTALS

*****	TOTAL LABOR....	541.48
**	TOTAL PARTS....	433.43
** CASH () CHECK #.....	TOTAL SUBLET....	0.00
** CREDIT CARD MC() V() AE()	TOTAL G.O.G....	0.00
** CREDIT CARD #.....	TOTAL MISC CHG.	23.94
** CHARGE () OTHER PAY METHOD ()	TOTAL MISC DISC	0.00
*****	TOTAL TAX.....	30.35
	TOTAL INVOICE \$	1029.20

** I AUTHORIZE HOWARD PONTIAC AS "POWER OF ATTORNEY" ON MY**
** BEHALF TO SIGN ANY AND ALL PAYMENTS FOR THIS REPAIR **

TO RECEIVE DEALER SPECIALS ON LINE PLEASE PROVIDE YOUR
VISIT WWW.HOWARDAUTOGROUP.COM

ADDITIONAL RECOMMENDED SERVICES SECTION
OPERATION NO. OPERATION DESC RC RC COMMENTS

01PNZ03-WIPER *REPLACE BLADES 7 CUSTOMER SPECIFIED DOES NOT WANT
NO

CUSTOMER SIGNATURE

AUG 24 2007
By

DISCLAIMER OF WARRANTIES
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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

WE WANT YOU

☒ COMPLETELY SATISFIED

THANK YOU FOR
YOUR CONTINUED
BUSINESS

PARTS DESIGNATED WITH AN
ASTERISK (*) INDICATES LIFETIME
GUARANTEE, APPLIES TO CUS-
TOMER PAY REPAIRS.

MANUFACTURER PARTS AND LABOR
ARE GUARANTEED FOR 12 MONTHS
OR 12,000 MILES WHICHEVER COMES
FIRST FROM DATE OF REPAIR.

SERVICE HOURS:

MONDAY-FRIDAY: 7AM - 6PM

PARTS HOURS:

MONDAY-FRIDAY: 7AM - 6PM

COLLISION REPAIR CENTER HOURS:

MONDAY-FRIDAY: 8AM - 5PM

FREE ESTIMATES



Howard

Buick • Pontiac • GMC • Hyundai

AUTO GROUP

BUICK • PONTIAC • GMC

www.howardautogroup.com
364 WEST GRAND AVENUE
ELMHURST, IL 60126
TELEPHONE (630) 832-9500
FAX (630) 279-0680

HYUNDAI

www.howardautogroup.com
750 N. YORK ROAD
ELMHURST, IL 60126
TELEPHONE (630) 279-3000
FAX (630) 832-5175

ORIGINAL

CUSTOMER NO. 97399	ADVISOR RICH	189	TAG	INVOICE DATE 08/24/07	INVOICE NO. PNCS276881
ROUND LAKE, IL	LABOR RATE	LICENSE NO.	MILEAGE 50,453	COLOR RED/	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE 11/05/04	DELIVERY MILES
	VEHICLE I.D. NO. 1G2ZH548054			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 08/24/07
RESIDENCE PHONE	COMMENTS				
	MO: 50458				

JOB# 1 CHARGES

LABOR-----
J# 1 10PNZ05 NOISE TURNING TECH(S):5046 327.49
CUST. STATES THERE IS A CLICKING NOISE WHEN TURNING LEFT
COMING FROM THE FRONT END. CAN FEEL IT IN STEERING COLUMN
DIAGNOSED AND FOUND STEERING GEAR INTERNALLY NOISY.
Steering Gear/Rack & Pinion Assy, r&r OEM 2005 W/o Outer Tie

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		15858369	GEAR KIT 6.508		482.63
	-1		15858369	CORE RETURN		-100.00
TOTAL - PARTS						382.63

JOB# 1 TOTALS

LABOR 327.49
PARTS 382.63

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL

710.12

JOB# 2 CHARGES

LABOR-----
J# 2+01PNZ66-BGCCOOL *COOLANT FLUSH TECH(S):5046 74.50
FLUSH YOUR ENTIRE VEHICLE'S COOLING SYSTEM
REMOVE RUST, SCALE AND SLUDGE
RESTORE COOLANT AND NECESSARY ADDITIVES
INSTALL SPECIAL CONDITIONERS TO PROTECT YOUR VEHICLE'S
COOLING SYSTEM
Flush Cooling System (Incl. 2 Gal. Dex-Cool) All

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	2		COOLANT	COOLANT		10.95
	1		T01162	COOLANT A		17.95
TOTAL - PARTS						39.85

JOB# 2 TOTALS

LABOR 74.50
PARTS 39.85

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL

114.35

JOB# 3 CHARGES

LABOR-----
J# 3+01PNZ27-P4 REPLACE AIR FILTER TECH(S):5046 19.54
REPLACE AIR FILTER
Air Filter, r&r 3.5L 05/07

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT	PRICE
	1		10366901	ELEMENT 3.410		10.95
TOTAL - PARTS						10.95

DISCLAIMER OF WARRANTIES

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, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.

WE WANT YOU

☒ **COMPLETELY SATISFIED**

THANK YOU FOR YOUR CONTINUED BUSINESS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE, APPLIES TO CUSTOMER PAY REPAIRS.

MANUFACTURER PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FROM DATE OF REPAIR.

SERVICE HOURS:

MONDAY-FRIDAY: 7AM - 6PM

PARTS HOURS:

MONDAY-FRIDAY: 7AM - 6PM

COLLISION REPAIR CENTER HOURS:

MONDAY-FRIDAY: 8AM - 5PM

FREE ESTIMATES

HOWARD PONTIAC GMC H

364 W GRAND AVE
ELMHURST, IL 60126
630-832-9500

TERMINAL I.D.:

72299102

VISA

SALE

BATCH: 000043 INU: 18
DATE: AUG 24 07 TIME: 17:30:00
AUTH NO: 29557A

TOTAL

\$1029.20

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

CUSTOMER COPY

ORIGINAL

Pull To Open

EXTREMELY URGENT

Please Rush To Addressee

Schedule package pickup right from your home or office at usps.com/pickup

Print postage online - Go to usps.com/postageonline



PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY



Flat Rate
Mailing Envelope
For Domestic and International Use
Visit us at usps.com



When used internationally
affix customs declarations
(PS Form 2976, or 2976A).



EB709634194US

PRESS HARD, YOU ARE MAKING 3 COPIES.

ORIGIN (POSTAL SERVICE USE ONLY)			
PO ZIP Code	Day of Delivery <input type="checkbox"/> Next <input type="checkbox"/> 2nd <input type="checkbox"/> 3rd <input type="checkbox"/> 4th	Postage \$	
Date Accepted	Scheduled Date of Delivery	Return Receipt Fee \$	
Mo. Day Year	Month Day	COD Fee \$	Insurance Fee \$
Time Accepted <input type="checkbox"/> AM <input type="checkbox"/> PM	Scheduled Time of Delivery <input type="checkbox"/> Noon <input type="checkbox"/> 3 PM	Total Postage & Fees \$	
Flat Rate <input type="checkbox"/> or Weight	Military <input type="checkbox"/> 2nd Oz <input type="checkbox"/> 3rd Oz	Acceptance Emp. Initials	
Int'l Alpha Country Code			

FROM: (PLEASE PRINT) PHONE: _____

FOR PICKUP OR TRACKING

Visit www.usps.com

Call 1-800-222-1811



Addressee Copy
Label 11-B, March 2004

Post Office To Addressee

DELIVERY (POSTAL USE ONLY)			
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature	
Mo. Day			
Delivery Attempt	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature	
Mo. Day			
Delivery Date	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature	
Mo. Day			

CUSTOMER USE ONLY

☐ **NO DELIVERY**
☐ Weekend ☐ Holiday ☐ Mailer Signature

☐ **WAVES OF SIGNATURE (Domestic Mail Only)**
 Additional merchandise insurance is void if customer requests waiver of signature. If delivery is to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges this article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.

TO: (PLEASE PRINT) PHONE: _____

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.



Credit to Credit Certification
is awarded to products that
pursue an innovative vision of
ecologically-intelligent design
that eliminates the concept
of waste.
This USPS® packaging has been
certified for its material content,
recyclability, and manufacturing
characteristics.

Please recycle.



EB13F

This packaging is the property of the U.S. Postal Service® and is provided solely for use in sending Express Mail®. Misuse may be a violation of federal law. This packaging is not for resale.

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

[REDACTED]
Russellville AR [REDACTED]

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-27-07

17-Digit Vehicle Identification Number (VIN): 1G2ZG528X54 [REDACTED]

Mileage at Time of Repair: 58,168 Date of Repair: 3-21-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Russellville State: AR ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 633.64

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

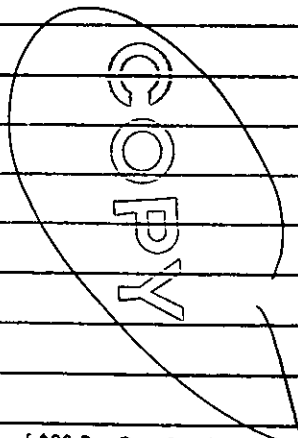
- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





1476

Services Requested / Description of Work	Amount
Replace Ste Column and shaft	75.00
	
Storage Charge of \$20 Per Day Begins 3 Days After Completion of Repairs	
No Warranty on Customer Supplied Parts	
<p>We offer a Ninety (90) Day or 3,000 Mile (whichever comes first) Warranty on New Materials & Workmanship performed by Anderson Accurate Automotive. The Warrantee is limited to repair or replacement of only the affected parts or labor operation performed by Anderson Accurate Automotive. If it is determined defective due to improper installation or part failure. The Warrantee does not cover towing or any parts or labor installed by anyone other than Anderson Accurate Automotive.</p>	
TOTAL LABOR	75.00

[illegible]

North American Operations

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



CHECK No. [REDACTED]

50-937
213DATE
02/05/08

*****454 DOLLARS

****62 CENTS

AMOUNT
*****454.62

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

RUSSELLVILLE AR [REDACTED]

Rachel 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

CHECK NO. [REDACTED]

PAYMENT
DATE

02/05/08

VENDOR
DUNS NO. BB 000000545

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG528X54 [REDACTED] 02/04/08 VM 1-9M3K2W
71-584135717.1-9M3K2W

00.0000

454.62

.00

454.62

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

W3

TOTAL

454.62

.00

454.62

January 12, 2011

[REDACTED]
Russellville, AR [REDACTED]

Service Request: 71-584135717
Customer Relationship Specialist: John Schnitzer

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the instrument cluster panel that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that you are being reimbursed for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$454.62.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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.

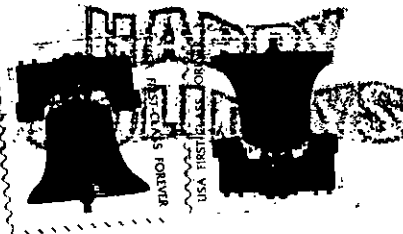
Sincerely,

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.

CHATTANOOGA, TN

CHATTANOOGA
TN 374
14 DEC 2007 PM 3 L



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

REIMBURSEMENT DEPT
P.O. 33170
DETROIT, MI 48232-5170

DEC 18 2007

48232X5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-13-0717-Digit Vehicle Identification Number (VIN): 1G1ZT6285F [REDACTED]Mileage at Time of Repair: 69,512 Date of Repair: 12-6-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: CHATTANOOGA State: TN ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): SAMEAmount of Reimbursement Requested: \$ 591.35

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





December 2007

[REDACTED]
Chattanooga, TN [REDACTED]

Dear [REDACTED]

As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

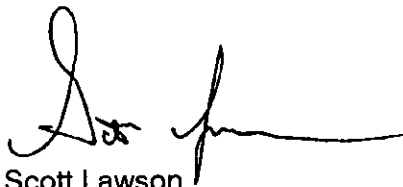
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.



Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126



CHEVROLET

HERB ADCOX CHEVROLET

"YOUR SERVICE SUPREMACY DEALER"

5721 LEE HIGHWAY

CHATTANOOGA, TENNESSEE 37421

Telephone: (423) 892-8310

www.herbadox.com

CHEVROLET



Goodwrench

Collision Center

CUSTOMER NO. 57514	ADVISOR DENNY	TAG NO. 541	INVOICE DATE 12/06/07	INVOICE NO. CVCS276309
	LABOR RATE	MILEAGE 69,512	COLOR SILVER/	STOCK NO. 05136
CHATTANOOGA, TN	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR		DELIVERY DATE 03/25/05	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 6 5 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/06/07	

COMMENTS

JOB# 1 CHARGES

LABOR
J# 1 45CVZ01 STEERING CONCERN HOURS: 2.50 TECH(S):111 174.28
SERVICE STEERING COLUMN MESSAGE COMES ON AND POWER ASSIST
IN STEERING GOES AWAY AFTER DRIVING FOR A FEW MINUTES.
CAN SHUT ENGINE OFF AND RESTART AND HAVE ASSIST AGAIN FOR
SHORT TIME
(CHECK AND ADVISE OF REPAIRS NEEDED AND COST BEFORE REPAIR)
STEERING COLUMN SHORTING OUT
REPLACE STEERING COLUMN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518	359.00	
				TOTAL - PARTS	359.00

JOB# 1 TOTALS

LABOR 174.28
PARTS 359.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 533.28

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		8.00
				TOTAL - MISC 8.00

COMMENTS
KEY# 11

TOTALS

*****	TOTAL LABOR....	174.28
*	TOTAL PARTS....	359.00
* [] CASH [] CHECK CK NO. []	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	8.00
*	TOTAL MISC DISC	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL TAX.....	50.07

TOTAL INVOICE \$ 591.35

THANK YOU FOR YOUR BUSINESS!!
PARTS DESIGNATED WITH ASTRIX *. INDICATES LIFETIME
GUARRANTY APPLIES FOR CUSTOMER PAY REPAIRS

CUSTOMER SIGNATURE

PAID
DEC 06 2007

VISA

ORIGINAL

Reynolds and Reynolds ERAINTSH4E 00300640 (11/04)

HERB ADCOX CHEVROLET
5721 LEE HWY
CHATTANOOGA, TN 3742

BATCH: 940
S-A-I-F-S O-P-A-C-T

REF: 0008
CD TYPE: MASTERCARD
TR TYPE: PURCHASE
DATE: DEC 06, 07 11:43:43

TOTAL \$591.35

ACCT: 7351 EXP: **/**
AP: 095732
NAME:

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS
AND/OR SERVICES IN THE AMOUNT OF THE
TOTAL SHOWN HEREON AND AGREES TO PERFORM
THE OBLIGATIONS SET FORTH BY THE
CARDMEMBER'S AGREEMENT WITH THE ISSUER

CUSTOMER COPY

ORIGINAL

ORGAN DONOR AWARENESS \$1.00

SEE INSERT FOR *

COUNTY FEE *

857558888

1000 2006

069234

ST
MI
CK
E
R



TENNESSEE DEPARTMENT OF SAFETY

CLK REM TYP REM

EC

CHATTANOOGA TN

CERTIFICATE OF VEHICLE REGISTRATION RENEWAL

LICENSE NO.		VALIDATION NO.		DATE OF ISSUE		WHEN VALIDATED REGISTRATION EXPIRES	
[REDACTED]		[REDACTED]		11/26/07		12/31/08	
COLOR	COMPANY VEHICLE NO.	PREVIOUS LIC. NO.	REGISTERED WT/SEATS	REG. WT/SEATS CHANGE	RENEWAL FEE	29.00	
BLU			00		COUNTY FEE		
VIN	TITLE NO.		MAKE	YEAR	BODY	MODEL	TOTAL
1G1ZT62865F	[REDACTED]		CHEV	05	4D	M/X	29.00
ZONE	COUNTY STICKER NO.		MAKE CHECK PAYABLE TO YOUR COUNTY CLERK				
PRINCIPAL DRIVER LIC. NO.		[REDACTED]					

ADD \$1.00
IF MAILING
SEE
ENCLOSURE

IS THIS THE SAME ADDRESS AS
THE VEHICLE OWNER'S DRIVER LICENSE ADDRESS? ☐ YES ☐ NO

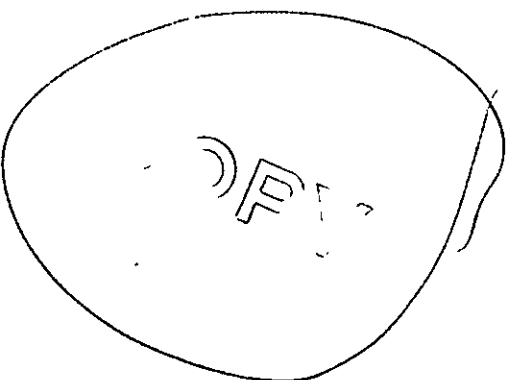
STREET OR RFD BOX NO.			FOR PRIVATE PASSENGER VEHICLE OWNERS ONLY I CERTIFY THAT I AM A RESIDENT			REGISTRANT SIGN HERE		
CITY			STATE			ZIP CODE		
COUNTY CLERK			COUNTY			ACCT. NO.		
W.F. (BILL) KNOWLES								

1013 (REV 11/03)

IMPORTANT: SEE REVERSE SIDE - HAMILTON 857558888

REGISTRANT'S
COPY

Auto
Registration



January 12, 2011

[REDACTED]
Chattanooga, TN [REDACTED]

Service Request: 71-584145018
Customer Relationship Specialist: John Wayne

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the Loss of Power Steering Assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$591.37.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

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.

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK

No. [REDACTED]

50-937
213

DATE

01/08/08

*****591 DOLLARS

***37 CENTS

AMOUNT

*****591.37

PAY
TO THE
ORDER
OF

CHATTANOOGA TN [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. 88 000000193

1

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

01/08/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1612762865F [REDACTED] 01/07/08 VM 1-9QZ1YI
71-584145018 1-9QZ1YI

00.0000

591.37

.00

591.37

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

H3

TOTAL

591.37

.00

591.37

North American Operations

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



CHECK

No. [REDACTED]

50-937
213DATE
01/18/08

*****633 DOLLARS

****28 CENTS

AMOUNT
*****633.28PAY
TO THE
ORDER
OF

DALLAS TX [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Kihel Chumma
SIGNATURE

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

AUDIT

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

VENDOR
DUNS NO. BB 000000010

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/18/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F05F [REDACTED]	01/17/08 71-584192	908.1-9QTUQL VM 1-9QTUQL	00.0000	633.28	.00	633.28
TOTAL				633.28	.00	633.28

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

M3

2014

January 12, 2011

[REDACTED]
[REDACTED]
Dallas, TX [REDACTED]

Service Request: 71-584192908
Customer Relationship Specialist: Katrina Blake

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the instrument panel cluster that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$633.28.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

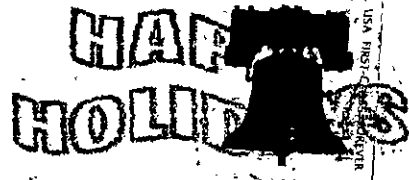
For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

[REDACTED]
[REDACTED]
Dallas, TX. [REDACTED]

NORTH TEXAS P&DC

TX 750

14 DEC 2007 PM 5 T



DEC 18 2007

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-13-07

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F05 [REDACTED]

Mileage at Time of Repair: 41,206 Date of Repair: 2-26-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Dallas State: TX ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 201.66

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
 1-800-204-0261





YOUNG CHEVROLET, INC.

9301 East R.L. Thornton Frwy.
DALLAS, TEXAS 75228
(214) 328-9111



I hereby authorize the repair work herein set forth to be done along with the necessary material. With regard to automobiles left on the premises of Young Chevrolet Inc., we are not responsible for any loss, theft, or damage to automobiles or any article left in automobiles that results from any cause whatsoever which includes the ordinary negligence of Young Chevrolet Inc. in no event shall the liability of Young Chevrolet Inc. exceed \$100.00 when the loss results from its negligence. I hereby grant your employees permission to operate the vehicle on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby grant an express mechanic's lien on the vehicle to secure the amount of repairs therefor. (Parts & Labor, such obligation payable in Dallas, Dallas County, Texas. I acknowledge receipt of a copy hereof. Terms Strictly Cash Unless Arrangements Made.

SIGNED

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with business and commerce code §9.039. If payment for repair on the vehicle is stopped, discontinued because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X

Signature of Person Responsible or Agent for Person Responsible

CUSTOMER NO.	159652	ADVISOR	STEVE ELLASON	306	TAG NO.	3004	INVOICE DATE	03/01/07	INVOICE NO.	CVCS219209
		LABOR RATE			MILEAGE	41,206	COLOR	/	STOCK NO.	
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE		DELIVERY MILES		
		VEHICLE I.D. NO.	1G1ZS52F05F			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.				P.O. NO.		R.O. DATE		02/26/07
		BUSINESS PHONE				COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 40CVZ BRAKES/STEER/WHEELS UNITS: 2.60 TECH(S):485 210.60
CK POWER STEERING GOES INOP DRIVING (P/STEERING DISPLAYS ON
RADIO) ADVISE
AFTER DIAG FOUND DTC C0545 SYMPTOM 00 AND C0460
SYMPTOM 00.
PERFORM DIAGNOSIS PER FLOW CHART. REPLACE POWER STEERING
CONTROL MODULE WITH MOTOR AND CALIBRATE CLEAR CODES.
STILL HAD DTC C0460 SYMPTOM 00. SEE LINE 2.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		15775370	MOTOR 6.605 3209	343.74	330.84	330.84
						TOTAL - PARTS	330.84

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
		EXTD EXTENDED SERVICE CONTRACT	159652	-533.20
			TOTAL - MISC	-533.20

JOB# 1 TOTALS

LABOR	210.60
PARTS	330.84
MISC	-533.20

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 8.24

JOB# 2 CHARGES

LABOR
J# 2 00CVZ GM QUIK LUBE UNITS: TECH(S):505 14.95
GOODWRENCH QUICK LUBE PLUS.
COMPLETED GOODWRENCH QUICK LUBE SERVICE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		PK456	456G	15.00	15.00	15.00
	1		12579143	FILTER 1.836 8020	****	****	****
	5		10527595	LUBE S TANK	****	****	****
						TOTAL - PARTS	15.00

JOB# 2 TOTALS

LABOR	14.95
PARTS	15.00

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 29.95

JOB# 3 CHARGES

LABOR
J# 3+40CVZA STEERING CONCERN UNITS: 1.30 TECH(S):485 105.30
REPLACE STEERING COLO GOES INOP
HAD DTC C0460 SYMPTOM 00.
REPLACE STEERING COLUMN AND CALIBRATE. CLEAR CODES
AND ROAD TEST. NO CODES.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		10373948	COL KI 6.518 5019	587.67	587.67	587.67

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. Payable in Dallas County, Texas.

* Toxic Waste & Supplies: A small charge is included for the proper disposal of toxic waste generated by the repair of your vehicle. These products include, but are not limited to, petroleum products, engine antifreeze, asbestos materials, various solvents and other products used in the service department that are designated hazardous materials. There is also a charge for supplies used on your vehicle. These items are solvents, aerospray, sealers, bolts and washers.

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

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

*SHOP SUPPLIES: A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge \$15.00. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, wire, window sealer, etc.

OUR GOAL

IS FOR YOU TO BE

"COMPLETELY SATISFIED"

IF YOU ARE NOT,
PLEASE CONTACT YOUR
SERVICE ADVISOR OR
THE SERVICE MANAGER.



YOUNG CHEVROLET, INC.

9301 East R.L. Thornton Frwy.
DALLAS, TEXAS 75228
(214) 328-9111



I hereby authorize the repair work herein set forth to be done along with the necessary material. With regard to automobiles left on the premises of Young Chevrolet, Inc., we are not responsible or liable for any loss, theft, or damage to automobiles or any article left in automobiles that results from any cause whatsoever which includes the ordinary negligence of Young Chevrolet, Inc. In no event shall the liability of Young Chevrolet, Inc. exceed \$100.00 when loss results from its negligence. I hereby grant your employees permission to operate the vehicle on streets, highways, or elsewhere for the purpose of testing and/or inspection. I hereby grant an express mechanic's lien on the vehicle to secure the amount of repairs thereto. (Parts & Labor, such obligation payable in Dallas, Dallas County, Texas. I acknowledge receipt of a copy hereof. Terms Strictly Cash Unless Arrangements Made)

SIGNED

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with business and commerce code §9.209, if payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer of the check has the account or the account on which it is drawn has been closed.

X

Signature of Person Responsible or Agent for Person Responsible

CUSTOMER NO.	159652	ADVISOR	STEVE ELLASON	TAG NO.	306 3004	INVOICE DATE	03/01/07	INVOICE NO.	CVCS219209
		LABOR RATE		MILEAGE	41,206	COLOR		STOCK NO.	
		YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. NO.	1G1ZS52F05F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	02/26/07		
		BUSINESS PHONE	COMMENTS						

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1		10373948	CORE RETURN	100.00		100.00
						TOTAL - PARTS	487.67

JOB# 3 TOTALS							
				LABOR			105.30
				PARTS			487.67

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 592.97

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		1.60	
				TOTAL - MISC	1.60

COMMENTS
SVC 800 888 5245

TOTALS							
				TOTAL LABOR		330.85	
				TOTAL PARTS		833.51	
				TOTAL SUBLET		0.00	
				TOTAL G.O.G.		0.00	
				TOTAL MISC CHG.		1.60	
				TOTAL MISC DISC		-533.20	
				TOTAL TAX		68.90	
						TOTAL INVOICE \$	701.66

CUSTOMER SIGNATURE

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. Payable in Dallas County, Texas.

* Toxic Waste & Supplies; A small charge is included for the proper disposal of toxic waste generated by the repair of your vehicle. These products include, but are not limited to, petroleum products, engine antifreeze, asbestos materials, various solvents and other products used in the service department that are designated hazardous materials. There is also a charge for supplies used on your vehicle. These items are solvents, aerospray, sealers, bolts and washers.

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

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

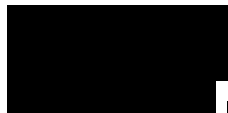
*SHOP SUPPLIES: A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge \$15.00. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, wire, window sealer, etc.

**OUR GOAL
IS FOR YOU TO BE
"COMPLETELY SATISFIED"**

IF YOU ARE NOT,
PLEASE CONTACT YOUR
SERVICE ADVISOR OR
THE SERVICE MANAGER.

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

January 12, 2011



Chattanooga, TN



Service Request: 71-584204134

Customer Relationship Specialist: Pinkie Smith

Dear



Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$399.10.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

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.

Repair Order Detail

RO Number: 268616

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact:

Vehicle: 1G1ZT62855F [REDACTED]

Main: [REDACTED]

2005 MALI

GOLD

Customer Copy

Cell:

Mileage: 45,080

Service advisor: 36

Tag number:

Payment type:

Promised time: 05:00 PM

Promised date: 07/20/2006

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

|        |                                         |        |                    |               |        |
|--------|-----------------------------------------|--------|--------------------|---------------|--------|
| A      | STEERING WILL NOT TURN,CHECK AND ADVISE |        |                    |               |        |
| E7680  | CPC                                     | 7      | COLUMN ASSEMBLY,   | 1.95          | 165.75 |
|        |                                         |        | STEERING - REPLACE |               |        |
| E7680  | IUP                                     | 7      | COLUMN ASSEMBLY,   | 1.05          | 89.25  |
|        |                                         |        | STEERING - REPLACE |               |        |
| 9999   | IUP                                     |        |                    | 0.00          | 0.00   |
| Parts: | 359.00                                  | Labor: | 255.00             | Other:        | 68.75  |
|        |                                         |        |                    | Total Line A: | 682.75 |

~~~~~

Customer Pay

Labor

165.75

Parts

233.35

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge*

0.00

Total Charges**

399.10

*Miscellaneous/Shop Charge will contain tax if tax was originally on RO.

**Total Charges includes any Insurance/Adjustment originally on RO.

ATTN: Pinkie Smith

Ref# 71-584204134

Total amount customer paid \$399.10

North American Operations

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



CHECK No. [REDACTED]

50-937
213DATE
01/14/08

*****399 DOLLARS

***10 CENTS

AMOUNT
*****399.10PAY
TO THE
ORDER
OF

CHATTANOOGA TN [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Richard C. [Signature]
SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000044

1

North American Operations

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

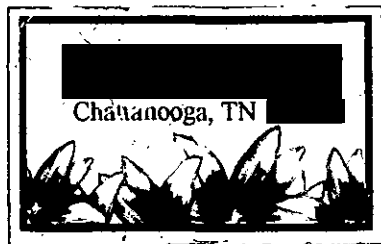
DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 01/14/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT62855F [REDACTED]	01/11/08 71-584204134.1	VM 1-9R61SK 1-9R61SK	00.0000	399.10	.00	399.10
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				399.10	.00	399.10



CHATTANOOGA
TN 374
14 DEC 2007 PM 2 T



DEC 17 2007

Reimbursement Department
P.O. Box 33170
Detroit, Mi. 48232-5170

48232+3170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-13-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT62855F [REDACTED]

Mileage at Time of Repair: _____ Date of Repair: 8-20-2006

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number [REDACTED]

City: Chattanooga State: Tn. ZIP Code [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 400.00 + TAX

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired:
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



Whom it may concern

12-13-07

Service Request Number

71-584204134

9 [REDACTED] had this vehicle repaired on 8-20-2006 the power steering went out I had it towed to Newton Chevrolet ~~whom~~ repaired it, my part was \$400.00 plus tax. The Dealer ship has been sold to Mt. View car dealership I called and they can not print me out a invoice but told me they could pull the repair up on there computer there number is 1-423-266-0181 ask for repair dept.

VIN 1G1ZT62855F [REDACTED]

2005 Gold Chevrolet Malibu

I spoke to Carol Lounyon at Reimbursement Dept. her number is ~~1-866-790-5700~~

X41543

2900 miles when purchased

71371 at present

Thank You

[REDACTED]
[REDACTED]
Chattanooga, In. [REDACTED]
[REDACTED]

North American Operations

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

GM

CHECK

No. [REDACTED]50-837
213DATE
01/24/08

*****705 DOLLARS

****42 CENTS

AMOUNT
*****705.42PAY
TO THE
ORDER
OF

BRADENTON FL [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)VENDOR
DUNS NO. BB 000000450

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/24/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54815F [REDACTED]	01/23/08 71-584214	VH 1-9U80AE 378.1-9U80AE	00.0000	705.42	.00	705.42
TOTAL				705.42	.00	705.42

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

M3

January 12, 2011

[REDACTED]
[REDACTED]
Bradenton, FL [REDACTED]

Service Request: 71-584214378
Customer Relationship Specialist: Lance Evans

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$705.42.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

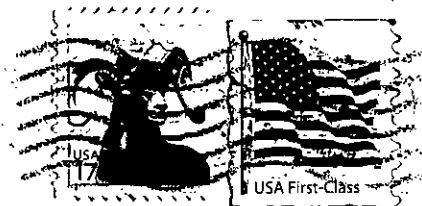
For more information regarding the maintenance and care of your vehicle, please visit www.mygmilink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



██████████
Bradenton, FL ██████████

MANASOTA FL 342

18 DEC 2007 PM 4 T



Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

DEC 27 2007

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-19-07

17-Digit Vehicle Identification Number (VIN): 1612T54815F [REDACTED]

Mileage at Time of Repair: 40,866 Date of Repair: 8-28-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Bradenton State: Florida ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 678.93 (705.42 - 26.45^{oil change} + TAX)

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



General Motors
Reimbursement Department
P.O. Box 33170
Detroit, Mi 48232-5170

[REDACTED]
[REDACTED]
Bradenton, Fl [REDACTED]

Car 2005 Chevy Malibu
Owner [REDACTED]
Vin # 1G1ZT54815F [REDACTED]
Customer Assistance number 71-584214378

Dear Sirs,

My name is [REDACTED]. The car owner is my mother and I take care of the repairs of this vehicle. I am submitting the following on her behalf:

Customer Reimbursement Claim Form

Cox Chevrolet Invoice

Credit Card Statement showing payment to Cox Chevrolet on the date and for the amount shown on the invoice

I hope this satisfies your requirement,
I would appreciate any phone inquiries be directed to me as my mom is over 80 and easily confused.

Thanks in advance,
[REDACTED]



71-584214378

December 2007

██████████
Bradenton, FL ██████████

Dear ██████████

As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).



BRADENTON
2900 Cortez Road West
Bradenton, FL 34207

COX

GM Goodwrench Service Center



GMC

Phone: 941-756-0621

Fax: 941-756-5418

coxauto.com

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

CUSTOMER NO. 38108	ADVISOR DAVID SCOTT CARR	3675	TAG NO. 5877	INVOICE DATE 08/28/07	INVOICE NO. CVCS547493
BRADENTON, FL	LABOR RATE	LICENSE NO.	MILEAGE 40,866	COLOR SILVER GRN	STOCK NO. 5DI49459
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 10/27/04	DELIVERY MILES 3
	VEHICLE I.D. NO. 1G1ZT54815F			SELLING DEALER NO. COX	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/28/07	FLORIDA STATE REG. #	
BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 40869	

LABOR & PARTS
J# 1 47CVZSHUTTLEMAN Courtesy Shuttle TECH(S):1577 0.00
Cox Courtesy Shuttle service provided to customer.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CV203 STEERING TECH(S):1577 279.39
CUSTOMER STATES POWR STEERING STARTED TO BIND UP WHEN
TURNING.CUSTOMER NOTICED MESSAGE ON CENTER "POWER STEERING"
AND THEN POWER STEERING WENT OUT.THIS AM POWER STEERING IS
OK
FAULTY STEERING COLUMN DTC C0545
PERFORMED SYSTEM DIAG. REPLACED STEERING COLUMN ASSEMBLY
TEST DROVE VEHICLE. VEHICLE IS OPERATING AS DESIGNED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 15926870 COLUMN 6.518 358.10
JOB # 2 TOTAL PARTS 358.10
JOB # 2 TOTAL LABOR & PARTS 637.49

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A 17 Hazardous waste disposal charge 4.99
JOB # A 03 Miscellaneous shop supplies 19.87
TOTAL - MISC 24.86

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$45.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$705.00 (+TAX) ON 08/28/07 AT 08:18am
BY COMMENTS

COMMENTS-----
CALL
TECHNICIAN CERTIFICATION-----
1577 MICHAEL S SWARTZ GM & ASE Master

ORIGINAL

COX

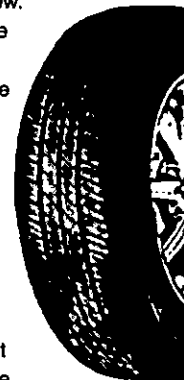
Is On

A Roll!

We now sell tires.

We are the experts when it comes to keeping your vehicle running like new.

And now, we're bringing that same expertise to tires. We now sell a full line of tires. And we have the knowledge to help you choose the one that's right for your vehicle.



- Limited Lifetime Service Guarantee*
- Competitive Up-Front Pricing
- Courtesy Transportation

*On covered parts and labor. See us for details.

COX

Auto Body Centers

Great Service Is No Accident

BRADENTON
2900 Cortez Road West
Bradenton, FL 34207

COX

GM Goodwrench Service Center



GMC

Phone: 941-756-0621
Fax: 941-756-5418
coxauto.com

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION

CUSTOMER NO. 38108	ADVISOR DAVID SCOTT CARR	3675	TAG	INVOICE DATE 08/28/07	INVOICE NO. CVC5547493
BRADENTON, FL	LABOR RATE	LICENSE NO.	MILEAGE 40,866	COLOR SILVER GRN	STOCK NO. 5D149459
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 10/27/04	DELIVERY MILES 3
	VEHICLE I.D. NO. 1G1ZT54815F			SELLING DEALER NO. COX	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/28/07	FLORIDA STATE REG. #
BUSINESS PHONE	COMMENTS				MILEAGE OUT 40869

TOTALS

Our Service Center is now open
+++ ALL DAY SATURDAY +++
7:00am til 5:00pm

Also, try our GM Goodwrench Quick Lube plus service.
29 minutes or less, or it's FREE on the SPOT!
** Excluding Saturdays **
Only - \$22.88 - Everyday!

Ask about Nitro Fill for your tires.

TOTAL LABOR.... 279.39
TOTAL PARTS.... 358.10
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 24.86
TOTAL MISC DISC 0.00
TOTAL TAX..... 43.07

TOTAL INVOICE \$ 705.42



**Is On
A Roll!**
We now sell tires.

We are the experts when it comes to keeping your vehicle running like new. And now, we're bringing that same expertise to tires. We now sell a full line of tires. And we have the knowledge to help you choose the one that's right for your vehicle.



- Limited Lifetime Service Guarantee*
- Competitive Up-Front Pricing
- Courtesy Transportation

*On covered parts and labor. See us for details.

COX
Auto Body Centers

Great Service Is No Accident

SF028303 Q (09/05)

CUSTOMER SIGNATURE

DUPLICATE INVOICE

ORIGINAL



Opening/Closing Date:
Payment Due Date:
Minimum Payment Due:

08/14/07 - 09/13/07
10/03/07
\$23.00

CUSTOMER SERVICE

In U.S. 1-800-945-2000
Español 1-888-446-3308
TDD 1-800-955-8060
Pay by phone 1-800-436-7958
Outside U.S. call collect
1-302-594-8200

MASTERCARD ACCOUNT SUMMARY Account Number: 0000

Previous Balance	\$1,087.36	Total Credit Line	\$9,000
Payment, Credits	-\$1,115.82	Available Credit	\$7,845
Purchases, Cash, Debits	+\$1,183.23	Cash Access Line	\$9,000
New Balance	\$1,154.77	Available for Cash	\$7,845

ACCOUNT INQUIRIES

P.O. Box 15298
Wilmington, DE 19850-5298

PAYMENT ADDRESS

P.O. Box 15153
Wilmington, DE 19886-5153

VISIT US AT:

www.chase.com/creditcards

2846
9-24

CHASE PERFECTCARD REWARDS SUMMARY

Previous balance	\$15.82
Rebates earned from gas purchases	\$3.38
Rebates earned from purchases	\$10.75
Promotional rebates	\$4.51
Rebates redeemed this period	\$15.82
Total remaining rebates	\$18.64

For questions about your account please call
Cardmember Services at 1-800-945-2000.

\$0.00 rebates to expire on statement date in

With PerfectCard, earn a 3% rebate on eligible gas purchases and a 1% rebate on all other purchases. Rebates are automatically credited to your account. See Program terms for details.

TRANSACTIONS

Trans Date	Reference Number	Merchant Name or Transaction Description	Amount	
			Credit	Debit
08/16				\$11.70
08/16				42.00
08/17				39.01
08/18				28.89
08/21				34.61
08/21				11.17
08/23			1,100.00	
08/26				18.40
08/26				36.25
08/28				705.42
09/05				37.00
09/08				9.63
09/07				209.15
09/13			15.82	

FINANCE CHARGES

Category	Daily Periodic Rate	Corresp. APR	Average Daily Balance	Finance Charge Due To Periodic Rate	Transaction Fee	Accumulated Fin Charge	FINANCE CHARGES
Purchases	V. 05271%	19.24%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cash advances	V. 06641%	24.24%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total finance charges							\$0.00

Effective Annual Percentage Rate (APR): 0.00%

Please see Information About Your Account section for balance computation method, grace period, and other important information.

The Corresponding APR is the rate of interest you pay when you carry a balance on any transaction category.

The Effective APR represents your total finance charges - including transaction fees such as cash advance and balance transfer fees - expressed as a percentage.

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

January 12, 2011

[REDACTED]
[REDACTED]
Toledo, OH [REDACTED]

Service Request: 71-584247892
Customer Relationship Specialist: Pinkie Smith

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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.

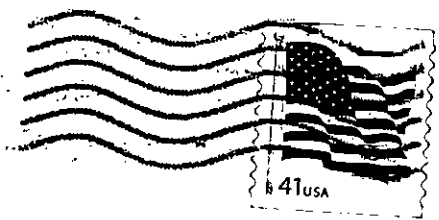
Sincerely,

Chevrolet Customer Assistance Center

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.

[Redacted]
Toledo, Oh.
[Redacted]

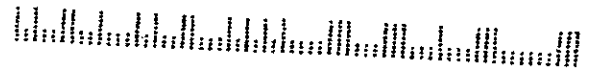
TOLEDO OH 436
19 DEC 2007 PM 4 L



Reimbursement Department
P.O. Box 33170
Detroit, Michigan
48232-5170

DEC 27 2007

48232+5170 8030



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-19-07

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F05F

Mileage at Time of Repair: 51610 Date of Repair: 10-01-07

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: Toledo State: Ohio ZIP Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





OFFICE COPY

Save White
5880 Monroe Street P.O. Box 198
Sylvania, Ohio 43560
(419) 885-4444

SERVICE INVOICE

DAYE WHITE SERVICE
6480 MONROE ST
SYLVANIA, OH 435600000
TID: 001456268
10/01/07 17:12:39

AUTH ONLY

IN: 10/01/2007 7:06
EISENREICH

DATE/TIME OUT: 10/01/2007 13:50
DOC COUNT: 1 PAGE: 1

BATCH: 001270

VS
APPR CODE: 401533
INVT: 000016

01 1G1ZS52F05F
2005 CHEVROLET MALIBU SILVER
OH 43606 ENGINE: 2.2L L4MFI

1) 266-1376 CELL MILES IN/OUT 51610 /

DEL DATE: 7/31/2004
RATE:

AMOUNT: \$ 100.00
TOTAL: \$ 100.00

CUSTOMER COPY

MER STATES HAD LOST POWER STEERING AT TIMES,
POWER STEERING LIGHT ON.
TORQUE INPUT SENSOR FAULTS. REPLACED
RING COLUMN.

REPAIR 1 REPLACED STEERING COLUMN.
OPCODE: CP
PRIMARY TECH: 019

SALE TYPE: EXTENDED WA \$224.00

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	15926870 COLUMN	N	1	358.100	EXTENDED WARRANT	\$358.10

LINE TOTAL \$582.10

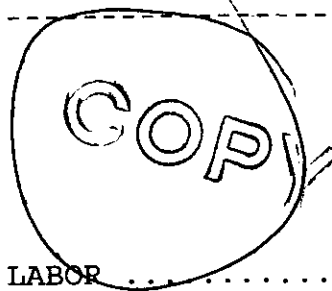
LINE 2 CUSTOMER STATES CAN HEAR TICKING NOISE.

REPAIR 1 NO PROBLEM FOUND AT THIS TIME.
OPCODE: CP
PRIMARY TECH: 019

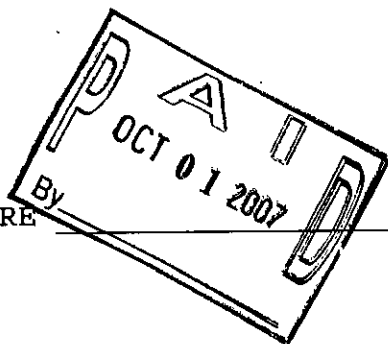
SALE TYPE: CUSTOMER PA \$.00

COMMENTS: DIAMLER CHRYSLER WARRANTY
AUTH #16791430

HAVE A NICE DAY



CUSTOMER SIGNATURE



LABOR	\$224.00
PARTS	\$358.10
CUSTOMER TOTAL	\$582.10
EXTENDED DEDUCTIBLE	(100.00)
PAYMENT (VISA/MC)	\$482.10
PAYMENT (CASH)	\$100.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed 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 sale products.

nite



OFFICE COPY

DAVE WHITE
5880 Monroe Street P.O. Box 198
Sylvania, Ohio 43560
(419) 885-4444

SERVICE INVOICE

So # 171448 DATE/TIME IN: 10/01/2007 7:06 DATE/TIME OUT: 10/01/2007 13:50
TAG# 5296 SA: JOHN EISENREICH DOC COUNT: 1 PAGE: 1

01 1G1ZS52F05F
2005 CHEVROLET MALIBU SILVER
TOLEDO OH ENGINE: 2.2L L4MFI

CELL MILES IN/OUT 51610 /
DEL DATE: 7/31/2004
RATE:

LINE 1 CUSTOMER STATES HAD LOST POWER STEERING AT TIMES,
SVC POWER STEERING LIGHT ON.
TECH COMM: FOUND TORQUE INPUT SENSOR FAULTS. REPLACED
STEERING COLUMN.

REPAIR 1 REPLACED STEERING COLUMN.
OPCODE: CP
PRIMARY TECH: 019

SALE TYPE: EXTENDED WA \$224.00

PARTS	DESC	FP	QTY	PRICE	SALE TYPE	
GM	15926870 COLUMN	N	1	358.100	EXTENDED WARRANT	\$358.10
LINE TOTAL						\$582.10

LINE 2 CUSTOMER STATES CAN HEAR TICKING NOISE.

REPAIR 1 NO PROBLEM FOUND AT THIS TIME.
OPCODE: CP
PRIMARY TECH: 019

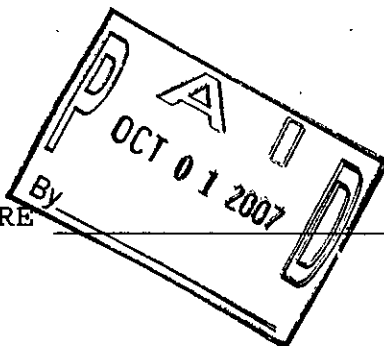
SALE TYPE: CUSTOMER PA \$.00

COMMENTS: DIAMLER CHRYSLER WARRANTY
AUTH #16791430

HAVE A NICE DAY|

(COPY)

CUSTOMER SIGNATURE



LABOR	\$224.00
PARTS	\$358.10
CUSTOMER TOTAL	\$582.10
EXTENDED DEDUCTIBLE	(100.00)
PAYMENT (VISA/MC)	\$482.10
PAYMENT (CASH)	\$100.00

Disclaimer of Warranties

The seller, hereby expressly disclaims all warranties, either expressed 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 sale products.

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213DATE
01/25/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

TOLEDO OH [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO. BB 000000510

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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1G1ZS52F05F [REDACTED]	01/24/08 71-584247892.1	VH 1-9UK671 1-9UK671	00.0000	100.00	.00	100.00
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ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

TOTAL

100.00

.00

100.00

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

January 12, 2011

[REDACTED]

Swanville, MN [REDACTED]

Service Request: 71-584408093

Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$509.62.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have 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

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.

Sweenville MN

SAINT CLOUD MN 563

17 DEC 2007 PM 2 L

HALL

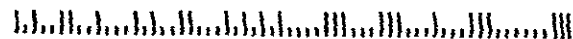
17 DEC 2007



Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

DEC 20 2007

48232+5170 B050



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/14/07

17-Digit Vehicle Identification Number (VIN): ~~1G1ZT54815F2~~ 1G1ZT54815F2 [REDACTED]

Mileage at Time of Repair: 45480 Date of Repair: 7-28-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Swanville State: MIN ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 523.63

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



12/14/07

GM reimbursement department:

We recently received a letter regarding potential steering problems with our 2005 Chevy Malibu. In July of 2007 we experienced steering assist failure as described in the letter from GM & had it repaired at our expense. Enclosed is the completed reimbursement claim form along with a copy of the repair order/bill & a copy of our bank statement showing the processed check #8234 as proof of payment.

Reimbursement breakdown:

Parts

Steering column pump assembly module: 225.00

Steering shaft boot: 13.15

238.15

6.5% MN sales tax on parts only +15.48

Parts total **253.63**

Labor

Shipping 20.00

Monitor/test code 545 35.00

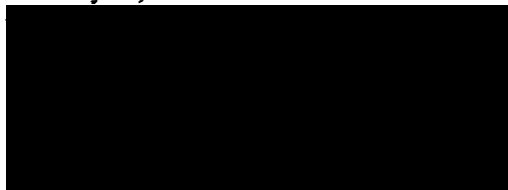
Install/test steering column pump assembly module 215.00

Total **270.00**

Total reimbursement amount $270+253.63=523.63$

Your prompt response will be greatly appreciated.

Thank you,



Upsala Motors Inc.

P.O. Box 280

Upsala, Minn: 56384

Phone 573-2576

A 1 1/2% monthly Finance Charge will be added to all accounts over 30 days old. (50¢ minimum)

327581

Name

Address

Phone No.

Date

Odometer

Reading

Serial

No.

MAKE AND MODEL

LICENSE NO. AND STATE

MOTOR NO.

OPERATION

INSTRUCTIONS

AMOUNT

LUBRI-
CATE ☐CHANGE
OIL ☐FLUSH
TRANS. ☐FLUSH
DIFF. ☐WASH ☐POLISH ☐

Shipping - Used Column

20.00

Mender Test Code 545

35.00

Test & Bal Stearns Column

215.00

more production

Month + Balance

32.00

Tire Disposal

8.00

ACCESSORIES

AMOUNT

F.S.

Total Labor

310.00

Total Parts

200.00

Environmental

Charges

52.55

Gas, Oil, Grease

Accessories

Tires, Tubes

Outside Work

TOTAL PARTS

Gals. Gas

@

Qts. Oil

@

Lbs. Grease

@

Total Gas-Oil-Grease

Total Accessories

TOTAL

834.55

TAX

34.42

TOTAL AMOUNT

874.01

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or 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 car, truck or vehicle to secure the amount of repairs thereto.

Work Authorized by

Date Promised

Delivered to

Date Delivered

COPY

North American Operations

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



CHECK No. [REDACTED] 50-937
213

DATE
01/22/08

*****509 DOLLARS

****62 CENTS

AMOUNT
*****509.62

PAY
TO THE
ORDER
OF

[REDACTED]
SWANVILLE MN [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Kihel C. [Signature]
SIGNATURE

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

AUDIT



VENDOR
DUNS NO. BB 000000113

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE 01/22/08

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54815F [REDACTED]	01/18/08 .71-584408	VM 1-9TLBRP 093.1-9TLBRP	00.0000	509.62	.00	509.62
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				509.62	.00	509.62

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

GM DealerWorld - Microsoft Internet Explorer provided by GMCARS

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address [Redacted] Go

Vehicle Identifier	Customer Information
Vehicle Category: GM, New Division: Pontiac VIN: 1G2ZF56B264 [Redacted]	Plan Customer: Individual Customer Type: Owner [Redacted] Janesaw, Wisconsin, United States Home Phone: [Redacted] Primary Language: English Secondary Language: [Redacted]

Sales Information

Dealer Code: 32888
Action: Add Protection Plan
Odometer: 42470
Delivery Date: 09/29/2007

Plan Lienholder

Lienholder Type: **Other**
Pontiac
P O Box 33172
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 09/29/2007
In Service Date: 10/28/2005

Plan Type: **Smart Care Retail**
Term: 12
Mileage Limit: 12000
Deductible: 0
Rental Type: **None**
Plan Price: \$ 0.00
Tax: \$ 0.00
Total: \$ 0.00

Done

Start Welcome - Lotus Notes Master Log.xls Siebel Automotive - Mic... GM DealerWorld - Mic... 71-557066238.doc - Mic... 9:54 AM

GM OrderWORKBENCH Close Window

Transaction Details

Click the "Print" button in order to keep a record of this transaction detail. After you review the transaction details, click "Close Window".

VIN: 1G2ZF56B264 [Redacted]	Status: Pending
Dealer Code: 32888	User ID: [Redacted]
Transaction Date: 09/29/2007	User Role: Central Office Administrator
Transaction Type: GM Protection Plan	Timestamp Date: 2007-10-05-09:54:11.575165
Transaction Messages: 1097 - GMPP sent to MIC	

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Done

Start Welcome - Lotus Notes Master Log.xls Siebel Automotive - M... GM DealerWorld - Mic... https://www.auto... 71-557066238.doc - ... 9:54 AM

December 30, 2010

[REDACTED]
Janesaw, WI [REDACTED]

Service Request: 71-555510918
Customer Relationship Specialist: Kevin Wallace

Dear [REDACTED]:

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZF55B264 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on September 29, 2007 and ending on September 29, 2008 and begins with 42,470 and ends with 54,470 odometer miles

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmblink.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)**

RFS 6224
Revised 8/02/2007

Privileged and Confidential Information

BRC ADR - CASE ASSESSMENT

By: PAULO M. SALVADOR State: VIRGINIA Thursday, January 13, 2011

Customer Name:

██████████

Service Request:

71-584475768

BBB Case No.:

CHV0761013

Vehicle ID No.:

1G1ZT51866F ██████████

In Service Date:

{mm/dd/yy}

Vehicle is:

USED

BAC Code:

{Selling Dealer}

Year, Make & Model: 2006 CHEVROLET MALIBU

Mileage at Time of BBB Filing 58,000+ MILES

Vehicle Purchased Used on: {mm/dd/yy}
at odometer 24,000+ miles

Sale Type:

☒ Purchase ☐ Lease ☐ Other : {Type}

Lien holder: GMAC ☐ Other ☐ : {Name}

DVM Name: NOT APPLICABLE

CAM Name: {Name}

NODE Mailbox/Cell#: NOT APPLICABLE

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

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

☐ Steering

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

☐ {Symptom}

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

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

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

VERIFIED WITH CUSTOMER IF THE VEHICLE HAS NEVER BEEN INVOLVED IN AN ACCIDENT: YES/NO
IF YES, THE REPAIR ORDERS MUST BE ATTACHED.

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: 30 business days out of service

Repairs: 4 repair attempts

Time period: Express warranty period or 1 year, whichever is first.

Does Lemon Law state nonconformity must continue to exist? YES

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

Number of repair attempts in the presumption period: {# of repair attempts}
Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law YES / NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration:

- 1) DVM/Service Manager insight
- 2) if there are any un-repaired defects, or;
- 3) Are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

CUST seeks: Customer is looking to get the vehicle repaired.

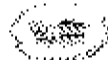
DVM states:

SM states: HALL CHEVROLET - Service Manager - Jack Doherty – Vehicle has no codes, and they just can't seem to find the problem. CUST has an extended warranty on the vehicle and they replaced the steering column and steering motor and the DLR covered that. Central warranty is an in house coverage through the dealer. DLR did cover the cost of some items and at this time they cannot find the problem and advised that they will cover the rental as well but it's being cut off at this point.

CRS rationale: CRS explained to the CUST that I have spoken to the SM and he advised that they just cannot seem to duplicate the problem. They advised that they have not been able to find any codes or anything that would assist in correcting the concern and advised that they have already put over 55 miles test driving the vehicle. Until they duplicate the problem there really is nothing more that can be done at this time. CUST advised that she is confused with what her options are. No one can seem to fix the vehicle and all she wants is to have the vehicle repaired. Feels that it's a safety issue. CRS agreed that its a safety issue but until the dealer diagnosis the concern there really is nothing that can be done. Advised that maybe she could call the dealer and request if a Recorder may assist with finding the source of the problem. Sure that the dealer has thought of that but never hurts to ask. Until the issue is duplicated there is nothing more that can be done. Advised to call me again once the vehicle acts up.

CRS FINAL OFFER:	REPAIR	DATE: 12/17/07	CUST: {Accepted / Declined}
Goodwill: NONE		Attorney Fees (if applicable): \${Amount}	

TEAM LEAD APPROVING:	KIM SINCLAIR/BRIDGET CAZABON	Date: Thursday, January 13, 2011
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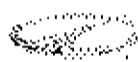


HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To:	Attention: Service Manager - Jack Doherty HALL CHEVROLET BAC 221822 3412 WESTERN BRANCH BLVD CHESAPEAKE, VA 23321-5108 757-233-8120	From:	Paulo M. Salvador GM Business Resource Center tel. 1-866-790-5600 x11824 fax. 1-866-597-4470 paulo_salvador@gmexpert.com
Fax:	(757) 483-9260	Fax:	866-597-4470
Phone:		Pages:	
Subject:	Request for Documentation	Date:	Monday, December 17, 2007
Comments:	Your assistance in obtaining this information is appreciated, and will assist in the General Motors BRC complete all required documentation and forms to address the BBB claim that the customer has recently filed against General Motors. Thank you again for all your assistance and a prompted reply.		



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Monday, December 17, 2007

Attention: Service Manager - Jack Doherty
HALL CHEVROLET BAC 221822
3112 WESTERN BRANCH BLD
CHESAPEAKE, VA 23321-5108
757-233-8120

Re: [REDACTED]
Siebel Request: 71-584475768
1ZT69-2006 MALIBU SEDAN 2LT
VIN # 1G1ZT518665 [REDACTED]

Dear Attention: Service Manager - Jack Doherty:

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,

Mr. Paulo M. Salvador
GM BRC Customer Relationship Specialist
Ph# 866-790-5600, prompt 9, prompt 5, extension 11824
FAX# 866-597-4470
paulo_salvador@gmexpert.com



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

Fax

To:	Attention: Service Manager - Jack Doherty HALL CHEVROLET BAC 221822 3412 WESTERN BRANCH BLD CHESAPEAKE, VA 23321-5108 757-233-8120	From:	Paulo M. Salvador GM Business Resource Center tel. 1-866-790-5600 x11824 fax. 1-866-597-4470 paulo_salvador@gmexpert.com
Fax:	(757) 483-9260	Fax:	866-597-4470
Phone:		Pages:	
Subject:	Request for Documentation	Date:	Thursday, January 13, 2011
Comments:	Your assistance in obtaining this information is appreciated, and will assist in the General Motors BRC complete all required documentation and forms to address the BBB claim that the customer has recently filed against General Motors. Thank you again for all your assistance and a prompted reply.		



HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Thursday, January 13, 2011

Attention: Service Manager - Jack Doherty
HALL CHEVROLET BAC 221822
3412 WESTERN BRANCH BLD
CHESAPEAKE, VA 23321-5108
757-233-8120

Re: [REDACTED]
Siebel Request: 71-584475768
1ZT69 -2006 MALIBU SEDAN 2LT
VIN # 1G1ZT51866F [REDACTED]

Dear Attention: Service Manager - Jack Doherty:

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)**
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- **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,

Mr. Paulo M. Salvador
GM BRC Customer Relationship Specialist
Ph# 866-790-5600, prompt 9, prompt 5, extension 11824
FAX# 866-597-4470
paulo_salvador@gmexpert.com

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 12/09/06
PROCESSING SOURCE: CHEVROLET 12:52:23
PAGE: 1

VIN: 1GCHK232X 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: JJMD1J

ODATE: 07/30/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 47585
DDATE: 10/21/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 10/24/05 ORDER BY:
CANC:
CANC DOE:
TRADE: 10/19/05 DLVY TO: MT RYZCEK
TRD DOE: 10/19/05 E6840 N. DEWEY AVE
SRVC IN: REEDSBURG WI 53959
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNC	01	13 47585	00029065631	10/25/05	2,500.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029065631 AUTH PUR CD:
MISC DATE: 10/21/05 MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 47585	00029065631	10/25/05	61.32	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00029065631 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GCB	01	13 47585	00029065631	10/25/05	1,000.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029065631 AUTH PUR CD:
MISC DATE: 10/21/05 MISC:
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GNG	01	13 47585	PER C-E	01/14/06	1,000.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: PER C-E AUTH PUR CD:
MISC DATE: MISC: INC - GAS CARD SENT TO CUSTOMER JAM
POLICY PYMT CMNT: ACTV TYPE: A

VIN: 1GCHK232X 6F [REDACTED] SELLG SCE: 13 MDL YR: 06 ORD NO: JJMD1J

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
GNH	01	13 47585	00029360150	12/16/05	0.00	OA		0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: BARS INC MEMO NO: 00029360150 AUTH PUR CD:
MISC DATE: MISC: INC-RESUBMIT #110 ERROR/C. FINEGAN JAM
POLICY PYMT CMNT: ACTV TYPE: 6

2006 SILVERADO LT3 2500HD 4WD CREW		CHEVROLET MOTOR DIVISION
50U SUMMIT WHITE	/V8D	GENERAL MOTORS CORPORATION
692 DARK CHARCOAL		100 RENAISSANCE CENTER
ORDER NO. JJMD1J/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1GC HK23 2X 6F		VEHICLE INVOICE 10D80954646
*****		*****13*04843S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
CK25743 SILVERADO LT3 2500HD 4WD	40005.00	35404.43 INVOICE 09/09/05
C6W GVW RATING - 9,200 LBS	N/C	N/C SHIPPED 09/09/05
DPN CAMPER MIRROR WITH CONVEX GLASS	55.00	45.65 EXP I/T 09/22/05
(REPLACES OPT/PKG MIRROR)		INT COM 09/22/05
FE9 50-STATE EMISSIONS	N/C	N/C PRC EFF 09/09/05
GT4 REAR AXLE - 3.73 RATIO	N/C	N/C KEYS S735A S735A
MW7 ALLISON 6 SPD AUTOMATIC TRANS	0.00	0.00 WFP-S QTR OPT-1
NZZ OFF ROAD - SKID PLATES	95.00	78.85 BANK: WELLS FARGO
PDB ONSTAR PLUS PACKAGE:	1020.00	846.60 CHG-TO 04-843
* ONSTAR SERVICE: INCLUDES		SHIP-TO 04-071
1 YEAR SAFE & SOUND PLAN		KEYES CHEVROLET,
* XM SATELLITE RADIO - SERVICE		MENOMONIE WI
FEE EXTRA. 1ST 3 MONTHS INCL.		
PDN HEAVY DUTY POWER PACKAGE:	6805.00	5648.15 SHIP WT: 6670
DURAMAX DIESEL 6600 V8 ENGINE		HP: 52.7
310 HP, 605 LB - FT TORQUE		GVWR: 9200
ALLISON 6 SPD AUTOMATIC TRANS		GAWR.FT: 4670
LOCKING DIFFERENTIAL-REAR AXLE		GAWR.RR: 6084
QIW LT245/75R16/E OOR BW TIRES	55.00	45.65 GMS: 41150.28
SAF SPARE TIRE LOCK	15.00	12.45 SUPPLR: 42998.67
UY2 CAMPER/5TH WHEEL TRAILER WIRING	35.00	29.05 MRM: 49225.00
PROVISIONS		NTR: 3/4
V10 DIESEL ENGINE WINTER COVER	55.00	45.65 DAN: 7-30
Z82 HD TRAILERING EQUIPMENT	210.00	174.30 MEMO 2300.00
1SZ HEAVY DUTY POWER PKG. DISCOUNT	850.00-	705.50-
3LT LT3 DECOR INCLUDES:	N/C	N/C
* 10 WAY POWER HEATED BUCKET		
SEATS WITH DRIVER MEMORY		
* LEATHER APPOINTED SEATING		
SURFACES		
* OSRV MIRRORS W/DRIVER SIDE		
AUTO DIMMING, PWR FOLD & ADJ.		
HEAT, TILT & TURN SIGNAL		
* AUTOMATIC AIR CONDITIONING		
* TINTED GLASS		
* FRONT FOG LAMPS		
* REDUNDANT RADIO CONTROLS		
* POWER LOCKS & WINDOWS		
* REMOTE KEYLESS ENTRY WITH		
CONTENT THEFT ALARM		
* ISRV MIRROR W/COMPASS & TEMP		
* LEATHER WRAPPED STEERING WHL		
* ELECTRONIC SHIFT TRANSFER		
CASE		

** CONTINUED ON PAGE 2 **

VILLAGE CHEVROLET CO.

2006 SILVERADO LT3 2500HD 4WD CREW	CHEVROLET MOTOR DIVISION
50U SUMMIT WHITE /V8D	GENERAL MOTORS CORPORATION
692 DARK CHARCOAL	100 RENAISSANCE CENTER
ORDER NO. JJMD1J/TRE	DETROIT MI 48243-1114
VIN 1GC HK23 2X 6F	VEHICLE INVOICE 10D80954646
*****13*04843S	
MODEL & FACTORY OPTIONS	MSRP INV AMT RETAIL - STOCK
** CONTINUED FROM PAGE 1 **	

TOTAL MODEL & OPTIONS	47500.00	41625.28	ACT 237	41075.28
DESTINATION CHARGE	875.00	875.00	H/B 261	1425.00
LAM DEALER CONTRIBUTION		475.00	ADV 261	475.00
LAM GROUP CONTRIBUTION		237.50	EXP 65A	237.50
 TOTAL	 48375.00	 43212.78	 PAY 310	 43212.78
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		41187.70		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

VILLAGE CHEVROLET CO.



BBB AUTO LINE

December 13, 2007

COREY KNIGHT
CHEVROLET
P O BOX 33170
DETROIT MI 48232-5170

Re:m01 CHV0761013: [REDACTED] vs Chevrolet Motor Division

Dear Madam/Sir:

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

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

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

Sincerely,

John Ryan at Extension 529

Council of Better Business Bureaus, Inc.

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

BBB AUTO LINE
Customer Claim Form

Case number: CHV0761013
Contact Date: 12/13/07
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Smithfield	State: VA	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax:	E-mail address: [REDACTED]	

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Malibu	Year: 2006	Current mileage: 58000
Name(s) that appears on the vehicle title: Lisa Neal			
Selling dealer/city/state: Hall Chevrolet, Chesapeake, VA			
Primary Servicing dealer/city/state: HALL CHEVROLET ,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/25/06		Mileage at purchase/lease:	
First repair attempt date: 11/07/07		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like my vehicle fixed. I am scared that I am going to have an accident because I don't know when the steering is going to go out. I would also like to be compensated for the money that I have had to pay out of my pocket for the rental vehicles while they attempted to fix my car.

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER _____

Lienholder/Leasing Company _____ **Phone Number** _____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Electronic steering continues to fail.		6		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

**BBB AUTO LINE
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700**



BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

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

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

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

Please note:

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

CUSTOMER RESPONSIBILITIES

At the time of the repurchase or replacement transaction, the customer’s vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

CLAIMS THAT WILL NOT BE ARBITRATED

- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, “total loss” or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused bodily injury.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

OTHER IMPORTANT INFORMATION

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

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

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Time Period for Filing Claims

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

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within one year or 12,000 miles – whichever comes first – from the date the vehicle was first put into use.

Eligible Claims

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

Eligible Vehicles

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

The customer's vehicle must be:

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

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new.

Repairs/Reimbursement for Repairs

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

Repurchase or Replacement

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

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

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

Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

STANDARDS OF THE VIRGINIA LEMON LAW

The following is a brief explanation of most relevant provisions of the Virginia lemon law. The complete text of the lemon law can be found at Code of Virginia §§ 59.1-207.9 *et seq.*

VEHICLES COVERED

The Virginia lemon law covers “motor vehicles”, defined as:

1. Passenger cars designed and used primarily for the transportation of no more than 10 persons including the driver;
2. Pickup and panel trucks designed for the transportation of property and having a registered gross weight of 7,500 pounds or less;
3. Motorcycles, mopeds, and the self-propelled motorized chassis of motor homes; and
4. Demonstrators and leased vehicles with which a warranty was issued.

CONSUMERS COVERED

The lemon law covers the following “consumers”:

1. The purchaser, other than for purposes of resale, or the lessee of a motor vehicle used in substantial part for personal, family, or household purposes;
2. Any person to whom the motor vehicle is transferred for the same purposes during the duration of any warranty applicable to the motor vehicle; and
3. Any other person entitled by the terms of the warranty to enforce its obligations.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers any *nonconformity*, which is defined as a failure to conform with a warranty, a defect or a condition, including those that do not affect the driveability of the vehicle, that significantly impairs the use, market value or safety of the motor vehicle. “Significant impairment” means to render the motor vehicle unfit, unreliable or unsafe for ordinary use or reasonable intended purposes.

The lemon law provides manufacturers with an affirmative defense if it can be shown that the alleged nonconformity does not significantly impair the use, market value, or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect, or unauthorized modification or alteration of the motor vehicle by a consumer.

LEMON LAW COVERAGE PERIOD

The lemon law establishes a *lemon law rights period* ending 18 months after the date of the vehicle's original delivery to the consumer. The lemon law rights period is extended if the manufacturer has been notified of the existence of a nonconformity but the nonconformity has not been effectively repaired by the manufacturer, its agent or authorized dealer before the expiration of the lemon law rights period.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to all warranties, and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the manufacturer's warranty period, then the manufacturer, its agent or authorized dealer must make the necessary repairs to conform the motor vehicle to the warranties.

The necessary repairs must be made even after the expiration of the manufacturer's warranty period.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, its agents or authorized dealers do not conform the motor vehicle to any applicable warranty by repairing or correcting any nonconformity after a reasonable number of attempts during the *lemon law rights period*, the manufacturer must either replace or repurchase the motor vehicle. The consumer has an unconditional right to choose a refund rather than a replacement motor vehicle, and to drive the nonconforming motor vehicle until the replacement or repurchase is provided.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Virginia lemon law establishes a *presumption* that a reasonable number of repair attempts has been undertaken to conform a motor vehicle to any warranty if, within 18 months following the date of the motor vehicle's original delivery, any of the following occurs:

1. The same nonconformity has been subject to repair three or more times by the manufacturer, its agents or authorized dealers, and the same nonconformity continues to exist;
2. A nonconformity that is a serious safety defect (a life-threatening malfunction that impedes the consumer's ability to control or operate the motor vehicle for ordinary use or reasonable intended purposes, or creates a risk of fire or explosion) has been subject to repair one or more times by the manufacturer, its agents or authorized dealers, and the same nonconformity continues to exist; or
3. The motor vehicle is out of service due to repair for a cumulative total of 30 calendar days, unless repairs could not be performed because of conditions beyond the control of the manufacturer, its agents or authorized dealers, including war, invasion, strike, fire, flood or other natural disasters.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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NOTICE AND OPPORTUNITY TO REPAIR

The consumer or consumer's representative must notify the manufacturer of the need for correction or repair of the nonconformity. The manufacturer is deemed to have been notified if:

1. A written complaint of the defect or defects has been mailed to it;
2. The manufacturer has responded to the consumer in writing regarding a complaint;
or
3. A factory representative has either inspected the motor vehicle or met with the consumer or an authorized dealer regarding the nonconformity.

The manufacturer must clearly and conspicuously disclose to the consumer, in the warranty or owner's manual, that written notification of the nonconformity to the manufacturer is required.

If the conditions of the *presumption* exist, and the manufacturer has not been notified that the conditions exist, then the manufacturer is given an additional opportunity to correct or repair the nonconformity, not to exceed 15 days.

DISPUTE RESOLUTION

If the manufacturer has established or participates in an informal dispute settlement procedure, it is the consumer's choice whether or not to use it prior to asserting lemon law rights.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within 18 months following the date of the motor vehicle's original delivery to the consumer. A consumer whose good faith attempts to settle the dispute in an informal dispute settlement procedure have not resulted in the satisfactory resolution of the matter, may commence an action within the longer of (1) one year from the date of the manufacturer's final action in the procedure, as long as the procedure was initiated within the lemon law rights period; or (2) the original 18-month period.

REMEDIES UNDER THE VIRGINIA LEMON LAW

REPURCHASE

The Virginia lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

1. The full contract price;
2. All collateral charges, meaning any sales-related or lease-related charges including but not limited to sales tax, license fees, registration fees, title fees, finance charges and interest, transportation charges, dealer preparation charges, or any other charges for service contracts, undercoating, rust proofing, or installed options, not recoverable from a third party. In addition, "collateral charges" for leased vehicles means capitalized cost reductions, credits and allowances for any trade-in vehicles, fees to another to obtain the lease, and insurance or other costs expended by the lessor for the benefit of the lessee;
3. Incidental damages, including expenses reasonably incurred in inspection, receipt, transportation, and care and custody of the motor vehicle rightfully rejected, any commercially reasonable charges, expenses or commissions in connection with effecting cover, and any other reasonable expense incident to the breach of warranty; and
4. An amount for mileage, expenses, and reasonable loss of use necessitated by attempts to conform the motor vehicle to the express warranty;
5. Less a reasonable allowance for the consumer's use of the vehicle up to the date of the first notice of nonconformity that is given to the manufacturer, its agents or authorized dealer.

Refunds must be made to the consumer, lessor, and lienholder, if any, as their interests may appear.

The reasonable allowance for use may not exceed $\frac{1}{2}$ of the amount allowed per mile by the Internal Revenue Service for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the motor vehicle resulting from damage beyond normal wear and tear, unless the damage resulted from a nonconformity.

A leased vehicle must be returned to the manufacturer and the consumer's lease must be terminated by the lessor without penalty to the consumer. The lessor must transfer title to the manufacturer as necessary to effectuate the consumer's rights.

REPLACEMENT

The Virginia lemon law provides that a replacement motor vehicle be comparable and acceptable to the consumer.

The manufacturer must also pay to the consumer an amount for mileage, expenses, and reasonable loss of use necessitated by attempts to conform the motor vehicle to the express warranty.

The consumer is responsible for a reasonable allowance for the consumer's use of the motor vehicle up to the date of the first notice of a nonconformity to the manufacturer, its agents or authorized dealer. The reasonable allowance for use may not exceed $\frac{1}{2}$ of the amount allowed per mile by the Internal Revenue Service for use of a personal vehicle for business purposes, plus an amount to account for any loss to the fair market value of the motor vehicle resulting from damage beyond normal wear and tear, unless the damage resulted from a nonconformity.

A leased vehicle must be returned to the manufacturer and the consumer's lease must be terminated by the lessor without penalty to the consumer. The lessor must transfer title to the manufacturer as necessary to effectuate the consumer's rights.

Privileged and Confidential Information

BRC ADR - CASE ASSESSMENT

By: PAULO M. SALVADOR State: VIRGINIA Thursday, January 13, 2011

Customer Name:

[REDACTED]

Service Request:

71-584475768

BBB Case No.:

CHV0761013

Vehicle ID No.:

1G1ZT51866F [REDACTED]

In Service Date:

9/17/2005

Vehicle is:

USED

BAC Code:

{Selling Dealer}

Year, Make & Model: 2006 CHEVROLET MALIBU

Mileage at Time of BBB Filing 58,000+ MILES

Vehicle Purchased Used on: {mm/dd/yy}
at odometer 24,000+ miles

Sale Type:

☒ Purchase ☐ Lease ☐ Other : {Type}

Lien holder: GMAC ☐ Other ☐ : {Name}

DVM Name: NOT APPLICABLE

CAM Name: {Name}

NODE Mailbox/Cell#: NOT APPLICABLE

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

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

☐ Steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/20/07	244878	1	50,000	Customer states power steering got stiff and began to vibrate intermittently, and now there is no power steering at all. Diagnosed and checked. Power steering was fine when vehicle was driven into lane this morning. Extensive diagnosis time completed and found that needed a new steering column. No repairs completed at this time as customer refused to complete.
11/06/07	247954		52,868	Customer states while driving power steering became inoperative after restarting later power steering working but grinding during turns. Diagnosed and checked. Checked for poor steering in the rack. Removed and replaced power steering rack to correct. Correction completed and no repairs completed at this time.

VERIFIED WITH CUSTOMER IF THE VEHICLE HAS NEVER BEEN INVOLVED IN AN ACCIDENT: YES/NO
IF YES, THE REPAIR ORDERS MUST BE ATTACHED.

THE STATE LEMON LAW READS:

Days out of service: 30 business days out of service

Repairs: 4 repair attempts

Time period: Express warranty period or 1 year, whichever is first.

Does Lemon Law state nonconformity must continue to exist? YES

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

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

Number of repair attempts in the presumption period:

{# of repair attempts}

Total days out of service during the presumption period:

{# of Days}

Total days out of service during customer's ownership:

{# of Days}

Vehicle Meets Presumption of Lemon Law YES / NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration:

- 1) DVM/Service Manager insight
- 2) if there are any un-repaired defects, or;
- 3) Are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

CUST seeks: Customer is looking to get the vehicle repaired.

DVM states: No DVM reply on claim

SM states: HALL CHEVROLET - Service Manager - Jack Doherty – Vehicle has no codes, and they just can't seem to find the problem. CUST has an extended warranty on the vehicle and they replaced the steering column and steering motor and the DLR covered that. Central warranty is an in house coverage through the dealer. DLR did cover the cost of some items and at this time they cannot find the problem and advised that they will cover the rental as well but it's being cut off at this point.

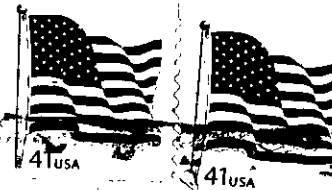
CRS rationale: CRS explained to the CUST that I have spoken to the SM and he advised that they just cannot seem to duplicate the problem. They advised that they have not been able to find any codes or anything that would assist in correcting the concern and advised that they have already put over 55 miles test driving the vehicle. Until they duplicate the problem there really is nothing more that can be done at this time. CUST advised that she is confused with what her options are. No one can seem to fix the vehicle and all she wants is to have the vehicle repaired. Feels that it's a safety issue. CRS agreed that its a safety issue but until the dealer diagnosis the concern there really is nothing that can be done. Advised that maybe she could call the dealer and request if a Recorder may assist with finding the source of the problem. Sure that the dealer has thought of that but never hurts to ask. Until the issue is duplicated there is nothing more that can be done. Advised to call me again once the vehicle acts up. CRS keeping case open until claim closed by BBB ineligible or as referral for customer satisfaction.

CRS FINAL OFFER:	REPAIR	DATE: 12/17/07	CUST: NOT APPLICABLE
Goodwill: NONE		Attorney Fees (if applicable): \${Amount}	

TEAM LEAD APPROVING:	KIM SINCLAIR/BRIDGET CAZABON	Date: Thursday, January 13, 2011
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INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Mount Morris, MI



FLINT, MI 489 DEC 15 2007

FLINT, MI

REIMBURSEMENT DEPARTMENT

P.O. Box 33170

DETROIT, MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-13-07

17-Digit Vehicle Identification Number (VIN): 1G1ZU64845F [REDACTED]

Mileage at Time of Repair: 50851 Date of Repair: 10-03-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: 401 Mount Morris, MI [REDACTED]

City: _____ State: _____ ZIP Code: _____

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ \$269.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989

|||||

07126 1G1ZU64845F [REDACTED] 3 0013350

LOT

[REDACTED]
MOUNT MORRIS, MI [REDACTED]

|||||

AL SERRA

CHEVROLET

G 6167 S. Saginaw St.

Grand Blanc, MI 48439

Phone 810/694-5440 • E-mail info@alserra.com

www.alserra.com

CELL: [REDACTED]
MICHIGAN: [REDACTED]

CUSTOMER NO.	154505		ADVISOR	MARY R BROWN		314	TAG NO.	5197	INVOICE DATE	10/03/07	INVOICE NO.	CVCS35197
			LABOR RATE				LICENSE NO.		MILEAGE	50,851	COLOR	WHITE/
			YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/4 DOOR HATCHBACK					DELIVERY DATE	03/22/05	STOCK NO.	
MT MORRIS, MI			VEHICLE I.D. NO.	1 G 1 Z U 6 4 8 4 5 F					SELLING DEALER NO.		DELIVERY MILES	
			F.T.E. NO.				P.O. NO.		R.O. DATE	10/01/07	PRODUCTION DATE	
			COMMENTS									MILEAGE OUT

LABOR & PARTS
J# 1 09CVZ TRIM DEPT TECH(S):170 WARRANTY
RADIO WILL CHANGE CHANNELS BY ITSELF AND WILL MAKE A CLICKIN NOISE LIKE CD PLAYER KEEPS CYCLING. ALSO STEERING WHEEL CONTROLS FOR RADIO ON LEFT SIDE SEEMS TO GET HOT. CK/ADVISE/GMPP 200DED
INTERNAL FAILURE
DIAG. RADIO BAD REPLACED RADIO AND SET UP

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
	JOB # 1 TOTAL PARTS 0.00
	JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 09CVZ06 TRIM ADD'L TECH(S):170
AT TIMES, WHEN TAIL GATE IS UP OR DOORS ARE OPEN, THE WARNING DING WON'T SOUND. CK/ADVISE/GMPP 200DED
OPERATING CORRECT AT THIS TIME

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

J# 3 09CVZ12 WIPERS & WASHERS TECH(S):170
WIPER DELAY WON'T WORK ON LOWER SPEEDS. CK/ADVISE/GMPP 200. DE
WORKS ON ALL SPEEDS

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

J# 4 09CVZ22 INTERIOR TRIM TECH(S):170
REPLACE CLIP IN WINDSHIELD.
CP
REPLACED LT A PILLER MOLDING
.2 CP

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
JOB # 4 1 22735732 MOLDING 10.051	53.21
	JOB # 4 TOTAL PARTS 53.21
	JOB # 4 TOTAL LABOR & PARTS 71.16

J# 5 09CVZ23 EXTERIOR TRIM TECH(S):170 WARRANTY
RIGHT FRONT LAMP FOGGED UP AT TOP WHEN BULB BURNT OUT.
MAY BE RELATED TO OTHER LINES PER CUST. CK/ADVISE/GMPP 200DED
MELTED SOCKET DAMAGED LAMP ASM
RT FRT LAMP SOCKET MELTED DAMAGED FRT LAMP. REPLACED RT HEADLAMP ASM

PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----	
JOB # 5 1 15851372 HEADLAMP 2.725	

SERVICE DEPT. HOURS

MONDAY-FRIDAY

7:00 AM - 7:00 PM

SATURDAY 7:00 AM - 3:00 PM

WE GUARANTEE OUR SERVICE LABOR FOR 90 DAYS OR 4,000 MILES, PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES OR WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD WE'LL FIX IT FREE OF CHARGE. EXCEPT FOR ABUSE.

THANK YOU

COPY

THE SELLER, AL SERRA CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND AL SERRA CHEVROLET NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.



G 6167 S. Saginaw St. Grand Blanc, MI 48439
Phone 810/694-5440 • E-mail info@alserra.com
www.alserra.com

CELL: [REDACTED]
MICHIGAN F [REDACTED]

CUSTOMER NO. 154505	ADVISOR MARY R BROWN	314	TAG NO. 5197	INVOICE DATE 10/03/07	INVOICE NO. CVCS35197
MT MORRIS, MI	LABOR RATE	LICENSE NO.	MILEAGE 50,851	COLOR WHITE/	STOCK NO.
	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR HATCHBACK			DELIVERY DATE 03/22/05	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZU64845F			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/01/07	ALL PARTS NEW UNLESS SPECIFIED OTHERWISE	
COMMENTS					MILEAGE OUT

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 43CVZ12 RENTAL GMPP TECH(S):178 WARRANTY

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

JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7+06CVZ ALIGN DEPT TECH(S):239 WARRANTY

Added Operation (JFREEMAN @ 10/02/2007 12:28)

J.FREEMAN: CUSTOMER STATES THAT CLUNKS WHEN TURNING;

INTERNAL FAULT

REPL STEERING COLUMN WITH ADJUSTABLE PEDALS

CODE 6C E7680 1.1 A .3 DIAG. B .2 W/A/PEDDALS

GMPP-----200.00 CP DED

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

JOB # 7 1 15926870 COLUMN 6.518 WARRANTY 0.00

JOB # 7 TOTAL PARTS 0.00

JOB # 7 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY

JOB # 1 181093 10/03/07 RADIO REPAIRS WARRANTY

JOB # 6 181089 10/03/07 GMPP WARRANTY 0.00

TOTAL - SUBLET

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

JOB # 1 GM GMPP/MRP DEDUCTABLE 35197 200.00

JOB # 4 SA2 SERVICE ADVERTISING -7.12

TOTAL - MISC 192.88

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$200.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$268.00 (+TAX) ON 10/03/07 AT 03:34pm

BY MICHAEL VALLET COMMENTS

COMMENTS-----

SOP IN 10/2/07

CAR HERE

-----GMPP-----200.00 CP DED

10% OFF COUPON ON LINE 4
KEYS IN DRAWER RENTAL

TECHNICIAN CERTIFICATION-----

170

GARY M PITTAM
DENNIS A BEACHM125375
M131701

239

COPY

646

THE SELLER, AL SERRA CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND AL SERRA CHEVROLET NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.



G 6167 S. Saginaw St. Grand Blanc, MI 48439
 Phone 810/694-5440 • E-mail info@alserra.com
 www.alserra.com

 CELL: [REDACTED]
 MICHIGAN F: [REDACTED]

CUSTOMER NO. 154505	ADVISOR MARY R BROWN	314 TAG NO. 5197	INVOICE DATE 10/03/07	INVOICE NO. CVCS35197
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 50,851	COLOR WHITE/
MT MORRIS, MI [REDACTED]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR HATCHBACK			DELIVERY DATE 03/22/05
[REDACTED]	VEHICLE I.D. NO. 1G1ZU64845F [REDACTED]			SELLING DEALER NO.
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/01/07	ALL PARTS NEW UNLESS SPECIFIED OTHERWISE
[REDACTED]	COMMENTS			MILEAGE OUT

TOTALS

[] CASH [] CHECK [] CREDIT CARD [] CHARGE
 [] OTHER PAY METHOD

!!!!!! AL SERRA FAST LANE IS NOW OPEN WITH
 OIL CHANGES IN 15 MINUTES OR LESS !!!!!!!

TOTAL LABOR....	17.95
TOTAL PARTS....	53.21
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	200.00
TOTAL MISC DISC	-7.12
TOTAL TAX.....	3.19

TOTAL INVOICE \$ **267.23**

SERVICE DEPT. HOURS

MONDAY-FRIDAY

7:00 AM - 7:00 PM

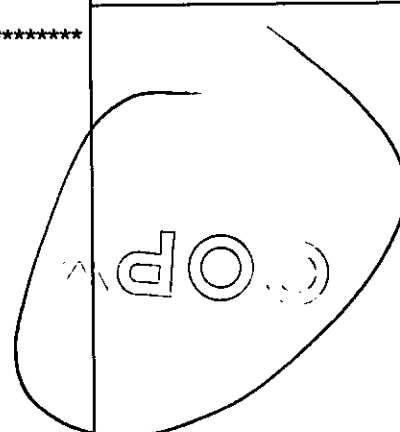
SATURDAY 7:00 AM - 3:00 PM

WE GUARANTEE OUR SERVICE LABOR
 FOR 90 DAYS OR 4,000 MILES, PARTS
 WARRANTY FOR 12 MONTHS OR 12,000
 MILES OR WHICHEVER COMES FIRST.
 IF OUR REPAIR OR REPLACEMENT
 FAILS IN NORMAL SERVICE WITHIN
 THAT PERIOD WE'LL FIX IT FREE OF
 CHARGE. EXCEPT FOR ABUSE.

THANK YOU

CUSTOMER SIGNATURE

DUPLICATE INVOICE



THE SELLER, AL SERRA CHEVROLET, HEREBY
 EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER
 EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED
 WARRANTY OF MERCHANTABILITY OR FITNESS
 FOR A PARTICULAR PURPOSE, AND AL SERRA
 CHEVROLET NEITHER ASSUMES NOR AUTHORIZES
 ANY OTHER PERSON TO ASSUME FOR IT ANY
 LIABILITY IN CONNECTION WITH THE SALE OF
 THE VEHICLE.

DEC 14, 2007 R/O CLOSE OUT

Store 01 SERVC01 PORT 5020 3651

X. R/O NO.	35197	TYPE SERVICE D# 2	PR 2 ST K	11. ADVISOR	314
1. CUSTOMER	[REDACTED]			12. DATE IN	10/01/2007
VSA	MT MORRIS MI			13. TIME IN	02:26pm
PHONE(B)	[REDACTED]			14. DATE PR	10/01/2007
PHONE(H)	[REDACTED]			15. TIME PR	07:00pm
2. SERIAL#	1G1ZU64845F189120	PROD DT		16. TAG NO.	5197
LICENSE#	STK#	DEL 03/22/2005		17. MI I/O	50851/
DESC.	CV MALIBU WHITE	05		18. PO NO.	
				19. COMMENTS	Y
				20. RECOMMEN	

P A Y M E N T S			
CUSTOMER#	NAME	AMOUNT	PAY TYPE
154505	[REDACTED]	267.23	C/CARD
AMOUNT	267.23	PAYMENT	267.23 BALANCE 0.00

(E=ENTER) (F=FORWARD)

AL SERRA CHEVROLET
6167 SO. SAGINAW ST.
GRAND BLANC, MI 48439
(810) 694-5440

Sale

ID: 003
Merchant ID: [REDACTED]
Bank ID: 1340
10/03/07
Batch#: 276001
Ref #: 27618049

17:25:00

Entry Method: Swiped

Appr Code: 042517

Inv #: 035197

Total:

\$ 267.23

Customer Copy

ORIGINAL

January 13, 2011

[REDACTED]

MT Morris, MI [REDACTED]

Service Request: 71-584523646
Customer Relationship Specialist: Mark Smith

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu MAXX. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the conditions exhibited by the vehicle did not reflect the symptoms specified in the special coverage letter.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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

North American Operations

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

GM

CHECK

No. [REDACTED]50-937
213

DATE

01/29/08

*****100 DOLLARS

AMOUNT

*****00 CENTS *****100.00

PAY
TO THE
ORDER
OF

MUSKEGON MI [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[REDACTED]

VENDOR
DUNS NO. BB 000000117

1

VENDOR NAME [REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/29/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZH528554 [REDACTED]

01/28/08
71-584526772.1VM 1-9UTSHU
1-9UTSHU

00.0000

100.00

.00

100.00

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

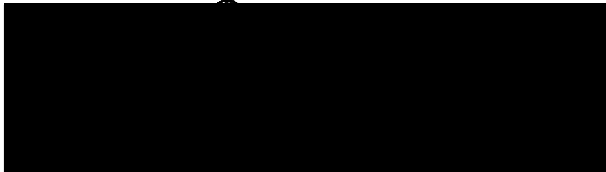
W3

TOTAL

100.00

.00

100.00



Muskegon, MI



GRAND RAPIDS MI 493

29 DEC 2007 PM 2 T



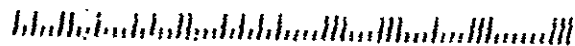
DEC 31 2007

General Motors Corp.

PO Box 33170

Detroit, MI 48232-5170

48232+5170





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

PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: 11/28/07
Vehicle Identification Number (VIN): 1G2ZH528554 [REDACTED]
Mileage at Time of Repair: 76209 Date of Repair: 11/28/07
Claimant Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: Muskegon State: MI ZIP Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): "
Amount of Reimbursement Requested: \$ 100.00

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

68809

251173



INVOICE

CHEVROLET • Oldsmobile • Cadillac

2474 Henry Street • P.O. Box 1486
Muskegon, Michigan 49443
(231) 755-3711 • 1 (800) 323-6164
State Reg. No. F-124940

MUSKEGON, MI

PAGE 1

HOME BUS

SERVICE ADVISOR: 409 ROB NEWTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
ORANGE	05	PONTIAC G6	1G2ZH528554		76209/76209	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
13APR07 DD			17:00 29NOV07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:D07207 ENG:3.5 Liter SFI 1)OK TO				
		REPLACE REAR BRAKES PER BRYAN BETTEN. 2)GMPP				
08:08 28NOV07	13:54 11DEC07	24/24000 100DED MAJOR GUARD & CERTIFIED 4-13-07				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES THERE IS A HUMMING/WHISTLE TYPE NOISE COMING FROM THE
SUN ROOF AREA WHEN DRIVING POSSIBLY TOWARDS THE BACK PART.
OCCURS WHEN D

CAUSE: REAR SUNROOF PANEL FRONT SEAL COLLAPSED.

B2760 WINDOW, SUNROOF - REPLACE

433 MH-LIC#: M212430

W

1 22714595 F-WDO SUNSF

1 Z5001 OVN FRIEGHT

FC: 2K

PART#: 22714595

COUNT: 2

CLAIM TYPE:

AUTH CODE:

N2

COPY

(N/C)

(N/C)

(N/C)

76209 REAR SUNROOF PANEL FRONT SEAL COLLAPSED. TEST DROVE VEH AND
DUPLICATED CUST CONCERN. WIND NOISE COMING FROM IN BETWEEN SUNROOF
PANELS 3&4. CAN SEE A SMALL GAP IN BETWEEN PANEL #3 & THE FRONT
WEATHERSTRIP ON #4. TRIED ADJUSTING BOTH PANELS UP, DOWN, BACK & FORTH.
DROVE INBETWEEN EACH ADJUSTMENT. COULD NOT MAKE WINDNOISE GO AWAY.
FINNALLY LIFTED UP PANEL #3 AND INSPECTED WEATHERSTRIP. SEALING SURFACE
IS COLLAPSED ON RIGHT SIDE. REPLACED PANEL #4 AND ADJUSTED PANELS TO
FIT. GAP NO LONGER PRESENT, WINDNOISE GONE AT HIGHWAY SPEEDS. ONE TIME
GOODWILL DUE TO PREVIOUS CONCERNS WHILE VEHICLE UNDER CERTIFIED
WARRANTY. RO #239289 60998 MILES. OK PER BICE.

B CUST STATES THE SERVICE POWER STEERING SYSTEM LT COMES ON INTERMIT
WHEN DRIVING. LT COMES ON WHEN TURNING TO THE RIGHT BACKING OUT
OF THE D

CAUSE: C0460 SYMPTOM 00 POWER STEERING POSITION SENSOR.

E7680 COLUMN ASSEMBLY, STEERING - REPLACE

433 MH-LIC#:

ORIGINAL ESTIMATE SUMMARY			HOURS	REPAIRS COMPLETED AND CHECKED BY		ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE	DESCRIPTION		TOTALS
PARTS	LABOR	TOTAL					LABOR AMOUNT		
1 AUTHORIZED ADDITIONS			HOURS	AUTHORIZED REPRESENTATIVE			PARTS AMOUNT		
PARTS	LABOR	TOTAL		DATE	TIME		GAS, OIL, LUBE		
2 AUTHORIZED ADDITIONS			HOURS	BY			SUBLET AMOUNT		
PARTS	LABOR	TOTAL		3		MISC. CHARGES			
3 AUTHORIZED ADDITIONS			HOURS	AUTHORIZED ADDITIONS		TOTAL CHARGES			
PARTS	LABOR	TOTAL		PARTS	LABOR	DISCOUNT			
						SALES TAX			
						PLEASE PAY THIS AMOUNT			

ALL REPAIRS AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE WITH THE

X

THANK YOU FOR BRINGING YOUR

68809

251173



INVOICE

CHEVROLET • Oldsmobile • Cadillac

2474 Henry Street • P.O. Box 1486
Muskegon, Michigan 49443
(231) 755-3711 • 1 (800) 323-6164
State Reg. No. F-124940

MUSKEGON, MI

PAGE 2

HOME:

BUS:

SERVICE ADVISOR: 409 ROB NEWTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
ORANGE	05	PONTIAC G6	1G2ZH528554		76209/76209		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13APR07 DD			17:00 29NOV07		0.00	CASH	11DEC07
R.O. OPENED		READY	OPTIONS: STK:D07207 ENG:3.5 Liter SFI 1)OK TO REPLACE REAR BRAKES PER BRYAN BETTEN. 2)GMPP 24/24000 100DED MAJORGUARD & CERTIFIED 4-13-07				
08:08 28NOV07		13:54 11DEC07					
LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL	

1 15926870 COLUMN

359.00 359.00 359.00

76209 C0460 SYMPTOM 00 POWER STEERING POSITION SENSOR. COVERED GMPP
E7680.DROVE VEHICLE AND DUPLICATED CONCERN. C0460 SET AS CURRENT.
BULLETIN#04-02-35-009A COVERS THIS CONCERN. INTERNAL FAILURE IN P/S
POSITION SENSOR. REPLACED STEERING COLUMN(SENSOR PART OF ASSEMBLY) WITH
ADJUSTABLE FOOT PEDALS AND REPROGRAMMED P/S CONTROL MODULE. DROVE
VEHICLE AFTER, NO CODES RESET, P/S OPERATION OK. COVERED BY GMPP E7680
\$100.00 DED

C ENTERPRISE RENTAL N/C FOR THE NEXT 24 HRS ONLY
ERF ENTERPRISE RENTAL N/C FOR THE NEXT 24 HRS
ONLY

1 CR3

SUBL ENTERPRISE RENTAL DEC11 1:15 JEREMY 535426 PO#
I5104

76209

0.00 0.00
(N/C)

D** REPLACE FRONT PADS AND RESURFACE ROTORS
E8 REPLACE FRONT PADS AND RESURFACE ROTORS
433 MH LIC#: M212430

IUP

1 19201445 PAD KIT

76209 REPLACED FRONT PADS AND RESURFACED ROTORS. IUP BRAIN BETTEN
SIGNED RO HARD COPY.

(N/C)
(N/C)

EST: 305.00 29NOV07 10:31 SA: 409
CONTACT: RN

NOV 30
DEC 11 2007

GMPP COVERED LINE B \$100.00
DEDUCT

CUSTOMER

MC

ORIGINAL ESTIMATE SUMMARY				HOURS	REPAIRS COMPLETED AND CHECKED BY				ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE	DESCRIPTION	TOTALS
PARTS	LABOR	TOTAL			AUTHORIZED REPRESENTATIVE					LABOR AMOUNT	142.76
1 AUTHORIZED ADDITIONS				HOURS	DATE	TIME				PARTS AMOUNT	359.00
PARTS	LABOR	TOTAL			BY					GAS, OIL, LUBE	0.00
2 AUTHORIZED ADDITIONS				HOURS	3	AUTHORIZED ADDITIONS				MISC. CHARGES	0.00
PARTS	LABOR	TOTAL			PARTS	LABOR	TOTAL	HOURS		TOTAL CHARGES	501.76
										DISCOUNT	423.30
										SALES TAX	21.54
ALL REPAIRS AND PARTS LISTED WERE CHECKED ON REPAIR ORDER WITH THE					X					PLEASE PAY THIS AMOUNT	100.00

ALL REPAIRS AND PARTS LISTED WERE
FURNISHED IN COMPLIANCE WITH THE
MICHIGAN AUTO REPAIR ACT OF 2000

X

THANK YOU FOR BRINGING YOUR



CHEVROLET ■ *Cadillac*

2474 Henry Street Muskegon, MI 49443-1486

Tel: (231) 755-3711 Toll Free: 1-800-323-6164 Fax: (231) 755-8103

SALES • SERVICE • PARTS • ACCESSORIES • TIRES

FULLY STAFFED TO MEET YOUR AUTOMOTIVE REQUIREMENTS

CUSTOMER'S ORDER NO. 249391		DATE 11-1		20 07	
NAME [REDACTED]					
ADDRESS [REDACTED]					
CITY [REDACTED]					
STATE [REDACTED]					
ZIP [REDACTED]					
MUSKOGEE [REDACTED]					
SOLD BY	CASH 0	C.O.D.	CHARGE	ON ACCT.	MOSE. RETD.
PAID OUT					
QUANTITY	DESCRIPTION			PRICE	AMOUNT
	249391				100 00
ORIGINAL					
THANK YOU					
TAX					
TOTAL					100 00
ALL orders must be accompanied by this bill					
84704					

January 13, 2011

[REDACTED]
Muskegon, MI [REDACTED]

Service Request: 71-584526772

Customer Relationship Specialist: Jimmy Johnson/ CAC/ BA

Dear [REDACTED]

Enclosed is the GM Product Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the steering loss of power that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-204-0261 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 Managers will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

GENERAL MOTORS

PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this special coverage condition corrected before December 2007, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized General Motors dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

January 13, 2011

[REDACTED]
Muskegon, MI [REDACTED]

Service Request: 71-584526772
Customer Relationship Specialist: Diana Smith

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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.

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.

Belfast, W.I.

ROCKFORD IL 611
21 DEC 2007 PM 2 T

**HAPPY
HOLIDAYS**
USA 41

DEC 26 1961

Reimbursement Department
P.O. Box 33170
Detroit, MI. 48232-5170

44232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-21-0717-Digit Vehicle Identification Number (VIN): 1G1ZT54855FMileage at Time of Repair: 42698 Date of Repair: 7-12-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Beloit State: WI ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 721.33

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
 1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



KUNES' Country

Kunes' Country Chevrolet-Cadillac, Inc.

1231 East Geneva Street • P.O. Box 426
DELAVER, WISCONSIN 53115
PHONE: 262-728-9163



ORIGINAL

Goodwrench Service

CUSTOMER NO. 16666	ADVISOR BLAIR W.A. BECKFOR 11018	TAG NO. 9817	INVOICE DATE 07/12/07	INVOICE NO. CVCS275991
BELOIT, WI	LABOR RATE	LICENSE NO.	MILEAGE 42,698	COLOR TAN/
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			STOCK NO. 1617
	VEHICLE ID NO. 1 G 1 Z T 5 4 8 5 5 F			DELIVERY DATE 04/17/06
	F.T.E. NO.			DELIVERY MILES 28,945
P.O. NO.			SELLING DEALER NO.	PRODUCTION DATE
COMMENTS			R.O. DATE 07/10/07	

LABOR & PARTS
J# 1 02CVZ STEERING Z3999C TECH(S):114 235.20
CUSTOMER STATES POWER STEERING LIGHT COMES ON, AND POWER
STEERING BECOMES INOP
FOUND THE TORQUE INPUT SIGNAL CIRCUIT OPEN AT TIMES
NEEDS TO REPLACED STEERING COLUMN
REPLCD STEERING COLUMN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	15926870	COLUMN 6.518	430.80	430.80
JOB # 1 TOTAL PARTS					430.80
JOB # 1 TOTAL LABOR & PARTS					666.00

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	SF	SERVICE-HISTORY ADMINISTRATION		1.27
JOB # A	SSWD	MAT / SUPPLIES / HAZARDOUS WASTE		16.46
TOTAL - MISC				17.73

TECHNICIAN CERTIFICATION
114 JAMES E CRAIG A

TOTALS

[] AMEX	<input checked="" type="checkbox"/> VISA/MC	[] DISCOVER	TOTAL LABOR....	235.20
[] CASH	[] CHARGE	[] CHECK #	TOTAL PARTS....	430.80
DATE: / / INTAILS:			TOTAL SUBLET...	0.00
PARTS DESIGNATED WITH AN ASTERISK (*) LIFETIME SERVICE			TOTAL G.O.G....	0.00
GUARANTEE APPLIES TO CUSTOMER PAY REPAIRS ONLY			TOTAL MISC CHG.	17.73
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	37.60

TOTAL INVOICE \$ 721.33

CUSTOMER SIGNATURE

MK 7-13-07

"Notice: You are entitled to inspect or receive any components, parts or accessories replaced or removed by the shop."

ALL PARTS NEW UNLESS SPECIFIED

U-USED R-REBUILT
RC-RECONDITIONED
O-RECYCLED

SERVICE & PARTS DEPARTMENT HOURS

Monday - Friday
7:30 AM - 5:30 PM

Saturday
8:00 AM - 1:00 PM

DISCLAIMER OF WARRANTIES

"The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages."

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

THANK YOU!

North American Operations

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

GM

CHECK

No. [REDACTED]50-837
213

DATE

01/28/08

*****721 DOLLARS

***33 CENTS

AMOUNT

*****721.33

PAY
TO THE
ORDER
OF

BELOIT WI [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000012

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/28/08

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161Z754855F [REDACTED]	01/25/08 71-5847054	VM 1-9ULC11 37.1-9ULC11	00.0000	721.33	.00	721.33

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

M3

TOTAL

721.33

.00

721.33

January 13, 2011

[REDACTED]
[REDACTED]
Beloit, WI [REDACTED]

Service Request: 71-584705437
Customer Relationship Specialist: Reggie Militech

Dear [REDACTED]:

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$721.33.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

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.

Sanford, FL

DEFERRED MAIL™



7004 1350 0003 2126 3713

FEB 19 2001

Reimbursement Dept.
P.O. Box 33170
Detroit, MI 48232-5170



48232

U.S. POSTAGE
PAID
LAKE MARY, FL
32746
FEB 16, 08
AMOUNT

\$3.06

00030780-17

48232-5170

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): 1G2ZG528554 [REDACTED]

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Sanford State: FL ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 16,265.55 [REDACTED] 640.05

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

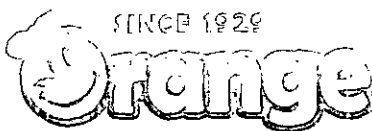
Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261

Orange Buick
Credit card charge - 443.37 Attached
Enterprise Lease chg. 146.68 ..
Checking Acct 50.00 not available
Enterprise Lease chg. 50.00
interest to date 50.00
640.05





BUICK PONTIAC GMC
3883 W. Colonial Dr • Orlando, FL 32808
Phone (407) 295-8100 • Service 291-8118

Goodwrench Service Plus
"We want your business"

SERVICE HOURS MON - FRI 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.
SUNDAY CLOSED

Body Shop (407) 291-7333

FLORIDA MOTOR VEHICLE REGISTRATION # MV45120

CUSTOMER NO. 67091	ADVISOR ROBERT CICERO	TAG NO. 37 2636	INVOICE DATE 11/10/06	INVOICE NO. BUCS326365
[REDACTED] OCOE, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 51,083	COLOR CHARCOAL/
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4D			DELIVERY DATE 12/13/04
	VEHICLE ID NO. 1 G 2 Z G 5 2 8 5 5 4			DELIVERY MILES 66
	F.T.E. NO.			SELLING DEALER NO. COGGIN
BUSINESS PHONE		P.O. NO.	R.O. DATE 10/25/06	

LABOR & PARTS
J# 1 20BUZ0DB DIAG ELECTRICAL TECH(S):104 24.00
AT TIMES SECURITY LIGHT COMES ON. VEHICLE WILL NOT START
BATTERY FAILED LOAD TEST
REPLACE BATTERY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	88900669	ACD75-60 ATTERY	89.95	63.99	63.99
JOB # 1 TOTAL PARTS						63.99
JOB # 1 TOTAL LABOR & PARTS						87.99

J# 2 12BUZ0DC DIAG POWER STEERING TECH(S):104 0.00
AT TIMES STEERING WHEEL LOCKS UP WHEN TURNING
CUST. TO RESCHEDULE

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

J# 3 98BUZTOW TOWING TECH(S):6 0.00
WRECKER TO SHOP
TOW

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

J# 4+20BUZ2 ELECTRICAL REPAIRS TECH(S):104 203.00
VEHICLE ELECT. DEAD AT TIMES
FOUND MELTED UBEC AND SHORTED IGNITION SWITCH
REPLACE UNDER HOOD FUSE BLOCK AND IGNITION SWITCH,
REPAIR GROUND WIRE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	22731137	BLOCK 2.483	273.24	188.50	188.50
JOB # 4	1	15823541	SWITCH 2.188#94938	32.46	19.12	19.12
JOB # 4 TOTAL PARTS						207.62
JOB # 4 TOTAL LABOR & PARTS						410.62

J# 5+97BUZ DAILY RENTAL TECH(S):6 INTERNAL
LOANER
ENTERPRISE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5 TOTAL PARTS						0.00
JOB # 5 TOTAL LABOR & PARTS						0.00

SUBLET PO# VEND INV# INV. DATE DESCRIPTION
JOB # 3 94779 236051 10/25/06 TOW IN 83.49

Please ask your Service Advisor
about any details you do not
understand.

IMPORTANT
You may receive a
questionnaire from General
Motors in the future. If for any reason
you cannot grade us
COMPLETELY SATISFIED

Please contact your
Service Consultant
Thank You

WE OFFER
Free In Town Shuttle

WARRANTY
All GM parts installed and the labor
required to install them are
warranted for 12 months
or 12,000 Mi. whichever occurs first.
(Upon presentation of this receipt.)
Parts designated with an asterisk (*)
next to the part # may be eligible
for a lifetime warranty.
See your service consultant for details.

**SHOP SUPPLIES AND HAZARDOUS
WASTE DISPOSAL CHARGES**

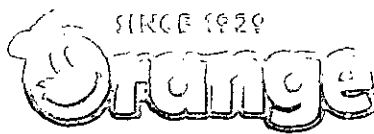
This charge represents costs and profits to
the motor vehicle repair facility for items
such as miscellaneous shop supplies
and/or waste disposal. (f.s.559.905(1)(h))

SUPPLIES: 5% of the labor charge is included
for supplies used on your vehicle. Such items
as tape, pins, aerosprays, solvent, rags,
towels, solder, wire, sealer, and etc., are
covered by this charge.

DISCLAIMER OF WARRANTIES
LIMITED WARRANTY: THE ONLY WARRANTIES APPLYING TO
THE PART(S) PURCHASED OR INSTALLED IN ACCORDANCE
WITH THIS ESTIMATE ARE THOSE THAT MAY BE OFFERED
BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR
IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN
CONNECTION WITH THE SALE OF PRODUCTS OR SERVICE
SOLD UNDER THE TERMS OF THIS ESTIMATE. PARTS AND
LABOR ARE GUARANTEED AS PER THE INDIVIDUAL MANU-
FACTURER'S POLICY. SELLER DOES NOT GUARANTEE
THAT THE WORK PERFORMED IN ACCORDANCE WITH THIS
ESTIMATE WILL CORRECT ANY PROBLEM SPECIFIED ON
THE DESCRIPTION OF THE COMPLAINT. THERE ARE NO
WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION
ON THE FACE HEREOF.

ALL PARTS NEW UNLESS
OTHERWISE INDICATED.

NO REFUNDS WITHOUT THIS INVOICE

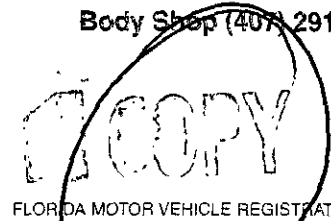


BUICK PONTIAC GMC
3883 W. Colonial Dr • Orlando, FL 32808
Phone (407) 295-8100 • Service 291-8110

SERVICE HOURS: MON - FRI 7:00 A.M. TO 7:00 P.M.
SATURDAY 8:00 A.M. TO 4:00 P.M.
SUNDAY CLOSED

Goodwrench Service Plus
"We want your business"

Body Shop (407) 291-7333



FLORIDA MOTOR VEHICLE REGISTRATION # MV45120

CUSTOMER NO. 67091	ADVISOR ROBERT CICERO	TAG NO. 37 2636	INVOICE DATE 11/10/06	INVOICE NO. BUCS326365
[REDACTED] OCOE, FL	LABOR RATE	LICENSE NO.	MILEAGE 51,083	COLOR CHARCOAL/
	YEAR / MAKE / MODEL 05/PONTIAC/G6/4D			DELIVERY DATE 12/13/04
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 5 5 4			DELIVERY MILES 66
	SELLING DEALER NO. COGIN			PRODUCTION DATE
F.T.E. NO.		P.O. NO.	R.O. DATE 10/25/06	
BUSINESS PHONE		COM [REDACTED]		

TOTAL - SUBLET		83.49
G.O.G. & SUPPLIES		
JOB # 4	FREIGHT (PARTS)	14.50
TOTAL - GOG		14.50
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A	SPGMISCACT SHOP SUPPLIES	7.50
TOTAL - MISC		7.50
TECHNICIAN CERTIFICATION-----		
6	JOHN D BAUMGARDNER	4157
TOTALS-----		
TOTAL LABOR....		
TOTAL PARTS....		
TOTAL SUBLET...		
TOTAL G.O.G....		
TOTAL MISC CHG.		
TOTAL MISC DISC		
TOTAL TAX.....		
TOTAL INVOICE \$		643.37

Parts designed with an asterik (*) next to the part number may be eligible for a lifetime warranty. See your Service Consultant for details.

John Baumgardner - Service Director
Curt Ilgenfritz - Service Manager
Bob Pusateri - Collision Center Manager

Schedule your maintenance online ! www.orangebpg.com

Service Consultants: David Taylor Robert Cicero
Tim Filotei Fred Ascher

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

Please ask your Service Advisor about any details you do not understand.

IMPORTANT
You may receive a questionnaire from General Motors in the future. If for any reason you cannot grade us **COMPLETELY SATISFIED** Please contact your Service Consultant Thank You

WE OFFER
Free In Town Shuttle

WARRANTY
All GM parts installed and the labor required to install them are warranted for 12 months or 12,000 Mi, whichever occurs first. (Upon presentation of this receipt.)
Parts designated with an asterisk (*) next to the part # may be eligible for a lifetime warranty. See your service consultant for details.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for items such as miscellaneous shop supplies and/or waste disposal. [f.s.559.905(1)(h)]

SUPPLIES: 5% of the labor charge is included for supplies used on your vehicle. Such items as tape, pins, aerosprays, solvent, rags, towels, solder, wire, sealer, and etc., are covered by this charge.

DISCLAIMER OF WARRANTIES
LIMITED WARRANTY. THE ONLY WARRANTIES APPLYING TO THE PART(S) PURCHASED OR INSTALLED IN ACCORDANCE WITH THIS ESTIMATE ARE THOSE THAT MAY BE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PRODUCTS OR SERVICE SOLD UNDER THE TERMS OF THIS ESTIMATE. PARTS AND LABOR ARE GUARANTEED AS PER THE INDIVIDUAL MANUFACTURER'S POLICY. SELLER DOES NOT GUARANTEE THAT THE WORK PERFORMED IN ACCORDANCE WITH THIS ESTIMATE WILL CORRECT ANY PROBLEM SPECIFIED ON THE DESCRIPTION OF THE COMPLAINT. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

NO REFUNDS WITHOUT THIS INVOICE

Revised and Re-printed: EPRINTS14E C061041.0 (12/06)

P.O. BOX 2437
CHATSWORTH, CA 91313-2437

This Statement Covers

From: 11/16/06
Through: 12/15/06

Need assistance?

To reach us anytime,
call 1-800-788-7000
or visit us at wamu.com

OCOE:FL

108531



We know financial information is important to you. Ensuring the privacy of your information is important to us. Please take a moment to look at the enclosed brochure about Washington Mutual's policy on privacy.

Your WaMu Free Checking Detail Information

GLORIA E WILKINS

Account Number: 306-456354-3

Washington Mutual Bank, FA

Your Account at a Glance

Beginning Balance	\$1,007.87
Checks Paid	-\$1,211.69
Other Withdrawals	-\$820.82
Deposits	+\$1,526.71
Ending Balance	\$502.07

Next Anniversary Date	4/17/07
Available OD/NSF Fee Waivers	0
WaMu Debit Rewards	
This statement period	\$0.06
Total since anniversary date	\$4.20

Date	Description	Withdrawals (-)	Deposits (+)
11/16	CHASE EPAY 000000303839148	\$200.00	
11/16	ELEC CHECK# 000633 ENTERPRISE LEAS ORLA FL	\$146.68	
11/20	BELLSOUTH CONSUMER	\$79.56	
11/21	MC-AFFIRM FOUNDATION TEL9497066401 CA	\$49.99	
11/21	AMERIPLAN DENTAL DRAFTS 10204486	\$50.00	
11/24	Overdraft Charge	\$32.00	
11/27	REFUND OD CHARGE - LOSS		\$32.00
11/27	DEBIT CARD PROVISIONAL CREDIT		\$49.99
11/28	MC-AFFIRM FOUNDATION TEL9497066401 CA		\$49.99
11/29	ADVANTAGE MARKET AMS DRAFT 8029	\$29.00	
11/30	FIRST USA MGMNT PAYROLL 39201J		\$859.73
12/04	CHASE EPAY 000000309062809	\$100.00	
12/04	ELEC CHECK# 000643 WALMART 942 OCOE FL	\$12.88	
12/04	ELEC CHECK# 000642 TUFFY ORLA FL	\$21.25	
12/11	Customer Deposit		\$105.00
12/11	CAPITAL ONE ARC CHECK PYMT 647	\$15.00	
12/11	ELEC CHECK# 000648 OCOEE FAMILY MED OCOE FL	\$40.00	
12/13	ELEC CHECK# 000651 WALMART 942 OCOE FL	\$20.00	



Acc # [REDACTED]
December 20, 2007
Page 3 of 4

Statement for account number: [REDACTED]

New Balance \$916.75 Payment Due Date 12/17/06 Past Due Amount \$0.00 Minimum Payment \$18.00



Amount Enclosed \$ [REDACTED]

Make your check payable to Chase Card Services.
New address or e-mail? Print on back.

64789 BEX 7 3256 C

OCOE FL

CARDMEMBER SERVICE
PO BOX 15153
WILMINGTON DE 19886-5153



Statement Date: 10/23/06 - 11/22/06
Payment Due Date: 12/17/06
Minimum Payment Due: \$18.00

CUSTOMER SERVICE
In U.S. 1-800-435-7927
Español 1-888-446-3308
Toll-free 1-800-555-0000
Pay by phone 1-800-435-7958
Outside U.S. call collect
1-302-594-8200

VISA ACCOUNT SUMMARY

Account Number: [REDACTED]

Previous Balance \$0.00
Payment, Credits -\$200.00
Purchases, Cash, Debits +\$1,107.75
Finance Charges +\$9.00
New Balance \$916.75

Total Credit Line \$1,000
Available Credit \$83
Cash Access Line \$200
Available for Cash \$83

ACCOUNT INQUIRIES
P.O. Box 15298
Wilmington, DE 19850-5298

PAYMENT ADDRESS
P.O. Box 15153
Wilmington, DE 19886-5153

VISIT US AT:
www.chase.com/vcreditcards

FLEXIBLE REWARDS SUMMARY

Previous points balance 0
Points earned on purchases this period 508
First Use bonus points 2,500
Member-Get-Member bonus points 0
New total points balance 3,308

To redeem your Flexible Rewards points, call
1-800-603-2265, or log on to
www.ChooseMyRewards.com for 24-hour
access to your rewards program

TRANSACTIONS

Trans Date	Reference Number	Merchant Name or Transaction Description	Amount Credit	Debit
11/02	24610436307004109931899	7-ELEVEN 33088 Q39 ORLANDO FL		\$20.00
11/04	24610436309004049257040	ROSS STORES #236 ORLANDO FL		55.98
11/04	24692166311000367223290	THE VITAMIN SHOPPE #87 OCOEE FL		20.82
11/09	24610436314004099145261	7-ELEVEN 33088 Q39 ORLANDO FL		20.00
11/09	24399006314320160403883	BURLINGTON COA00004531 ORLANDO FL		23.40
11/09	24610436314004056200307	ROSS STORES #239 ORLANDO FL		6.37
11/10	24001756314200199400014	LADY ORANGE BUICK GMC ORLANDO FL		443.37
11/11	24226386315360307470808	WM SUPERCENTER OCOEE FL		20.12
11/11	2445501631514003075173	WAL-MART #0942 OCOEE FL		1.95
11/15	13193192833691864300003	PAYMENT - THANK YOU	200.00	
11/15	24610436319004096748211	7-ELEVEN 33088 Q39 ORLANDO FL		20.14
11/14	34268893205008003149423	42000 CHECK TO GLORIA WILKINS		300.00
11/16	34266633205008003143423	TRANSACTION FEE		9.90
11/16	2445501631514003075173	WAL-MART #0942 OCOEE FL		50.87
11/16	24435146320004015060271	ALOES INTERNATIONAL INC 800-390-2563 FL		24.98
11/17	24610436321004105137087	THE HARTFORD/AARP 800-423-6769 CT		90.00

FINANCE CHARGES

Category	Daily Periodic Rate 30 days in cycle	Comp. APR	Average Daily Balance	Finance Charge Due To Periodic Rate	Transaction Fee	Accumulated Fin Charge	FINANCE CHARGES
Purchases	.00000%	0.00%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cash advances	.06642%	24.24%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Convenience check	.00000%	0.00%	\$0.00	\$0.00	\$9.00	\$0.00	\$9.00
Promotional summary	.00000%	0.00%	\$90.00	\$0.00	\$0.00	\$0.00	\$0.00
Total finance charges							\$9.00

Effective Annual Percentage Rate (APR): 36.00%

Please see Information About Your Account section for balance computation method, grace period, and other important information.

The Corresponding APR is the rate of interest you pay when you carry a balance on any transaction category.

The Effective APR represents your total finance charges - including transaction fees such as cash advance and balance transfer fees - expressed as a percentage.

This Statement is a Facsimile - Not an original

X 0000001 F1533395 C 1

000 N Z 22 06/11/22

Page 1 of 1

00225 MA MA 54769

3261000001000476901

continues

January 13, 2011

[REDACTED]

Sanford, FL [REDACTED]

Service Request: 71-584923097

Customer Relationship Specialist: Wendy Saunders

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the ignition switch and fuse block that you had repaired. We regret that we are unable to reimburse you the amount you requested because the parts replaced are not the parts covered by this special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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.

Sincerely,

Pontiac Customer Assistance Center

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

Issued by:
Chevrolet

Certificate No. 1G1ZU548X5F [REDACTED]

Issue Date: January 13, 2011

Issued exclusively for:

[REDACTED]

Palm Beach Gardens, FL

[REDACTED]

Valid through: December 21, 2008

Amount: Two Thousand Dollars and Zero Cents
******\$2,000.00******

January 13, 2011

[REDACTED]
Palm Beach Gardens, FL [REDACTED]

Service Request: 71-584939475
Customer Relationship Specialist: Greg Cafferata

Dear [REDACTED]

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

Confirming our conversation regarding your Chevrolet, vehicle identification number, 1G1ZU548X5F [REDACTED] enclosed is the Owner Loyalty Certificate for the amount of \$2,000.00. This certificate is valid through December 21, 2008, towards the purchase, SmartLease or SmartBuy of a new, unused Chevrolet. This certificate may be used in addition to any other retail purchase incentive programs available at the time of purchasing a new vehicle.

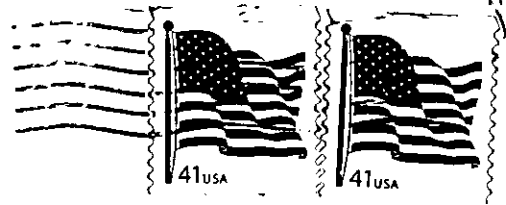
We are proud you made Chevrolet your choice when you purchased your 2005 Chevrolet Malibu and trust you will give us the opportunity to retain you as a valued Chevrolet customer. Should you have any questions regarding General Motors' products and current incentives, please call Chevrolet Marketing Support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

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

Sincerely,

Chevrolet Customer Assistance Center

Trinity, NC



MAR 11 2008

[illegible]

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-20-07 claim # [REDACTED]

17-Digit Vehicle Identification Number (VIN): 1G2Z4528154 [REDACTED]

Mileage at Time of Repair: 43,905 Date of Repair: 10-23-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Yrinity State: N.C. ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 539.00 + Jay

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

General Motor Corp.
Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261

0012506/CIMR2V071126R15



Pontiac
P.O. Box 909989
Milwaukee, WI 53209-9989



07126 1G2ZH528154 16 0012509

TRINITY, NC





December 2007

Trinity, NC

Dear

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

Mike Coyle



DO NOT WRITE IN THESE SPACES

MARCH 6TH, 2008

**GENERAL MOTOR CORP.
REIMBURSEMENT DEPARTMENT
P. O. BOX 33170
DETROIT, MI 48232-5170**

TO WHOM IT MAY CONCERN.

THIS LETTER IS IN REFERENCE TO CLAIM SENT IN ON DECEMBER 20, 2007, PLEASE SEE COPY OF INVOICE ATTACHED THAT I HAD TO TAKE MY VEHICLE BACK TO VAN YORK @ 321 EASTCHESTER DR, HIGH POINT, NC 27262 TO FIX THE STEERING COLUMN WHICH THIS IS WHAT WAS WRONG THE FIRST TIME I TOOK IT TO THEM. WHEN THEY FIXED IT THE FIRST TIME PUTTING A GEAR KIT IN THE CAR IT DID NOT STOPPED THE HITTING IN THE STEERING WHEEL AND I TOOK IT BACK AND THEY SAID THEY COULD NOT HEAR ANYTHING IN THE STEERING BUT I STILL HEAR IT.

I BELIVE YOU OWE ME BACK FOR THE FIRST BILL BEING IT NEVER STOPPED THE HITTING WHEN TURNING LEFT AND RIGHT AND ALSO BACKING UP SOMETIME. I THINK THEY PUT IN THE WRONG PART BEING IT NEVER RESOLVE THE PROBLEM. I THINK THEY PUT IN THE WRONG PART THINKING THIS WAS THE PROBLEM WHICH IT WAS NOT NECESSARY.

SINCERELY,

[REDACTED]

ADDRESS:

[REDACTED]

TRINITY, NC

[REDACTED]

VANN YORK

PONTIAC BUICK GMC

321 Eastchester Drive
High Point, N.C. 27262

Service 841-2196 Direct Parts 841-2119 Sales 841-4133 Service Fax 841-7554

CUSTOMER NO. 22338	ADVISOR CLIFFORD FRAVEL	TAG NO. 522	T611	INVOICE DATE 02/29/08	INVOICE NO. PNCS108980
	LABOR RATE	UCENSE NO.	MILEAGE 48,326	COLOR	STOCK NO.
TRINITY, NC	YEAR/MAKE/MODEL 05/PONTIAC/G6/GT 4DR			DELIVERY DATE 11/20/04	DELIVERY MILES 9
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 1 5 4			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 02/27/08	
	COMMENTS				MO: 48328

LABOR & PARTS

ST: 145BUZ01 STEERING CONCERN TECH(S): 590
LOSS OF STEERING AND NOISE.
BULLETIN SPECIAL POLICY.
REPLACED STEERING COLUMN, WITH ADJUSTABLE FOOT PEDAL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

COMMENTS
WAITER

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

WARRANTY

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to these parts are those offered by the manufacturer. VANN YORK PONTIAC BUICK GMC hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. Buyer shall not be entitled to recover from VANN YORK, PONTIAC, BUICK, GMC any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SIGNED X

SERVICE HOURS:

Monday & Thursday
7:30 AM - 8:00 PM

Tuesday, Wednesday, & Friday
7:30 AM - 6:00 PM

THANK YOU

COPY

VANN YORK

PONTIAC BUICK GMC

321 Eastchester Drive
High Point, N.C. 27262

Service 841-2196 Direct Parts 841-2119 Sales 841-4133 Service Fax 841-7554

CUSTOMER NO. 22338	ADVISOR SCOTT WILKINSON	TAB NO. 469	INVOICE DATE 10/23/07	INVOICE NO. PNC5105190
	LABOR RATE	LICENSE NO.	COLO. SPORT RED M	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/GT 4DR	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 1 5 4	DELIVERY DATE 11/20/04	DELIVERY MILES 9
TRINITY, NC			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 10/22/07	
COMMENTS				MO: 43907

LABOR & PARTS
J# 1 45BUZ01 STEERING CONCERN TECH(S):590 240.00
C/S THAT WHEN TURNING RT. AND THEN STEERING WHEEL COMES BACK
LEFT CAN HEAR SOMETHING RUB OR POP IN STEERING BASE
CUSTOMER HAS HAD SWAY BAR LINK AND ENDS REPLACED AT
FIRESTONE
STEERING GEAR MAKING NOISE
REPLACED STEERING GEAR
ALSO RE-ALIGN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15858369	GEAR KIT 6.508	399.00	399.00
JOB # 1	1	15858369	CORE RETURN	100.00	100.00
JOB # 1 TOTAL PARTS					299.00
JOB # 1 TOTAL LABOR & PARTS					539.00

J# 2 40BUZ01 BRAKE CONCERN TECH(S):590 40.00
C/S THAT WHEN SLOWING DOWN AND OR BRAKING CAN HEAR A CREAK
RATTLE NOISE FROM LEFT FRT.
FOUND THAT THE ANTIFREEZE OVER FLOW BOTTLE. RATTING
AGAINST FIREWALL
SECURED OVERFLOW BOTTLE AND INSULATE WITH FOAM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					40.00

J# 3 52BUZ TRIM ELECTRICAL TECH(S):590 40.00
C/S THAT BOTH KEYLESS ENTRY REMOTES ARE INOP
FOUND THAT BOTH KEY FOB'S WERE BROKEN ON THE INSIDE
CLIP FOR BATTERY WAS BROKE OFF CIRCUIT BOARD
REPLACED AND PROGRAMED 1 REMOTE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	22733524	TRANSMITT 10.485	98.25	98.25
JOB # 3 TOTAL PARTS					98.25
JOB # 3 TOTAL LABOR & PARTS					138.25

J# 4 61BUZ EXTERIOR TRIM TECH(S):590 0.00
C/S UPPER WINDSHIELD MOLDING IS LOOSE
CHECK AND ADVISE
PULLED MOLDING OUT FROM BEING ROLLED UP AT BOTTOM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		15.00
TOTAL - MISC				15.00

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE. NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to these parts are those offered by the manufacturer. VANN YORK PONTIAC, BUICK, GMC hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. Buyer shall not be entitled to recover from VANN YORK PONTIAC, BUICK, GMC any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

SIGNATURE

SERVICE HOURS:

Monday & Thursday
7:30 AM - 8:00 PM

Tuesday, Wednesday, & Friday
7:30 AM - 6:00 PM

THANK YOU

COPY

VANN YORK

PONTIAC BUICK GMC

321 Eastchester Drive
High Point, N.C. 27262

Service 841-2196 Direct Parts 841-2119 Sales 841-4133 Service Fax 841-7554

CUSTOMER NO. 22338	ADVISOR SCOTT WILKINSON	TAG NO. 469	INVOICE DATE 10/23/07	INVOICE NO. PNC5105190
TRINITY, NC	LABOR RATE	LICENSE NO.	43,905	COLOR SPORT RED M
	YEAR / MAKE / MODEL 05/PONTIAC/G6/GT 4DR			DELIVERY DATE 11/20/04
	VEHICLE ID NO. 1 G 2 Z H 5 2 8 1 5 4			DELIVERY MILES 9
	F.T.E. NO.			SELLING DEALER NO.
P.O. NO.			A.O. DATE 10/22/07	
COMMENTS			MO: 43907	

TOTALS

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

TOTAL LABOR.... 320.00
TOTAL PARTS.... 397.25
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 15.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 27.83

TOTAL INVOICE \$ 760.08

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

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SIGNED X

SERVICE HOURS:

Monday & Thursday
7:30 AM - 8:00 PM

Tuesday, Wednesday, & Friday
7:30 AM - 6:00 PM

THANK YOU

COPY



Member since [REDACTED]
Copyright © 2001, Citicorp

To: [REDACTED]
Re: [REDACTED]
Fax: [REDACTED]

Date: 12/18/2007

Account: [REDACTED]

Dear Cardmember,

Thank you for contacting Citibank Customer Service.

Listed below are the transaction details for the requested statement(s). Copies of original statements can be mailed to you at your request. To order an original statement copy, call our customer service representatives.

Sale Date	Merchant	Amount
10/18/2007	PAYMENT	\$464.96 CR
10/16/2007	COUNTERFORCEUSA.COM	\$38.49
10/20/2007	MR K'S DINER	\$27.31
10/20/2007	FAKES CHEVROLET	\$92.07
10/20/2007	PIRESTONE 00031583	\$69.10
10/20/2007	KITE AID STORE #11344	\$28.69
10/23/2007	YONK YORK PONTIAC BUICK	\$760.38
11/02/2007	WAL-MART #1613	\$74.33

If we may be of further assistance, please do not hesitate to contact us at 1-800-950-5114.

Sincerely,

S. Larson
Customer Service

Rep: ALPH164

Federal regulations require us to print the following statement

The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning Citibank USA, N.A. and Citibank (South Dakota), N.A. is the Office of the Comptroller of the Currency, Customer Assistance Unit, 1301 McKinney Ave., Suite 3710, Houston, Texas 77010.

Oct 23, 2008
dom

January 13, 2011

[REDACTED]

Trinity, NC 27370-7711

Service Request: 71-584955429

Customer Relationship Specialist: CJ Parker

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

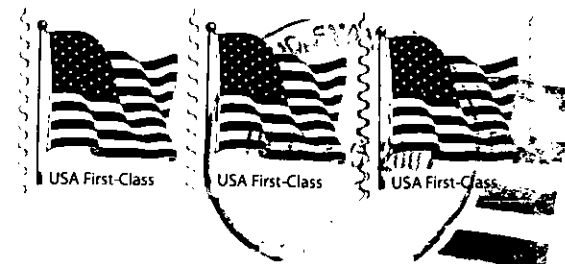
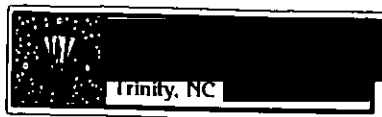
At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. 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.

Sincerely,

Pontiac Customer Assistance Center



DEC 27 1991

To:

GENERAL MOTOR CORP.
REIMBURSEMENT DEPARTMENT
P. O. BOX 33170
DETROIT, MI 48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-20-07

claim # [REDACTED]

17-Digit Vehicle Identification Number (VIN): 1G2Z4528154

Mileage at Time of Repair: 43905 Date of Repair: 10-23-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Trinity

State: N.C.

ZIP Code [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 539.00 + 104

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

General Motors Corp.
Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





December 2007

[REDACTED]
Trinity, NC [REDACTED]

Dear [REDACTED]

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

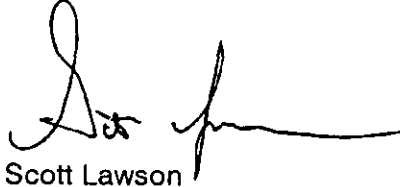
If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

John H. Coughlin



P.O. Box 33172 · Detroit, MI 48232-5172

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126





Member since 1994
Copyright © 2001, Citicorp

To:
Re:
Fax:

Date: 12/18/2007

Account:

Dear Cardmember,

Thank you for contacting Citibank Customer Service.

Listed below are the transaction details for the requested statement(s). Copies of original statements can be mailed to you at your request. To order an original statement copy, call our customer service representatives.

Sale Date	Merchant	Amount
10/18/2007	PAYMENT	\$464.96 CR
10/16/2007	COUNTERFORCEUSA.COM	\$38.49
10/20/2007	MR K'S DINER	\$27.91
10/20/2007	FAKES CHEVROLET	\$92.07
10/20/2007	FIRESTONE 00031563	\$69.10
10/20/2007	RITE AID STORE #11344	\$28.69
10/23/2007	VRNH YORK FONTIAC BUICK ←	\$760.08
11/02/2007	WAL-MART #1613	\$74.33

If we may be of further assistance, please do not hesitate to contact us at 1-800-950-5114.

Sincerely,

S. Larson
Customer Service

Rep: ALPH164

Federal regulations require us to print the following statement.

The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning Citibank USA, N.A. and Citibank (South Dakota), N.A. is the Office of the Comptroller of the Currency, Customer Assistance Unit, 1301 McKinney Ave., Suite 3710, Houston, Texas 77010.

VANN YORK

PONTIAC BUICK GMC

321 Eastchester Drive
High Point, N.C. 27262

Service 841-2196

Direct Parts 841-2119

Sales 841-4133

Service Fax 841-7554

COPY

CUSTOMER NO. 22338	ADVISOR SCOTT WILKINSON	TAG NO. 469	INVOICE DATE 10/23/07	INVOICE NO. PNC5105190
	LABOR RATE	LICENSE NO.	COLORED SPORT RED M	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6/GT 4DR	MILEAGE 43,905	DELIVERY DATE 11/20/04	DELIVERY MILES 9
TRINITY, NC	VEHICLE ID NO. 1G2ZH528154	SELLING DEALER NO.	PRODUCTION DATE	
	PRE NO.	P.O. NO.	R.O. DATE 10/22/07	
COMMENTS				

MO: 43907

LABOR & PARTS

J# 1 45BUZ01 STEERING CONCERN TECH(S):590 240.00
C/S THAT WHEN TURNING RT. AND THEN STEERING WHEEL COMES BACK
LEFT CAN HEAR SOMETHING RUB OR POP IN STEERING BASE
CUSTOMER HAS HAD SWAY BAR LINK AND ENDS REPLACED AT
FIRESTONE
STEERING GEAR MAKING NOISE
REPLACED STEERING GEAR
ALSO RE-ALIGN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15858369	GEAR KIT 6.508	399.00
JOB # 1	1	15858369	CORE RETURN	100.00
JOB # 1 TOTAL PARTS				299.00
JOB # 1 TOTAL LABOR & PARTS				539.00

J# 2 40BUZ01 BRAKE CONCERN TECH(S):590 40.00
C/S THAT WHEN SLOWING DOWN AND OR BRAKING CAN HEAR A CREAK
RATTLE NOISE FROM LEFT FRT.
FOUND THAT THE ANTIFREEZE OVER FLOW BOTTLE, RATTLING
AGAINST FIREWALL
SECURED OVERFLOW BOTTLE AND INSULATE WITH FOAM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				40.00

J# 3 52BUZ TRIM ELECTRICAL TECH(S):590 40.00
C/S THAT BOTH KEYLESS ENTRY REMOTES ARE INOP
FOUND THAT BOTH KEY FOB'S WERE BROKEN ON THE INSIDE
CLIP FOR BATTERY WAS BROKE OFF CIRCUIT BOARD
REPLACED AND PROGRAMED 1 REMOTE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	22733524	TRANSMITT 10.485	98.25
JOB # 3 TOTAL PARTS				98.25
JOB # 3 TOTAL LABOR & PARTS				138.25

J# 4 61BUZ EXTERIOR TRIM TECH(S):590 0.00
C/S UPPER WINDSHIELD MOLDING IS LOOSE
CHECK AND ADVISE
PULLED MOLDING OUT FROM BEING ROLLED UP AT BOTTOM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4 TOTAL PARTS				0.00
JOB # 4 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SS	SHOP SUPPLIES	
TOTAL - MISC			15.00

PRICE ESTIMATE YOUR INITIAL PRICE ESTIMATE IS AN ESTIMATE - NOT A GUARANTEE OF A FIXED PRICE. FINAL PRICES ARE DETERMINED BY WORK ACTUALLY PERFORMED AND PARTS ACTUALLY REPLACED. SHOULD REPAIR COSTS SUBSTANTIALLY EXCEED OUR INITIAL ESTIMATE, WE WILL ATTEMPT TO KEEP YOU INFORMED (TIME PERMITTING) IF YOU REQUEST US TO DO SO.

DISCLAIMER OF WARRANTIES
The only warranties, if any, applying to these parts are those offered by the manufacturer. VANN YORK, PONTIAC, BUICK, GMC hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. Buyer shall not be entitled to recover from VANN YORK, PONTIAC, BUICK, GMC any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

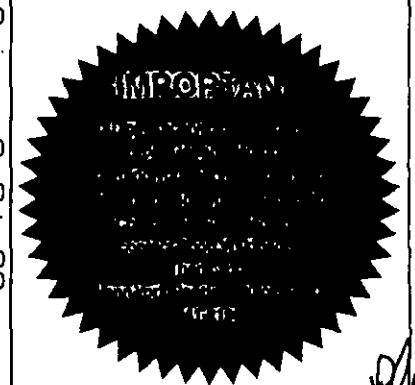
SIGNED X

SERVICE HOURS:

Monday & Thursday
7:30 AM - 8:00 PM

Tuesday, Wednesday, & Friday
7:30 AM - 6:00 PM

THANK YOU



rep to Page Please

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

January 13, 2011

[REDACTED]
[REDACTED]
Thornton, AR [REDACTED]

Service Request: 71-584969533
Customer Relationship Specialist: Jim Goldberg

Dear [REDACTED]:

We received your request for reimbursement of the special coverage repairs you had performed on your 2005 Pontiac G6. Unfortunately, our attempts to contact you have been unsuccessful. Additional documentation is required in order to process your reimbursement.

Please submit the following to:

Pontiac
P.O. Box 33172
Detroit, MI 48232-5172

- Original or clear copy of the repair order/customer receipt(s) as proof that the steering column has been replaced/repared even if it was done for free since you already sent us the invoice for the diagnosis. Please make a photocopy for your records.

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.

As soon as we receive all of the information, we will continue to review your request.

Sincerely,

Pontiac Customer Assistance Center

North American Operations

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

GM

CHECK

No. [REDACTED]

50-837
213DATE
02/26/08

*****81 DOLLARS

***37 CENTS

AMOUNT
*****81.37PAY
TO THE
ORDER
OF

THORNTON AR [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[REDACTED]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

VENDOR
DUNS NO. BB 000000508

1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT
DATE

02/26/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
-----------------------------	--------------	-----------------------	---------	----------------	--------------	------------

162ZG528X54 [REDACTED]	02/25/08 71-584969533.1	VM 1-A05FR0 1-A05FR0	00.0000	81.37	.00	81.37
------------------------	----------------------------	-------------------------	---------	-------	-----	-------

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

M3

TOTAL

81.37

.00

81.37

LITTLE ROCK, AR 72201

18 FEB 2008 PM 2:17



Thornton, AR,

FEB 18 2008

Pontiac

P.O Box 33172

Detroit, MI 48232-5172

48232+5172





515 W. 5th (71601) • P.O. Box 8008 (71611) • Pine Bluff, Arkansas

Visit our website: www.smartdrive.com 870-534-8122 1-800-817-6278

RO: 209188

Cashier: 10:12-1

Date Out: 08/28/2007

Status: REPRINT

584-8122

IN:0903OUT:1012

Customer: 101981 Stock #:142900

VIN:1G2ZG528X54

2005 PONT G6

Miles-In: 49239 Out: 49239

Delivered: 01/20/2006

THORNTON AR

Home:

Work:

Cellular: N/A

Advisor: 000604-LYNDSEY DROTAR

Sold By: Gene Brantley

Hat:

Date In: 08/27/2007

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]						
A	SCR	000163C	1.0	C/S POWER STEERING MESSAGE COMES ACROSS DASH GAVE CUSTOMER ESTIMATE. NEEDS NEW COLUMN. TORQUE SIGNAL SENSOR GOES IN AND OUT. CUSTOMER DECLINED REPAIRS AT THIS TIME. DIAG TIME ONLY.	Labor Total:	75.00
						Operation Total: 75.00
[CUSTOMER PAY]						
B	SCR	000163	0.0	C/S STEERING LOCKS UP SEE LINE A.	Labor Total:	0.00
						Operation Total: 0.00
[CUSTOMER PAY SUBLET]						
C	SCS			C/S SMART RENTAL INV# 03128 VIN# [REDACTED] SMARTS RENTAL CAR PO: 47821 Taxed: 42.00	Sublet Total:	42.00
						Operation Total: 42.00

SMART MOTORS

AUG 28 2007

RECEIVED

Customer Pay Labor:	75.00
Customer Pay Sublets:	42.00
Shop Supplies and Environmental Fee:	7.50
Customer Pay Subtotal:	124.50
Customer Pay Sales Tax:	9.95
Customer Total Due:	134.45

Signature: _____

Thanks for shopping with us!!!



515 W. 5th (71601) • P.O. Box 8008 (71611) • Pine Bluff, Arkansas

Visit our website: www.smartdrive.com 870-534-8122 1-800-817-6278

RO: 212928
Cashier: 11:01-1
Date Out: 12/18/2007
Status: REPRINT

IN:1101OUT:1101

Customer: 101981 Stock #:142900

VIN:1G2ZG528X54

2005 PONT G6 RED

Miles-In: 57197 Out: 57197

Delivered: 01/20/2006

THORNTON AR

Home:

Work:

Cellular: N/A

Advisor: 000604-LYNDSEY DRCTAR

Hat:

Date In: 12/17/2007

Sold By: Gene Brantley

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						
A	SWR	000163W	1.5	C/S POWER STEERING LOCKS UP - SPECIAL POLICY LETTER SEE RO 209188 REPLACED STEERING COLUMN AS PER BULLETIN. PO: HRS 1.5 T5681 MK 95 Parts: 1 15926870 COLUMN 6.518	Operation Total:	0.00
[CUSTOMER PAY SUBLET]						
B	SCS			C/S ENTERPRISE RENTAL RENTAL AGREEMENT D192927 1 DAY RENTAL ENTERPRISE RENT-A-CAR PO: 49417 Non-Taxed: 42.35	Sublet Total:	42.35
						Operation Total: 42.35



Customer Pay Sublets: 42.35
Customer Total Due: 42.35

Signature: _____

Thanks for shopping with us!!!

SMART



CHEVROLET



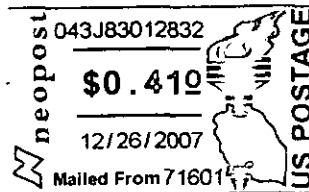
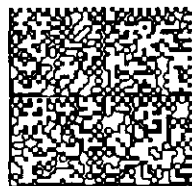
Cadillac



MITSUBISHI

515 W 5TH AVE PO BOX 8008 PINE BLUFF, AR 71611-8008

RETURN SERVICE REQUESTED



Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

JAN 02 2008

48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-26-07

17-Digit Vehicle Identification Number (VIN): 1G2ZG528X54 [REDACTED]

Mileage at Time of Repair: 49239 Date of Repair: 8/27/07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: Theriot State: AR ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ 75.⁰⁰

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261

* Customer paid diag. on this repair before component letter was issued.
is seeking to be reimbursed for that diag.



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

~~Your claim will be acted upon within 60 days of receipt.~~

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





515 W. 5th (71601) • P.O. Box 8008 (71611) • Pine Bluff, Arkansas

Visit our website: www.smartdrive.com 870-534-8122 1-800-817-6278

RO: 209188

Cashier: 10:12-1

Date Out: 08/28/2007

Status: REPRINT

IN:0903OUT:1012

Customer: 101981 Stock #:142900

VIN:1G2ZG528X54

2005 PONT G6

Miles-In: 49239 Out: 49239

Delivered: 01/20/2006

THORNTON AR

Home:

Work:

Cellular: N/A

Advisor: 000604-LYNDSEY DROTAR

Hat:

Date In: 08/27/2007

Sold By: Gene Brantley

OP	Acct	Tech	Hours	Complaint/Cause/Correction.	Per Unit	Extended Price
[CUSTOMER PAY]						
A	SCR	000163C	1.0	C/S POWER STEERING MESSAGE COMES ACROSS DASH GAVE CUSTOMER ESTIMATE. NEEDS NEW COLUMN. TORQUE SIGNAL SE NSOR GOES IN AND OUT. CUSTOMER DECLINED REPAIRS AT THIS TIME. DIAG TIME ONLY.	Labor Total:	75.00
						Operation Total: 75.00
[CUSTOMER PAY]						
B	SCR	000163	0.0	C/S STEERING LOCKS UP SEE LINE A.	Labor Total:	0.00
						Operation Total: 0.00
[CUSTOMER PAY SUBLET]						
C	SCS			C/S SMART RENTAL INV# 03128 VIN#	Sublet Total:	42.00
						Operation Total: 42.00
				SMARTS RENTAL CAR PO: 47821 Taxed: 42.00		

SMART MOTORS

AUG 28 2007

*Customer paid diagnosis on repair
before letter was released.*

Customer Pay Labor:	75.00
Customer Pay Sublets:	42.00
Shop Supplies and Environmental Fee:	7.50
Customer Pay Subtotal:	124.50
Customer Pay Sales Tax:	9.95
Customer Total Due:	134.45

COPY

Signature: _____

Thanks for shopping with us!!!

January 13, 2011

[REDACTED]
Thornton, AR [REDACTED]

Service Request: 71-584969533
Customer Relationship Specialist: Jim Goldberg

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the diagnosis charge. We have enclosed a check in the amount of \$81.37.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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.

Sincerely,

Pontiac Customer Assistance Center

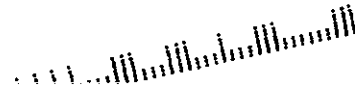
For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

MAILED 11

DEC 24 2007


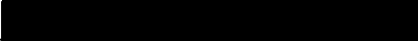
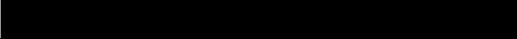
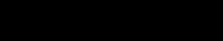
CONLEY, GA

GMAC
REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI 48232-5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

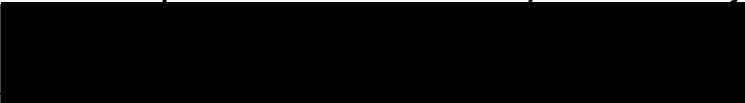
Date Claim Submitted: December, -17, 200717-Digit Vehicle Identification Number (VIN): 1 G 1 Z S 5 2 F 1 5 F Mileage at Time of Repair: 44586 Date of Repair: May 10, 2007Claimant Name (please print): Street Address or PO Box Number: City: CONLEY State: GA ZIP Code: Daytime Telephone Number (include Area Code): Evening Telephone Number (include Area Code): Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: 

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).





4770 Covington Hwy.
Decatur, Georgia 30035
PH 404.284.7630 FAX 404.284.0256
www.superiorchevrolet.com

CELL: [REDACTED]

CUSTOMER NO. 78738	ADVISOR JIM	147	INVOICE DATE 05/10/07	INVOICE NO. CVCS182497
CONLEY, GA	LABOR RATE 88.00	1	STOCK NO. 504025	
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SEDAN	44,586	DELIVERY DATE 12/11/04	DELIVERY MILES 16
	VEHICLE I.D. NO. 1G1ZS52F15F		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/09/07	
COMMENTS				

JOB# 1 CHARGES

LABOR
J# 1 45CVZ01 STEERING CONCERN. HOURS: 3.30 TECH(S): 497 290.40
STEERING SYSTEM MESSAGE DISPLAYS
RAN TECH II TESTS, CODE C0550, REPLACE STEERING CONTROL
MODULE, CODE C0460, REPLACE ELECTRONIC STEERING COLUMN,
CLEAR BOTH CODES, ROADTEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518	359.00	359.00
	1	15775370	MOTOR 6.605	343.74	343.74
TOTAL - PARTS					702.74

JOB# 1 TOTALS

LABOR 290.40
PARTS 702.74

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 993.14

COMMENTS
WESTERN DIVERSIFIED WARRANTY CLAIM # PR01228376
\$100 DED

TOTALS

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

TOTAL LABOR.... 290.40
TOTAL PARTS.... 702.74
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 49.19

TOTAL INVOICE \$ 1042.33

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

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.

COPY

IMPORTANT

You may receive a questionnaire from CHEVROLET. If for any reason you feel you cannot rate our services completely satisfied, please contact our Customer Service Rep. A "Completely Satisfied" rating does not mean we are perfect but rather that we did our job well and served you professionally.

January 13, 2011

[REDACTED]
Conley, GA [REDACTED]

Service Request: 71-584983233
Customer Relationship Specialist: John Schnitzer

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the power steering issue that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

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.

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

GM

CHECK

No. [REDACTED]

50-837
213DATE
01/23/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00PAY
TO THE
ORDER
OF

CONLEY GA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account
SIGNATUREThe Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

VENDOR
DUNS NO BB 000000186

1

VENDOR NAME [REDACTED]

North American Operations

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/23/08

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZS52F15F [REDACTED]	01/22/08 71-584983	VM 1-9TYNCK 233.1-9TYNCK	00.0000	100.00	.00	100.00
TOTAL				100.00	.00	100.00

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

W3

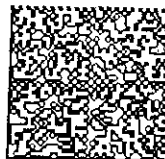
TOTAL

100.00

.00

100.00

CONLEY, GA



02 1M \$ 00.41⁰
0004233553 JAN 11 2008
MAILED FROM ZIP CODE 30032

JAN 14 2008

GMAC
REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI 48232-5170

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

****CASE #:** 71-584983233 This section to be completed by Claimant

Date Claim Submitted: December 17, 2007

17-Digit Vehicle Identification Number (VIN): 1 G 1 Z S 5 2 F 1 5 F [REDACTED]

Mileage at Time of Repair: 44586 **Date of Repair:** May 10, 2007

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: CONLEY **State:** GA **ZIP Code:** [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.

(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

CASE #: 71-584983233

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
 1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



January 11, 2008

To: GMAC Reimbursement Department

From: [REDACTED]

RE: 2005 Malibu

CASE #: 71-584983233

I spoke with one of your customer services agent today, to confirm the receipt of my claim. I was told that GMAC did not receive it. I mailed the claim on 12/17/07. The agent suggested to me to resubmit claim.

Thank you for your prompt attention to this matter.

[REDACTED]
Conley, GA [REDACTED]
[REDACTED]



4770 Covington Hwy.
Decatur, Georgia 30035
PH 404.284.7630 FAX 404.284.0256
www.superiorchevrolet.com

CELL: [REDACTED]

CUSTOMER NO. 78738	ADVISOR JIM	DATE 05/10/07	INVOICE NO. CVCS182497
[REDACTED]	LABOR RATE 88.00	SALES TAX 267	STOCK NO. 504025
CONLEY, GA	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LS SEDAN	MILEAGE 44,586	COLOR SILVER GREE
[REDACTED]	VEHICLE I.D. NO. 1G1ZS52F15F	DELIVERY DATE 12/11/04	DELIVERY MILES 16
[REDACTED]	F.T.E. NO. [REDACTED]	SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]
[REDACTED]	COMMENTS [REDACTED]	R.O. DATE 05/09/07	

JOB# 1 CHARGES

LABOR
J# 1 45CVZ01 STEERING CONCERN HOURS: 3.30 TECH(S): 497 290.40
STEERING SYSTEM MESSAGE DISPLAYS
RAN TECH II TESTS, CODE C0550, REPLACE STEERING CONTROL
MODULE, CODE C0460, REPLACE ELECTRONIC STEERING COLUMN,
CLEAR BOTH CODES. ROADTEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518	359.00	359.00
	1	15775370	MOTOR 6.605	343.74	343.74
TOTAL - PARTS					702.74

JOB# 1 TOTALS

LABOR	290.40
PARTS	702.74
JOB# 1 JOURNAL PREFIX CVCS	
JOB# 1 TOTAL	993.14

COMMENTS
WESTERN DIVERSIFIED WARRANTY CLAIM # [REDACTED]
\$100 DED

TOTALS

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

TOTAL LABOR....	290.40
TOTAL PARTS....	702.74
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	49.19

TOTAL INVOICE \$ 1042.33

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

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.

IMPORTANT

You may receive a questionnaire from CHEVROLET. If for any reason you feel you cannot rate our services completely satisfied, please contact our Customer Service Rep. A "Completely Satisfied" rating does not mean we are perfect but rather that we did our job well and served you professionally.

North American OperationsGeneral Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530**GM**

CHECK No. [REDACTED]

50-937
213DATE
02/06/08

*****100 DOLLARS

****00 CENTS

AMOUNT
*****100.00

STROUDSBURG PA [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**North American Operations**General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

02/06/08

VENDOR
DUNS NO.

BB 000000202

1

VENDOR NAME [REDACTED]

REGISTER NO.
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

1G2ZG528X54 [REDACTED]

02/05/08

VM 1-9WB2KL

00.0000

100.00

.00

100.00

71-585008149 1-9WB2KL

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

M3

TOTAL

100.00

.00

100.00



Stroudsburg, PA

LEHIGH VALLEY PA 180

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



USA FIRST-CLASS FOREVER

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

JAN 14 2008
140

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/5/08

17-Digit Vehicle Identification Number (VIN): 1G2ZG528X54 [REDACTED]

Mileage at Time of Repair: 56,195 Date of Repair: DEC. 6, 2006

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: STROUDSBURG State: PA ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): S/A

Amount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
 - The Vehicle Identification Number (VIN) of the vehicle that was repaired.
 - What problem occurred, what repair was done, when it was done, and who did it.
 - The total cost of the repair expense that is being claimed.
 - Payment for the repair in question and the date of payment.
- (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

~~Your claim will be acted upon within 60 days of receipt.~~

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





P.O. Box 1265 • Route 46
DENVER, NEW JERSEY 07834
(973) 627-0900
<http://www.gearhartchevrolet.com>



CUSTOMER NO. 41747	ADVISOR JAMES PRUNTY	8103	TAG NO. [REDACTED]	INVOICE DATE 12/06/06	INVOICE NO. CVCS311379	
[REDACTED] STROUDSBURG, PA	LABOR RATE	[REDACTED]	MILEAGE 56,195	COLOR SILVER/	STOCK NO.	
	YEAR / MAKE / MODEL 05/PONTIAC/G6			DELIVERY DATE 12/08/04	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 03013	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/04/06			
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: 56198

LABOR & PARTS
1 11CVZ STEERING UNITS: 1.80 TECH(S):8193 WARRANTY
CUSTOMER STATES THAT THE ASSIST HAS BEEN LOST FOR THE STEERING.
INTERNAL FAILURE IN TORQUE SENSOR IN STEERING COLUMN.
DIAGNOSE LOSS OF STEERING ASSIST AND REPLACE STEERING COLUMN ASSY AND TRANSFER PARTS. TECH HAS CHECK OUT TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15926870	COLUMN 6.518		
JOB # 1	5	OIL			
JOB # 1 TOTAL PARTS				0.00	WARRANTY
JOB # 1 TOTAL LABOR & PARTS				0.00	

2 00CVZ *LUBE OIL FILTER UNITS: TECH(S):8193 23.65
PERFORM GM GOODWRENCH QUICK LUBE SERVICE.
--RESET OIL LIFE MONITOR (IF EQUIPPED)--
GOODWRENCH QUICK LUBE PLUS SERVICE COMPLETED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	25010792	FILTER 1.836	5.50	
JOB # 2 TOTAL PARTS				5.50	
JOB # 2 TOTAL LABOR & PARTS				29.15	

3 01CVZ27PTINSPE: 27-POINT INSPECTION UNITS: TECH(S):8193 INTERNAL
PERFORM 27-POINT VEHICLE MAINTENANCE INSPECTION.
TOP OFF FLUIDS AT NO COST TO CUSTOMER.

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

4 01CVZ MAINTENANCE UNITS: 0.40 TECH(S):8193 38.00
REPLACE BURNED OUT LICENSE PLATE LAMP AND AIR FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	9421330	BULB 8.991	1.40	
JOB # 4	1	10366901	ELEMENT 3.410	11.60	
JOB # 4 TOTAL PARTS				13.00	
JOB # 4 TOTAL LABOR & PARTS				51.00	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	MD	GMPP/MIC DEDUCTIBLE	311379	100.00
TOTAL - MISC				100.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$300.00 (+TAX)

COMMENTS
TOWED IN LOST STEERING.

Thank You For Your Business



P.O. Box 1265 • Route 46
DENVER, NEW JERSEY 07834
(973) 627-0900
<http://www.gearhartchevrolet.com>



CUSTOMER NO. 41747	ADVISOR JAMES PRUNTY	8103	TAG NO. 979	INVOICE DATE 12/06/06	INVOICE NO. CVCS311379
STROUDSBURG, PA	LABOR RATE		MILEAGE 56,195	COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 05/PONTIAC/G6			DELIVERY DATE 12/08/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4			SELLING DEALER NO. 03013	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE 12/04/06	
COMMENTS					MO: 56198

TOTALS

☐ CASH ☐ CHECK CK NO. [] ☐ MASTERCARD
☐ AM EXPRESS ☐ VISA ☐ DISCOVER ☐ CHARGE ☐ OTHER

Shortly you may be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you can not answer Completely Satisfied, please contact the Department Manager. Please complete your Chevrolet Survey and return it. Any response less than Completely Satisfied is a failing grade for us. Thank you for your business.

BILL IZYKOWSKI
SERVICE MANAGER
973-627-0900 x229

DAVE STAGG
BODY SHOP MANAGER
973-627-1789

TOTAL LABOR.... 61.65
TOTAL PARTS.... 18.50
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 100.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 12.61

TOTAL INVOICE \$ 192.76

VISIT OUR WEBSITE: www.gearhartchevrolet.com

CUSTOMER SIGNATURE

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

COPY

Thank You For Your Business

January 13, 2011

[REDACTED]
[REDACTED]
Stroudsburg, PA [REDACTED]

Service Request: 71-585008149
Customer Relationship Specialist: Anne Parks

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$100.00.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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.

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.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

Customer's Name:

[REDACTED]

Inspection Date:

10/4/2007

Vehicle Brand:

Chevrolet

Model

Malibu

File #

71-558097965

VIN:

1G1ZT51F06F

[REDACTED]

Inspector EDWARD J LAPOSTA

Number of Rolls DIGITAL

Roll Number DIGITAL

<u>Neg.#</u>	<u>Description</u>
1.	<u>1 VIN LABEL</u>
2.	<u>2 ODOMETER</u>
3.	<u>3 FRONT EXTERIOR</u>
4.	<u>4 LF EXTERIOR</u>
5.	<u>5 L EXTERIOR</u>
6.	<u>6 LR EXTERIOR</u>
7.	<u>7 REAR EXTERIOR</u>
8.	<u>8 RR EXTERIOR</u>
9.	<u>9 R EXTERIOR</u>
10.	<u>10 RF EXTERIOR</u>
11.	<u>11 INTERIOR-LEFT FRONT</u>
12.	<u>12 INTERIOR- LEFT REAR</u>
13.	<u>13 INTERIOR-RIGHT FRONT</u>
14.	<u>14 INTERIOR-RIGHT REAR</u>
15.	<u>15 STEERING WHEEL</u>
16.	<u>16 DASH-RIGHT</u>
17.	<u>17 FRONT SEAT BACKS</u>
18.	<u>18 ACCELERATOR AND BRAKE PEDALS</u>
19.	<u>19 DASH-CENTER</u>
20.	<u>20 TIRE AND WHEEL-LEFT FRONT</u>
21.	<u>21 TIRE AND WHEEL-LEFT FRONT</u>
22.	<u>22 ENGINE-CENTER</u>
23.	<u>23 ENGINE-LEFT</u>
24.	<u>24 ENGINE-RIGHT</u>
25.	<u>25 UNDER CARRIAGE-REAR</u>
26.	<u>26 BRAKE MASTER CYLINDER</u>
27.	<u>27 BRAKE MASTER CYLINDER CAP</u>
28.	<u>28 FUSE PANEL-ENGINE COMPARTMENT</u>
29.	<u>29 LEFT FRONT DOOR</u>
30.	<u>30 LEFT REAR DOOR</u>
31.	<u>31 LEFT FRONT DOOR-INTERIOR</u>
32.	<u>32 LEFT FRONT DOOR</u>
33.	<u>33 RIGHT FRONT SUSPENSION</u>
34.	<u>34 LEFT FRONT SUSPENSION</u>
35.	<u>35 UNDER CARRIAGE-FRONT</u>
36.	<u>36 STEERING SHAFT</u>
37.	<u>37 RIGHT REAR SUSPENSION</u>
	<u>38 LEFT REAR SUSPENSION</u>
	<u>39 CONTROL ARM-LEFT FRONT</u>
	<u>40 CONTROL ARM-RIGHT FRONT</u>
	<u>41 STEERING GEAR</u>
	<u>42 TIRE AND LOADING LABEL</u>
	<u>43 AXLE-RIGHT FRONT</u>
	<u>44 AXLE-LEFT FRONT</u>
	<u>45 TIRE AND WHEEL-LEFT FRONT</u>
	<u>46 TIRE AND WHEEL-LEFT FRONT</u>

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

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES**

<u>Customer's Name:</u>	[REDACTED]	<u>Inspection Date:</u>	10/4/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model</u>	Malibu
<u>File #</u>	71-558097965	<u>VIN:</u>	1G1ZT51F06F [REDACTED]

47 TIRE AND WHEEL-LEFT FRONT
48 TIRE AND WHEEL-LEFT FRONT-INNER
49 WHEEL-LEFT FRONT
50 TIRE-LEFT FRONT
51 TIRE-LEFT FRONT-INNER
52 TIRE TREAD-LEFT FRONT
53 TIRE AND WHEEL-LEFT FRONT
54 LEFT FRONT FENDER

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	10/4/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Malibu
<u>File #</u>	71-558097965	<u>VIN:</u>	1G1ZT51F06F ██████████

Mileage at Inspection: 34186

Inspection Location: Bobb Chevrolet
567 E Livingston Ave, Columbus, OH 43215
Phone: 614-228-4567

Inspector's phone number: 740-632-0875

Inspected By: EDWARD J LAPOSTA

Section 1 INSPECTION SUMMARY

BRIEFLY Describe the customer's ALLEGATION below:

Driver/Owner ██████████ states the following: I was traveling west on I 70, Columbus, OH at 65MPH, I lost control of my vehicle, veered off the left side of the road and hit the center concrete divider barrier.

Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

The front bumper cover paint is scraped from the left front corner to the left front wheel well. The left front fender is dented in 2 inches at the belt line along the entire length of the fender. The left front door skin is peeled back from the front edge to the middle of the door and dented in 4 inches from the mid point of the door along the belt line (photo 5). The left rear door paint is scraped along the lower part of the door along the length of the door. The left quarter panel paint is scraped around the wheel well. The left front tire is cut 3 inches from the mounting flange 8 inches around the outer side wall of the tire. The left front wheel is bent in 6 inches at the tire mounting flange 14 inches around the flange (see photos 45 thru 53). The left door glass is missing.

There is no visible damage to the engine compartment or under carriage of the vehicle. All steering components are in place and connected. The steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels. There is no binding, sticking or uneven feel. The steering linkage is tight and there are no loose connections. There are no visible scrapes, abrasions or signs of contact with any linkage. There are no visible leaks at steering rack and pinion. There is no visible damage to the boots on the steering rack or contact by foreign objects. The steering column, ignition switch and intermediate shaft are tight and there are no loose connections. The steering column unlocks with ignition key correctly. All steering column fasteners are clean and tight. The steering assist assembly and connections are clean and tight. The steering wheel rotates lock to lock smoothly and with moderate effort. The electronic steering assist operates smoothly and with moderate effort. All attachments to the steering knuckles are secure and proper.

The accelerator pedal, cruise control system and wiring are properly routed and work easily and return at rest. The service brake system on the vehicle holds the vehicle while racing engine in gear. All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. No ABS warning lights are on with engine running and no active or stored codes are in ABS system. The vehicle is not drivable. The park brake system was tested with engine in drive and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

The shifter at the transmission and the BTSI solenoid and shift cable worked correctly. The shifter lever at the transmission was worked manually and engages parking pawl and locks in place. A Tech II was used to check Park, Reverse, Neutral and Drive positions and all readings were correct in each gear. No open recalls were found on this vehicle.

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**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/4/2007
 Vehicle Brand: Chevrolet Model: Malibu
 File #: 71-558097965 VIN: 1G1ZT51F06F [REDACTED]

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Section 2 INTERVIEW - INCIDENT DETAILS

Obtain all of the information for this section from the Driver/Claimant

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person

Incident Date and Time: 9/19/2007 12:00AM

Interview date: 10/3/2007

Was a police/fire department report obtained? ☐ Yes Police report attached ☒ No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

Driver/Owner [REDACTED] states the following: I was traveling west on I 70 at 65MPH, lost control of my vehicle, veered off the left side of the road and hit the center concrete divider barrier. There was a slight mist on the highway and I was wearing my seat belt. I was traveling in the left lane next to the concrete divider and attempted to steer into the right lane. The vehicle continued to go left and I drove the vehicle into the concrete divider. The vehicle bounced off the barrier and I managed to steer the vehicle into the right lane and then took the route 215 exit ramp. I drove to the end of the exit ramp and then pulled off the road. I called my son [REDACTED] and he came in about 35 minutes. I called the police and they came but did not file a report because no other vehicles were involved. I called Bobb Chevrolet and they towed my vehicle to the dealership. My air bags did not deploy and I was not injured in the incident. There were no other passengers in the vehicle.

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Driver/other occupant's physical description (include name, gender, height, weight, & disabilities):

Driver/Owner [REDACTED] male, age 73, 5'8", 175 lbs no disabilities.

If there was a collision:

Describe extent of any injuries to the Driver: Driver/Owner [REDACTED] was not injured in the accident.

{
 Describe where other occupants were seated & extent of any injuries: There were no other passengers in the vehicle.
 {
 {

What was the exact location of the incident. Interstate 70 west near Route 215 exit ramp.

Driving conditions at the time of the incident:

Weather conditions & Visibility: overcast, cloudy, not raining Approximate Temp (°F): 65

Road Surface: ☒ Concrete ☐ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Road Condition: ☐ Dry ☒ Wet ☐ Icy ☐ Other: {
 Shoulder ☒ Curb ☐: ☐ Concrete ☒ Asphalt ☐ Gravel ☐ Crushed rock ☐ Dirt
 Shoulder/Curb Condition: ☐ Dry ☒ Wet ☐ Icy ☐ Other: {

Posted Speed Limit 65

Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) No objects in the road.

Length of Drive Prior to incident:

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: **10/4/2007**
 Vehicle Brand: **Chevrolet** Model: **Malibu**
 File #: **71-558097965** VIN: **1G1ZT51F06F [REDACTED]**

Total Time (hrs. & mins.): **0 hrs 30 mins** Distance (miles): **30**
 Estimate of vehicle speed **65** mph Source of est. **Driver**
 Estimated vehicle speed at impact: **65** mph Source of est. **Driver**
(Do Not report speed information from the Vetronix data here)

If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.

Steering Normal ☐ Other ☒ Describe Driver/Owner William Preston alleges the vehicle pulled to the left causing him to hit the center concrete highway divider.

Suspension Normal ☒ Other ☐ Describe { _____
 Brakes Normal ☒ Other ☐ Describe { _____
 Engine Normal ☒ Other ☐ Describe { _____
 Electrical Normal ☒ Other ☐ Describe { _____

Were any warning lights illuminated or driver information center messages displayed? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Has the vehicle behavior noted during this incident ever been noted prior to this incident? ☐ Yes ☒ No If "Yes", get the details and describe the event(s).

Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. **No warning lights illuminated, no messages on driver information panel, no unusual noises, smoke or steam observed.**

Describe any evasive action: ☒ Turning ☐ Braking ☐ Accelerating ☐ Other: { _____

Describe cargo (in the vehicle interior, trunk and/or trailer (if any)): **None**

Estimated total weight of cargo: { _____ Estimated weight of the trailer, if any. { _____

If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.

Did the vehicle leave the roadway?: ☒ Yes ☐ No Describe: **Driver/Owner [REDACTED] alleges he was in the left lane of a four lane highway, signaled to go into the right lane and the vehicle pulled to the left causing him to drive the vehicle off the highway to the left into the center median and he scraped the left side of the vehicle against the concrete divider barrier.**

Objects Impacted: **Driver/Owner [REDACTED] alleges he struck the left side of the vehicle against the concrete divider barrier in the center of the highway.**

How was the vehicle transported from the incident site to the present location? **The vehicle was towed to Bobb Chevrolet, 567 East Livingston Ave, Columbus, OH 43215 phone: 614-228-4567** ☐ Tow Truck ☒ Flat Bed ☐ Other

Additional comments concerning the incident: **None**

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**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

Customer's Name: [REDACTED] Inspection Date: 10/4/2007
 Vehicle Brand: Chevrolet Model: Malibu
 File #: 71-558097965 VIN: 1G1ZT51F06F [REDACTED]

Section 3

INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant:

Driver/Owner [REDACTED], Pickerington, OH [REDACTED] phone: [REDACTED]

Comments: (Additional cmts may be placed in section 9)

None

Did the owner purchase the vehicle new?

☐ Yes ☐ No Date Used? ☒ Yes ☐ No Date 9/15/2007

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed?

(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:

No visible modifications, alterations or after-market equipment installed.

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{

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? ☒ No ☐ Yes If yes, describe: {

{

Prior collision repair? ☒ No ☐ Yes If yes, describe: {

{

Repaired by whom? (name, address, phone) {

{

Prior chassis system service, repair, or replacement? ☒ No ☐ Yes If yes, describe what was done:

{

Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)

{

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☒ No ☐ Yes

If yes, describe: {

{

Section 4

VEHICLE INSPECTION – VISUAL/PHOTO

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION.

PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

The front bumper cover paint is scraped from the left front corner to the left front wheel well. The left front fender is dented in 2 inches at the belt line along the entire length of the fender. The left front door skin is peeled back from the front edge to the middle of the door and dented in 4 inches from the mid point of the door along the belt line. The left rear door paint is scraped along the lower part of the door along the length of the door. The left quarter panel paint is scraped around the wheel well. The left door glass is missing.

{

UNDERBODY / FRAME / CHASSIS AREA: Describe any damage to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	10/4/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Malibu
<u>File #</u>	71-558097965	<u>VIN:</u>	1G1ZT51F06F ██████████

No visible damage to underbody/frame/chassis. The rear bumper, frame, engine mounts and cross members are intact and show no visible damage.

The brake system on the vehicle holds the vehicle while racing engine in gear. All brake lines are properly routed and there are no leaks in the system. The master cylinder is operational with no leakage and is full of fluid. Brake fluid is full and shows no sign of contamination. Brake pedal feel is firm and positive and does not leak down while holding constant pressure with engine running or off. The power brake booster functions and only light pressure is needed to hold vehicle in drive. The brake pedal operates easily and is not bound or sticking. The pedal returns to normal position at rest. No ABS warning lights are on with engine running and no active or stored codes are in ABS system. The park brake system was tested with engine in drive and reverse and the park brake held vehicle in all gears. All park brake cables and controls are operational and the cables are adjusted and routed correctly.

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CORNER ASSEMBLIES

Struts/shocks	Ball joints	Tire/wheel assemblies
Springs	Steering knuckles	
Control arms	Axle assemblies	

Comments: . The left front tire is cut 3 inches from the mounting flange 8 inches around the outer side wall of the tire. The left front wheel is bent in 6 inches at the tire mounting flange 14 inches around the flange (see photos 45 thru 53). There is no visible damage to struts/shocks, springs, control arms, ball joints, steering knuckles, axle assemblies and right front, right rear and left rear tire/wheel assemblies.

{

UNDERHOOD

Engine compartment	Power steering lines, hoses, clamps and connections
Brake fluid level and condition	Power steering fluid level and condition

Comments:

No visible damage in the engine compartment. Brake fluid is full and shows no sign of contamination. The vehicle has electronic power assist. The power steering assist system is intact and operational, mounting is clean and tight.

{

GENERAL OBSERVATIONS

Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.

Comments:

No visible after-market equipment, vehicle modifications or items that are unusual or out of place.

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Section 5

VEHICLE INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel	Odometer
Controls	Steering wheel and column

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u> [REDACTED] <u>Vehicle Brand:</u> Chevrolet <u>File #</u> 71-558097965	<u>Inspection Date:</u> 10/4/2007 <u>Model:</u> Malibu <u>VIN:</u> 1G1ZT51F06F [REDACTED]
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Overall view of seat position
 Photo of options label-glove box/trunk
 Personal items/cargo

Driver and passenger seat back angle (inclinometer measurement)
 Sunvisors and headliner

INTERIOR INSPECTION (Describe any damage and photograph)

There is no visible damage to interior. The odometer and instrument panel controls are operational. There is no visible damage to the steering wheel and column.

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Section 6

STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	10/4/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Malibu
<u>File #</u>	71-558097965	<u>VIN:</u>	1G1ZT51F06F ██████████

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	All component in place and connected. Steering wheel rotates lock to lock smoothly and with moderate effort and appropriate movement of front wheels. No binding, sticking or uneven feel.
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	Steering linkage tight and no loose connections. No visible scrapes, abrasions or signs of contact with any linkage.
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	No visible leaks at steering rack and pinion. No visible damage to boots on rack or contact by foreign objects.
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	Steering column, ignition switch and intermediate shaft tight and no loose connections. Column unlocks with ignition key correctly. Steering column fasteners clean and tight.
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	Steering assist assembly and connections clean and tight. Steering wheel rotates lock to lock smoothly and with moderate effort.
PS fluid level and condition-Color, contamination, odor	Electronic steering assist operates smoothly and with moderate effort.
Steering knuckle-All attachments secure and proper?	All attachments to steering knuckles are secure and proper.
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	LF strut attachments, springs and control arms intact and properly attached, no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	RF Strut attachments and springs intact and properly attached no scrapes or deformities.
Strut attachments, springs intact; control arms properly attached, deformed, broken,	LR Strut attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	10/4/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Malibu
<u>File #</u>	71-558097965	<u>VIN:</u>	1G1ZT51F06F ██████████

scraped, etc Rear sway bars, trailing arms properly attached and undamaged. LR	
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RR	RR Strut attachments, springs, control arms and rear sway bars intact and properly attached, no scrapes or deformities.
Rear axle assembly-deformed, signs of impact, properly located, etc.	Rear axle intact and no signs of impact, properly located.
Deformation to the frame	No visible deformation of frame.
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components	No visible evidence of axle/suspension/tire contact with frame, body or components.
Describe and photograph contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	No visible contact of the under-carriage with road surface, shoulder, curb or grass.
Stability Enhancement system/components-check for codes with Tech II	Not available.
Engine (normal, other)-Obtain codes using a Tech II.	No engine or drive train active or stored Tech II codes.
Electrical (normal, other)	No electrical Tech II codes.
Warning lights/messages displayed? Describe and obtain codes using a Tech II	No warning lights/messages displayed or Tech II codes.
Anything components missing?	No visible components missing.
Other	None


If the vehicle is drivable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot".

The shifter at the transmission and the BTSI solenoid and shift cable worked correctly. The shifter lever at the transmission was worked manually and engages parking pawl and locks in place. A Tech II was used to check Park, Reverse, Neutral and Drive positions and all readings were correct in each gear. The transmission was not disassembled for inspection. No open recalls were found on this vehicle. The Park brake system was tested with transmission in Drive and Reverse and the Park brake held at wide open throttle in all gears. All Park brake cables and controls are operational and the cables are adjusted and routed correctly. The vehicle is not drivable.

The safety belt emergency locking system was tested for the driver and passenger belts. The driver and passenger belts were rapidly pulled from their retractors and each belt locked and held tension. On release of tension, each belt retracted into the retractor cover smoothly and quickly. The driver and passenger seat belt buckles latched easily and firmly and released easily. The seat belt webbing was not stressed or stretched and there were no visible witness marks on the belt webbing.

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**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>		<u>Inspection Date:</u>	10/4/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Malibu
<u>File #</u>	71-558097965	<u>VIN:</u>	1G1ZT51F06F

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation. **No current or history DTC's in ABS module.**

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.
No visible damage to ABS system wiring, connections or components.

TIRE AND WHEEL INSPECTION

1. IDENTIFICATION:

	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	<u>(P205/70R15)</u>	<u>(psi)</u>	<u>32nds of inch</u>	
LF	<u>Bridgestone</u>	<u>Insignia SE</u>	<u>P215/60R16</u>	<u>0</u>	<u>8/32</u>	<u>OBX8E204205</u>
RF	<u>Bridgestone</u>	<u>Insignia SE</u>	<u>P215/60R16</u>	<u>29</u>	<u>8/32</u>	<u>OBX8E204205</u>
LR	<u>Bridgestone</u>	<u>Insignia SE</u>	<u>P215/60R16</u>	<u>31</u>	<u>8/32</u>	<u>OBX8E204205</u>
RR	<u>Bridgestone</u>	<u>Insignia SE</u>	<u>P215/60R16</u>	<u>30</u>	<u>8/32</u>	<u>OBX8E204205</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR and LR).

LF The left front tire is cut 3 inches from the mounting flange 8 inches around the outer side wall of the tire. The left front wheel is bent in 6 inches at the tire mounting flange 14 inches around the flange (see photos 45 thru 53).

RF No visible damage to wheel or tire..

LR No visible damage to wheel or tire.

RR No visible damage to wheel or tire.

2. TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

	<u>SIZE</u>	<u>PRESSURE (psi)</u>	<u>PRESSURE AT MAXIMUM LOAD(psi)</u>
TIRES	<u>P215/60R16</u>	<u>30</u>	<u>30</u>
SPARE TIRE	<u>T125/70D15</u>	<u>60</u>	<u>60</u>

Section 7 SITE INSPECTION

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

**PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS**

<u>Customer's Name:</u>	██████████	<u>Inspection Date:</u>	10/4/2007
<u>Vehicle Brand:</u>	Chevrolet	<u>Model:</u>	Malibu
<u>File #</u>	71-558097965	<u>VIN:</u>	1G1ZT51F06F ██████████

- Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, stationary objects (guard rails, telephone poles, fences, buildings, etc), nearest posted speed limit signs in the direction of travel, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and property if involved.

Comments:

Site not available.

{ _____

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Section 8 COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

The safety belt emergency locking system was tested for the driver and passenger belts. The driver and passenger belts were rapidly pulled from their retractors and each belt locked and held tension. On release of tension, each belt retracted into the retractor cover smoothly and quickly. The driver and passenger seat belt buckles latched easily and firmly and released easily. The seat belt webbing was not stressed or stretched and there were no visible witness marks on the belt webbing. No open recalls on the vehicle.

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Section 9 OTHER REPORT INFORMATION

- ☐ **Check here if there was evidence of a "Fire-Related" event.**
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

☒ **Photographs** ☒ **Data Downloads** ☐ **Other Records**

CDR File Information

Vehicle Identification Number	1G1ZT51F06F[REDACTED]
Investigator	EDWARD LAPOSTA
Case Number	71-558097965
Investigation Date	Thursday, October 4 2007
Crash Date	Wednesday, September 19 2007
Filename	1G1ZT51F06F[REDACTED].CDR
Saved on	Thursday, October 4 2007 at 03:28:08 PM
Collected with CDR version	Crash Data Retrieval Tool 2.9016
Reported with CDR version	Crash Data Retrieval Tool 2.9016
EDR Device Type	airbag module
Event(s) recovered	None

SDM Data Limitations

SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.

The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.

SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's communication network.

-The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

```
$01 00 03 00 00 58 00 00
$02 30 00 00 00 00 00 00
$03 02 00 00 00 00 00 00
$04 02 00 00 00 00 00 00
$05 00 00 00 00 00 00 00
$06 00 0A 00 00 0A 69 67
$07 00 00 00 00 00 00 00
$08 00 FF 00 00 00 00 00
$09 00 91 91 00 00 00 00
$0A 00 00 00 00 00 00 00
$0B 00 00 05 0F 00 00 00
$0C 80 00 80 00 00 00 00
$0D 00 00 C0 00 00 00 00
$0E 00 00 00 00 00 00 00
$0F A2 00 00 00 00 00 00
$10 47 31 5A 54 35 31 46
$11 30 36 46 31 35 36 33
$12 38 38 00 00 00 00 00
$13 00 00 00 00 00 00 00
$14 00 00 00 00 00 00 00
$15 00 00 00 00 00 00 00
$16 03 06 0C 16 34 00 00
$17 03 04 03 03 00 00 00
$18 03 03 00 00 00 00 00
$19 07 07 00 00 00 00 00
$1B 3F 00 00 66 00 78 00
$1C 3F 00 00 06 00 18 00
$1D 00 00 00 00 00 00 00
$1E 4F 4F 00 00 00 00 00
$1F 20 00 00 00 00 00 00
$20 40 00 00 00 00 00 00
$21 FF 01 00 00 70 00 00
$22 00 91 00 00 00 00 00
$24 00 00 00 00 00 00 00
$25 00 00 00 00 00 00 00
$26 00 00 00 00 00 00 00
$27 FF 00 FF 00 00 00 00
$2A 00 00 00 00 00 00 00
$2B 00 00 00 00 00 00 00
$2D 00 00 00 00 00 00 00
$2E 00 FF F0 0D 3F 00 00
$2F FE FE 0F 78 00 00 00
$30 9D 00 00 00 00 00 00
$31 FF FF FF FF FF 80 00
$32 F8 80 FF 80 00 00 00
$33 FF FF FF FF FF 80 00
$34 FF FF FF FF FF 80 00
$35 FF FF FF FF FF 80 00
$36 FF FF FF FF FF 80 00
$37 F8 80 F8 0F 0F CA FE
$38 FF 80 C0 80 FF C0 FC
$39 FF FF FF FF FF 80 00
$3A FF FF FF FF FF 80 00
$3B 7F 0F 1F 1F 3F 00 00
$3C FF FF FF FF FF FF C0
$3D FF FF FF FF FF FF 00
$3E FF FF FF FF 00 00 00
$3F 00 00 F0 00 00 00 00
$40 E0 FF 00 00 00 00 00
$41 F8 F8 90 00 00 00 00
$42 80 FF FF FF FF 00 00
$43 FF FF FF 00 00 00 00
```

\$44 FF FF FF FF FF FF 00
\$45 FF FF FF FF FF FF 00
\$46 FF FF FF FF FF FF 00
\$47 FF FF FF FF FF FF 00
\$48 FF FF FF FF FF FF 00
\$49 FF FF FF FF FF FF 00
\$4A FF FF FF FF FF FF 00
\$4B FF FF FF FF FF FF 00
\$4C FF FF FF FF FF FF 00
\$4D FF FF FF FF FF FF 00
\$4E FF FF FF FF FF FF 00
\$4F FF FF FF FF FF FF 00
\$50 FF FF FF FF FF FF 00
\$51 F0 00 00 F0 00 00 00
\$52 81 FF FF FF 00 00 00
\$53 FF FF FF 00 00 00 00
\$54 82 FF FF 00 00 00 00
\$55 FF FF FF FF FF FF 00
\$67 A0 FF 00 00 00 00 00
\$68 F8 F8 90 C0 00 00 00
\$69 80 FF FF FF FF 00 00
\$6A FF FF FF 00 00 00 00
\$6B FF FF FF FF FF FF 00
\$6C FF FF FF FF FF FF 00
\$6D FF FF FF FF FF FF 00
\$6E FF FF FF FF FF FF 00
\$6F FF FF FF FF FF FF 00
\$70 FF FF FF FF FF FF 00
\$71 FF FF FF FF FF FF 00
\$72 FF FF FF FF FF FF 00
\$73 FF FF FF FF FF FF 00
\$74 FF FF FF FF FF FF 00
\$75 FF FF FF FF FF FF 00
\$76 FF FF FF FF FF FF 00
\$77 FF FF FF FF FF FF 00
\$78 F0 00 00 F0 00 00 00
\$79 81 FF FF FF 00 00 00
\$7A 82 FF FF 00 00 00 00
\$7B FF FF FF FF FF FF 00

\$01 41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$02 01 02 03 04
\$03 41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
\$04 01 02 03 04
\$05 42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$06 FF FF FF FF
\$07 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$08 FF FF FF FF
\$0D 41 48 37 31 31 32 52 35 32 32 31 32 33 34 31 53
\$0E 01 59 D3 B3
\$0F 41 4A 37 31 31 32 52 35 32 32 34 31 33 35 54 4C
\$10 01 59 D3 B3
\$13 42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$14 FF FF FF FF
\$17 42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF
\$18 FF FF FF FF
\$21 32 16 B8 0B D0 2E 91 9A
\$22 69 67
\$23 31 5A FA FA FA FA FA
\$24 31 5A FA FA FA FA FA
\$25 31 5A FA FA FA FA FA
\$26 31 5A FA FA FA FA FA
\$40 00 00
\$41 3F 00 00 06 00 18
\$42 10 E4
\$43 00 00 8E 80
\$44 C6 00 00 FC 80 C0

```
$45 07 01 07 01 05 01
$46 00 0F 0F 64 64
$47 0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48 18 08 08
$B0 58
$B1 FD FE 00
$B2 FF FF FF FF FF
$B4 41 53 36 39 36 37 32 31 31 35 5A 54 20 20 20 20
$B7 50 AA 01 0F 02
$B8 53 42 67 10 17
$C1 30 46 30 32
$CA 30 46 30 32
$CB 00 F1 0A E7
$CC 00 F1 0A E7
$D1 00 00
$DB 00 00
$DC 00 00
```

EAA Inspection Request

Date: 10/1/07

TO: EAA

EAA/SPX Field Coordinator

Phone: 586-582-5835

Fax: 586-582-5840

Email: eaafc@servicesolutions.spx.com

From: Fabiola Garcia

PAR Customer Relations Mgr

Email: fabiola_garcia@gmexpert.com

Phone: 866-790-5600 ext.

or 866-790-5700 ext.41006

Fax: 866-775-9474

Mailing Address:

GM PAR Investigations

7401 E. Ben White

Building 3

Austin, TX 78741

Vehicle Information

VIN#: 1G1ZT51F06F

Year/Make: 2006/Chevrolet

Model: Malibu

Contact's Name: Edward Knack

Contact's Number: (614) 228-4567

**Vehicle Location: Bobb Chevrolet
567 E LIVINGSTON AVE
COLUMBUS, OH 43215**

If located at a Salvage/Auction Yard:

Ins. Adj. Name:

Phone #:

Claim or Salvage ID #:

Claimant Information

PAR File #: 71-558097965

Claimant Name:

Claimant Home #:

Claimant Work #:

Claimant Cell #:

Address: (Street Address)

(City, ST ZIP)

Required Actions:

- ☒ Advise PAR CRM via voicemail/email of inspection date.
- ☒ Repair Estimate Required
- ☒ Review All PAR File information
- ☒ Contact PAR CRM After Inspection

Please Use Form(s):

<input type="checkbox"/> Accelerator/Throttle Control	<input type="checkbox"/> Restraint-SIR/Seatbelts	<input type="checkbox"/> Seats
<input type="checkbox"/> Brake/ABS/TCS/VSES	<input type="checkbox"/> Side Impact	<input type="checkbox"/> Power Sliding Door
<input checked="" type="checkbox"/> Steering/Suspension/Tires/Wheels	<input type="checkbox"/> Inadvertent Deployment	<input type="checkbox"/> OnStar
<input type="checkbox"/> Engine Exhaust/Odor	<input type="checkbox"/> Transmission/Transaxle	<input type="checkbox"/> OTHER: _____
<input type="checkbox"/> Engine Stalling	<input type="checkbox"/> Thermal Events	

Special Instructions:

Interview Owner? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Vetronix Requested	<input type="checkbox"/> Obtain Fire/Police Report
<input type="checkbox"/> Other (define) _____		

Investigations can only be rushed if e-mailed by one of the following:

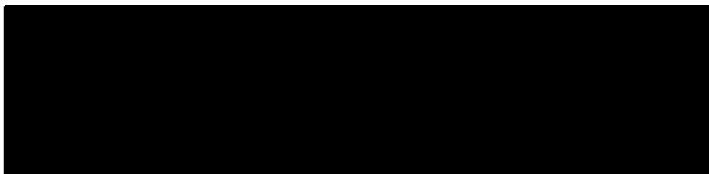
☐ **RUSH** (Name of Team Manager or Ops Mgr Approving the Rush): _____

EAA Internal Use Only

To: SA:	Date E-Mailed to SA: _____
From: EAA Field Coordinator	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation: <input type="checkbox"/> YES <input type="checkbox"/> NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: _____

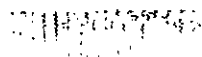


Orange, TX.



BEAUMONT TX 777

18 DEC 2007 PM 2 T



DEC 26 2007

Reimbursement Department
P.O. BOX 33170
Detroit, MI 48232-5170

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

48232+5170



CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-0717-Digit Vehicle Identification Number (VIN): 1G1ZT54875FMileage at Time of Repair: 46929 Date of Repair: 7-23-07

Claimant Name (please print):

Street Address or PO Box Number:

City: OrangeState: TX

ZIP Code:

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code):

Amount of Reimbursement Requested: \$ 1014.84

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense incurred for the repair covered by this letter.

Claimant's Signature:

Please mail this claim form and the required documents to:

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

Reimbursement questions should be directed to the following number:
 1-800-204-0261



CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).



THANK YOU

THANK YOU

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, TWIN CITY CLASSIC AUTOMOTIVE I state that the odometer now
(TRANSFEROR'S NAME - PRINT)

reads 28728 (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 CHEVROLET

MODEL MALIBU BODY TYPE 4 DOOR SEDAN

VEHICLE IDENTIFICATION NUMBER 1G1ZT54875F

YEAR 2005

TRANSFEROR'S NAME TWIN CITY CLASSIC AUTOMOTIVE I

(PRINTED NAME)

7500 TWIN CITY HIGHWAY

TRANSFEROR'S ADDRESS

(STREET)

PORT ARTHUR

TX

77642

(CITY)

(STATE)

(ZIP CODE)

TRANSFEROR'S NAME X

(SIGNATURE)

DATE OF STATEMENT

11/14/06

TRANSFeree's NAME

TRANSFeree's ADDRESS

(STREET)

ORANGE

TX

(CITY)

(STATE)

(ZIP CODE)

TRANSFeree's NAME X

(SIGNATURE)

(PRINTED NAME)

North American Operations

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

GM

CHECK

No. [REDACTED]

50-937
213

DATE
01/25/08

*****638 DOLLARS

***13 CENTS

AMOUNT
*****638.13

PAY
TO THE
ORDER
OF

ORANGE TX [REDACTED]

North American Operations
General Motors Corporation
Disbursement Account

Kihel C. [Signature]
SIGNATURE

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

AUDIT

VENDOR
DUNS NO. BB 000000159

1

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT
DATE

01/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54875F [REDACTED]	01/24/08 71-585082759.1-9UEB0F	VM 1-9UEB0F	00.0000	638.13	.00	638.13
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				638.13	.00	638.13

January 13, 2011

[REDACTED]

Orange, TX [REDACTED]

Service Request: 71-585082759

Customer Relationship Specialist: Lance Evans

Dear [REDACTED]

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Chevrolet Malibu. We apologize for any inconvenience you have experienced as a result of this special coverage.

At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special coverage notice to our loyal customers for their safety and satisfaction.

We have reviewed your request for reimbursement on the column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$638.13.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have 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

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 30, 2010

[REDACTED]
[REDACTED]
Omaha, NE [REDACTED]

Service Request: 71-558191476
Customer Relationship Specialist: Adam Labonte

Dear [REDACTED]

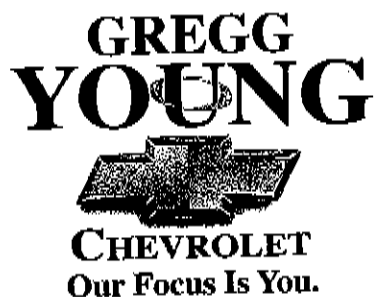
We would like to discuss your request for assistance regarding your 2006 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

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



17750 Burt Street
Omaha, NE 68118
402-572-8080
800-572-8000 TOLL FREE
402-572-6876 FAX

Fax

To: Customer Relations From: Tam Finck
Fax: 866-554-4009 Phone: 402-763-8150 Fax: _____
Phone: 800-231-1841 Pages: 1 of 4
Re: _____ Date: _____

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

Please call if any additional documents
are needed.

Thanks, Tam



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 24 2007
Tom Finch
GREGG YOUNG CHEVROLET, INC
17750 BURT ST
OMAHA, NE 68118-3311

Re: [REDACTED]
Siebel Request: 71-558191476
2006 Chevrolet Malibu
VIN # 1G1ZT51876F [REDACTED]

Dear Mr. Finch:

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,

{Adam Labonte}
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension {21830}
FAX# 866-554-4009

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

GREGG YOUNG

CHEVROLET

Our Focus Is You.

Gregg Young Chevrolet
17750 Burt St.
Omaha, NE 68118

Phone 402-572-8080

www.greggyoungchevy.com

RO: 183958
Cashier: 005002 10:26-1
Date Out: 07/25/2007
Status: MODIFIED REPRINT
CLOSED
IN:1137OUT:1115

Customer: 30795 Stock #:A3442

VIN:1G1ZT51876F
2006 CHEV MALIBU LT
Miles-In: 24806 Out: 24809
Delivered: 11/21/2006

Home:

Work:

Cellular: N/A

E-mail:

Advisor: 003138-JAY L HANCOCK

Hat: 1379

Date In: 07/24/2007

Sold By: TIMOTHY WILSON

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[WARRANTY]						
A	W	003119W	E7680	CUSTOMER STATES NO POWER STEERING VERY HARD TO TURN WHEEL SCAN CK FOUND C0545-00 SO FOLLOWED FLOW CHART DOC# 1241508 AND FOUND STEERING COLUMN HAS INTERNAL MALFUNCTION IN TORQUESENSOR-REPLACED STEERING COLUMN		
	PO:		HRS 1.4	E7680 OG C0545	Admin Hours:	0.00
	Parts: 1		15926870	COLUMN 6.518	Operation Total:	0.00
[WARRANTY]						
B	W	003121W	T2020	CUSTOMER STATES TOW IN L.T.R. TOWING-TOWED FROM 85TH AND MILITARY-NO POWERSTEERING		
	PO:		T2020 OG C0545		Admin Hours:	0.00
	SUBLET		PO: 35362		Operation Total:	0.00

Signature: _____

Thanks for choosing Gregg Young Chevrolet!

GREGG YOUNG

CHEVROLET

Our Focus Is You.
Gregg Young Chevrolet
17760 Burt St.
Omaha, NE 68118

Phone 402-572-8080

www.greggyoungchevy.com

RO: 184319
Cashier: 005002 10:26-1
Date Out: 09/14/2007
Status: MODIFIED REPRINT
CLOSED
IN:1016OUT:1323

Customer: 30795 Stock #:A3442

VIN:1G1ZT51876F
2006 CHEV MALIBU LT
Miles-In: 25441 Out: 25441
Delivered: 11/21/2006

Home: [REDACTED]
Cellular: N/A
E-mail: [REDACTED]
Advisor: 003138-JAY L HANCOCK
Sold By: TIMOTHY WILSON

Work: [REDACTED]

Hat: 0016

Date In: 08/01/2007

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
[CUSTOMER PAY]					Labor Total:	75.00
A	CC	003099F		CUSTOMER STATES NO POWER ON ACCELL WILL CHUG AND HESITATE ON TAKE OFFS BRAKE FLUID CONTAMINATED WITH OIL BASED PRODUCT MOST LIKELY CAUSING RUBBER COMPONENT TO SWEEL ALLPLING BRAKES REPLACE ALL COMPOMNANTS TO BRAKE SYSTEM		
Adjustments: Labor - 75D 75.00					Total Adjustments:	-75.00
					Operation Total:	0.00

*No work performed
this was a diagnostic
fee.*

Total Labor: 75.00 - Adjustment of 75.00 = 0.00

Customer Pay Labor: 0.00
Customer Total Due: 0.00

Signature: _____

Thanks for choosing Gregg Young Chevrolet!

ADR File Checklist

SR Number: 71-558191476

BBB Case: CHV0754148

Customer: [REDACTED]

VIN: 1G1ZT51876F [REDACTED]

Make/Model/Year: 2006/Chevrolet/Malibu

In Service: 04/22/06 Mileage: 28,000

Received Date: 09/21/07

Day 15 Date:

Goes Active:

Primary Concern: Veh was hard to steer, brakes lock up on car components swell

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

Completion Date/Time: /

☒ **Dealer Svc Mgr**

Completion Date/Time: /

☐ **Dealer Finance Mgr**

Completion Date/Time: /

☒ **AVM**

Completion Date/Time: /

☒ **Repair Orders Requested:**

Received:

☐ **Sales Documents:**

Received:

☐ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

Lemon Law Eligible:

Yes ☒

No ☐

Presumption:

Yes ☐

No ☒

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

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached (by Day 15)**

☒ **Arbitration Date:**

☒ **Closing Activities:**

Settlement

Completion Date/Time: 10/31/07 / 5:18 PM

Executive Summary

Completion Date/Time: 11/01/07 / 5:45 PM

Close Siebel

Completion Date/Time: 11/01/07 / 6:00 PM

DVM: Irwin Ross

Node/Box: 972075 8284

Service Dealer: Gregg young

Svc Mgr: Tom Finch

Selling Dealer: Gregg Young independant

Contact:

NOTES:

Privileged and Confidential Information**CASE ASSESSMENT**

By: Adam Labonte State: Florida

Customer Name: [REDACTED]

Service Request: 71-
558191476

BBB Case No.: CHV0754148

Vehicle ID No.:
1G1ZT51876F [REDACTED]In Service
Date:
04/22/2006

Vehicle is: USED

BAC Code: N/A

Year, Make & Model: 2006 Chevrolet Malibu 28,000 Mileage at Time of BBB Filing (odometer)

Vehicle Purchased Used on: 11/21/06 at
odometer 6,000mLien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐:
{Type}

DVM Name: Irwin Ross

CAM Name: {Name}

Phone/Cell Number: 972075 8284

Phone Number: {Phone Number}

VEHICLE REPAIR HISTORY

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

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

☐ Vehicle was hard to steer

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/24/07	183958	2	24,806	Cust sts – No power steering very hard to turn wheel scan CK found CO545-00 so followed flow chart Doc # 1241508 and found steering column has internal malfunction in torque sensor-replaced steering column

☐ Brakes lock up on car-components swell

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/01/07	184319	?	25,441	Cust sts – No power on acceleration. Will chug and hesitate on take offs. Dlr sts – Brake fluid contaminated with oil based product. Most likely causing rubber component to swell applying brakes. Suggest Replace all components to brake system – No work performed. Not warrantable concern

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
--------------	--------------	------------------	-----------------	---

☐ {Symptom}

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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☐ {Symptom}

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

☐ {Symptom}

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

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

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

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 + FRA

Time period 2 yrs 60 days / N/A

Does Lemon Law state nonconformity must continue to exist? Y

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

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

Number of repair attempts in the presumption period: 1

Total days out of service during the presumption period: 2

Total days out of service during customer's ownership: 2

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

Customer took veh to Jiffy Lube for oil change. Oil based substance was found in brake fluid therefore dlr will not do

repairs on braking system

Customer is stating that she would get a sample of the contaminated fluid to prove that jiffy lube did not contaminate The brake fluid. Customer did not send back in documents to BBB. Cust did not contact CRS back and UC was sent Closing file with no goodwill.

CRS FINAL OFFER:	Denied at this time	DATE: {Date}	CUST {Accepted / Declined}
Goodwill: Denied		Attorney Fees (if applicable): \$ N/A	

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.**

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 71-558191476	BBB#: CHV0754148
-----------------------------	---------------------------	-------------------------

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	
MSRP (from BARS Invoice screen)	- 20665
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	=

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	
Actual Cash Value (ACV) (from ACV Statement)	-
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	=

Section 3

Trade Allowance (from Bill of Sale)	
Payoff on Trade (from Bill of Sale)	-
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	=

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	-
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	-
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	=

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



GMC

HUMMER®

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 24 2007
Tom Finch
GREGG YOUNG CHEVROLET, INC
17750 BURT ST
OMAHA, NE 68118-3311

Re: [REDACTED]
Siebel Request: 71-558191476
2006 Chevrolet Malibu
VIN # 1G1ZT51876F [REDACTED]

Dear Mr. Finch:

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,

{ Adam Labonte }
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension {21830}
FAX# 866-554-4009

January 3, 2011

[REDACTED]
[REDACTED]
Ellettsville, IN [REDACTED]

Service Request: 71-558746369
Customer Relationship Specialist: Marion Lindsey

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64815F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 20, 2010, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

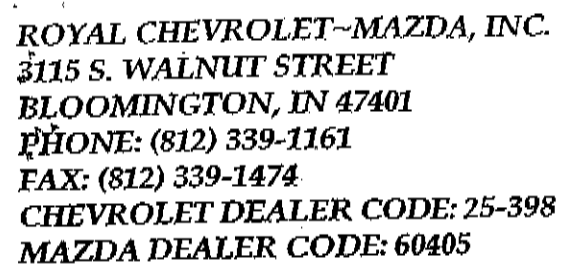
If you have any future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Component Service Coverage

Submit the claim with all the appropriate authorization codes and 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.



TO: Felicia Williams
CO.: _____
PHONE: _____
FAX: _____

DATE: _____

FROM: _____

COMMENTS:

NUMBER OF PAGES TO FOLLOW: _____

ROYAL CHEVROLET MAZDA INC.
Service Repair Order

12/21/07
14:15:51

Repair Order History

Vehicle 2005 CHEVROLET MALIBU
1=Display 6=Reprint Invoice

Opt	Co#	RO#	Date	Customer	SWR	Odometer
-	RW2	6009328	10/17/07	[REDACTED]	395	033393
		(1)	296:CUST.STATES VEHICLE POPS WHEN TURNING			
		(2)	296:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.			
-	RW2	6008923	09/26/07	[REDACTED]	395	033103
		(1)	296:CUST.STATES VEHICLE SHAKES AND MAKES A HUMMING			
		(2)	296:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.			
-	RW2	6007971	08/09/07	[REDACTED]	395	032466
		(1)	583:\$27.99 VALVOLINE OIL CHANGE. INCLUDES FIVE QUARTS			
		(2)	583:CUST.STATES FRONT END POPS WHEN TURNING			
		(3)	583:FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.			
-	RW2	6007179	07/16/07	[REDACTED]	428	031484

F3=Exit F12=Cancel F18=Print

More...

147507

Repair Order History

Vehicle 2005 CHEVROLET MALIBU

1=Display 6=Reprint Invoice

Opt	Co#	RO#	Date	Customer	SWR	Odometer
-	RW2	* 6006431	05/30/07	[REDACTED]	428	030690
		(1)	708:	CUSTOMER STATES THAT VEHICLE HAS A POP NOISE		
		(2)	708:	CUSTOMER STATES THAT THE BRAKES GRIND		
		(3)	708:	FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.		
-	RW2	* 6004997	03/30/07	[REDACTED]	292	029015
		(1)	925:	CUST STATES LEFT TURN SIGNAL CUTS OUT INTERM.		
		(2)	925:	FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.		
-	RW2	* 19870	09/09/06	[REDACTED]	156	020000
		(1)	155:	CAR		
		(2)	135:	PAINT		
		(3)	155:	CAR		

F3=Exit F12=Cancel F18=Print

Bottom

05 CHEVROLET MALIBU RED

1G1ZT64815F

RO Number 6008923
Date Closed 9/26/07
Service Writer JUSTIN MORROW
Odom Out/Tag # 33103 055Line DescriptionHours Rate Exten1 CUST.STATES VEHICLE SHAKES AND MAKES A HUMMING
NOISE IN THE FRONT

Pay Method WARR-GENERAL MO

Cause: TECH FOUND NO ISSUES.

Tech: 296 JOE PRINCE 9/26/07

.00 .00

2 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

Pay Method Customer Pay

Tech: 296 JOE PRINCE 9/26/07

.00 .00

Option* ____

Bottom

F3=Exit F12=Cancel

CHEVROLET Royal

MAZDA 3115 South Walnut Street
Bloomington, IN 47401
Phone: (812) 339-1161
Fax: (812) 339-1474

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m. - Saturday

Email: jimwilliams_royal@yahoo.com

R/O Open Date	R/O Number
9/26/07	6008923/1
R/O Close Date	Status
9/26/07	Reprint
Mileage In	Mileage Out
33103	33103
Service Advisor / Tag #	
JUSTIN MORROW/055	
Vehicle Identification Number	
1G1ZT64815F	
Delivery Date	In-Service Date
Color	License Number
RED	

[REDACTED]		Work Phone	
ELLETTSVILLE, IN [REDACTED]		Home Phone	
Year	Make	Model	Body
2005	CHEVROLET	MALIBU	
		Color	License Number
		RED	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: CUST. STATES VEHICLE SHAKES AND MAKES A HUMMING NOISE IN THE FRONT Caused by TECH FOUND NO ISSUES. Work performed by JOE PRINCE (296)	Warranty
#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED. Work performed by JOE PRINCE (296)	
Sub Total: Labor: .00 Parts: .00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter 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 the 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 or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

5F147507

19870

ROYAL

ACCOUNTING

CHEVROLET-MAZDA, INC.

3115 SOUTH WALNUT STREET
BLOOMINGTON, INDIANA 47401
(812) 339-1161ELLETTSVILLE, IN
HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 1560 RANDALL YOUNT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	05	CHEVROLET MALIBU	1G1ZT64815F		20000/20000		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28AUG06 IS					30.00	CASH	09SEP06
R.O. OPENED		READY	OPTIONS: DLR:25398 ENG:3.5 Liter SFI				

13:30 28AUG06 07:31 09SEP06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A REPAIR PER ESTIMATE											
CAR REPAIR PER ESTIMATE											
	1550	CCC		3.30	3.30	6600	14520			145.20	145.20
B PAINT & MATERIALS											
PAINT PAINT & MATERIALS											
	1350	CPM		4.10	4.10	9840	10360			103.60	103.60
C REPAIR PER ESTIMATE											
CAR REPAIR PER ESTIMATE											
	1550	CCC		3.70	3.70	7400	16280			162.80	162.80

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
47000	30800	14000		47900	10360	9840	
32400	622	0		22500	41782	*****	

141001

COST, SALE, & COMP TOTALS 23840 41160 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	411.60
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
RECYCLE CHARGES	0.00
TOTAL CHARGES	411.60
LESS INSURANCE	0.00
SALES TAX	6.22
PLEASE PAY THIS AMOUNT	417.82

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

CUSTOMER SIGNATURE

BODY SHOP FILE COPY

PAGE 7



CHEVROLET-MAZDA INC.

3115 SOUTH WALNUT STREET
BLOOMINGTON, INDIANA 47401
(812) 338-1161



DEBATE

ELLETTSVILLE, IN [REDACTED]
HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 1560 YOUNT, RANDALL

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/ OUT		TAG
RED		05	CHEVROLET MALIBU		1G1ZT64815F			20000/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE	
28AUG06 IS							30.00	CASH		
R.O. OPENED		READY		OPTIONS: DLR:25398 ENG:3.5 Liter SFI						

28AUG2006 13:30

LINE OF CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A RPE		CCT	REPAIR PER ESTIMATE

B PM CCT PAINT & MATERIALS

#	C	RPE	CCT	REPAIR PER ESTIMATE
1	1	1	1	1
2	1	1	1	1
3	1	1	1	1
4	1	1	1	1
5	1	1	1	1
6	1	1	1	1
7	1	1	1	1
8	1	1	1	1
9	1	1	1	1
10	1	1	1	1
11	1	1	1	1
12	1	1	1	1
13	1	1	1	1
14	1	1	1	1
15	1	1	1	1
16	1	1	1	1
17	1	1	1	1
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19	1	1	1	1
20	1	1	1	1
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86	1	1	1	1
87	1	1	1	1
88	1	1	1	1
89	1	1	1	1
90	1	1	1	1
91	1	1	1	1
92	1	1	1	1
93	1	1	1	1
94	1	1	1	1

Don Valley
Cher. Warrick

Body Labor 145.20 3.5

Plt base 162.80 3.7

103.60

7A. 6.22

\$417.82

EXCLUSION OF WARRANTIES

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

AUTHORIZATION FOR REPAIRS

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.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL
OF THE ABOVE REVISED ESTIMATES:

ESTIMATE FOR REPAIRS

LINE#	PREPARED BY		
PARTS		\$	
LABOR	# HOURS	\$	
TAX AND ENVIRONMENTAL FEES		\$	
ESTIMATED TOTAL		\$	
APPROVED BY		DATE	<input type="checkbox"/> In Person <input type="checkbox"/> By Phone
LINE#	PREPARED BY		
PARTS		\$	
LABOR	# HOURS	\$	
TAX AND ENVIRONMENTAL FEES		\$	
ESTIMATED TOTAL		\$	
APPROVED BY		DATE	<input type="checkbox"/> In Person <input type="checkbox"/> By Phone
LINE#	PREPARED BY		
PARTS		\$	
LABOR	# HOURS	\$	
TAX AND ENVIRONMENTAL FEES		\$	
ESTIMATED TOTAL		\$	
APPROVED BY		DATE	<input type="checkbox"/> In Person <input type="checkbox"/> By Phone
LINE#	PREPARED BY		
PARTS		\$	
LABOR	# HOURS	\$	
TAX AND ENVIRONMENTAL FEES		\$	
ESTIMATED TOTAL		\$	
APPROVED BY		DATE	<input type="checkbox"/> In Person <input type="checkbox"/> By Phone
FLAG			

[illegible]

REPAIR ORDER - AUDIT COPY

[Redacted]			Work Phone	R/O Open Date	R/O Number
[Redacted]			Home Phone	3/29/07	6004997/1
[Redacted]			[Redacted]	R/O Close Date	Receipt No.
[Redacted]			[Redacted]	3/30/07	Original
[Redacted]			[Redacted]	Mileage In	Mileage Out
[Redacted]			[Redacted]	29015	29015
Year	Make	Model	License Number	Service Advisor	
2005	CHEVROLET	MALIBU	[Redacted]	KYLE PETERSON	
Vehicle Identification Number		Color	Account No.	Delivery Date	In-Service Date
1G1ZT64815F		RED	[Redacted]	[Redacted]	[Redacted]

#1 - Customer Reports: CUST STATES LEFT TURN SIGNAL CUTS OUT
INTERM.
Caused by TECH FOUND LEFT FRONT TURN BULB SOCKET BURNT
AND DISCOLORED.
Corrected by N0681: (OJ) (93) BULBS, PARK AND TURN
SIGNAL LAMP (LEFT) REPLACE
Work by Tech 925/ 0.30hrs @ 65.47 19.64 4.50
15945363 : SOCKET (02727-C) 1@7.85 7.85 5.61
TECH REPLACED SOCKET PER BUL.

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.
Work by Tech 925/ 0.00hrs @ .00 .00 C

Account	Description	Control	Reference	Amount
46200	SLS SRV-WARR CLAIM LBR	6004997	6004997	19.64
24700	INV-WORK IN PROCESS	1925	6004997	4.50
66200	CST SRV-WARR CLAIM LBR	6004997	6004997	4.50
48000	SLS P&A-WARR CLAIMS	6004997	6004997	7.85
68000	CST P&A-WARR CLAIMS	6004997	6004997	5.61
24200	INV-PARTS & ACCESS -CHEV	6004997	6004997	5.61
26300	WARRANTY CLAIMS CHEVY	6004997	6004997	27.49

147507

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS			19.64		4.50
DEDUCTIBLE			7.85		5.61
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

[Redacted]			Home Phone	R/O Open Date	R/O Number
[Redacted]			Work Phone	3/29/07	6004997
[Redacted]			[Redacted]	Time Received	Time Promised
[Redacted]			[Redacted]	8:12	3/29 17:00
[Redacted]			Key Tag #	Current Mileage	Mileage Out
[Redacted]			654	29015	
Year	Make	Model	Body	Engine Code	Service Advisor
2005	CHEVROLET	MALIBU	[Redacted]	[Redacted]	KYLE PETERS
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZT64815F		RED	[Redacted]	[Redacted]	[Redacted]

#1 - Customer Reports: CUST STATES LEFT TURN SIGNAL CUTS OUT
INTERM. 1925

NO 681 05-93 .3

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED. C

P# 15945363
12089189
OK to
0.12
[Signature]

[illegible]

147507

[REDACTED]			Home Phone	R/O Open Date	R/O Number
ELLETTSVILLE, IN			Work Phone	7/03/07	600717
Year	Make	Model	Key Tag #	Time Received	Time Promised
2005	CHEVROLET	MALIBU	135	9:41	Waiting
Vehicle Identification Number		Color	Body	Current Mileage	Mileage Out
1G1ZT64815F		RED		31484	
			License Number	Engine Code	Service Advisor
				Delivery Date	JIM WILLI
					In-Service Date

#1 - Customer Reports: CUSTOMER STATES THAT THE REAR WIPER DOES NOT MOVE.

B1785 0.2

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

I hereby authorize the repair work above 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 the 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 shipment by the supplier or transporter. The repair work is hereby acknowledged on plain vehicle to secure the amount of repair charges. An express mechanic's lien is hereby acknowledged on plain vehicle to secure the amount of repair charges. The seller hereby expressly disclaims all warranties, express or implied, made by the manufacturer. The seller hereby expressly disclaims not authorized any other person to make repairs prohibited by law.

Customer Signature

[REDACTED]			Home Phone	R/O Open Date	R/O Number
ELLETTSVILLE, IN [REDACTED]			[REDACTED]	7/03/07	6007179
			Work Phone	Time Received	Time Promised
				9:41	7/10 17:00
			Key Tag #	Current Mileage	Mileage Out
				31484	
Year	Make	Model	Body	Engine Code	Service Advisor
2005	CHEVROLET	MALIBU			JIM WILLIAM
Vehicle Identification Number		Color	License Number	Delivery Date	In-Service Date
1G1ZT64815F		RED			

#1 - Customer Reports: CUSTOMER STATES THAT THE REAR WIPER DOES NOT MOVE.

W
W

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

C

Order Wiper Service
[Signature]

I hereby authorize the repair work shown 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 the 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 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 in whom vehicle is shown the amount of repairs therein. Any warranties on 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 the seller neither assumes nor authorizes any other person to assume for it liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

ESTIMATE FOR REPAIRS

LINE#		PREPARED BY		MECHANIC'S FINDINGS AND REMARKS	
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			
PARTS	\$			<div style="display: flex; justify-content: space-between;"> <div> MECHANIC'S NAME & NUMBER LINE# </div> <div> ELAPSED TIME </div> <div> LABOR RECORD </div> </div>	
LABOR	# HOURS	\$			
TAX AND ENVIRONMENTAL FEES	\$				
ESTIMATED TOTAL	\$				
APPROVED BY	DATE				
		<input type="checkbox"/> In Person <input type="checkbox"/> By Phone			

REPAIR ORDER - AUDIT COPY

Work Phone	R/O Open Date	R/O Number
	8/09/07	6007971/1
Home Phone	R/O Close Date	Receipt No.
	8/09/07	Original
Body	Mileage In	Mileage Out
	32466	32466
License Number	Service Advisor	
	JUSTIN MORROW 353	
Account No.	Delivery Date	In-Service Date

Account	Description	Control	Reference	Amount
46000	SLS SRV-CUST MEC LBR-CAR	6007971	6007971	10.04
24700	INV-WORK IN PROCESS	1583	6007971	6.60
66000	CST SRV-CUST MEC LBR-CAR	6007971	6007971	13.37
49100	SLS P&A-GAS OIL & GREASE	6007971	6007971	3.52
69100	CST P&A-GAS OIL & GREASE	6007971	6007971	9.85
24400	INV-G.O.G.	6007971	6007971	28.05
46700	SLS SRV-CUST RO P&A-CAR	6007971	6007971	217.34
66700	CST SRV-CUST RO P&A-CAR	6007971	6007971	100.00
24200	INV-PARTS & ACCESS -CHEV	6007971	6007971	-100.00
46200	SLS SRV-WARR CLAIM LBR	6007971	6007971	100.00
66200	CST SRV-WARR CLAIM LBR	6007971	6007971	-100.00
48000	SLS P&A-WARR CLAIMS	6007971	6007971	28.05
		6007971	6007971	-217.34
LABOR	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY
PARTS				COST
DEDUCTIBLE				
SUBLET				
SHOP SUPPLIES				
HAZARDOUS MATERIALS				
SALES TAX OR TAX I.D.				
SPECIAL ORDER DEPOSIT				
DISCOUNTS				

REPAIR ORDER - AUDIT COPY

ELLETTSVILLE, IN

Year	Make	Model
2005	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZT64815F		RED

Work Phone	R/O Open Date	R/O Number
	8/09/07	6007971/2
Home Phone	R/O Close Date	Receipt No.
	8/09/07	Original
	Mileage In	Mileage Out
	32466	32466
License Number	Service Advisor	
	JUSTIN MORROW 3531	
Account No.	Delivery Date	In-Service Date

68000	CST P&A-WARR CLAIMS	6007971	6007971	155.24
6104	OTHER SUPPLY - SRV	6007971	6007971	-1.85
32400	SALES TAX PAYABLE	6007971	6007971	-1.10
22011	ACCOUNTS RECEIVABLE-EMP	*VISA	6007971	31.24
26300	WARRANTY CLAIMS CHEVY	6007971	6007971	328.66

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR			111.32	10.04	34.65
PARTS			217.34	18.25	168.61
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES				.85	
HAZARDOUS MATERIALS				1.00	
SALES TAX OR TAX I.D.				1.10	
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
Paid by Visa/MC 536956			328.66	31.24	203.26

#3 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

C

ESTIMATE FOR REPAIRS

REPAIR ORDER - AUDIT COPY

[REDACTED]			Work Phone	R/O Open Date	R/O Number
[REDACTED]			Home Phone	10/16/07	6009328/1
[REDACTED]			[REDACTED]	R/O Close Date	Receipt No.
ELLETTSVILLE, IN [REDACTED]			[REDACTED]	10/17/07	Original
[REDACTED]			[REDACTED]	Mileage In	Mileage Out
[REDACTED]			[REDACTED]	33393	33399
Year	Make	Model	License Number	Service Advisor	
2005	CHEVROLET	MALIBU	[REDACTED]	JUSTIN MORROW 353	
Vehicle Identification Number			Account No.	Delivery Date	In-Service Date
1G1ZT64815F [REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]
Color			RED		

#1 - Customer Reports: CUST. STATES VEHICLE POPS WHEN TURNING
 Caused by TECH FOUND CAUSED BY STEERING SHAFT. TECH
 REPLACED STEERING SHAFT.
 Corrected by E7700: (NP) (2K) SHAFT, STEERING
 INTERMEDIATE REPLACE

Work by Tech 296/3495

22687711 : SHAFT KIT (06526-PC)

1.00hrs @ 65.48

1@150.45

65.48

150.45

16.00

112.84

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.
 Work by Tech 296/3495

0.00hrs @ .00

.00

Account	Description	Control	Reference	Amount
46200	SLS SRV-WARR CLAIM LBR	6009328	6009328	-65.48
24700	INV-WORK IN PROCESS	1296	6009328	-16.00
66200	CST SRV-WARR CLAIM LBR	6009328	6009328	16.00
48000	SLS P&A-WARR CLAIMS	6009328	6009328	150.45
68000	CST P&A-WARR CLAIMS	6009328	6009328	112.84
24200	INV-PARTS & ACCESS -CHEV	6009328	6009328	-112.84
26300	WARRANTY CLAIMS CHEVY	6009328	6009328	215.93

147607

LABOR	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
PARTS			65.48		16.00
DEDUCTIBLE			150.45		112.84
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			215.93		128.84

LETTSVILLE, IN			Home Phone	R/O Open Date	R/O Number
			Work Phone	10/16/07	6009328
			Key Tag #	Time Received	Time Promised
			892	8:15	10/16 17:00
			Body	Current Mileage	Mileage Out
				33393	
			License Number	Engine Code	Service Advisor
					JUSTIN MORR
				Delivery Date	In-Service Date

2005	Make	Model
	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZT64815F		RED

#1 - Customer Reports: CUST. STATES VEHICLE POPS WHEN TURNING

VN / 2K

Clunk

E7700

#2 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

car men
gemus
9933046
case #

OLH 1.5
1.0

PO# 2007141

22687711

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or vehicle left in the 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 shipment by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Any warranties on 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 the seller neither assumes nor authorizes any other person to assume for liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Signature

STATE FOR REPAIRS

DATE: _____

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

MECHANIC'S NAME & NUMBER

COMPLAINT:

CAUSE:

CORRECTION:

PARTS RETURNED

FLAG

FLAG

LABOR RECORD

ELAPSED TIME

CLOCK

Line #

0611712.00

OFF

ON

OFF

ON

Line #

OFF

ON

OFF

ON

Line #

OFF

ON

OFF

ON

Line #

OFF

ON

OFF

ON

Line #

Part #

Date

Line #

Part #

Date

Line #

Part #

Date

REPAIR ORDER - AUDIT COPY

ELLETTSVILLE, IN

Year	Make	Model
2005	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZT64815F		RED

Work Phone	R/O Open Date	R/O Number
	5/30/07	6006431/1
Home Phone	R/O Close Date	Receipt No.
	5/30/07	Original
Body	Mileage In	Mileage Out
	30690	30690
License Number	Service Advisor	
	JIM WILLIAMS 3772	
Account No.	Delivery Date	In-Service Date

#1 - Customer Reports: CUSTOMER STATES THAT VEHICLE HAS A POP NOISE IN THE STEERING.
 Caused by TECH FOUND BOTH STEERING GEAR MOUNTING BOLTS LOOSE AND THE INTERMEDIATE STEERING SHAFT-TO-GEAR BOLT FINGER TIGHT.
 Corrected by E9740: (NP) (2H) GEAR ASSEMBLY, POWER STEERING REPLACE
 Work by Tech 708/4831 1.00hrs @ 65.48 65.48 23.75
 TECH RETORQED ALL AND RETURNED TO CUSTOMER.

#2 - Customer Reports: CUSTOMER STATES THAT THE BRAKES GRIND
 Caused by TECH CONFIRMED NOISE.
 Work by Tech 708/4831 0.00hrs @ .00 .00
 VEHICLE NEEDS REAR BRAKES. CUSTOMER DECLINED.

#3 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.
 Work by Tech 708/4831 0.00hrs @ .00 .00

Account	Description	Control	Reference	Amount
46200	SLS SRV-WARR CLAIM LBR	6006431	6006431	65.48
24700	INV-WORK IN PROCESS	1708	6006431	23.75
66200	CST SRV-WARR CLAIM LBR	6006431	6006431	23.75
26300	WARRANTY CLAIMS CHEVY	6006431	6006431	65.48

47507

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR			65.48		23.75
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
			65.48		23.75

[Redacted]			Home Phone	R/O Open Date	R/O Number
[Redacted]			Work Phone	5/30/07	6006431
[Redacted]			Key Tag #	Time Received	Time Promised
[Redacted]			067	9:44	5/30 17:00
[Redacted]			Body	Current Mileage	Mileage O.K.
[Redacted]			License Number	30690	
[Redacted]				Engine Code	Service Advisor
[Redacted]				Delivery Date	JIM WILLIA
[Redacted]					In-Service Date

Year	Make	Model
2005	CHEVROLET	MALIBU
Vehicle Identification Number		Color
1G1ZT64815F		RED

#1 - Customer Reports: CUSTOMER STATES THAT VEHICLE HAS A POP NOISE IN THE STEERING.

E930

#2 - Customer Reports: CUSTOMER STATES THAT THE BRAKES GRIND

#3 - 1111: FREE COURTESY CAR WASH W/ANY SERVICE PERFORMED.

10

ESTIMATE FOR REPAIRS

PREPARED BY		MECHANIC'S NAME & NUMBER		ELAPSED TIME		LABOR RECORD	
		1708		MAY 30 13:77		CLOCK	
LABOR		CONFIRMED POP NOISE IN STEERING INSPECTED AND FOUND I SHALL TO BRACKING GEAR LEFT LOOSE. rd.		OFF		ON	
TAX AND ENVIRONMENTAL FEES		TIGHTENED LEFT SUSPENSION PROCEDURE		OFF		ON	
ESTIMATED TOTAL		FOUND IN TSB ID# 1973984. no further problems found at this time.		OFF		ON	
APPROVED BY		MECHANIC'S NAME & NUMBER		DATE		In Person By Phone	
		1708					
LABOR		test drove vehicle and confirmed		OFF		ON	
TAX AND ENVIRONMENTAL FEES		brake noise found rear rotors		OFF		ON	
ESTIMATED TOTAL		very rusty both rear pads due		OFF		ON	
APPROVED BY		for replacement customer		OFF		ON	
		declined repairs at this time.		OFF		ON	
LABOR		MECHANIC'S NAME & NUMBER		ELAPSED TIME		LABOR RECORD	
		1708					
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	
TAX AND ENVIRONMENTAL FEES				OFF		ON	
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TAX AND ENVIRONMENTAL FEES				OFF		ON	
ESTIMATED TOTAL				OFF		ON	
APPROVED BY				OFF		ON	
				OFF		ON	
LABOR				OFF		ON	

**GMC****HUMMER****General Motors Business Resource Center****FAX**

To: ~~Jeremy Drake~~
Company:
Fax: 18128294847
Phone:

Felicia

8664854469

From:
Fax:
Phone:
E-mail:

Jeremy

CC:**NOTES:**

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

Jeremy Drake
Valley Chevrolet
180 Fletcher Ave.
Spencer, IN 47460

Re:

Siebel Request: 71-558746369
2005 Chevrolet Malibu
VIN # 1G1ZT64815F

Dear Mr. Drake:

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 Actual Cash Value statement of any trade

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,

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

DEALER: VALLEY CHEVROLET PONTIAC OLDS
180 FLETCHER AVE.
SPENCER, IN 47460

MOTOR VEHICLE RETAIL PURCHASE ORDER

Order Date 8/11 2006
 PURCHASER: [REDACTED] Purchase [REDACTED]
 Order No. 4012P
 Address [REDACTED] Res. Phone [REDACTED] To Be Titled [REDACTED]
 City ELLETTSVILLE State IN Zip [REDACTED] Title Info. [REDACTED]
 Driver's Lic. No. N/A State IN Exp. Date [REDACTED] Salesperson BRADLEY MORLEY

PLEASE ENTER MY ORDER FOR THE FOLLOWING VEHICLE:

☐ NEW ☐ USED ☐ DEMONSTRATOR ☐ CAR ☐ TRUCK YEAR 2005 MAKE CHEVROLET

UPPER _____

SERIES MALIBU MAX BODY TYPE SEDAN COLOR: RED LOWER TRIM N/A
TO BE DELIVERED ON OR ABOUT N/A 20 STOCK # 4012D VIN # 1G17T64815F [REDACTED]

PRICE OF VEHICLE	\$	14,945.00
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MILITARY 22, 261

ACCESSORIES:

TRADE-IN AND/OR OTHER CREDITS	
--------------------------------------	--

STOCK # 40120

Make Of Trade-In CHEVROLET

Year	2004	Body Type	N/A
------	------	-----------	-----

Series MALIBU Color WHITE

Title No. 800 Mileage At Appraisal 31,858

V.I.N. # 1G1ND52FX4M

Balance Owed (Good Until _____): \$ 7,996.22

Balance Owed To FORD MOTOR CREDIT Verified By _____

Creditor	Acct. #
----------	---------

Trade-In Allowance	\$	7,000.00
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Cash Deposit With Order (Receipt # _____)	1,121.75
---	----------

Cash on Delivery	(Receipt # _____)	28.00
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TOTAL CREDITS (Transfer To Left Column)	\$	A. 149.75
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Purchaser is responsible for and shall pay the amount, if any, by which the Balance Owed on the Trade-In exceeds the Trade-In Allowance.

WARRANTY INFORMATION

NEW OR DEMONSTRATOR: If the Vehicle is a new or demonstrator vehicle, the only written warranty provided with respect to the Vehicle and factory installed accessories is the most recent applicable printed warranty which is made solely by the Manufacturer of the Vehicle.

Dealer installed Accessories are not included in the Manufacturer's warranty on the Vehicle and may or may not be included in separate written warranties which are made solely by Manufacturers of the Accessories.

USED: If the Vehicle is a **used** vehicle, the Vehicle is sold by Dealer AS IS — WITH ALL FAULTS.

ALL VEHICLES: WHETHER THE VEHICLE IS NEW, A DEMONSTRATOR OR USED: DEALER DISCLAIMS ALL WARRANTIES, WRITTEN, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DEALER EXPRESSLY DISCLAIMS ANY LIABILITY TO PURCHASER, FOR ANY CONSEQUENTIAL DAMAGES, LOSS OF TIME OR INCONVENIENCE ARISING OUT OF THE PURCHASE OR OPERATION OF THE VEHICLE.

Terms of Payment of Balance Due on Delivery:

☐ CASH \$ 10,104.57 ☒ CONSUMER CREDIT FINANCING
BY OR THROUGH DEALER.

THE ADDITIONAL TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS ORDER ARE INCORPORATED BY REFERENCE AND ARE A PART OF THIS ORDER.

TRADE-IN CERTIFICATION: THE CUSTOMER CERTIFIES HIS/HER TRADE-IN VEHICLE HAS NEVER BEEN TITLED UNDER A STATE OR FEDERAL "BRAND" SUCH AS "DEFECTIVE", "REBUILT", "SALVAGE", "FLOOD", ETC. _____ (INITIAL)

Purchaser acknowledges that the Additional Terms and Conditions printed on the reverse side of this Order are a part of this Order. Both sides of this Order constitute a single agreement which supersedes any prior agreement or understanding between Dealer and Purchaser. Purchaser acknowledges receipt of a completed and signed copy of this Order. This Order shall not become a binding agreement unless accepted in writing by Dealer or an authorized representative of Dealer.

ACCEPTED:

BY: [Signature] Title _____
Dealer / Authorized Representative

THIS ORDER IS AN OFFER BY PURCHASER TO BUY THE VEHICLE. IF THE OFFER IS ACCEPTED BY THE DEALER IT BECOMES A COMPLETE CONTRACT OF SALE AND THE DEALER HAS NO OBLIGATIONS OR RESPONSIBILITIES NOT EXPRESSLY SET FORTH IN THE ORDER. BEFORE SIGNING THIS ORDER READ IT CAREFULLY.



GMC

HUMMER

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

William Clopton
800-334-2406 EXT 502
Indiana

Re: [REDACTED]
CHV0761555
2007 Chevrolet Malibu Maxx
VIN # 1G1ZT64815F [REDACTED]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that [REDACTED] is dissatisfied with his vehicle. We have and will continue to address all concerns per the terms of the warranty.

[REDACTED] vehicle was last at our dealership 10/17/07 regarding concern with the steering gear noise. The intermediate steering shaft was replaced. All concerns were addressed and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that [REDACTED] make the vehicle available for repairs per the terms of the warranty.

We do not believe this vehicle meets the presumption of the Lemon Law or the Program Summary as there have been no more than three repairs to any one concern. As of the last time the vehicle was in a GM dealer the vehicle was operating as designed when released. There has been no loss of use, value or safety of the vehicle.

We did offer [REDACTED] reimbursement for half of a vehicle payment. [REDACTED] declined the offer. We ask that the customers request for repurchase be denied and that the customer continue to work with GM per the terms of the warranty.

Sincerely,

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

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [REDACTED]	SR #: 71-558746369	BBB#: CHV0761555
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	14945.00
MSRP (from BARS Invoice screen)	- 23545.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= 8600.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	7000.00
Actual Cash Value (ACV) (from ACV Statement)	- 7000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

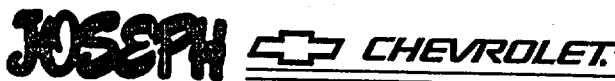
Trade Allowance (from Bill of Sale)	7000.00
Payoff on Trade (from Bill of Sale)	- 7996.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -996.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	14945.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 996.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 13949.00

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

DEAL NUMBER 122544



PURCHASE CONTRACT

 8733 Colerain Avenue
 Cincinnati, Ohio 45251
 Phone (513)741-6700
☐ NEW☒ USED

SALESMAN LEROY GLASS

DATE APR 03

20 07

YEAR 2007	MAKE CHEVROLET TRUCK	MODEL OR SERIES SILVERADO	BODY TYPE P/U	COLOR
MVI OR SERIAL NO. 1GCHK24U97E		STOCK NO.		TO BE DELIVERED ON OR ABOUT APR 03 20 07
COMMENTS:				
Used Vehicle Window Sticker Rule: 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.				
Purchaser to provide free and clear title to trade described below.				
SIGNED: _____				
If the "Pay-Off" is greater than \$ _____ the purchaser (customer) is responsible for payment of the difference, and, if the "Pay-Off" is less than this amount, the purchaser will be refunded the difference.				
SIGNED: _____				
PURCHASER AGREES TO TAKE DELIVERY OF VEHICLE TODAY, CONTINGENT UPON LOAN APPROVAL BY THE LENDING INSTITUTION AT AGREED UPON TERMS.				
SIGNED: _____				
3290 MILEAGE APPEARING ON ODOMETER				
<input checked="" type="checkbox"/> ODOMETER MILEAGE IS ACCURATE				
<input type="checkbox"/> ODOMETER MILEAGE IS NOT ACCURATE				
<input type="checkbox"/> ODOMETER MILEAGE EXCEEDS 100,000 MILES				
By signing below, purchaser agrees to resign any and all documents pertaining to the purchase of this vehicle, and agrees to provide the documentation regarding discounts or incentives.				
1. SALE PRICE		24519.50		
2. DEALER INSTALLED EQUIPMENT				
3. SALES TAX		N/A		
4. DOC FEE		250.00		
5. SUB TOTAL		24769.50		
6. SALES TAX		N/A		
7. TITLE FEES		10.00		
8. PLATES - TRANSFER OR 30 DAY TAG		N/A		
9. TRADE-IN PAYOFF AMOUNT		N/A		
TO OTHER FEES		20.50		
10. TOTAL OF ABOVE ITEMS (CASH PRICE)		24800.00		
S E T T L E M E N T	CASH DEPOSIT SUBMITTED WITH ORDER		REBATE	4024.82
	CASH BALANCE DUE ON DELIVERY			N/A
	ALLOWANCE FOR TRADE-IN			N/A
	YEAR	MAKE	MODEL	TYPE
	MVI OR SERIAL NO.	LICENSE NO.	MILES	TOTAL CREDITS
				UNPAID BALANCE
				20775.18

Note - If the "unpaid balance" stated above is to be financed and the financing is to be arranged by dealer, then, in that event, a complete disclosure statement as required by 15 U.S.C. § 1601 ET SEQ. shall be fully completed and signed by the purchaser prior to delivery. The purchase contract and the disclosure statement in such event shall constitute the entire agreement between Joseph Chevrolet Co. Inc., and the purchaser. Any new motor vehicle purchased hereunder is warranted only as provided on the reverse side of this order and more particularly additional terms and conditions. Limited warranties, paragraph 2. Any used motor vehicle purchased hereunder is purchased as is and the dealer makes no warranty, express or implied, including any warranty of merchantability or fitness for a particular purpose except that warranty printed on the reverse side of this order and more particularly under additional terms and conditions limited warranties, paragraph 1. Purchaser acknowledges having read the applicable warranty and accepts the additional terms and conditions as they appear on the reverse side of this order. Delivery of the vehicle described herein to the purchaser, his family, his agents or his employees, obligates the purchaser to be solely responsible for the insurance on said motor vehicle including liability insurance, property damage, comprehensive, fire, theft and collision insurance.

 THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY
 DEALER OR HIS AUTHORIZED REPRESENTATIVE

APPROVED

SALES MANAGER

SIGNED

PURCHASER'S
NAMESTREET
ADDRESSCITY &
STATE

BUS. PHONE

PURCHASER

BROOKVILLE IN

ZIP

RES. PHONE

Privileged and Confidential Information**CASE ASSESSMENT**

By: Felicia Williams/Marion Lindsey

State: IN

Customer Name: [REDACTED]

Service Request: 71-
558746369

BBB Case No.: CHV0761555

Vehicle ID No.:

1G1ZT64815F [REDACTED]

In Service

Date:

4/20/2005

Vehicle is: Used

BAC Code:

166405

Year, Make & Model: 2005 Chevrolet Malibu

Mileage at Time of BBB Filing 34101

Lien holder: GMAC ☐ Other ☒: UnknownVehicle Purchased Used on: 8-11-06 at odometer
22,261 milesSale Type: Purchase ☒ Lease ☐ Other ☐ :
{Type}

DVM Name: Dave Bourdeaux

Phone/Cell Number: 630092 8017

CAM Name: **Rob Johnson**

Phone Number: 630-961-6817

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 gear noise

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/30/07	600643	1	30690	C/S Vehicle has a pop noise in the steering
	1			DLR Found both steering gear mounting bolts loose and the intermediate steering shaft to gear bolt finger tight: Replaced gear assembly
8/9/07	600977	1	32466	C/S Front ends pops when turning
	1			DLR Replace steering gear
10/16/07	600932	2	33399	C/S Vehicle pops when turning
	8			DLR Replaced intermediate steering shaft

THE STATE LEMON LAW READS:**Days out of service: 30****Repairs 4****Time period 18/18****Does Lemon Law state nonconformity must continue to exist? Y****If applicable, safety-related repairs { # of repair attempts}****Safety-related time period { # of months } / { # of miles }****Number of repair attempts in the presumption period:**

3

Total days out of service during the presumption period:

3

Total days out of service during customer's ownership:

4

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

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

Cust sks: Repurchase

DVM sts: DVM Davd Boudreaux l/m stating cust was offered and accepted ccl and has not recd' from CAC. Cust has been provided w/ special policy for the noise.

Repurchased denied. If cust would like to pursue arbitration that is fine. We will continue to work under terms of warranty to repair vehicle. Cust has been notified of special policy.

SVM sts: Svc Mgr Jim Williams states intermediate steering shaft was replaced in October. Cust has not been back to dlr since.

CRS Rationale: Vehicle has been to dlr 3 times w/in presumption period. Vehicle out of service for 4 days. Cust was offered reim for half of a vehicle payment. Offer was declined.

On 1-25-08 the customer withdrew claim form BBB.

On 2-04-08, New OCRS, Marion Lindsey assumed the file.

On 2-07-08, New OCRS spoke: Sales MGR Jeremy Drake

CRS advised: that customer was offered

5 year/60,000 mile component letter for steering if it would satisfy her after dealer completed the repairs to her vehicle under warranty.

Dealer stated the customer has spoken to them about trading out the vehicle for a new GM vehicle. Dealer wanted to verify that this would not interfere with BBB claim.

CRS advised that customer has dropped pursuit of BBB claim and even if they had not the customer could still work with dealer on trading out of the vehicle.

Dealer thanked for feedback.

New OCRS called customer at [REDACTED]

CRS requested info on whether he was going to purchase a new vehicle or not. CRS advised that selling dealer had advised that customer was possibly in market to purchase a new GM vehicle.

Customer stated that he would not be in market to purchase a new vehicle at this time and has decided to keep this vehicle because he can fill his towing needs with it. Customer wanted to purchase a Chevrolet Tracker but it is not made by GM anymore. Customer stated that he does not have a lot of faith in the current. Customer seeks to know if GM could offer assistance on purchase of another vehicle. Customer stated: approx. 34,101 miles on vehicle currently.

CRS advised that GM can't assist with trading out of the car but could assure him that he will not have to cover any repairs to the steering components on the vehicle

Customer accepted 5 years/100,000 miles Steering Component Coverage Letter. CRS advised that it would cover the following: Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets.

CRS advised that component letter would reach him in mail in approx. 2-3 weeks. CRS verified address as being correct.

No further assistance is requested at this time.

CRS FINAL OFFER:	5 year/100,000 mile Steering component letter	DATE: 2-07-08	CUST accepted.
Goodwill: 5 year/100,000 mile Steering component letter		Attorney Fees (if applicable): N/A	

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

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

South Central Region Enhanced Dealership Empowerment Process
(Service Manager Template - revised 1/3/2005)

1. Please complete this template by either typing or legibly writing in all required information.
2. You may either fax the completed template to 866-430-2718, or attach it to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - It is not necessary to FAX in all 11 pages of the template, only those pages that apply
3. Place the template in the service file for future reference

AVM's Name AVM's Phone	Brent Longmire 18002113611 X 8214
Service Manager's Name Service Manager's Phone	Jim McCum 901 333 8000
Dealership Name Dealership BAC	Sunrise BP6 @ Wolfchase 171243
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer Complete Mailing Address	[REDACTED] Marion, AK [REDACTED]
Daytime phone number	[REDACTED]
Evening phone number	[REDACTED]
FULL VIN	1G2ZG558164 [REDACTED]
Current Mileage	41,580
Short explanation as to why the goodwill tool was offered to the customer (specific information is appreciated)	Vehicle has had several steering gear assemblies replaced - On going concern - to help retain customer as GM owner!
If subsequent owner, indicate date & mileage at time of purchase	

Component Coverage Letter

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

January 3, 2011

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

Service Request: 71-558914897
Customer Relationship Specialist: Jennifer Decan

Dear [REDACTED]:

Pontiac is pleased to provide service coverage for the steering gear on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558164 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 16, 2012, or 100,000 miles, whichever occurs first. Pontiac 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.

Pontiac 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 G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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.

Sincerely,

Pontiac 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.

CERTIFIED MAIL™

Davie, FL



7007 0710 0004 3551 7274



0000



48232

SEP 19 07
AMOUNT

\$5.21
00058585-IT

SEP 24 2007

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

General Motors Corporation
P.O. BOX 33170
Detroit, MI 48232-5170

482325170 8050



Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- ☒ The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- ☒ 3 or more repair attempts have been made to repair the ~~same~~ substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Many items, mostly everything to do with the front end and steering, and many cosmetic interior issues mostly mechanical

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make Chevrolet Model MALIBU MAX Year 2006

VIN 1G1212T161181216F [REDACTED] Date of Delivery 9-24-05

Name and City/State of selling dealer or leasing company (if applicable) Kelley Chevrolet
Hallandale, FL Leasing Co- GMAC

Name and City/State of authorized service agent(s) attempting previous repairs Kelley Chevrolet
Hallandale, FL

Consumer

[REDACTED]

Home phone

[REDACTED]

Address

DAVIE FL

Work phone

Signature

Date Mailed

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/98)

January 3, 2011

[REDACTED]
Bayview, FL [REDACTED]

Service request: 71-558976935

VIN: 1G1ZT61826F [REDACTED]

Customer Relationship Specialist: Ashley Burnham

Dear [REDACTED]

Thank you for your correspondence dated September 24, 2007 regarding your 2006 Chevrolet Malibu MAXX. We are sorry you are dissatisfied with your Chevrolet. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm that your scheduled repair opportunity at Kelley Chevrolet, Inc. located in Hallandale, FL As per our conversation on September 25, 2007 this repair opportunity was scheduled and agreed to take place on September 26, 2007.

This letter is for your reference if you have further questions; please contact me 1-866-790-5700 extension 21181 Monday through Friday between 10:00 a.m. and 6:00 p.m., Eastern Time.

Thank you again for your correspondence

Sincerely,

Business Resource Correspondence



CHEVROLET

Customer Assistance Center

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

DEC 17 2007



PITNEY BOWLES
US POSTAGE
\$00.41
DEC 10 2007
ZIP 48154
02 1A
2744065

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

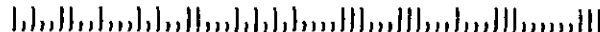
NMP

NIXIE 952 SE 1 79 12/14/07

RETURN TO SENDER
NO MAIL RECEPTACLE
UNABLE TO FORWARD

BC: 48232517070 *2072-09288-13-45

9525235284 8006
482325170





Customer Assistance Center

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

December 7, 2007

[REDACTED]
Valley Springs, CA [REDACTED]

**CUSTOMER DID NOT RECEIVE
THIS LETTER FROM GMC**

Service Request: 71-559213313
Customer Relationship Specialist: Thomas Merchant

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.

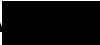
Sincerely,

Chevrolet Customer Assistance Center

January 3, 2011



Valley Springs, CA



Service Request: 71-559213313

Customer Relationship Specialist: Thomas Merchant

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Sincerely,

Chevrolet Customer Assistance Center

January 3, 2011



Valley Springs, CA



Service Request: 71-559213313

Customer Relationship Specialist: Thomas Merchant

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Sincerely,

Chevrolet Customer Assistance Center