



# Purchase and Delivery Satisfaction Survey

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

Talmoon MN

Home telephone

Change to: ( )

Please provide us with your preferred email address:

Dear

Thank you for choosing Saturn! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our retailer's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of Saturn and Saturn Of Brooklyn Park toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for buying a Saturn.

Sincerely,

Jill Lajdziak  
General Manager

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

## Instructions

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

- ☐ Please check this box if you no longer own/lease this 2006 Ion, and return the questionnaire.

## About Your Saturn Retailer's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. Thinking about your retail facility, how satisfied were you with...					
- The convenience of the retail facility's showroom hours?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Saturn vehicles? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you <u>offered</u> a demonstration ride/drive in the model of your choice? .....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>	Does Not Apply/Not Required		
5. When you picked up your 2006 Ion, were you greeted with friendliness and enthusiasm? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. Were you <u>offered</u> ...						
- An orientation tour of the retail facilities, including the Service Department? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
- An orientation drive at the time of delivery to become familiar with <u>your</u> new vehicle before taking it home? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

1G8AL55F86Z 10795 20050831  
019535018212 00000121938

0191

118765

CSI 020440

### About Your Sales Consultant - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of...						
— Your vehicle's features and operations? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
— The features and benefits of OnStar® service? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
— The warranty, owner's manual, and maintenance schedule? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
— Saturn's 24-hour Roadside Assistance Program? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
— The appearance of your new Saturn? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
— The operation of your new Saturn? <u>STEERING</u> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another retail facility representative contacted you to thank you for your purchase and resolve any concerns? .....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know/ Not Sure <input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant? .....	Completely Satisfied <input checked="" type="checkbox"/>	Very Satisfied <input checked="" type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>	

### About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
— The vehicle price and/or payments were discussed in a thorough and straightforward manner? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
— You were given a thorough explanation of the financing options available? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your retail facility? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Summing Up Your Experience

14. Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with Saturn Of Brooklyn Park? .....	Completely Satisfied <input checked="" type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>
15. Based on your overall purchase/lease <u>and</u> delivery experience, would you recommend this retail facility? .....	Definitely Would <input checked="" type="checkbox"/>	Probably Would <input type="checkbox"/>	Might/Might Not <input type="checkbox"/>	Probably Not <input type="checkbox"/>	Definitely Not <input type="checkbox"/>
16. Based on your experience to date, how satisfied are you with your 2006 Ion? <u>STEERING</u> .....	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input checked="" type="checkbox"/>	Not At All Satisfied <input type="checkbox"/>
17. Are you ...	<input checked="" type="checkbox"/> Male	<input type="checkbox"/> Female			
18. Your age ...	<input type="checkbox"/> Under 25	<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 35 - 44	<input type="checkbox"/> 45 - 54	<input type="checkbox"/> 55 - 64 <input checked="" type="checkbox"/> 65 or older
19. May we include your name when providing this survey information to your retail facility?	Yes <input type="checkbox"/>		No <input type="checkbox"/>		

20. Do you have any other comments/recommendations about Saturn Of Brooklyn Park?

08  
they should definitely address the tight, sensitive  
steering of the Saturn. Not relaxing to drive on  
long distances. My 1994 Saturn drives better than the  
2006 Ion.  
If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your retailer. If further assistance is required, please call the  
Saturn Customer Assistance Center: 1-800-553-6000

SEE Attached

**Thank You!!**

Your opinions will help us serve you better.

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

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

1G8AL55F86Z 10795 20050831  
 019535018212 7634245763

0192

10/3/05

P. A. GRAM

118765

FROM:

talmoor, MN.

DATE: Oct. 3, 2005

ATTENTION OF:

CUSTOMER ASSISTANCE

SUBJECT:

2006 ION3

VEHICLE STEERING

TO:

Saturn, P.O. Box 10054  
Toledo, OH. 43699-0054

On Aug. 31, 2005 we purchased a 2006 ION3 from Denise Dow of Saturn of Brooklyn Park. Upon delivery we drove to our home 200 miles away. Immediately I noticed the SENSITIVE STEERING and told my wife we would need to have it adjusted. At 1435 miles I called Saturn to B.P. and was told it is not adjustable. The vehicle was towed back to B.P. and I picked it up this past Friday 9/30/05. The SERVICE Dept. (John) with you adjusted the toe in/out and it is somewhat better. STEERING is still too SENSITIVE. IT is not pleasant as long drivers. Hope you can do something.

SIGNED

DATE

10/3/05

Snap · A · Gram

January 4, 2011

[REDACTED]  
Maspeth, NY [REDACTED]

Service Request: 1-279153970

Customer Relationship Manager: Nakia Dawkins

Dear Ms. [REDACTED]

Pontiac is pleased to provide service coverage for the steering in your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528754 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 16, 2009, or 60,000 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 items 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, 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, please feel free to contact our Pontiac Customer Assistance Center at 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,

General Motors Corporation

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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.

January 4, 2011

[REDACTED]  
Fanwood, NJ [REDACTED]

Service Request: 1-348294401

Customer Relationship Manager: Rony Leon

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64845F[REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 16, 2011, or 75,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

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

Sincerely,

General Motors Corporation

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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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Vandalia, OH [REDACTED]

Service Request: 1-348446647

Customer Relationship Manager: Emanuel Molina

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2005 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 lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

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 Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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ATTENTION: DEALERSHIP SERVICE MANAGER

Complimentary lube, oil, and filter service

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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Milford, PA [REDACTED]

Service Request: 1-348476608  
Customer Relationship Manager: Cecilio Nurse

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Williamstown, WV [REDACTED]

Service Request: 1-350390320  
Customer Relationship Manager: Tod White

Dear [REDACTED]:

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528554 [REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on August 2, 2005 and ending on August 2, 2007, and begins with 3,340 and ends with 27,340 odometer miles
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

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





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Change to: ( ) \_\_\_\_\_

\_\_\_\_\_

**XX**

Thank you for choosing Chevrolet! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. Your timely response is very important to us and will be used to direct the continued efforts of **Chevrolet** and **Suburban Chevrolet** toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866MYPRIVACY (1-866-697-7482).

*Charles F. Ugolino*  
Charles F. Ugolino  
Director of Operations

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

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

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with...					
- The convenience of the dealership's showroom hours? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The variety of vehicles and options available for your inspection? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Chevrolet vehicles? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No	Does Not Apply/Not Required			
4. Were you <u>offered</u> a demonstration ride/drive in the model of your choice? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5. When you picked up your 2005 Malibu, were you greeted with friendliness and enthusiasm? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6. Were you <u>offered</u> ...						
- An orientation tour of the dealership, including the Service Department? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>			
- An orientation drive at the time of delivery to become familiar with your new vehicle before taking it home? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Please complete other side

# About Your Sales Consultant - continued

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of...						
- Your vehicle's features and operations? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The features and benefits of OnStar® service? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Chevrolet's 24-hour Roadside Assistance Program? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8. At the time of delivery, how satisfied were you with ...						
- The appearance of your new Chevrolet? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- The operation of your new Chevrolet? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns? .....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Don't Know/ Not Sure <input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## About the Financial Process

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that ...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Summing Up Your Experience

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Suburban Chevrolet? .....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
<i>Steering wheel does not operate</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership? .....	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
<i>Incompetent repair service</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16. Based on your experience to date, how satisfied are you with your 2005 Malibu? .....	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
17. Are you ...	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female				
18. Your age ...	<input type="checkbox"/> Under 25 <input type="checkbox"/> 25 - 34 <input checked="" type="checkbox"/> 35 - 44 <input type="checkbox"/> 45 - 54 <input type="checkbox"/> 55 - 64 <input type="checkbox"/> 65 or older				
19. May we include your name when providing this survey information to your dealership?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				

20. Do you have any other comments/recommendations about Suburban Chevrolet?  
*Repair service needs a serious improvement. All cars from time to time need a repair. But it is beyond my tolerance to obtain the car for the third time with not fixed steering. The guys need to recognize, if you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020 that this is unsafe.*

**Thank You!!**

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
**CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054**

January 4, 2011

[REDACTED]  
Elgin, IL [REDACTED]

Service Request: 1-351434518

Customer Relationship Manager: Michael Tyner

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
South Bound Brook, NJ [REDACTED]

Service Request: 1-353104903  
Customer Relationship Manager: Mia Kirkland

Dear [REDACTED]:

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

Because you are a loyal Chevrolet customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Chevrolet dealership for redemption.

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., EST. Please refer to your service request number above and any of our Customer Relationship Managers will be happy to assist you.

Sincerely,

General Motors Corporation

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ATTENTION: DEALERSHIP SERVICE MANAGER  
Complimentary lube, oil, and filter service

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.

# INFORMATION NEEDED!!!

Customers Name: ATTN: \_Gene Frizzell Sales Consultant SR#\_1-354013016

- TAX % RATE FOR YOUR STATE \_\_\_\_\_
- ALL STATE FEES COLLECTED BY THE DEALERSHIP  
"EXCLUDING" DEALER DOC FEES.  
(i.e) title fee: \$25.00..... ANY COST INCURRED REQUIRE RECEIPT

## New Vehicle Information

Replacement VIN#:

☐ Yes or ☐ No

IS THIS VEHICLE STILL AVAILABLE? ☐ Yes or ☐ No

## How vehicle was obtained?

(A) DEALER TRADE (B) BOUGHT @ 310 (C) FLOORPLAN

## Documents Needed for proper reimbursement

FOR:

(A) Dealer Trade Worksheet; Invoice of outgoing unit; Driver expense sheet.

(B) Copy of check sent to buying dealer; Bill of Sale from purchasing dealer; Driver expense sheet

(C) Electronic GMAC confirmation sheet; Driver expense sheet.

\*\*\*After receiving this information, my paperwork will be completed (no set time) then further instructions will follow.

FAX BACK TO: 866-549-8880

Phone# 800-231-1841 ext. 58098

# BRC TRADE REPURCHASE WORKSHEET

**File Number**

1-354013016

**Customer Name**

[REDACTED]

**Worksheet filled out by:**

Patricia A. Thomas

**Old Vehicle VIN:**

1G2ZG528X54 [REDACTED]

**New Vehicle VIN:**

1G2ZG558964 [REDACTED]

**Date:**

August 15, 2005

TRADE REPURCHASE				
Replacement Veh. Cost (231/237)	\$19,101.85	G		
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$0.00	N		
Vehicle Inventory Tax	\$56.60	E		
Reg./Lic./Title Fees (opt)	\$125.55	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
State Fees	\$0.00	M		
<b>Items below not shown on new Bill of Sale</b>		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			
<b>Total Replacement Price</b>	<b>\$19,284.00</b>			
State Sales Tax	\$0.00			
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		
<b>Items below contribute to trade-in allowance</b>		O		
Usage/Depreciation	\$0.00	M		
Damage	\$0.00	E		
MSRP Upgrade	\$0.00	R		
MSRP Downgrade (deducted)	\$0.00			
Reimb. of Aft. Mkts on Old Unit	\$199.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution	\$0.00			
<b>Total Customer Cost</b>	<b>-\$199.00</b>			
<b>Trade Repurchase Amount</b>	<b>\$19,483.00</b>			
Attorney Fees	\$0.00			
<b>Total Repurchase Amount</b>	<b>\$19,483.00</b>			
(30-day) Lien Payoff	\$0.00			
Good Through (mm/dd/yy)				
<b>Dealer Due to GM</b>	<b>NA</b>			
<b>GM Due to Dealer</b>	<b>\$19,483.00</b>		Authorized Signature	Date
NADA (Legal Only)	\$0.00		<b>**This is a "work in process" until approved</b>	
<b>Est. Auction Price (Legal Only)</b>	<b>\$0.00</b>		<b>by a Authorized Representative**</b>	
<b>Projected (Loss)</b>	<b>-\$19,483.00</b>		<b>(Repurchase Group Only)</b>	
			Form Rev 5/23/05	

<b>BILL OF SALE</b>	
<b>Purchase Price (New Unit)</b>	<b>\$19,101.85</b>
<b>State Sales Tax</b>	<b>\$0.00</b>
Vehicle Inventory Tax	<b>\$56.60</b>
<b>Reg./Lic./Title Fees (opt)</b>	<b>\$125.55</b>
<b>New Aftermarket Items</b>	<b>\$0.00</b>
<b>State Fees</b>	<b>\$0.00</b>
<b>Fees</b>	<b>\$0.00</b>
<b>Less Dealer Contribution</b>	<b>\$0.00</b>
<b>Subtotal</b>	<b>\$19,284.00</b>
<b>Trade-In Allowance</b>	<b>\$19,300.85</b>
<b>Loan Payoff</b>	<b>\$0.00</b>
<b>Net Allowance</b>	<b>\$19,300.85</b>
<b>Cash on Delivery (Paid by GM)</b>	<b>\$182.15</b>
<b>Total Balance Due</b>	<b>-\$199.00</b>
<b>Amount to Dealer for additional Fees</b>	<b>\$0.00</b>
<b>New Vehicle VIN:</b>	
<b>1G2ZG558964</b>	
Form Rev 5/23/05	

# **DEALER CHECKLIST**

**DEADLINE FOR RETURN OF DOCUMENTS: 08/17/05**

**Complete these instructions for process to proceed:**

## **Step 1:**

- ☐ 1). Use the **right side** of the Repurchase Worksheet to Draft the New Vehicle's Bill of Sale. (Numbers have to match exactly or the Repurchase will be delayed). If the "Cash on Delivery (Paid by GM)) has an amount please make sure to indicate that it is paid by "**GM**"  
**Sign and fax the New Vehicle's Bill of Sale(no customer signature is needed.)**
- ☐ 2). **Sign & fax the Dealer Confirmation Letter**
- ☐ 3). Have the customer sign the Trade Settlement Letter and fax it back; Fax current vehicle registration. (No application for registration will be accepted)

## **Step 2:**

## **"Financing!!!"**

☐

**Substitution of Collateral: \*\*\*Please secure the substitution of collateral with the customer's lien holder\*\*\***

**For Questions Call (800) 231-1841 x 58098**

**Fax#: 866-549-8880**



*Dealer Confirmation Letter- Collateral Exchange*  
**Pontiac**  
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610  
Phone (800) 231-1841 Patricia A. Thomas ext. 58098

Collateral Exchange Agreement between **Pontiac** and its dealer partner **ALAN YOUNG PONTIAC BUICK GMC**

Customer's Name:

Case Number:

1-354013016

Thank you for assisting **Pontiac** in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$19,483.00** made payable to **ALAN YOUNG PONTIAC BUICK GMC** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G2ZG558964
New Vehicle Sales Price:	\$19,101.85
Used Vehicle Trade Value:	\$19,300.85
<b>Rebates:</b>	<b>[Not Applicable]</b>
Vehicle Inventory Tax:	\$56.60
Reg/Lic/Title Fee:	\$125.55
<b>Document Fees:</b>	<b>[Not paid by either party]</b>
<b>Dealer Processing Fee:</b>	<b>[\$200 applied as warranty credit via W.I.N.S.]</b>

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

**PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL**

Payoff= \$21,450.02 Good Thru 09/24/2005

Reimbursement of Aftermarket = \$199.00

Total Amount to Customer = \$199.00

**ALAN YOUNG PONTIAC BUICK GMC** agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # **866-549-8880**.

---

**ALAN YOUNG PONTIAC BUICK GMC 118638** Management Agent's Signature and Title.

---

**ALAN YOUNG PONTIAC BUICK GMC 118638** Management Agent's Printed Name and Title.

---

Authorized General Motors BRC Representative Signature

---

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **Pontiac** in this collateral exchange transaction for our mutual customer!

60578.F3P

MADE IN THE U.S.A. 

CUSTOMER'S NAME

600000 STOCK NO.

## ODOMETER DISCLOSURE STATEMENT

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

I, ALAN YOUNG BUICK GMC TRK INC (transferor's name, Print)

state that the odometer now reads 100 (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 that odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

**WARNING - ODOMETER DISCREPANCY.**

MAKE	MODEL	BODY TYPE
PONTIAC	66	4DR SDN 6-CYL
VEHICLE IDENTIFICATION NUMBER		YEAR
162Z6558964		2006

X  
TRANSFEROR'S SIGNATURE

ALAN YOUNG BUICK GMC TRK INC  
PRINTED NAME

7724 NE LOOP 820  
TRANSFEROR'S ADDRESS (STREET)

NORTH RICHLAND HILLS TX 76180  
CITY STATE ZIP CODE

AUGUST 25th, 2005  
DATE OF STATEMENT

PRINTED NAME

TRANSFEREE'S NAME

TRANSFEREE'S ADDRESS (STREET)

NRH TX   
CITY STATE DE

TEXAS BEST AC 617 831 2641 08/24/05 07:19am P. 001  
 08/23/2005 17:14 8175893318 ALAN YOUNG PAGE 01  
 08/19/2005 08:07 FAX 432 688 6292 ACCIDENTAL ADJUVIN SERVICES 08/24/2005

# CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

I provide protection against certain financial loss should an accident or damage occur. I understand that my statement or intent required at the vehicle be continuously covered with insurance against the risk of loss, theft and collision. Accordingly, I have arranged for the joint insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in my or the holder of my contract named as:

BR # 015

P.O. Box 5378  
 Timonium, MD 21094-5378

NAMED INSURER		NAME AND UNIT NUMBER <u>7012-29318</u>	
ADDRESS		CITY	
TEL NO.		STATE	
NAMED PURCHASER:		DATE	
ADDRESS		CITY	
TEL NO.		STATE	

VEHICLE INSURER ID:	YEAR	MAKE	MODEL	VIN
	<u>06</u>	<u>Ford</u>	<u>06</u>	<u>1B2Z6558964</u>

VEHICLE USE: ☐ Private Passenger, ☐ Commercial Auto and Trailer

*PLEASE COMPLETE*

PLEASE PRINT CLEARLY FULL AND EXACT

INSURANCE AGENT	
NAME	<u>Ken R. George</u>
MAILING ADDRESS	<u>2421 N. Park Row "D"</u>
CITY	<u>ARLINGTON TX 76013</u>
AGENT'S TELEPHONE NUMBER	<u>(817) 274-1010</u>
AGENT'S COMMENT	

NAME	
POLICY NUMBER	<u>08/30</u>
DATE THIS VEHICLE COVERED	FROM: <u>8-29-05</u> TO: <u>1-30-06</u>
COVERAGE	
<input type="checkbox"/> Deductible: <u>500</u> Deductible Type: <input type="checkbox"/> BROAD FORM OR STANDARD <input type="checkbox"/> LIMITED (NOT ACCOUNTABLE) <input type="checkbox"/> General Liability <input type="checkbox"/> Deductible <input type="checkbox"/> Uninsured	
DATE <u>8-22-05</u>	

NAMED INSURER	<u>[Redacted]</u>
---------------	-------------------

## DEALER CONFIRMATION:

<input checked="" type="checkbox"/> AGENCY <input checked="" type="checkbox"/> INSURANCE CARRIER Confirmed By: <u>[Signature]</u> DATE: _____	NAME OF PERSON CONTACTED: <u>Brooke Brown</u> LOSS PAYEE: LOSS PAYEE CONFIRMED: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> EMAC <input type="checkbox"/> EMACAB and in each case on name and address.
---	--

DEALER: <u>[Signature]</u> DATE: _____	DEALER: <u>Alan Young, ABMC</u>
---	---------------------------------

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GMAC 8880 8200

REV 03/01 08/08/00

2005

**TEXAS LIABILITY INSURANCE CARD****Allstate**  
You're in good hands.

Allstate Indemnity Company

[REDACTED]  
North Richland TX [REDACTED]

AGENT NAME/PHONE

Ken R George  
(817) 274-1010

POLICY NUMBER

[REDACTED]

EFFECTIVE DATE

07/30/05

EXPIRATION DATE

01/30/06

YEAR/MAKE/MODEL

05 Pontiac G6

05 Pontiac G6

VEHICLE ID NUMBER

1G2ZG528154 [REDACTED]

1G2ZG528X54 [REDACTED]

INSURED DRIVERS

[REDACTED]

**IF YOU HAVE QUESTIONS, CALL 1-800-255-7828**

This policy provides at least the minimum amounts of liability insurance required by the Texas Motor Vehicle Safety Responsibility Act for the specified vehicles and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.

.....

Fax Server

8/19/2005 8:59

PAGE 002/004

Fax Server

**Dealer Confirmation Letter- Collateral Exchange****Pontiac**

5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610

Phone (800) 231-1841 Patricia A. Thomas ext. 58098

Collateral Exchange Agreement between **Pontiac** and its dealer partner **ALAN YOUNG PONTIAC BUICK GMC**

Customer's Name:

Case Number:

1-354013016

Thank you for assisting **Pontiac** in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$19,471.99** made payable to **ALAN YOUNG PONTIAC BUICK GMC** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G2ZG558964
New Vehicle Sales Price:	\$19,101.85
Used Vehicle Trade Value:	\$19,300.85
<b>Rebates:</b>	<b>[Not Applicable]</b>
Vehicle Inventory Tax:	\$45.59
Reg Lic/Title Fee:	\$125.55
<b>Document Fees:</b>	<b>[Not paid by either party]</b>
<b>Dealer Processing Fee:</b>	<b>[\$200 applied as warranty credit via W.I.N.S.]</b>

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

**PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL**

Payoff= \$21,450.02 Good Thru 09/24/2005

Reimbursement of Aftermarket = \$199.00

Total Amount to Customer = \$199.00

**ALAN YOUNG PONTIAC BUICK GMC** agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 866-549-8880.

*Alan Young*  
**ALAN YOUNG PONTIAC BUICK GMC 118638** Management Agent's Signature and Title.

*Alan Young*  
**ALAN YOUNG PONTIAC BUICK GMC 118638** Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **Pontiac** in this collateral exchange transaction for our mutual customer!

## SMARTBUY SUBSTITUTION AGREEMENT

Account Number: [REDACTED]

- 1. Definitions.** "You" and "your" refer to the Buyer and any Co-buyer signing below.  
"Dealer" refers to Alan Young Buick-GMC Truck, Inc..  
"GMAC" refers to General Motors Acceptance Corporation.  
"Replacement Vehicle" refers to the vehicle described below:

Vehicle Description	Body Type*	Vehicle Identification No.	Lic. No. & Yr.
2006 PONTIAC G6		1G2ZG558964 [REDACTED]	

\*If Truck, Give GVW

"Retail Contract" means the SmartBuy Retail Installment Sale Contract between you and Dealer dated March 23, 2005 for the purchase of a motor vehicle.

**2. Substitution of Vehicle.** You agree that the Replacement Vehicle will be substituted for the vehicle that was originally the subject of your Retail Contract. The Replacement Vehicle and your purchase of the Replacement Vehicle will be subject to all provisions of your Retail Contract except as changed by this Agreement. The provisions of your Retail Contract remain in full force and effect and shall apply to the Replacement Vehicle as though you had originally purchased the Substitute Vehicle.

**3. Security Interest.** You give GMAC a security interest in the Replacement Vehicle and any accessories, equipment and replacement parts installed in the Replacement Vehicle. This secures payment of all amounts you owe under your Retail Contract, and in any transfer, renewal, extension or assignment of your Retail Contract. This also secures all other agreements in your Retail Contract, except as limited by law.

**4. Excess Mileage Deduction.** If you exercise your option to sell the Replacement Vehicle to GMAC, you agree that the Excess Mileage Deduction used to figure the Sale Price will be 20 cents per mile for each mile you drive the Replacement Vehicle over 48,015 miles.

You signed this Agreement on

X 08 22 2005  
(Mo.) (Day) (Yr.)

[REDACTED]

[REDACTED]

North Richland  
Hills

TX

[REDACTED]

(Street)

(City)

(State) (Zip Code)

Co-buyer Signature

(Street)

(City)

(State) (Zip Code)

GMAC and the dealer signing below consent to the Substitution of the Replacement Vehicle.

GENERAL MOTORS ACCEPTANCE CORPORATION

Alan Young Buick-GMC Truck

By \_\_\_\_\_

By X [Signature]

Name \_\_\_\_\_

Name X GENE FRIZZELL

Title \_\_\_\_\_

Title X New Sales Manager

The dealer below warrants and represents that (1) dealer had title to the Replacement Vehicle at the time of sale free of any liens except liens in favor of General Motors Corporation or GMAC; (2) all disclosures required by law were properly made to the Buyer before the Buyer signed the agreement to purchase the Replacement Vehicle; (3) the contract for the sale of the Replacement Vehicle is enforceable, and (4) the dealer is licensed as required by law. If any of these warranties and representations is breached or is erroneous, dealer unconditionally promises to indemnify GMAC to the full extent of all losses or expenses incurred by GMAC as a result of such breach or error.

Alan Young Buick-GMC Truck

By X 

Name X GENE FARRELL

Title X NEW SALES MANAGER

Date X 8-22-05

NOTICE TO BUYER: You should arrange to transfer your insurance coverage to the Replacement Vehicle.

## APPLICATION FOR TEXAS CERTIFICATE OF TITLE

SHADED AREAS ARE TO BE COMPLETED BY THE SELLER

TYPE OR PRINT NEATLY IN INK

TAX OFFICE USE ONLY									
Tax Collector		County		Transaction Number					
Date									
1. Vehicle Identification Number <b>1G2ZG558964</b>				2. Year <b>2006</b>		3. Make <b>PONTIAC</b>		4. Body Style <b>4DR SDN</b>	
5. Model <b>66</b>		6. Odometer Reading <b>100</b>		7. Empty Weight <b>3500</b>		8. Carrying Capacity (lbs.)		9. Tonnage	
10. Trailer Type <input type="checkbox"/> Semi <input type="checkbox"/> Full		11. Plate No.		12. Vehicle Unit No.		13. Applicant's/Additional Applicant's Social Security Number <b>[REDACTED]</b>			
14. Applicant's/Owner's Name <b>[REDACTED]</b> Address <b>NRH TX</b> City, State, Zip Code									
14a. Registrant's Name (Renewal Notice Recipient) Address City, State, Zip Code						15a. GDN - Dealer Use Only <b>P10386</b>			
14b. Vehicle Physical Location City, State, Zip Code						15. Previous Owner's Name <b>ALAN YOUNG BUICK GMC TRK INC</b> Address <b>7724 NE LOOP 820</b> City, State, Zip Code <b>NORTH RICHLAND HILLS TX 76180</b>			
16. 1st Lien Date <b>08/25/2005</b>		1st Lienholder Name <b>GMAC</b> Address <b>P.O. BOX 8104</b> City, State, Zip Code <b>COCKEYSVILLE MD 21030-8104</b>		16a. Additional Lien(s)? <input type="checkbox"/> YES (If additional liens are to be recorded, attach Form VTR-267.)		THIS MOTOR VEHICLE IS SUBJECT TO THE FOLLOWING FIRST LIEN			
17. FOR CORRECTED TITLE CHECK REASON(S)		<input type="checkbox"/> Change in Vehicle Description <input type="checkbox"/> Year <input type="checkbox"/> Make <input type="checkbox"/> Body Style		<input type="checkbox"/> VIN <input type="checkbox"/> Other		<input type="checkbox"/> No Change in Ownership		<input type="checkbox"/> Add Lien <input type="checkbox"/> Remove Lien <input type="checkbox"/> Odometer Brand <input type="checkbox"/> Odometer Reading	
18. ODOMETER DISCLOSURE - FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE UPON TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT. <b>ALAN YOUNG BUICK GMC TRK INC</b> state that the odometer now reads <b>100</b> (no tenths) THE MILEAGE SHOWN IS <b>XX</b> (Name of Seller/Agent) <input type="checkbox"/> A - Actual Mileage <input type="checkbox"/> N - Not Actual Mileage <input checked="" type="checkbox"/> X - Mileage Exceeds Mechanical Limit WARNING - ODOMETER DISCREPANCY IF NO SELLER/AGENT, TITLE APPLICANT SHOULD CHECK ONE OF THE 3 BOXES ABOVE UNLESS NUMBER 6 INDICATES "EXEMPT."									
MOTOR VEHICLE TAX STATEMENT									
19. CHECK ONLY IF APPLICABLE <input type="checkbox"/> I hold Motor Vehicle Retailer's (Retail) Permit No. _____ and will satisfy the minimum tax liability (V.A.T.S., Tax Code, §152.046 (c)). <input type="checkbox"/> I am a Dealer or Lessor and qualify to take the Fair Market Value Deduction (V.A.T.S., Tax Code, §152.002 (c)).									
20. DESCRIPTION OF VEHICLE TRADED IN (If any)		Year <b>2005</b> Make <b>PONTIAC</b>		Vehicle <b>1G2ZG558964</b>		20a. ADDITIONAL TRADE - INS? (Y/N) <b>NO</b>			
21. SALES AND USE TAX COMPUTATION		19101.85		590 New Resident Tax - (Previous State)					
(a) Sales Price (b) Rebate has been deducted		\$ <b>19300.00</b>		55 Even Trade Tax					
(b) Less Trade - In Amount, Describe in Item 20 Above		\$ <b>N/A</b>		10 Gift Tax					
(c) For Dealers/Lessors/Rental ONLY - Fair Market Value Deduction, Describe in Item 20 Above		\$ <b>N/A</b>		85 Rebuilt Salvage Fee					
(d) Taxable Amount (Item a. minus Item b./Item c.)		\$ <b>N/A</b>		2.5% Emissions Fee (Diesel Vehicles 1996 and Older > 14,000 lbs.)					
(e) 6.25% Tax on Taxable Amount (Multiply Item d. by .0625)		\$ <b>N/A</b>		1% Emissions Fee (Diesel Vehicles 1997 and Newer > 14,000 lbs.)					
(f) Late Tax Payment Penalty <input type="checkbox"/> 5% or <input type="checkbox"/> 10%		\$ <b>N/A</b>		Exemption claimed under the Motor Vehicle Sales and Use Tax Law because					
(g) Tax Paid to _____ (STATE)		\$ <b>N/A</b>		XX \$28 or \$33 APPLICATION FEE FOR CERTIFICATE OF TITLE (Contact your County Tax Assessor-Collector for the correct fee.)					
(h) AMOUNT OF TAX AND PENALTY DUE (Item e. plus Item f. minus Item g.)		\$ <b>N/A</b>							
I HEREBY CERTIFY THAT ALL STATEMENTS IN THIS DOCUMENT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF									
22. Signature of SELLER, DONOR, OR TRADER		ALAN YOUNG BUICK GMC TRK INC				08/24/2005			
23. Signature of PURCHASER, DONEE, OR TRADER		[REDACTED]				08/24/2005			
RIGHTS OF SURVIVORSHIP OWNERSHIP AGREEMENT (MARRIED PERSONS) WE, THE PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS APPLICATION FOR TITLE, SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE EVENT OF DEATH OF EITHER OF THE PERSONS NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR. NON-MARRIED PERSONS ARE REQUIRED TO EXECUTE A RIGHTS (OF) SURVIVORSHIP OWNERSHIP AGREEMENT FOR A MOTOR VEHICLE, FORM VTR-122.									
WARNING: Transportation Code, §501.155, provides that falsifying information on title transfer documents is a third-degree felony offense punishable by not more than ten (10) years in prison or not more than one (1) year in a community correctional facility. In addition to imprisonment, a fine of up to \$10,000 may also be imposed. * NOTE: Transportation Code, §501.0235, REQUIRES that the applicant's social security number be provided when applying for a certificate of title. If the applicant does not have a social security Number, Form VTR-171, Statement of Fact for Non-disclosure of a Social Security Number, must accompany this application. This information is requested for owner identification purposes.									



**GMAC**

P.O. Box 3100 Midland TX 79702

1(800)514-6378

August 18, 2005

Alan Young Buick-GMC Truck, Inc.  
P O Box 820769  
Fort Worth, TX 76182

Customer: [REDACTED]  
Account No.: 005-9072-22318  
Original Vehicle: N05 Pontg6  
Original VIN: 1G2ZG528X54 [REDACTED]

To Whom It May Concern:

The enclosed substitution agreement allows our customer's contract to continue with the replacement vehicle substituted for the vehicle originally financed.

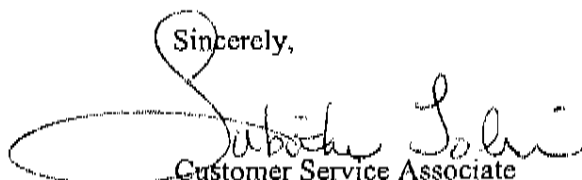
Please have the agreement signed and dated in the appropriate sections and return it to GMAC, Attn: TABITHA TOLIVER, P.O. Box 3100, Midland TX 79702, with the following information:

- ✓ Completed odometer statement for the replacement vehicle (GMAC Form 5033)
- ✓ Copy of the application for title/lien on the replacement vehicle
- ✓ Insurance information on the replacement vehicle (GMAC Form 288)
- ✓ Document indicating extended service agreements or warranties on the original vehicle have been canceled, if applicable

This agreement will not be effective until we receive the information listed above along with the signed agreement and we sign it. We'll send a copy of the substitution agreement to you once it has been processed.

We appreciate your prompt attention to this matter. Should you have any questions, please contact our office.

Sincerely,

  
Customer Service Associate

Enclosure

Fax Server

8/19/2005 8:59

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Fax Server

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

*From* ~~To:~~ Gene Frizzell Sales Consultant~~Company:~~~~Phone:~~~~Fax:~~ 817-589-3318*TO:* ~~From:~~ Patricia Thomas~~Phone:~~ 800-231-1841x58098~~Fax:~~ 866-549-8880~~Date:~~ Friday, August 19, 2005 8:58:54 AM~~Pages:~~ 04  
(including cover)

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## Comments

### CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

TRADE SETTLEMENT OFFER

08/16/2005

North Richland Hills, TX

Subject: Repurchase of 2005 Pontiac G6 VIN #1G2ZG528X54

Case Number: 1-354013016

Dear

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN #1G2ZG528X54 and that our attempts to resolve your concerns have not met your expectations.

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 1G2ZG558964 2006 Pontiac G6. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

**PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL**

Payoff of original Vehicle good until 09/24/2005 \$21,450.02

Plus Reimbursement of Aftermarket \$199.00

**TOTAL AMOUNT TO CUSTOMER \$199.00**

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

General Motors will repurchase VIN #1G2ZG528X54 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8880 by 08/16/2005. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-*used only for title corrections, if needed* (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to ALAN YOUNG PONTIAC BUICK GMC. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58098 if you have any questions or concerns.

Sincerely,  
Patricia A. Thomas  
Business Resource Center

This letter will be required for you to bring to the signing.

Signature and Date



**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

TRADE SETTLEMENT OFFER

08/18/2005

North Richland Hills, TX

Subject: Repurchase of 2005 Pontiac G6 VIN #1G2ZG528X54

Case Number: 1-354013016

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Business Resource Center

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Signature and Date

To Patricia Thomas

From



**GMC**

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## TRADE SETTLEMENT OFFER

08/18/2005

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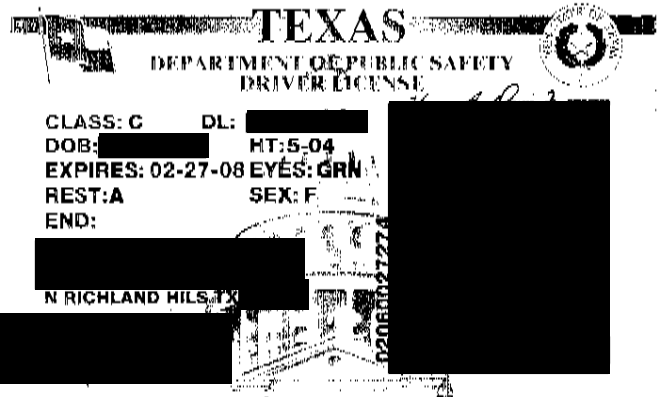
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Signature and Date

8/17/05



# INFORMATION NEEDED!!!

Customers Name: ATTN: \_Gene Frizzell Sales Consultant SR#\_1-354013016

- TAX % RATE FOR YOUR STATE \_\_\_\_\_
- ALL STATE FEES COLLECTED BY THE DEALERSHIP  
"EXCLUDING" DEALER DOC FEES.  
(i.e) title fee: \$25.00..... ANY COST INCURRED REQUIRE RECEIPT

## New Vehicle Information

Replacement VIN#:

☐ Yes or ☐ No

IS THIS VEHICLE STILL AVAILABLE? ☐ Yes or ☐ No

## How vehicle was obtained?

(A) DEALER TRADE (B) BOUGHT @ 310 (C) FLOORPLAN

## Documents Needed for proper reimbursement

FOR:

(A) Dealer Trade Worksheet; Invoice of outgoing unit; Driver expense sheet.

(B) Copy of check sent to buying dealer; Bill of Sale from purchasing dealer; Driver expense sheet

(C) Electronic GMAC confirmation sheet; Driver expense sheet.

\*\*\*After receiving this information, my paperwork will be completed (no set time) then further instructions will follow.

FAX BACK TO: 866-549-8880

Phone# 800-231-1841 ext. 58098



Attn: Patricia Thomas

**SPECIAL INSTRUCTIONS:**

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

1. DATE OF RECEIPT <b>03/31/2005</b>		2. VALIDATION STICKER NO. [REDACTED]		3. EXPIRES LAST DAY OF MONTH <b>2</b> YEAR <b>2006</b>		12. TEXAS LICENSE PLATE NO. [REDACTED] <b>X609468</b>									
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 <b>25</b>		14. TONNAGE <b>0</b>		15. EMPTY WEIGHT <b>3500</b>							
5. PREVIOUS VALIDATION STICKER NO.				6. PREVIOUS TEXAS LICENSE PLATE NO.		16. CARRYING CAPACITY <b>0</b>		17. GROSS WEIGHT <b>0</b>		18. DIESEL FEE <b>0.00</b>					
7. OWNER (NAME AND MAILING ADDRESS) [REDACTED] <b>FT WORTH, TX</b>						19. YEAR <b>2005</b>		20. MAKE <b>PONT</b>		21. MODEL <b>G6</b>		22. BODY STYLE <b>4D</b>			
						23. VEHICLE IDENTIFICATION NUMBER (VIN) <b>1G2ZG528X54</b>									
8. 1st LIENHOLDER (NAME AND MAILING ADDRESS) <b>GMAC</b> <b>PO BOX 8104</b> <b>Cockeysville, MD 21030-8104</b>						24. ODOMETER <b>15</b>		25. BRAND <b>ARAB</b>		26. SURRENDERED TITLE NUMBER <b>NCO</b>		27. <input type="checkbox"/> \$50.00 NEW RESIDENT FEE <input type="checkbox"/> \$5.00 EVEN TRADE <input type="checkbox"/> \$10.00 GIFT <input type="checkbox"/> \$65.00 REBUILT SALVAGE <input type="checkbox"/> 2.5% EMISSIONS FEE <input type="checkbox"/> 1% EMISSIONS FEE <input type="checkbox"/> EXEMPT		28. SALES PRICE <b>21,504.00</b>	
						29. TRADE-IN <b>11,759.07</b>		30. REBATE <b>5,500.00</b>		31. TAXABLE VALUE <b>4,244.93</b>					
DATE OF LIEN <b>03/23/2005</b>						32. SALES TAX <b>265.31</b>		33. PENALTY <b>0.00</b>		34. TOTAL REG. TRANS. FEE <b>59.80</b>					
9. 2nd LIENHOLDER (NAME AND MAILING ADDRESS)						35. TAX & PENALTY PAID <b>265.31</b>				36. TITLE APPL. FEE <b>33.00</b>					
DATE OF LIEN						37. MISCELLANEOUS FEES				38. REG. FEE - OPS <b>1.00</b>					
10. 3rd LIENHOLDER (NAME AND MAILING ADDRESS)						39. RESIDENT COUNTY <b>220</b>				40. LOCAL FEES <b>10.00</b>					
DATE OF LIEN						41. DEPUTY <b>Nancy Betz</b>				42. TOTAL FEES <b>\$369.11</b>					
11. SELLER (NAME OF PREVIOUS OWNER AND MAILING ADDRESS) <b>Alan Young Pont Buick GM</b> <b>Fort Worth, TX</b>						43. TAX ASSESSOR-COLLECTOR <b>BETSY PRICE</b>				44. PROCESSING CO <b>Tarrant</b>					

FORM VTR-31-RTS (REV 01/2004) OHT #149517

DUPLICATE ORIGINAL OWNER'S COPY 4

*Dealer Confirmation Letter- Collateral Exchange*  
**Pontiac**  
5701 East Hillsborough Ave, Suite 2300 Tampa Fl 33610  
Phone (800) 231-1841 Patricia A. Thomas ext. 58098

Collateral Exchange Agreement between **Pontiac** and its dealer partner **ALAN YOUNG PONTIAC BUICK GMC**

Customer's Name: [REDACTED]  
Case Number: 1-354013016

Thank you for assisting **Pontiac** in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$19,471.99** made payable to **ALAN YOUNG PONTIAC BUICK GMC** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP-old vehicle to MSRP-new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G2ZG558964 [REDACTED]
New Vehicle Sales Price:	\$19,101.85
Used Vehicle Trade Value:	\$19,300.85
<b>Rebates:</b>	<b>[Not Applicable]</b>
Vehicle Inventory Tax:	\$45.59
Reg/Lic/Title Fee:	\$125.55
<b>Document Fees:</b>	<b>[Not paid by either party]</b>
<b>Dealer Processing Fee:</b>	<b>[\$200 applied as warranty credit via W.I.N.S.]</b>

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

**PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL**

Payoff= \$21,450.02 Good Thru 09/24/2005

Reimbursement of Aftermarket = \$199.00

Total Amount to Customer = \$199.00

**ALAN YOUNG PONTIAC BUICK GMC** agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # **866-549-8880**.

---

**ALAN YOUNG PONTIAC BUICK GMC 118638** Management Agent's Signature and Title.

---

**ALAN YOUNG PONTIAC BUICK GMC 118638** Management Agent's Printed Name and Title.

---

Authorized General Motors BRC Representative Signature

---

Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **Pontiac** in this collateral exchange transaction for our mutual customer!

# BRC TRADE REPURCHASE WORKSHEET

**File Number**

1-354013016

**Customer Name**

[REDACTED]

**Worksheet filled out by:**

Patricia A. Thomas

**Old Vehicle VIN:**

1G2ZG528X54 [REDACTED]

**New Vehicle VIN:**

1G2ZG558964 [REDACTED]

**Date:**

August 15, 2005

TRADE REPURCHASE				
Replacement Veh. Cost (231/237)	\$19,101.85	G		
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$0.00	N		
Vehicle Inventory Tax	\$45.59	E		
Reg./Lic./Title Fees (opt)	\$125.55	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
State Fees	\$0.00	M		
<b>Items below not shown on new Bill of Sale</b>		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			
<b>Total Replacement Price</b>			<b>\$19,272.99</b>	
State Sales Tax	\$0.00			
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		
<b>Items below contribute to trade-in allowance</b>		O		
Usage/Depreciation	\$0.00	M		
Damage	\$0.00	E		
MSRP Upgrade	\$0.00	R		
MSRP Downgrade (deducted)	\$0.00			
Reimb. of Aft. Mkts on Old Unit	\$199.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution	\$0.00			
<b>Total Customer Cost</b>			<b>-\$199.00</b>	
<b>Trade Repurchase Amount</b>			<b>\$19,471.99</b>	
Attorney Fees	\$0.00			
<b>Total Repurchase Amount</b>			<b>\$19,471.99</b>	
(30-day) Lien Payoff	\$0.00			
Good Through (mm/dd/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	\$19,471.99		Authorized Signature	Date
NADA (Legal Only)	\$0.00		<b>**This is a "work in process" until approved by a Authorized Representative**</b>	
Est. Auction Price (Legal Only)	\$0.00		<b>(Repurchase Group Only)</b>	
Projected (Loss)	-\$19,471.99			

<b>BILL OF SALE</b>	
<b>Purchase Price (New Unit)</b>	<b>\$19,101.85</b>
<b>State Sales Tax</b>	<b>\$0.00</b>
Vehicle Inventory Tax	<b>\$45.59</b>
<b>Reg./Lic./Title Fees (opt)</b>	<b>\$125.55</b>
<b>New Aftermarket Items</b>	<b>\$0.00</b>
<b>State Fees</b>	<b>\$0.00</b>
<b>Fees</b>	<b>\$0.00</b>
<b>Less Dealer Contribution</b>	<b>\$0.00</b>
<b>Subtotal</b>	<b>\$19,272.99</b>
<b>Trade-In Allowance</b>	<b>\$19,300.85</b>
<b>Loan Payoff</b>	<b>\$0.00</b>
<b>Net Allowance</b>	<b>\$19,300.85</b>
<b>Cash on Delivery (Paid by GM)</b>	<b>\$171.14</b>
<b>Total Balance Due</b>	<b>-\$199.00</b>
<b>Amount to Dealer for additional Fees</b>	<b>\$0.00</b>
<b>New Vehicle VIN:</b>	
<b>1G2ZG558964</b>	
Form Rev 5/23/05	

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8/19/2005 8:59

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Fax Server

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*Corey Furrer*  
ALAN YOUNG PONTIAC BUICK GMC 118638 Management Agent's Signature and Title.

*Corey Furrer*  
ALAN YOUNG PONTIAC BUICK GMC 118638 Management Agent's Printed Name and Title.

\_\_\_\_\_  
Authorized General Motors BRC Representative Signature\_\_\_\_\_  
Authorized General Motors BRC Representative Printed NameAgain, thank you for assisting **Pontiac** in this collateral exchange transaction for our mutual customer!



7724 N.E. LOOP 820 • P.O. BOX 820769 • FORT WORTH, TX 76182-0769  
(817) 589-3300



# AUTOMOBILE SALES ORDER

PURCHASER (Print) \_\_\_\_\_ SALESMAN **OLAN GENE FRIZZELL**  
STREET ADDRESS \_\_\_\_\_ CITY **NRH** STATE **TX**  
COUNTY \_\_\_\_\_ ZIP \_\_\_\_\_ TELEPHONE \_\_\_\_\_

I hereby agree to purchase from you under the terms and conditions specified below and on the reverse side hereof, the following:

NEW OR USED	YEAR	MAKE	TYPE	SERIAL NUMBER	STOCK NUMBER
C-NEW	2006	PONTIAC	G6	1G2ZG558964	600000
TOP LOWER	COLOR	TRIM	IGN KEY	DOOR KEY	LICENSE
	LIQUID	SILVER	61282	G1282	
					DATE APPROVED
					08/25/05

GM EQUIPMENT CHANGES	VEHICLE PRICE	19101.85
	NET EQUIPMENT CHARGES	

	TOTAL	\$
TRADE-IN RECORD	TRADE CREDIT	\$ 19300.00
YEAR 2005	BALANCE	\$ -198.15
MAKE PONTIAC	V.I.T.	\$ 45.59
MODEL G6	REG/LIC	\$ 125.55
VI. NO. 1G2ZG528X54	DOC FEE	\$
LIC. NO.	PAYOFF	\$
	BALANCE	\$ -27.01
	REBATE	\$
	DEPOSIT	\$ 171.14
	DOWN PMT.	\$
	EXT'D. WARRANTY	\$
	UNPAID BALANCE	\$ -199.00

NON-GM DEALER OPTIONS	LIC. RECEIPT
< 199 >	
TO CUSTOMER	
FOR AFTERMARKET	
TOTAL	

REMARKS	TITLE LOCATION
	REC # _____
	REC # _____
	DEAL#: 45972
	PAYOFF TO
	GMAC
	ADDRESS
	ZIP
	P.O.A. SIGNED?
	MONTHLY PAYMENTS AT 199.00
	BEGINNING 09/29/05 1 FINAL PYMT OF 10083.85 DUE ON 09/29/05

LIEN GMAC	
P.O. BOX 8104	
COCKEYSVILLE MD 21030-8104	
OFFICER:	
SPOUSE NAME:	
SPOUSE BIRTHDAY: MO. DAY	
BUYER BIRTHDAY: MO. DAY	
ANNI BUYER: D.O.B. 05/26/82	

PURCHASER'S SIGNATURE x	
SALES MANAGER'S SIGNATURE	
DELIVERY DATE	08/25/05

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER IS NOT A BINDING CONTRACT. 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. Purchaser by his execution of this Order certifies that he is of legal age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order. On all parts of this set, Purchaser gives permission to ALAN YOUNG BUICK to obtain any and all credit reports and information necessary to complete this transaction. Purchaser assumes responsibility for any differences in payoffs excess of amount shown, and agrees to pay such difference in cash on demand. ORDER IS NOT BINDING ON COMPANY UNLESS SIGNED BY SALES MANAGER.

## ODOMETER MILEAGE STATEMENT

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or unlawful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-384).)

I, **ALAN YOUNG PONTIAC - BUICK - GMC**, state that the odometer of the vehicle described hereon now reads **100** miles/kilometers. Check one box only.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described hereon.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage in excess of designed mechanical limit of 99,999 miles/kilometers of the vehicle described hereon.
- ☐ (3) I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of the vehicle described hereon, and should not be relied upon.

Check one box only.

- ☐ (1) I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.
- ☐ (2) I hereby certify that the odometer of said vehicle was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer was identical to that before such service.
- ☐ (3) I hereby certify that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was miles/kilometers.

Date of Statement

Transferor's Signature

Date of copy Acknowledged

TRANSFEREE'S SIGNATURE - SILVER

## ODOMETER MILEAGE STATEMENT - TRADE-IN

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or unlawful statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-384).)

I, **TRANSFEROR'S NAME - PRINT**, state that the odometer of the vehicle described hereon now reads **2624** miles/kilometers. Check one box only.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described hereon.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage in excess of designed mechanical limit of 99,999 miles/kilometers of the vehicle described hereon.
- ☐ (3) I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of the vehicle described hereon, and should not be relied upon.

Check one box only.

- ☐ (1) I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.
- ☐ (2) I hereby certify that the odometer of said vehicle was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer was identical to that before such service.
- ☐ (3) I hereby certify that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was miles/kilometers.

Date of Statement

Transferor's Signature

Date of copy Acknowledged

A DOCUMENTARY FEE IS NOT AN OFFICIAL FEE. A DOCUMENTARY FEE IS NOT REQUIRED BY LAW, BUT MAY BE CHARGED TO BUYERS FOR HANDLING DOCUMENTS AND PERFORMING SERVICES RELATING TO THE CLOSING OF A SALE. A DOCUMENTARY FEE MAY NOT EXCEED \$60. THIS NOTICE IS REQUIRED BY LAW.

Fax Server

8/19/2005 8:59

PAGE 001/004

Fax Server

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

*From* ~~To:~~ Gene Frizzell Sales Consultant~~Company:~~~~Phone:~~~~Fax:~~ 817-589-3318*TD:* ~~From:~~ Patricia Thomas~~Phone:~~ 800-231-1841x58098~~Fax:~~ 866-549-8880~~Date:~~ Friday, August 19, 2005 8:58:54 AM~~Pages:~~ 04

(including cover)

---

## Comments

### CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error, please immediately notify us by fax, or by telephone at the numbers above. Thank you.



**GMC**

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GENERAL MOTORS BUSINESS RESOURCE CENTER

CLOSING CONFIRMATION LETTER

08/22/2005

ALAN YOUNG PONTIAC BUICK GMC  
Gene Frizzell Sales Consultant

RE: 1G2ZG528X54 [REDACTED] 2005 Pontiac G6

Dear Gene Frizzell:

The following parties, [REDACTED] and Gene Frizzell, have agreed to the closing date outlined below as the date that the Repurchase is to be completed.

The closing date has been set for 08/29/2005.

Thank you for your cooperation

Sincerely,

Patricia A. Thomas  
Repurchase Specialist  
1-800-231-1841 ext. 58098



**GENERAL MOTORS  
BUSINESS RESOURCE CENTER  
TRADE REPURCHASE CHECKLIST**

APP	APP
_____ CHECK REQUEST FORM (CIF)	_____ SIGNED BILL OF SALE ON ORIGINAL VEHICLE
_____ RVDC CALCULATION WORKSHEET	_____ SIGNED SETTLEMENT OFFER LETTER
_____ SIGNED BILL OF SALE ON NEW VEHICLE	_____ SIGNED DEALER CONFIRMATION LETTER
_____ INVOICE ON REPLACEMENT VEHICLE	_____ RECEIPTS FOR ANY AFTERMARKET ITEMS
_____ PRA FORM	_____ INCENTIVES FROM <u>R028</u> IN BARS
_____ INCENTIVE SHUT-OFF REQUEST	_____ DESCRIPTIONS OF INCENTIVES <u>F071</u> IN BARS
_____ COPY OF TITLE OR REGISTRATION	_____ INCENTIVE ACKNOWLEDGEMENT FORM
_____ WARRANTY HISTORY	_____ INVOICE FOR ATTORNEY FEES (If Applicable)
_____ INVOICE ON ORIGINAL VEHICLE	_____ REPAIR ORDERS FOR REASON FOR REPURCHASE
	(FLORIDA ONLY)

XXX ☐ Substitution of Collateral  
Contract

☐ New Retail/Lease

**REPURCHASE LIENHOLDER INFORMATION**

**CUSTOMER INFORMATION: 1-354013016**

Name	_____
VIN#	1G2ZG528X54 _____
Year-Make and Model:	2005 Pontiac G6

**LIENHOLDER INFORMATION:**

Lienholder Name:	GMAC
Lender Contact Person and Date:	Rachel 08/05/2005
Physical Address:	Attn: Tanya Bailey 600 North Marienfeld Suite 201
City/State/Zip	Midland, TX 79701
Phone:	800-225-4622
Fax Number:	
Account Number:	005 907 222 318
Dealer Buyout/Payoff Amount:	\$21,285.32 + \$164.70 = \$21,450.02
Buyout/Payoff Expiration Date:	08/25/2005 / 09/24/2005
Per Diem:	\$5.49 * 30 = \$164.70

Additional Information



RVDC Case# 96283

BRC Case Number	1354013016	Vehicle is going to:	Auction	Is Vehicle Drivable?	Y	Issue 1099?	
Customer Name		Dealer Admin Fee Applies?	Y	Issue Release	N		
Original VIN	1G2ZG528X54	This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
BAC	118638	Retrieve Sales Tax? N		Title Brand?			
Dealership Name	ALAN YOUNG PONTIAC BUICK GMC	Reason for not Retrieving Sales Tax: TRADE REPURCHASE					
Dealer Contact/Title	Gene Frizzell Sales Consultant	Original Sales Tax Paid in State: TX		Repurchased Under Laws of State: TX			
Dealer Phone	8175893300	Vehicle Meets Presumption of LEMON LAW? Y					
Dealer Fax	8175893318	Closing Schedule:	2005-08-29	Established on:	2005-08-22		
Delivery Date	2005-03-23						
Buyback Mileage	2622	If no, where: BAC is 0					
Transmission	A	Location Site Name:					
UCC Code(s)	M3005	Contact Name:					
MSRP	21305.00	Address 1:					
Est. Auction Value	1.00	Address 2:					
Case Number	96283	City:		State:		Zip:	
TAC Case Number		Phone #:					
Type of Transaction	CR	Fax #:					
Replacement VIN	1G2ZG558964	Comment: COLLATERAL TRADE - LIENHOLDER: GMAC, 600 NORTH MARIENFELD SUITE 201, MIDLAND, TX. 79701, PHONE 800-225-4622, ACCT. 005 907 222 318. PLEASE ACCEPT TITLE IN LIEU OF REGISTRATION PER TEAM MANAGER ARNETTA ASHLEY.					
Repurchase Type	AVM Voluntary	GM Legal Case Number:					
Repurchase Source	PRA AVM John Cienki	GM Counsel Name: N/A					
Reason for Repurchase: POWER STEERING ASSIST - INOPERATIVE.		Gm Counsel Contact Name: N/A					
		Address1:					
		Address2:					
		City:		State:		Zip:	
		Phone #:					
		Fax #:					
<b>Lien Payoff</b>							
Lien Payoff Amount: 19471.99		Lien Payoff Expires on: 2005-09-03		Per Diem: 0.00			
Customer Due to GM: 0.00				Dealer Due GM: 0.00			
<b>Check Information</b>							
<b>Customer</b>		<b>Lienholder</b>			<b>Plaintiff's Attorney</b>		
Check Amt:	0.00	Payee1:	ALAN YOUNG PONTIAC BUICK GMC		Payee1:	0.00	
Payee2:		Payee2:			Payee2:		
Address1:		Address1:	7724 NORTHEAST LOOP 820		Address1:		
Address2:		Address2:			Address2:		
City:	North Richland Hills	City:	NORTH RICHLAND HILLS		City:		
State:	TX	State:	TX		State:		
Zip		Zip	76180-8303		Zip		
Phone #:		Phone #:	817-589-3300		Phone #:		
Fax #:		Fax #:	817-589-3318		Fax #:		
		Attention:	Gene Frizzell		Attention:		
		Account #:	Cindy Creamier		Fed Tax ID:		
					Firm Name:		

Case ID: 96283 Initiator: thomaspa

AUG 24 2005

## BRC TRADE REPURCHASE WORKSHEET

File Number

1-354013016

Customer NameWorksheet filled out by:

Patricia A. Thomas

Old Vehicle VIN:New Vehicle VIN:Date:

1G2ZG528X54

1G2ZG558964

August 15, 2005

## TRADE REPURCHASE

Replacement Veh. Cost (231/237)	\$19,101.85	G
Conversion / Upfit Cost	\$0.00	E
State Sales Tax	\$0.00	N
Vehicle Inventory Tax	\$45.59	E
Reg./Lic./Title Fees (opt)	\$125.55	R
Taxes Reimbursed on old vehicle	\$0.00	A
Fees (Explain)	\$0.00	L
State Fees	\$0.00	M
Items below not shown on new Bill of Sale		
Cost to transfer Aftermarket Items	\$0.00	O
Unused portion of non-GMPP	\$0.00	T
H/B, ADV, EXP	\$0.00	O
Transportation Fees	\$0.00	R
Misc. (Explain)	\$0.00	S

<b>Total Replacement Price</b>	<b>\$19,272.99</b>
--------------------------------	--------------------

State Sales Tax	\$0.00	
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		
Usage/Depreciation	\$0.00	O
Damage	\$0.00	M
MSRP Upgrade	\$0.00	E
MSRP Downgrade (deducted)	\$0.00	R
Reimb. of Aft. Mkts on Old Unit	\$199.00	
Misc. Customer Credit	\$0.00	
Less Dealer Contribution	\$0.00	

<b>Total Customer Cost</b>	<b>-\$199.00</b>
----------------------------	------------------

<b>Trade Repurchase Amount</b>	<b>\$19,471.99</b>
--------------------------------	--------------------

Attorney Fees	\$0.00
---------------	--------

<b>Total Repurchase Amount</b>	<b>\$19,471.99</b>
--------------------------------	--------------------

(30-day) Lien Payoff	\$0.00
----------------------	--------

Good Through (mm/dd/yy)

Dealer Due to GM	NA
------------------	----

GM Due to Dealer	\$19,471.99
------------------	-------------

NADA (Legal Only)	\$0.00
-------------------	--------

Est. Auction Price (Legal Only)	\$0.00
---------------------------------	--------

Projected (Loss)	-\$19,471.99
------------------	--------------

Authorized Signature

Date

\*\*This is a "work in process" until approved  
by a Authorized Representative\*\*  
(Repurchase Group Only)

Form Rev 5/23/05



# AUTOMOBILE SALES ORDER

7724 N.E. LOOP 820 • P.O. BOX 824719 • FORT WORTH, TX 76182-0769  
(817) 589-3300

PURCHASER (Print) \_\_\_\_\_ SALESMAN **OLAN GENE FRIZZELL**  
STREET ADDRESS \_\_\_\_\_ CITY **NRH** STATE **TX**  
COUNTY \_\_\_\_\_ ZIP \_\_\_\_\_ TELEPHONE \_\_\_\_\_

I hereby agree to purchase from you under the terms and conditions specified below and on the reverse side hereof, the followings:

NEW OR USED	YEAR	MAKE	TYPE	SERIAL NUMBER	STOCK NUMBER
C-NEW	2006	PONTIAC	G6	1G2Z6558964	600000
COLOR	TRIM	IGN KEY	DOOR KEY	LICENSE	DATE APPROVED
LIQUID SILVER		61282	61282		08/25/05

GM EQUIPMENT CHANGES	VEHICLE PRICE
	19101.95
NET EQUIPMENT CHARGES	

## NON-GM DEALER OPTIONS

*< 199 >*  
*TO CUSTOMER*  
*FOR AFTERMARKET*

TOTAL

OFFICER:  
P.O. BOX 8104  
COCKEYSVILLE MD 21030-8104

SPOUSE NAME:  
SPOUSE BIRTHDAY: MO. DAY  
BUYER BIRTHDAY: MO. DAY  
ANNI BIRTHDAY: MO. DAY

TRADE-IN RECORD	YEAR
	2005
MAKE	PONTIAC
MODEL	G6
VI. NO.	1G2Z6528X54
LIC. NO.	

LIC. RECEIPT	REC. #

TITLE LOCATION	REC. #

DEAL #: 45972

PAYOFF TO  
GMAC

ADDRESS

ZIP

P.O.A. SIGNED?

MONTHLY PAYMENTS AT \$199.00  
BEGINNING 09/29/05 1 FINAL PYMT OF 10083.85 DUE ON 09/29/05

**DISCLAIMER OF WARRANTIES**  
Any warranties on the products sold hereby are those made by the manufacturer of such products. The Seller, this dealership, hereby expressly disclaims all warranties, either express or implied, including any implied warranty 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 products.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof constitutes the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER IS NOT A BINDING CONTRACT. 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. Purchaser by his execution of this Order certifies that he is of legal age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order. On all parts of this set, Purchaser gives permission to ALAN YOUNG BUICK to obtain any and all credit reports and information necessary to complete this transaction. Purchaser assumes responsibility for any differences in copies across of amount shown, and agrees to pay such difference in cash on demand. ORDER IS NOT BINDING ON COMPANY UNLESS SIGNED BY SALES MANAGER.

PURCHASER'S SIGNATURE \_\_\_\_\_  
SALES MANAGER'S SIGNATURE \_\_\_\_\_

DELIVERY DATE 08/25/05

## ODOMETER MILEAGE STATEMENT

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or fraudulent statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-313, as amended by Pub. L. 94-344).

I, **ALAN YOUNG PONTIAC - BUICK - GMC** state that the odometer of the vehicle described herein now reads **100** miles/kmeters. Check one box only.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described herein.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage in excess of designed mechanical limit of 99,999 miles/kmeters of the vehicle described herein.
- ☐ (3) I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of the vehicle described herein, and should not be relied upon.

Check one box only.

- ☐ (4) I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.
- ☐ (5) I hereby certify that the odometer of said vehicle was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer was identical to that before such service.
- ☐ (6) I hereby certify that the repaired or replacement odometer was incapable of registering the same mileage, and that the mileage registered on the original odometer or the odometer before repair was identical to the same.

Signature of Seller (Print) \_\_\_\_\_  
Print (1) of copy Acknowledgment

## ODOMETER MILEAGE STATEMENT - TRADE-IN

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or fraudulent statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-313, as amended by Pub. L. 94-344).

I, **ALAN YOUNG** state that the odometer of the vehicle described herein now reads **2621** miles/kmeters. Check one box only.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described herein.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage in excess of designed mechanical limit of 99,999 miles/kmeters of the vehicle described herein.
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Check one box only.

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Signature of Seller (Print) \_\_\_\_\_  
Print (1) of copy Acknowledgment

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08/22/2005 09:52

8175893318

ALAN YOUNG

PAGE 02

AUG 24 2005 12:05 PM SITE

TO 918665498880

P.04/15

2006 G6 - 6CYL SEDAN  
 67U LIQUID SILVER METALLIC /V6G  
 19B EBONY  
 ORDER NO. JBPS9F/TRE STOCK NO.  
 VIN 1G2 ZG55 89 64

PONTIAC/GMC DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 2AD51055927  
 \*\*\*\*\*16\*35319S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20930.00	19150.95	INVOICE 04/15/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 04/12/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 04/21/05
F83 AXLE RATIO 3.05	N/C	N/C	INT COM 04/21/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	PRC EFF 04/12/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G1282 G1282
PCI DRIVER'S PACKAGE INCLUDES:	650.00	578.50	WFP-S QTR OPT-1
* PWR ADJ BRAKE & ACCEL. PEDALS			BANK: GMAC - 005
* FLOOR MATS, CARPET			CHG-TO 35-319
* CARGO NET			
* (4) 16 PAINTED ALLOY WHEELS			SHIP WT: 3325
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	HP: 32.9
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	GMS: 19798.55
1SZ DRIVER PACKAGE DISCOUNT	150.00-	133.50-	SUPPLR: 20686.11
			MRM: 22355.00
			MEMO 1004.00

*NEW*

TOTAL MODEL & OPTIONS	21580.00	19745.95	ACT 231	19723.55
DESTINATION CHARGE	625.00	625.00	H/B 261	647.40
LAM DEALER CONTRIBUTION		161.85	ADV 261	161.85
LAM GROUP CONTRIBUTION		215.80	EXP 65A	215.80

TOTAL	22205.00	20748.60	PAY 310	20748.60
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19787.25		

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

ALAN YOUNG PONTIAC BUICK GMC

REMIT TO GMAC NO. 005  
 VIN 1G2ZG558964  
 \$ 20748.60 INV 2AD51055927  
 DUE 04/21/05 DEALER 35-319

**electronic Preliminary Repurchase Authorization (ePRA)**(\*\*To go from field to field, use the **TAB KEY**)

- 1.Date (mm/dd/yyyy): 08/02/2005  
2.Customer Name: [REDACTED]  
3.Customer Address: [REDACTED]  
4.Customer City, State, and Zip: North Richland Hills, Tx [REDACTED]  
5.Primary Customer Phone #: [REDACTED] Mobile [REDACTED]  
6.Additional Customer Phone #: [REDACTED] Home [REDACTED]  
7.Customer fax #: [REDACTED]  
8. Cust Drivers Licenses # [REDACTED]  
9. State tax % rate 6.25% ✓

**Customer Vehicle Information**

- 10.Year/Make/Model: 2005 / Pontiac / G6 ✓  
11.VIN (17 Digits): 1G2ZG528X54 [REDACTED] 12.Current Mileage: 2,622  
13.Purchased: NEW

**Detail your agreement with the Dealer and Customer on the following items:**

- Dealership that will handle entire transaction:  
14.Dealership Name: Alan Young Pontiac-Buick-GMC  
15.Dealership Phone #: 817-589-3300  
16.Dealership Contact Name and TITLE: Gene Frizzell / Sales Consultant  
17.Dealership Contact Phone # (if different than Dealership #): [REDACTED]  
18.Dealership Contact Fax # 817-589-3327  
19.Dealership BAC: 118638 Region: South Central

**20.What GOODWILL TOOLS were offered?**

- |  |  |
|--|--|
| <input type="checkbox"/> Component Coverage Letter | <input type="checkbox"/> Miscellaneous Reimbursement |
| <input type="checkbox"/> Maintenance Letter        | <input type="checkbox"/> American Express Check      |
| <input type="checkbox"/> Owner Loyalty Certificate | <input type="checkbox"/> Other                       |
| <input type="checkbox"/> GM SmartCare              | <input checked="" type="checkbox"/> NOTHING OFFERED  |
| <input type="checkbox"/> GMPP                      |  |

21.Was a **TRADE** Repurchase offered? YES22.If this will not be a Trade Repurchase, Please explain Why? Customer no longer wants this vehicle - unsafe to drive.**TAC case number is required and if not available, Please explain why not?**

23.CAC Case Number: 1-354013016 24.TAC Case Number: NONE

25.If no TAC number, Explain: TAC was contacted by technician Ray Nelle, but no TAC case was generated.

**26.Reason for Repurchase (Include specific mechanical failure):** Two repair attempts to correct intermittent inoperative power steering assist. Vehicle still unrepaired. Vehicle qualifies for repurchase under Texas Lemon Law (allows 2 safety related repair attempts). M30

27.This case was resolved by: Field Voluntary Decision

28.Does this vehicle meet the presumption of Lemon Law in applicable state? YES

29.Recommended Disposition of Repurchased Vehicle: AUCTION (ready for sale) (If Rebill, please include 26 digit account # or 10 authorization code).30.Type of TRANSACTION? TRADE REPURCHASE31.Vehicle Damage (explain what damage is present and who is responsible): N/A

**32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE: ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:** 1G2ZG558964 [REDACTED]

33.New Vehicle Year/Make/Model: 2006 / Pontiac / G6

34..Upgrade ☒ Downgrade ☐ Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP): 0**35.Usage/Depreciation Amount:**

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price; \*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

WORK

Thomas  
8.5.05  
10:10VIT \$56.50  
Reg/Lic \$125.55

-Please show how you arrived at this usage amount: Using TXDOT Formula @ 120,000 Miles. TM = 2,622;  
UM = 2,303 (\$317.24); IM = 54 (\$20.94). Total Deduction Amount = \$338.18.. - NONE PER AVM - SEE LINE 39

36. Aftermarket Items: Yes

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other): Included in  
the vehicle purchase price is \$199.00 for Premier Guard theft deterrent system.

37. Lease Termination Terms: GMAC SmartBuy - see attached.

38. Who will be responsible for the Taxes and/or Fees? General Motors

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain: ALL

39. I have reviewed with the customer what is **Negative Equity/Overallowance** and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail): YES

**\*NO Rebates are to be applied to the replacement vehicle**

**\*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle**

**Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed**

40. General Comments/Special Instructions: GM to pay all taxes title, license and usage costs. Customer to pay  
difference in MSRP which is \$0.00 (\$21,305.00 vs \$21,305.00).

41. I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 08/02/2005

42. Authorizer Name: John Cienki

43. GM Position: Area Service Manager - AVM

44. VoiceMail Node: 1-800-211-3611 Mailbox Number: 8232

45. Email Address: john.cienki@gm.com



Save this document using the customers last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to ePRA@GMExpert.com

Forward any supporting documentation to FAX- 866-827-1129

**Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Tampa at 1-800-231-1841 prompts 2,1,2 or by e-mail at the address listed above.**

**INCENTIVE SHUT-OFF NOTICE**

SPECIALIST NAME: Patricia A. Thomas  
DEPARTMENT: Business Resource Center  
CUSTOMER NAME:   
FILE NUMBER: 1-354013016  
OLD VEHICLE VIN: 1G2ZG528X54 

REASON: TRADE REPURCHASE

**THE BELOW INFORMATION APPLIES TO "NEW VEHICLE"**

DEALER CODE: 35319 /

BRAND *(circle one)*: Pontiac /  
16

NEW VEHICLE VIN: 1G2ZG558964 

SPECIFY INCENTIVES TO BE SHUT-OFF: ALL

08/16/2005



17:44 AUG 08, 2005

TEL NO: 1800-200-4622

#518564 PAGE: 2/2

Upon sale of this vehicle, the purchaser must apply for a new title within 20 working days unless the vehicle is purchased by a dealer. Until a new title is issued, the vehicle record will continue to reflect the owner's name listed on the current title. SEE BACK FOR ADDITIONAL INFORMATION.

GNAC  
PO BOX 8104  
COCKEYSVILLE, MD 21030-8104

DETACH HERE

## TEXAS CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION NUMBER  
1G2ZG528X54YEAR MODEL  
2005MAKE OF VEHICLE  
PONTBODY STYLE  
4D

TITLE/DOCUMENT NUMBER

DATE TITLE ISSUED

04/15/2005

MODEL  
G6MPG. CAPACITY  
IN TONS

WEIGHT

3500

LICENSE NUMBER

ODOMETER READING

15

ALAN YOUNG PONT BUICK GM FORT WORTH TX

OWNER

REMARK(S)

ACTUAL MILEAGE

FT WORTH, TX

X

SIGNATURE OF OWNER OR AGENT MUST BE IN INK

UNLESS OTHERWISE AUTHORIZED BY LAW, IT IS A VIOLATION OF STATE LAW TO SIGN  
THE NAME OF ANOTHER PERSON ON A CERTIFICATE OF TITLE OR OTHERWISE GIVE FALSE  
INFORMATION ON A CERTIFICATE OF TITLE.

DATE OF LIEN

1ST LIENHOLDER

03/23/2005

GNAC

PO BOX 8104

COCKEYSVILLE, MD 21030-8104

1ST LIEN RELEASED

DATE

BY

AUTHORIZED AGENT

DATE OF LIEN

2ND LIENHOLDER

2ND LIEN RELEASED

DATE

BY

AUTHORIZED AGENT

DATE OF LIEN

3RD LIENHOLDER

3RD LIEN RELEASED

DATE

BY

AUTHORIZED AGENT

IT IS HEREBY CERTIFIED THAT THE PERSON HEREIN NAMED IS THE OWNER  
OF THE VEHICLE DESCRIBED ABOVE WHICH IS SUBJECT TO THE ABOVE LIENS.

RIGHTS OF SURVIVORSHIP AGREEMENT  
WE, THE PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE  
THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS CERTIFICATE  
OF TITLE SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE  
EVENT OF DEATH OF ANY OF THE PERSONS NAMED IN THE AGREEMENT,  
THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR(S).

SIGNATURE

DATE

SIGNATURE

DATE

SIGNATURE

DATE

Attn: Patricia Thomas

## SPECIAL INSTRUCTIONS:

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

1. DATE OF RECEIPT <b>03/31/2005</b>		2. VALIDATION STICKER NO. [REDACTED]		3. EXPIRED LAST DAY OF MONTH <b>2</b> YEAR <b>2005</b>		12. TEXAS LICENSE PLATE NO. <b>X609468</b>	
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. HRS. CLASS <b>25</b>	
5. PREVIOUS VALIDATION STICKER NO.		6. PREVIOUS TEXAS LICENSE PLATE NO.		14. TONNAGE <b>0</b>		15. EMPTY WEIGHT <b>3500</b>	
7. OWNER (NAME AND MAILING ADDRESS) [REDACTED] <b>FT WORTH, TX</b>		16. CARRYING CAPACITY <b>0</b>		17. GROSS WEIGHT <b>0</b>		18. DIESEL FEE <b>0.00</b>	
8. 1st LIENHOLDER (NAME AND MAILING ADDRESS) <b>GMAC</b> <b>PO BOX 8104</b> <b>Cockeysville, MD 21030-8104</b>		19. YEAR <b>2005</b>		20. MAKE <b>PONT</b>		21. MODEL <b>GG</b>	
DATE OF LIEN <b>05/23/2005</b>		22. BODY STYLE <b>4D</b>		23. VEHICLE IDENTIFICATION NUMBER (VIN) <b>1G22G528X54</b>			
9. 2nd LIENHOLDER (NAME AND MAILING ADDRESS)		24. ODOMETER <b>15</b>		25. BRAND <b>ARAB</b>		26. SURRENDERED TITLE NUMBER <b>NCO</b>	
DATE OF LIEN		27. <input type="checkbox"/> EXEMPT NEW RESIDENT <input type="checkbox"/> \$10.00 EXEMPT <input type="checkbox"/> \$10.00 EXEMPT <input type="checkbox"/> \$10.00 EXEMPT <input type="checkbox"/> SALVAGE		28. EMISSIONS FEE <input type="checkbox"/> 15% EMISSIONS FEE <input type="checkbox"/> EXEMPT		29. SALES PRICE <b>21,504.00</b>	
10. 3rd LIENHOLDER (NAME AND MAILING ADDRESS)		30. TRADE-IN <b>11,759.07</b>		31. REBATE <b>5,500.00</b>		32. TAXABLE VALUE <b>4,244.93</b>	
DATE OF LIEN		33. SALES TAX <b>265.31</b>		34. PENALTY <b>0.00</b>		35. TOTAL REG. TRANS. FEE <b>59.80</b>	
11. SELLER (NAME OF PREVIOUS OWNER AND MAILING ADDRESS) <b>Alan Young Pont Buick GM</b> <b>Fort Worth, TX</b>		36. TAX & PENALTY PAID <b>265.31</b>		37. TITLE APPL. FEE <b>33.00</b>		38. MISCELLANEOUS FEES <b>1.00</b>	
DATE OF LIEN		39. RESIDENT COUNTY <b>220</b>		40. LOCAL FEES <b>10.00</b>		41. TOTAL FEES <b>438.11</b>	
DATE OF LIEN		42. DEPUTY <b>Nancy Betz</b>		43. TAX ASSESSOR-COLLECTOR <b>BETSY PRICE</b>		44. PROCESSING CO <b>Tarrant</b>	

FORM VTR-31-RTS (REV 01/2004) DHT #149517

DUPLICATE ORIGINAL OWNER'S COPY 4

2005 G6 - 6CYL SEDAN  
 67U LIQUID SILVER METALLIC /V6G  
 19B EBONY  
 ORDER NO. HNTMPB/TRE STOCK NO.  
 VIN 1G2 ZG52 8X 54

PONTIAC/GMC DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 2AD49558891

\*\*\*\*\*16\*35319S  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 2ZG69 G6 - 6CYL SEDAN 20675.00 18917.63 INVOICE 11/05/04  
 FE9 50-STATE EMISSIONS N/C N/C SHIPPED 11/05/04  
 F83 AXLE RATIO 3.05 N/C N/C EXP I/T 11/15/04  
 LX9 ENGINE, 3.5L V6 SFI 0.00 0.00 INT COM 11/15/04  
 MX0 4-SPEED AUTOMATIC TRANSMISSION 0.00 0.00 PRC EFF 11/05/04  
 R6J CUSTOMER DIALOG NETWORK 0.00 16.50 KEYS G0262 G0262  
 VK3 LICENSE PLATE BRACKET, FRONT 5.00 4.45 WFP-S QTR OPT-1  
 BANK: GMAC - 005  
 CHG-TO 35-319

SHIP WT: 3317  
 HP: 32.9  
 GMS: 19018.18  
 SUPPLR: 19870.62  
 MRM: 21305.00  
 MEMO 959.00

OLD

TOTAL MODEL & OPTIONS	20680.00	18938.58	ACT 231	18943.18
DESTINATION CHARGE	625.00	625.00	H/B 261	620.40
LAM DEALER CONTRIBUTION		155.10	ADV 261	155.10
LAM GROUP CONTRIBUTION		206.80	EXP 65A	206.80

TOTAL	21305.00	19925.48	PAY 310	19925.48
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		18994.95		

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*  
 THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

ALAN YOUNG PONTIAC BUICK GMC

REMIT TO GMAC NO. 005  
 VIN 1G2ZG528X54  
 \$ 19925.48 INV 2AD49558891  
 DUE 11/15/04 DEALER 35-319

Clenki

817 428 4486

08/24/05 07:44P P.012

BUYER NAME ADDRESS CITY STATE ZIP PHONE		SELLER/CREDITOR <u>ALAN YOUNG BUICK GMC TRK INC</u> ADDRESS <u>7724 NE LOOP 820</u> CITY <u>NORTH RICHLAND HILL TX</u> ZIP <u>76180</u> PHONE <u>(817) 589-3300</u>	
CO-BUYER NAME ADDRESS CITY STATE ZIP PHONE			

Buyer is referred to as "you" or "your." The Seller is referred to as "we" or "us." This contract may be transferred by the Seller.

**AMOUNT TO PAY**

Cash price is shown below as the "Total Sales Price." The "Cash Price" is also shown below. By signing this contract, you agree to purchase the vehicle and agree to pay the amount of this contract. You agree to pay us the Amount Financed, Finance Charge, and any other charges in this contract. You agree to make payments according to the Payment Schedule in this contract. If more than one person signs as a buyer, you agree to keep all the promises in this contract and all the others do not.

have thoroughly inspected, accepted, and approved the vehicle in all respects.

**VEHICLE IDENTIFICATION**

Year	Make	Model	Vehicle Identification No.	Mileage on Odometer	Color	USE FOR WHICH PURCHASED
2002	PONTIAC	GRAND PRIX	1G2NP52K62P	15		<input type="checkbox"/> PERSONAL FAMILY OR HOUSEHOLD <input type="checkbox"/> BUSINESS OR COMMERCIAL <input type="checkbox"/> AGRICULTURAL

**FEDERAL TRUTH IN LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sales Price
9.50%	\$5818.78	\$22139.98	\$27958.76	\$27958.76

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
47	\$431.58	MONTHLY BEGINNING 04/23/2005
1	\$7669.80	DUE ON 03/23/2009

We will have a security interest in the vehicle being purchased.

Late Charge: If we do not receive your entire payment within 15 days after it is due, you will pay a charge of 5% of the part of the payment that is late.

Prepayment: If you pay all that you owe early, you will not have to pay a penalty.

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

**FINANCIALIZATION OF AMOUNT FINANCED**

Cash price (including any accessories, services, taxes, etc.)

VIN ETCH \$199.00  
 and \$N/A  
 \$21769.31<sup>(1)</sup>

Total downpayment = (If negative enter "0" and see line 4A below)

Gross trade-in	\$11759.07
- payoff by seller	\$16999.61
= Net trade-in	\$-5239.54
+ cash	\$N/A
+ Mfrs. Rebate	\$5500.00
+ Other Deductions	\$N/A
Total downpayment	\$260.46 <sup>(2)</sup>

Unpaid balance of cash price (1 minus 2)

Other charges including amounts paid to others on your behalf (Seller may keep part of those amounts.):

A Net trade-in payoff to	\$N/A
B Cost of optional credit insurance paid to insurance company or companies	\$N/A
Life	\$N/A
Disability	\$N/A

**PROPERTY INSURANCE:** You must keep the vehicle insured against damage or loss in the amount you owe. You must keep this insurance until you have paid all that you owe under this contract. You may obtain property insurance from anyone you wish, but you must provide proof of insurance you already have. The insurer must be authorized to do business in Texas. You agree to give us proof of property insurance. You must name us as the person to be paid under the policy in the event of damage or loss.

If any insurance is included below, policies or certificates from the insurance company will describe the terms, conditions and deductibles.

**Optional credit life and credit disability insurance:** Credit life insurance and credit disability insurance are not required to obtain credit. They will not be provided unless you sign and agree to pay the extra cost. Your decision to buy or not buy these insurance coverages will not be a factor in the credit approval process.

☐ Credit Life, one buyer \$N/A Term N/A  
☐ Credit Life, both buyers \$N/A Term N/A  
☐ Credit Disability, one buyer \$N/A Term N/A

N/A (Insurance Company)

N/A (Home Office Address)

Credit life insurance ends on the original due date for the last payment. Credit disability insurance covers the first N/A payments and does not cover the last scheduled payment. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the term of the insurance is 23 months or longer, the premium is not fixed or approved by the Texas Insurance Commissioner.

You want the insurance indicated above.

X (Buyer's signature) (Date)

X (Co-Buyer's signature) (Date)

**Optional insurance coverages.** The insurance described below is not required to obtain credit. It will not be provided unless you sign and agree to pay the

TEXAS BEST AC

817 831 8641

08/18/05 12:40pm P. 002

**GMC**

GENERAL MOTORS BUSINESS RESOURCE CENTER

## TRADE SETTLEMENT OFFER

08/18/2005

North Richland Hills, TX

Subject: Repurchase of 2005 Pontiac G6 VIN #1G2ZG528X54  
 Case Number: 1-354013016

Dear

We regret that you are dissatisfied with your 2005 Pontiac G6, VIN #1G2ZG528X54 and that our attempts to resolve your concerns have not met your expectations.

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 1G2ZG55W964 2006 Pontiac G6. Your responsibilities may be, but not limited to, taxes, state fees, dealership fees, usage, damage, upgrade, add-ons, and conversions. This offer is calculated by using the following figures:

**PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL**

Payoff of original Vehicle good until 09/24/2005	\$21,450.02
Plus: Reimbursement of Aftermarket	\$199.00
<b>TOTAL AMOUNT TO CUSTOMER</b>	<b>\$199.00</b>

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

General Motors will repurchase VIN #1G2ZG528X54 in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Please return this document to fax number 866-549-8880 by 08/18/2005. The conditions of the trade-repurchase are as follows:

- ⇒ the vehicle is free from any abnormal damage or alterations which impair its resale value
- ⇒ all factory installed equipment are intact and functional
- ⇒ a free and clear title is provided at the time of repurchase (payoff original loan)
- ⇒ a "Power of Attorney" form is signed at the time of repurchase-used only for title corrections, if needed (supplied by General Motors)
- ⇒ an "Odometer Disclosure Statement" is signed at the time of the repurchase (supplied by General Motors)
- ⇒ this offer is contingent upon the approval of your lending/leasing institution
- ⇒ no cash back rebates or incentives of any kind are applicable towards this transaction
- ⇒ the enclosed release agreement is signed and returned with this offer letter

If this trade-repurchase offer is acceptable, please sign the bottom of this letter and return it to my attention via the fax number above along with a copy of your driver's license. Upon receipt of your signed acceptance, a check will be processed and forwarded to ALAN YOUNG PONTIAC BUICK GMC. Please allow up to 7 business days for check processing. I will contact you to set up a signing date. You will be required to complete the transaction on the signing date or this transaction will be voided. I can be reached at (800) 231-1841 ext. 58098 if you have any questions or concerns.

Sincerely,  
 Patricia A. Thomas  
 Business Resource Center

This document is intended for use in bringing to the signing.

8/17/05

<b>BILL OF SALE</b>	
Purchase Price (New Unit)	\$19,101.85
State Sales Tax	\$0.00
Vehicle Inventory Tax	\$45.59
Reg./Lic./Title Fees (opt)	\$125.55
New Aftermarket Items	\$0.00
State Fees	\$0.00
Fees	\$0.00
Less Dealer Contribution	\$0.00
Subtotal	\$19,272.99
Trade-In Allowance	\$19,300.85
Loan Payoff	\$0.00
Net Allowance	\$19,300.85
Cash on Delivery (Paid by GM)	\$171.14
Total Balance Due	-\$199.00
Amount to Dealer for additional Fees	\$0.00
New Vehicle VIN: 1G2ZG558964	
Form Rev 5/23/05	

08/22/2005 09:52 8175893318

ALAN YOUNG

PAGE 01

Fax Server

8/19/2005 0:59

PAGE 002/004

Fax Server

**Dealer Confirmation Letter- Collateral Exchange****Pontiac****5701 East Hillsborough Ave, Suite 2300 Tampa FL 33610****Phone (800) 231-1841 Patricia A. Thomas ext. 58098****Collateral Exchange Agreement between Pontiac and its dealer partner ALAN YOUNG PONTIAC  
BUICK GMC**

Customer's Name:

Case Number:

1-354013016

Thank you for assisting **Pontiac** in the collateral exchange for our mutual customer.

General Motors will issue a check in the amount of **\$19,471.65** made payable to **ALAN YOUNG PONTIAC BUICK GMC** after receiving a completed collateral exchange form that has been signed by the customer, dealer representative, and financial institution representative. The customer, in order to make the transaction take place, must supply any funds that might be required in cash, certified check, or money order (usage on the old vehicle and pay any upgrade in price from MSRP - old vehicle to MSRP - new vehicle).

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:

1GZZG558964

New Vehicle Sales Price:

\$19,101.65

Used Vehicle Trade Value:

\$19,300.85

Rebates:

[Not Applicable]

Vehicle Inventory Tax:

\$45.59

Reg. Lic./Title Fee:

\$125.55

Document Fees:

[Not paid by either party]

Dealer Processing Fee:

[\$200 applied as warranty credit via W.I.N.S.]

As always, the customer is obligated to make arrangements to complete the collateral exchange paperwork for the replacement vehicle. With the exception of the VIN, nothing in the financing contract changes because the lien holder extends no new funds. The funds must be brought to the dealership signing at the time of the transaction. Using the figures above, the customer is required to bring:

**PAYOFF SATISFIED THROUGH SUBSTITUTION OF COLLATERAL**

Payoff= \$21,450.02 Good Thru 09/24/2005

Reimbursement of Admin. Fee = \$199.00

Total Amount to Customer = \$199.00

**ALAN YOUNG PONTIAC BUICK GMC** agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

If you are in agreement with this offer, please sign and date below and return a copy to my attention at the following fax # 888-548-8880.

*Alan Young*  
ALAN YOUNG PONTIAC BUICK GMC 118638 Management Agent's Signature and Title.

*Alan Young*  
ALAN YOUNG PONTIAC BUICK GMC 118638 Management Agent's Printed Name and Title.

Authorized General Motors BRC Representative Signature

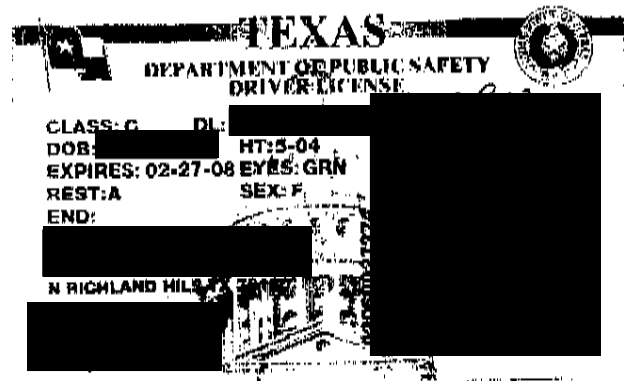
Authorized General Motors BRC Representative Printed Name

Again, thank you for assisting **Pontiac** in this collateral exchange transaction for our mutual customer!

TEXAS BEST AC

817 931 8641

08/17/05 01:15pm P. 003





# GMAC

---

To: Patricia  
Company : 005907222318  
Fax Number : 9,18665498880  
Phone Number :

From : Marilyn Unger


Phone Number 1-800-200-4622

Time Sent : Monday, Aug 8, 2005 05:44PM

Pages : 2

Description :

---

Copy of title for 

The information contained in this facsimile message is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone at the above number.

Thank you.....GMAC.

Upon sale of this vehicle, the purchaser must apply for a new title within 20 working days unless the vehicle is purchased by a dealer. Until a new title is issued, the vehicle record will continue to reflect the owner's name listed on the current title. SEE BACK FOR ADDITIONAL INFORMATION.

GMAC  
PO BOX 8104  
COCKEYSVILLE, MD 21030-8104

000265

DETACH HERE

## TEXAS CERTIFICATE OF TITLE



VEHICLE TITLES AND REGISTRATION DIVISION

VEHICLE IDENTIFICATION NUMBER 1G2ZG528X54 [REDACTED] YEAR MODEL 2005 MAKE OF VEHICLE PONT BODY STYLE 4D  
TITLE/DOCUMENT NUMBER 22031838446124736 DATE TITLE ISSUED 04/15/2005

MODEL G6 MFG CAPACITY IN TONS 3500 WEIGHT [REDACTED] LICENSE NUMBER [REDACTED]  
PREVIOUS OWNER ALAN YOUNG PONT BUICK GM FORT WORTH TX ODOMETER READING 15

OWNER  
[REDACTED]  
FT WORTH, TX [REDACTED]

REMARK(S)  
ACTUAL MILEAGE

X \_\_\_\_\_  
SIGNATURE OF OWNER OR AGENT MUST BE IN INK

UNLESS OTHERWISE AUTHORIZED BY LAW, IT IS A VIOLATION OF STATE LAW TO SIGN THE NAME OF ANOTHER PERSON ON A CERTIFICATE OF TITLE OR OTHERWISE GIVE FALSE INFORMATION ON A CERTIFICATE OF TITLE.

DATE OF LIEN 03/23/2005 1ST LIENHOLDER GMAC  
PO BOX 8104  
COCKEYSVILLE, MD 21030-8104

DATE OF LIEN \_\_\_\_\_ 2ND LIENHOLDER \_\_\_\_\_

DATE OF LIEN \_\_\_\_\_ 3RD LIENHOLDER \_\_\_\_\_

1ST LIEN RELEASED \_\_\_\_\_ DATE \_\_\_\_\_

BY \_\_\_\_\_  
AUTHORIZED AGENT

2ND LIEN RELEASED \_\_\_\_\_ DATE \_\_\_\_\_

BY \_\_\_\_\_  
AUTHORIZED AGENT

3RD LIEN RELEASED \_\_\_\_\_ DATE \_\_\_\_\_

BY \_\_\_\_\_  
AUTHORIZED AGENT

IT IS HEREBY CERTIFIED THAT THE PERSON HEREIN NAMED IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE WHICH IS SUBJECT TO THE ABOVE LIENS.

RIGHTS OF SURVIVORSHIP AGREEMENT  
WE, THE PERSONS WHOSE SIGNATURES APPEAR HEREIN, HEREBY AGREE THAT THE OWNERSHIP OF THE VEHICLE DESCRIBED ON THIS CERTIFICATE OF TITLE SHALL FROM THIS DAY FORWARD BE HELD JOINTLY, AND IN THE EVENT OF DEATH OF ANY OF THE PERSONS NAMED IN THE AGREEMENT, THE OWNERSHIP OF THE VEHICLE SHALL VEST IN THE SURVIVOR(S).

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

JUG 9, 2005 F&amp;I - DEAL WORKSHEET

Store 01 FANDI01 PORT 5029 4770

TEXAS RETAIL CUSTOMER FEES AND TAXES			
FEES		TAXES	
1 LICENSE	70.80	8 STATE	6.25
2 TITLE	33.00	9 FLAT TAX	
3 EMISSION		TAX AMT	173.32
4 SAFETY	21.75		
TOTAL INSP	0.00	MISC	
5 RD & BRIDGE		10 NEW/USED	NEW
6 DEPUTY		11 VEH TYPE C/T/O	CAR
7 INS REG FEE		12 VEHICLE WEIGHT	3500
		13 NON-TX CRDT TRD#	
		14 SURCHRG RATE	
		15 FMV DEDUCT	
(LINE#) (M=MODIFY) (DS=DEALER/REGISTERED ST)			

HIPT F1=FKEYS BANK-GMAC

MONTHLY PYMT (0)

~~428-91~~

From Case Fuzzerc  
@ Alan Young PB600

AUG 9, 2005 F&amp;I - DEAL WORKSHEET

Store 01 FAND101 PORT 5029 4770

TEXAS RETAIL DEALER TAXES AND FEES		
FEES	TAXES	
1 ELEC FILING	2 VIT RATE	.002362
	TAX AMT	56.60
	MISC	
	3 VIT TYPE	
(LINE#) (M=MODIFY) (DS=DEALER/REGISTERED ST)		

HIFT F1=FKEYS BANK-GMAC

MONTHLY PYMT (U)

434.33

VIT 56.60

Reg, Lic  
1/250 125.55

TAX ON TRADE

DIFF? 173.22

Fax Server

8/5/2005 2:27

PAGE 002/002

Fax Server

# INFORMATION NEEDED!!!

Customers Name: ATTN: \_Gene Frizzell Sales Consultant SR#\_1-354013016 [REDACTED]

- TAX % RATE FOR YOUR STATE 6.25% ON DIFFERENCE
- ALL STATE FEES COLLECTED BY THE DEALERSHIP  
"EXCLUDING" DEALER DOC FEES.  
(i.e) title fee: \$25.00..... ANY COST INCURRED REQUIRE RECEIPT

## New Vehicle Information

Replacement VIN#: 1G2ZG55B964 [REDACTED] ☒ Yes or No ☐IS THIS VEHICLE STILL AVAILABLE? ☒ Yes or No ☐

## How vehicle was obtained?

(A) DEALER TRADE (B) BOUGHT @ 310 (C) FLOORPLAN

## Documents Needed for proper reimbursement

### FOR:

(A) Dealer Trade Worksheet; Invoice of outgoing unit; Driver expense sheet.

(B) Copy of check sent to buying dealer; Bill of Sale from purchasing dealer; Driver expense sheet

(C) Electronic GMAC confirmation sheet; Driver expense sheet.

\*\*\*After receiving this information, my paperwork will be completed (no set time) then further instructions will follow.

FAX BACK TO: 866-549-8880

Phone# 800-231-1841 ext. 58098

#45972



# AUTOMOBILE SALES ORDER

7724 N.E. LOOP 820 • P.O. BOX 820769 • FORT WORTH, TX 76182-0769  
(817) 589-3300

PURCHASER (Print) [REDACTED] SALESMAN GEDE TRIZZELL  
STREET ADDRESS [REDACTED] CITY NORTH RICHLAND HILLS TX  
COUNTY TARRANT ZIP [REDACTED] TELEPHONE [REDACTED]

I hereby agree to purchase from you under the terms and conditions specified below and on the reverse side hereof, the following:

NEW OR USED <u>NEW</u>	YEAR <u>06</u>	MAKE <u>PONTIAC</u>	TYPE <u>G6</u>	SERIAL NUMBER <u>1G2ZG558964</u>	STOCK NUMBER <u>600000</u>
TOP LOWER <u>SILVER</u>	COLOR <u>[REDACTED]</u>	TRIM <u>[REDACTED]</u>	IGN KEY <u>[REDACTED]</u>	DOOR KEY <u>[REDACTED]</u>	DATE APPROVED <u>[REDACTED]</u>

GM EQUIPMENT CHANGES <u>PETER MARKET</u>	VEHICLE PRICE <u>19900</u>	NET EQUIPMENT CHARGES <u>PETER MARKET</u>	TOTAL <u>\$19300.85</u>
TRADE-IN RECORD YEAR <u>2005</u>	TRADE CREDIT <u>\$4471.99</u>	BALANCE <u>\$14828.86</u>	V.I.T. <u>\$45.59</u>
NON-GM DEALER OPTIONS	MAKE <u>PONTIAC</u>	MODEL <u>G6</u>	LT & T <u>\$125.55</u>
	VIN <u>1G2ZG528X5A</u>	LIC. NO. <u>[REDACTED]</u>	DOC FEE <u>\$50.00</u>
	LIC. RECEIPT	REBATE <u>\$0</u>	PAYOFF <u>\$0</u>
	TITLE LOCATION	DEPOSIT <u>\$0</u>	BALANCE <u>\$0</u>
	PAYOFF TO	DOWN PMT. <u>\$0</u>	EXT'D. WARRANTY <u>\$0</u>
	ADDRESS	UNPAID BALANCE <u>\$0</u>	
	ZIP		
REMARKS			

LIEN TO: \_\_\_\_\_

OFFICER: \_\_\_\_\_

SPOUSE NAME: \_\_\_\_\_

SPOUSE BIRTHDAY: MO. \_\_\_\_\_ DAY \_\_\_\_\_

BUYER BIRTHDAY: MO. \_\_\_\_\_ DAY \_\_\_\_\_

ANNIVERSARY: MO. \_\_\_\_\_ DAY \_\_\_\_\_

P.O.A. SIGNED? \_\_\_\_\_

MONTHLY PAYMENTS AT \_\_\_\_\_

BEGINNING \_\_\_\_\_

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement, and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. THIS ORDER IS NOT A BINDING CONTRACT. 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. Purchaser by his execution of this Order certifies that he is of legal age or older and acknowledges that he has read its terms and conditions and has received a true copy of this Order. On all parts of this set, Purchaser gives permission to ALAN YOUNG BUICK to obtain any and all credit reports and information necessary to complete this transaction. ORDER IS NOT BINDING ON COMPANY UNLESS SIGNED BY SALES MANAGER.

PURCHASER'S SIGNATURE [REDACTED] SALES MANAGER'S SIGNATURE [REDACTED] DELIVERY DATE \_\_\_\_\_

## ODOMETER MILEAGE STATEMENT

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untimely statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).)

I, ALAN YOUNG PONTIAC - BUICK - GMC state that the odometer of the vehicle described hereon now reads 100 miles/kilometers. Check one box only.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described hereon.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage in excess of designed mechanical limit of 99,999 miles/kilometers of the vehicle described hereon.
- ☐ (3) I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of the vehicle described hereon, and should not be relied upon.

Check one box only.

- ☐ (1) I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.
- ☐ (2) I hereby certify that the odometer of said vehicle was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer was identical to that before such service.
- ☐ (3) I hereby certify that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was \_\_\_\_\_ miles/kilometers.

Date of Statement: \_\_\_\_\_

Transferor's Signature is [REDACTED]

Receipt of copy Acknowledged: \_\_\_\_\_

TRANSFEREE'S SIGNATURE - BUYER

## ODOMETER MILEAGE STATEMENT - TRADE-IN

(Federal regulations require you to state the odometer mileage upon transfer of ownership. An inaccurate or untimely statement may make you liable for damages to your transferee, for attorney fees, and for civil or criminal penalties, pursuant to sections 409, 412, and 413 of the Motor Vehicle Information and Cost Savings Act of 1972 (Pub. L. 92-513, as amended by Pub. L. 94-364).)

I, \_\_\_\_\_ state that the odometer of the vehicle described hereon now reads \_\_\_\_\_ miles/kilometers. Check one box only.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage of the vehicle described hereon.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading as stated above reflects the actual mileage in excess of designed mechanical limit of 99,999 miles/kilometers of the vehicle described hereon.
- ☐ (3) I hereby certify that to the best of my knowledge the odometer reading as stated above is NOT the actual mileage of the vehicle described hereon, and should not be relied upon.

Check one box only.

- ☐ (1) I hereby certify that the odometer of said vehicle was not altered, set back, or disconnected while in my possession, and I have no knowledge of anyone else doing so.
- ☐ (2) I hereby certify that the odometer of said vehicle was altered for repair or replacement purposes while in my possession, and that the mileage registered on the repaired or replacement odometer was identical to that before such service.
- ☐ (3) I hereby certify that the repaired or replacement odometer was incapable of registering the same mileage, that it was reset to zero, and that the mileage on the original odometer or the odometer before repair was \_\_\_\_\_ miles/kilometers.

Date of Statement: \_\_\_\_\_

Transferor's Signature (Seller): \_\_\_\_\_

Receipt of copy Acknowledged: \_\_\_\_\_

TRANSFEREE'S SIGNATURE - BUYER

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. THIS NOTICE IS REQUIRED BY LAW.

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

# Fax

*From*

~~To:~~ Gene Frizzell Sales Consultant  
Company:  
Phone:  
Fax: 817-589-3318

*To:*

~~From:~~ Patricia Thomas  
Phone: 800-231-1841x58098  
Fax: 866-549-8880  
Date: Tuesday, August 16, 2005 3:29:48 PM  
Pages: 05  
(including cover)

## Comments

LET ME KNOW IF THIS IS  
WHAT YOU NEED

## CONFIDENTIALITY

The information contained in this facsimile is confidential and may also be attorney-client privileged. The information is intended only for the use of the individual or entity to whom it is addressed. If you are not the intended recipient or the agent or employee responsible to deliver it to the intended recipient, you are hereby notified that any use, dissemination, distribution or copying of this communication is strictly prohibited. If you have received this facsimile in error please immediately notify us by fax, or by telephone at the numbers above. Thank you.

January 4, 2011

[REDACTED]  
[REDACTED]  
Nipomo, CA [REDACTED]

Service Request: 1-355459052  
Customer Relationship Manager: Richard Coleman

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation



January 4, 2011

[REDACTED]  
Cohoes, NY [REDACTED]

Service Request: 1-358630718  
Customer Relationship Manager: Jonathan Brosnan

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]

Metropolis, IL [REDACTED]

Service Request: 1-359736190

Customer Relationship Manager: Kandis Easley

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

January 4, 2011

[REDACTED]  
Kennesaw, GA [REDACTED]

Service Request: 1-361421521  
Customer Relationship Manager: Charles Moore

Dear [REDACTED]

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

To help us review your request in a timely manner, please contact me at 1-866-942-4368 extension 45574 on Monday through Friday during the hours of 8:00am to 5:00pm CST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

General Motors Corporation



# Service Satisfaction Survey

**\*\* Dissatisfied Customer \*\***

Victorville CA

|||||

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

Home telephone:

Change to: ( )

Please provide us with your preferred email address:

Dear

Our records indicate that you had your **2005 G6 serviced at Greiner Pontiac on August 29, 2005**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866-MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Greiner Pontiac.

Sincerely,

Charles F. Ugolino  
Director of Operations

## Instructions

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

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

**\*\*PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON AUGUST 29, 2005, COMPLETE THIS SURVEY.\*\***

## About Your Pontiac Dealership's Service Department

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

## About Your Service Consultant/Advisor

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

## About Your Service Consultant/Advisor - continued

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

## About Service Delivery

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

12. Were ALL of your service concerns corrected on this service visit?

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

- ☐ Condition explained - repair not necessary  
☒ Work performed did not correct the problem  
☐ Service Department could not duplicate problem  
☒ Service Department was too busy

☒ Parts not available

☐ I declined repair

☐ Other (please specify) \_\_\_\_\_

☐ Don't know

- |  | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                |
|--|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

14. Were you given a copy of the completed repair order/invoice? .....

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

## Summing Up Your Experience

- |   | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied                |
|---|--------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Greiner Pontiac? ..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 17. Would you recommend this dealership for service? .....                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| 18. Overall, how satisfied are you with your 2005 G6? .....                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |

19. Are you ... ☒ Male ☐ Female

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

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

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

I would never ever again buy anything made by GMC or sell by Greiner Pontiac.

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

*Thank You!!*

Your opinions will help us serve you better.

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

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

January 4, 2011

[REDACTED]  
[REDACTED]  
Brandon, MS [REDACTED]

Service Request: 1-363990754  
Customer Relationship Manager: Kari Benner

Dear [REDACTED]

We are sorry you have experienced concerns with your 2005 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary lube, oil, and filter service. Present this letter to any Pontiac dealership for redemption.

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 Managers will be happy to assist you.

Sincerely,

General Motors Corporation

---

ATTENTION: DEALERSHIP SERVICE MANAGER  
Complimentary lube, oil, and filter service

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.

# SHELTON AND ASSOCIATES, P.A.

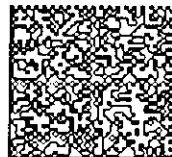
ATTORNEYS AT LAW



P.O. BOX 1362  
218 N. SPRING ST.  
TUPELO, MISSISSIPPI 38802-1362

OCT 18 2005

General Motors Corporation  
Pontiac  
Post Office 33172  
Detroit MI, 48232-5172



02 1A \$ 00.37<sup>0</sup>  
0004378685 OCT 14 2005  
MAILED FROM ZIP CODE 38804

48232#5172



# SHELTON AND ASSOCIATES, P.A.

ATTORNEYS AT LAW



P.O. BOX 1362  
218 N. SPRING ST.  
TUPELO, MISSISSIPPI 38802-1362  
PH. (662) 842-5051  
1-888-537-5051  
FAX (662) 841-1941  
EMAIL: jshelton@dixie-net.com

October 13, 2005

General Motors Corporation  
Pontiac  
Post Office 33172  
Detroit MI, 48232-5172

Re:

Claim No. 1-368199762  
Our File No. CV 11281

Dear Tamara:

Please be advised that Jason L. Shelton of Shelton & Associates, P.A. has been retained to represent the interests of [REDACTED] regarding the Pontiac G 6 they purchased from Sam Stevens Motors on or about October 5, 2005. Said vehicle was sold as a GM certified vehicle, when in fact, your company issued a recall on the same occurring on or about August 2, 2005.

[REDACTED] was in a wreck on October 11, 2005 only six days after purchasing said vehicle. The vehicles system locked up causing it to roll multiple times causing injury to them and their two small children. The vehicle was a total loss.

Please contact our office at your earliest convenience regarding this matter.

Sincerely,

A handwritten signature in cursive script that reads "Susan Frederick".

Susan Frederick  
Paralegal



January 4, 2011

[REDACTED]  
Nashville, TN [REDACTED]

Service Request: 1-371179521  
Customer Relationship Manager: Desiree Richardson

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation

January 4, 2011

[REDACTED]  
Evansville, IN [REDACTED]

Service Request: 1-372138123  
Customer Relationship Manager: Talicia Gamble

Dear [REDACTED]

We are sorry you have experienced concerns with your 2005 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 Lube, Oil and Filter and one Tire Rotation. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership for redemption.

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 Managers will be happy to assist you.

Sincerely,

General Motors Corporation

---

ATTENTION: DEALERSHIP SERVICE MANAGER  
Complimentary Lube, Oil and Filter and one Tire Rotation

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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Elgin, SC [REDACTED]

Service Request: 1-372410481

Customer Relationship Manager: Patricia Boggs

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528954 [REDACTED] is for the following:

- 60 months or 50,000 miles, whichever occurs first, beginning on December 12, 2005 and ending on December 12, 2010, and begins with 12,754 and ends with 72,754 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Division  
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
Painter, VA [REDACTED]

Service Request: 1-381009113  
Customer Relationship Manager: Kimyetta Evans

Dear [REDACTED]:

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

To help us review your request in a timely manner, please contact me at 1-866-952-4368 extension 57579 Monday through Friday during the hours of 8:00 a.m. to 4:45 p.m. Eastern Standard Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

Chevrolet Division  
General Motors Corporation



## INDIANA OFFICER'S STANDARD CRASH REPORT

State Form: 23558 (Revised 5/03) Stock 302

Mail to:

Indiana State Police, Crash Records Section

100 North Senate Avenue, Indianapolis, IN 46204



001295062

Report ☒ Original ☐ Supplemental Page 1 of 4

Local ID 05MU-2186

Date of Crash Month 12 Day 16 Year 05	Day of Week FRI	Actual Local Time 6:55 PM	County LAKE	Township NORTH	# Motor Vehicles 2	# Injured 0	# Dead 0	# Commercial Vehicles 0	# Deer 0
Road Crash Occurred On BEECH			Nearest/Intersecting Road/Mile Marker/Interchange GREENWOOD		If not at an intersection, number of feet from 100	Direction N	Road Class. <input type="radio"/> Interstate <input type="radio"/> County Road <input type="radio"/> US Road <input checked="" type="radio"/> Local/City Road <input type="radio"/> State Road <input type="radio"/> Other		
Inside Corporate Limits? <input checked="" type="radio"/> Yes <input type="radio"/> No		City/Town or Nearest City/Town MUNSTER		Property? <input type="radio"/> Private <input checked="" type="radio"/> DNR <input type="radio"/> Other	Crash Latitude		Crash Longitude		
Driver #2			Driver #3			Driver #4			

## Fill in only one Primary Cause for the crash

Fill in up to two ovals per vehicle for Driver

Fill in one oval per vehicle for Vehicle and Environment

Primary Cause	Vehicle 1	Vehicle 2	Vehicle 3	Vehicle 4	Primary Cause	Vehicle 1	Vehicle 2	Vehicle 3	Vehicle 4
<b>Driver Contributing Circumstance</b>					<b>Vehicle Contributing Circumstance</b>				
<input type="radio"/> Alcohol/Beverages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Engine Failure or Defective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Illegal Drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Accelerator or Failure or Defective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Prescription Drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Brake Failure or Defective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Driver Asleep or Fatigued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Tire Failure or Defective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Driver Illness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Headlights(s) Defective or Not On	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Unsafe Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Other Lights Defective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Failure to Yield Right of Way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Steering Failure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Disregard Signal/Regulatory Sign	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Window/Windshield Defective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Left of Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Oversize/Overweight Load	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Improper Passing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Insecure/Leaky Load	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Improper Turning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Tow Hitch Failure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Improper Lane Usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Other (Explain in Narrative)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Following Too Closely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Unsafe Backing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<b>Environment Contributing Circumstance</b>				
<input type="radio"/> Overcorrecting/Oversteering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Glare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Ran off Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Holes/Ruts in Surface	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Pedestrian's Action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Shoulder Defective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Passenger Distraction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Road Under Construction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Violation of License Restriction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Severe Crosswinds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Jackknifing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Obstruction Not Marked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Cell Phone Usage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Lane Marking Obscured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Other Telematics in Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> View Obstructed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Driver Distracted (Explain in Narrative)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Animal/Object in Roadway	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Speed Too Fast for Weather Conditions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Traffic Control Inoperative/Missing/Obscured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Other (Explain in Narrative)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Utility Work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Other (Explain in Narrative)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> None	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Total Estimate of all damage in the Crash:

<input type="radio"/> Under \$1000	<input checked="" type="radio"/> \$2501-\$5000	<input type="radio"/> \$10,001-\$25,000	<input type="radio"/> \$50,001-\$100,000
<input type="radio"/> \$1001-\$2500	<input type="radio"/> \$5001-\$10,000	<input type="radio"/> \$25,001-\$50,000	<input type="radio"/> Over \$100,000

## Other Property Damage (include Cargo)

Name of Object (1)	State <input type="radio"/> Yes <input type="radio"/> No	Owner's Name and Address
(2)	State <input type="radio"/> Yes <input type="radio"/> No	Owner's Name and Address

## Area Information: Fill in one oval per category

<b>Hit and Run</b> <input checked="" type="radio"/> No	<b>Light Condition</b> <input type="radio"/> Day <input type="radio"/> Dawn/Dusk <input checked="" type="radio"/> Dark (Lighted) <input type="radio"/> Dark (Not Lighted) <input type="radio"/> Unknown	<b>Type of Median</b> <input type="radio"/> Driveway <input type="radio"/> Curbed <input type="radio"/> Barrier Wall <input checked="" type="radio"/> None
<b>Locality</b> <input type="radio"/> Rural <input checked="" type="radio"/> Urban	<b>Weather Conditions</b> <input checked="" type="radio"/> Clear <input type="radio"/> Cloudy <input type="radio"/> Rain <input type="radio"/> Snow <input type="radio"/> Sleet/Hail <input type="radio"/> Freezing Rain <input type="radio"/> Fog/Smoke/Smog <input type="radio"/> Severe Cross Wind <input type="radio"/> Blowing Sand/Soil/Snow	<b>Type of Roadway Junction</b> <input checked="" type="radio"/> No Junction Involved <input type="radio"/> Four-Way Intersection <input type="radio"/> T-Intersection <input type="radio"/> Y-Intersection <input type="radio"/> Circle/Roundabout <input type="radio"/> Five Point or More <input type="radio"/> Interchange <input type="radio"/> Ramp
<b>School Zone</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Surface Condition</b> <input type="radio"/> Dry <input type="radio"/> Wet <input type="radio"/> Muddy <input type="radio"/> Snow/Slush <input type="radio"/> Ice <input type="radio"/> Loose Material on Road <input type="radio"/> Water (Standing or Moving)	<b>Road Character</b> <input checked="" type="radio"/> Straight/Level <input type="radio"/> Straight/Grade <input type="radio"/> Straight/Hillcrest <input type="radio"/> Curve/Level <input type="radio"/> Curve/Grade <input type="radio"/> Curve/Hillcrest
<b>Rumble Strips</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Construction</b> <input type="radio"/> Yes* <input type="radio"/> Back-up	<b>Roadway Surface</b> <input checked="" type="radio"/> Asphalt <input type="radio"/> Concrete <input type="radio"/> Gravel <input type="radio"/> Other
<b>*If Yes Construction Type</b> <input type="radio"/> Lane Closure <input type="radio"/> X-Over/Lane Shift <input type="radio"/> Work on Shoulder <input type="radio"/> Intermittent or Moving Work		
<b>Was this crash a result of aggressive driving?</b> <input type="radio"/> Yes <input checked="" type="radio"/> No		
<b>Traffic Control Devices</b> <input type="radio"/> Officer/Crossing Guard/Flagman <input checked="" type="radio"/> RR Crossing Gate/Flagman <input checked="" type="radio"/> RR Crossing Flashing Signal <input type="radio"/> RR Crossing Sign <input checked="" type="radio"/> Traffic Control Signal <input checked="" type="radio"/> Flashing Signal <input type="radio"/> Stop Sign <input type="radio"/> Yield Sign <input type="radio"/> Lane Control <input type="radio"/> No Passing Zone <input type="radio"/> Other (Explain in Narrative)		

\*Traffic Control Device Operational? ☐ Yes ☐ No

## Witness/Other Participant

Non-Motorist (Last Name, First Name, MI)

Witness/Other Participant		Non-Motorist	Apparent Physical Condition	Non-Motorist Action
<input type="radio"/> Witness	# (Last Name, First Name, MI)	<input type="radio"/> Pedestrian <input type="radio"/> Bicyclist <input type="radio"/> Other	<input type="radio"/> Normal <input type="radio"/> Had Been Drinking <input type="radio"/> Handicapped <input type="radio"/> Ill <input type="radio"/> Asleep/Fatigued <input type="radio"/> Drugs/Medication <input type="radio"/> Unknown	<input type="radio"/> On designated non-motorists lane <input type="radio"/> Not in roadway <input type="radio"/> On shoulder <input type="radio"/> On roadway
Address etc.		Cited? <input type="radio"/> Yes <input type="radio"/> No	Direction	<input type="radio"/> With traffic <input type="radio"/> Against traffic <input type="radio"/> Crossing at intersection <input type="radio"/> Crossing not at intersection
Phone #	Location at Time of Crash	Street/Highway	Traffic Control? <input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Moving <input type="radio"/> Standing <input type="radio"/> Working <input type="radio"/> Getting in or out of a vehicle <input type="radio"/> Getting off or on a school bus <input type="radio"/> Other (Explain in Narrative)
<input type="radio"/> Witness	# (Last Name, First Name, MI)		If yes, was traffic control operational? <input type="radio"/> Yes <input type="radio"/> No	
<input type="radio"/> Other Participant				
Address etc.				
Phone #	Location at Time of Crash			

## UNIT INFORMATION

Local ID 25 MU 2186

001295082

Page 4 of 4

Dr#		Driver's Name (Last, First, MI)		Safety Equipment Used		Safety Equipment Effective?		Ejection/Trapped	
Address (Street, City, State, Zip)		Date Month Day Year		Age		<input type="checkbox"/> No restraint <input type="checkbox"/> Lap Bolt Only <input type="checkbox"/> Harness (Only) <input type="checkbox"/> Lap + Harness <input type="checkbox"/> Child Restraint		<input type="checkbox"/> Helmet <input type="checkbox"/> Airbag (No Restraint) <input type="checkbox"/> Airbag + Belt Restraint <input type="checkbox"/> Unknown	
Driver's License #		Lic Type		CDL Class		Lic State		<input type="checkbox"/> Not Ejected or Trapped <input type="checkbox"/> Partially Ejected <input type="checkbox"/> Ejected <input type="checkbox"/> Trapped In <input type="checkbox"/> Pinned Under <input type="checkbox"/> Unknown	
Apparent Physical Status		Restrictions		EMS No.		Nature of Most Severe Injury		Location of Most Severe Injury	
<input type="checkbox"/> Normal <input type="checkbox"/> Had Been Drinking <input type="checkbox"/> Handicapped <input type="checkbox"/> Ill <input type="checkbox"/> Asleep/Fatigued <input type="checkbox"/> Drugs/Medication <input type="checkbox"/> Unknown		<input type="checkbox"/> Glasses/Contact Lenses <input type="checkbox"/> Outside Rearview Mirror <input type="checkbox"/> Daylight Driving <input type="checkbox"/> Automatic Transmission <input type="checkbox"/> Special Controls <input type="checkbox"/> Employment Only <input type="checkbox"/> Motorcycle Only <input type="checkbox"/> To/From Employment		<input type="checkbox"/> Employer's Vehicle Only <input type="checkbox"/> State-Owned Vehicles Only <input type="checkbox"/> PP Chauffeurs-Taxi Only <input type="checkbox"/> Power Steering <input type="checkbox"/> Special Restrictions <input type="checkbox"/> Probation DWI <input type="checkbox"/> Probation HTV <input type="checkbox"/> None		<input type="checkbox"/> Severed <input type="checkbox"/> Internal <input type="checkbox"/> Minor Burn <input type="checkbox"/> Severe Burn <input type="checkbox"/> Abrasion <input type="checkbox"/> Minor Bleeding <input type="checkbox"/> Severe Bleeding (Arterial) <input type="checkbox"/> Fracture/Dislocation <input type="checkbox"/> Contusion/Bruise <input type="checkbox"/> Complaint of Pain <input type="checkbox"/> None Visible <input type="checkbox"/> Other (Explain in Narrative)		<input type="checkbox"/> Chest <input type="checkbox"/> Neck <input type="checkbox"/> Eye <input type="checkbox"/> Face <input type="checkbox"/> Head <input type="checkbox"/> Back <input type="checkbox"/> Shoulder/Upper Arm <input type="checkbox"/> Elbow/Lower Arm <input type="checkbox"/> Abdomen/Pelvis <input type="checkbox"/> Hip/Upper Leg <input type="checkbox"/> Knee/Lower Leg/Foot <input type="checkbox"/> Entire Body	
Gender		Test Given		Type Given		Alcohol		Results	
<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown		<input type="checkbox"/> None <input type="checkbox"/> Alcohol <input type="checkbox"/> Drug <input type="checkbox"/> Alcohol+Drug <input type="checkbox"/> Refused		<input type="checkbox"/> Blood <input type="checkbox"/> Urine <input type="checkbox"/> Breath <input type="checkbox"/> SFST <input type="checkbox"/> PBT		<input type="checkbox"/> PBT <input type="checkbox"/> Certified Test <input type="checkbox"/> Pending		<input type="checkbox"/> Positive <input type="checkbox"/> Negative <input type="checkbox"/> Pending	
Veh#		Color		Vehicle Year		Make		Model Name	
2		GREEN		1995		HONDA		ACCORD	
# Occupants		Lic Year		License State		Style		Initial Impact Area	
0		2005		IN		4D		<input type="checkbox"/> Undercarriage <input type="checkbox"/> Trailer <input type="checkbox"/> None <input type="checkbox"/> Unknown	
# Axles		Speed Limit		Insured By		Phone Number		Areas Damaged (Multiples)	
2		ALLSTATE		219-322-1486				<input type="checkbox"/> Undercarriage <input type="checkbox"/> Trailer <input type="checkbox"/> None <input type="checkbox"/> Unknown	
Registered Owner's Name (Last, First, MI)		Same as Driver		Vehicle Use		Fire*		Emergency Run?	
[Redacted]		[Redacted]		<input type="checkbox"/> Personal (Farm, Company) <input type="checkbox"/> Commercial (Buses, Taxis, Common and Contract Carriers) <input type="checkbox"/> Rental, not leased <input type="checkbox"/> School <input type="checkbox"/> Police*		<input type="checkbox"/> Ambulance* <input type="checkbox"/> Military <input type="checkbox"/> Highway Department <input type="checkbox"/> Other Government (Postal, etc) <input type="checkbox"/> Public Utilities (Gas, Electric, etc) <input type="checkbox"/> Other (Explain in Narrative)		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Fire? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Address		Towed?		Towed To		Towed By		Vehicle Type	
[Redacted]		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		[Redacted]		[Redacted]		<input checked="" type="checkbox"/> Passenger Car/Station Wagon <input type="checkbox"/> Pickup <input type="checkbox"/> Van <input type="checkbox"/> Sport Utility Vehicle <input type="checkbox"/> Truck (Single Unit 2 axle, 6 tires) <input type="checkbox"/> Truck (Single Unit 3 or more axles) <input type="checkbox"/> Truck/Trailer (not semi) <input type="checkbox"/> Tractor/One Semi Trailer <input type="checkbox"/> Tractor/Double Trailers <input type="checkbox"/> Tractor/Triples Trailers	
Tri#		Lic State		Lic Year		Registered Owner's Name (Last, First, MI)		Same as Driver	
[Redacted]		[Redacted]		[Redacted]		[Redacted]		[Redacted]	
License #		Address (Street, City, State, Zip)		Veh Year		Make		Pre-Crash Vehicle Action	
[Redacted]		[Redacted]		[Redacted]		[Redacted]		<input type="checkbox"/> Going Straight <input type="checkbox"/> Backing <input type="checkbox"/> Changing Lanes <input type="checkbox"/> Overtaking/Passing <input type="checkbox"/> Turning Right	
Veh Year		Make		Direction of Travel		Type of Primary/Secondary Roadway		If a Collision Crash, Fill in only one oval in this category	
[Redacted]		[Redacted]		<input type="checkbox"/> North <input checked="" type="checkbox"/> South <input type="checkbox"/> East <input type="checkbox"/> West <input type="checkbox"/> Northeast <input type="checkbox"/> Northwest <input type="checkbox"/> Southeast <input type="checkbox"/> Southwest		<input type="checkbox"/> One Way Traffic <input type="checkbox"/> One Lane <input type="checkbox"/> Two Lanes <input type="checkbox"/> Multi-Lanes (3 or more)		<input type="checkbox"/> Deer <input type="checkbox"/> Pedestrian <input type="checkbox"/> Bicycle <input type="checkbox"/> Impact Attenuator/Crash Cushion <input type="checkbox"/> Bridge Overhead Structure <input type="checkbox"/> Bridge Pier or Abutment <input type="checkbox"/> Bridge Parapet End <input type="checkbox"/> Bridge Rail <input type="checkbox"/> Guardrail Face <input type="checkbox"/> Guardrail End <input type="checkbox"/> Median Barrier <input type="checkbox"/> Highway Traffic Sign Post	
HAZMAT Proper Shipping Name:		US DOT#		ICC#		State DOT#		Type of Primary/Secondary Roadway	
[Redacted]		[Redacted]		[Redacted]		[Redacted]		<input type="checkbox"/> Two Way Traffic <input type="checkbox"/> Two Lanes <input type="checkbox"/> Multi-Lane Divided (3 or more) <input type="checkbox"/> Multi-Lane Undivided 2 way left turn <input type="checkbox"/> Multi-Lane Undivided (3 or more)	
Vehicle Identification #		CMV Inspection?		If		L1		If a Collision Crash, Fill in only one oval in this category	
[Redacted]		<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> L1 <input type="checkbox"/> L3		<input type="checkbox"/> Deer <input type="checkbox"/> Animal Other than Deer <input type="checkbox"/> Animal Drawn Vehicle <input type="checkbox"/> Overhead Sign Post <input type="checkbox"/> Light Support <input type="checkbox"/> Utility Pole <input type="checkbox"/> Culvert <input type="checkbox"/> Embankment <input type="checkbox"/> Other Post/Pole/or Support <input type="checkbox"/> Wall/Building/Tunnel, etc <input type="checkbox"/> Work Zone Maintenance Equip. <input type="checkbox"/> Other (Explain in Narrative)	
Gross Vehicle Weight Rating (GVWR)		Cargo Body Type		HAZMAT 4-Digit ID #		Hazard Class #		If a Non-Collision Crash, Fill in only one oval in this category	
<input type="checkbox"/> Less than 10,000# <input type="checkbox"/> 10,001-25,000# <input type="checkbox"/> 25,001# or more		<input type="checkbox"/> Grain, Chip, Gravel, Coal <input type="checkbox"/> Flatbed <input type="checkbox"/> Dump <input type="checkbox"/> Bus		<input type="checkbox"/> Van/Enclosed Box <input type="checkbox"/> Cargo Tank <input type="checkbox"/> Garbage/Refuse <input type="checkbox"/> Concrete Mixer		<input type="checkbox"/> Auto Transport <input type="checkbox"/> Pole <input type="checkbox"/> Other (Explain in Narrative)		<input type="checkbox"/> Overturn/Rollover <input type="checkbox"/> Fire/Explosion <input type="checkbox"/> Immersion <input type="checkbox"/> Jackknife <input type="checkbox"/> Cargo/Equipment Shift or Loss <input type="checkbox"/> Off Roadway <input type="checkbox"/> Fell from vehicle	



001295082

**Type of Crash**

- ☐ Rear End  
☐ Head On  
☐ Rear to Rear

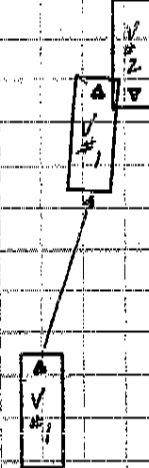
- ☐ Same Direction Sideswipe  
☒ Opposite Direction Sideswipe  
☐ Ran off Road

- ☐ Right Angle  
☐ Left Turn  
☐ Right Turn

- ☐ Backing Crash  
☐ Other  
☐ Non-Collision

☐ Left/Right Turn**Diagram: (Indicate North by Arrow)**B  
E  
E  
C  
H

DIAGRAM IS NOT TO SCALE,  
BASED ON STATEMENTS AT  
SCENE.

9139  
BEECH

GREENWOOD

**Narrative:** VEHICLE #1 WAS NORTHBOUND THROUGH THE 9100 BLOCK OF BEECH. VEHICLE #2 WAS PARKED AGAINST THE CURB ON THE EAST SIDE OF THE STREET, FACING SOUTHBOUND IN FRONT OF 9139 BEECH. DRIVER OF VEHICLE #1 STATED THAT AS SHE WAS NORTHBOUND HER VEHICLE SLID ON THE ICY PAVEMENT AND COLLIDED WITH VEHICLE #2. ALL PARTIES INVOLVED REFUSED EMERGENCY MEDICAL RESPONSE TO THE SCENE. THIS COLLISION RESULTED IN THE DESCRIBED DAMAGES AT THE SCENE.

Time Notified ☐ AM ☒ PM Time Arrived ☐ AM ☒ PM Other Location of Investigation

7:01 PM

7:09 PM

None

Assisting Officer

ID No.

Agency

Investigation Complete? ☒ Yes ☐ NoPhotos Taken? ☐ Yes ☒ No

Assisting Officer

ID No.

Agency

Date of Report

12-16-2005

Investigating Officer (printed)

ID No.

Agency

Reviewing Officer

J. PALAS

J.P.

39

MUNSTER P.D.

AS

Local ID

05 ML 2986



001295082

Dr# 1		Driver's Name (Last, First, MI)		Safety Equipment Used		Safety Equipment Effective?		Ejection/Trapped	
Address (Street, City, State, Zip)		Date of Birth		Age		Yes		Not Ejected or Trapped	
Driver's License #		Lic Type		CDL Class		No		Partially Ejected	
Apparent Physical Status		Restrictions		Employer's Vehicle Only		Applicable		Ejected	
Gender		Test Given		Type Given		Refused		Trapped In	
Male		None		Blood		Other (Explain in Narrative)		Pinned Under	
Female		Alcohol		Urine				Unknown	
Unknown		Drug		Breath					
		Alcohol+Drug		SFST					
		Refused		PBT					
				Certified					
				Pending					
Veh# 1		Color GRAY		Vehicle Year 2006		Make PONTIAC		Model Name G6	
# Occupants 1		Lic Year 2005		License #		License State IN		Style 4D	
# Axles 2		Speed Limit 25		Insured By PROGRESSIVE		Phone Number 219-573-7575			
Registered Owner's Name (Last, First, MI)		Same as Driver							
Address (Street, City, State, Zip)									
Towed? No		Towed To		Towed By					
Trl#		Lic State		Lic Year		Registered Owner's Name (Last, First, MI)		Same as Driver	
License #						Address (Street, City, State, Zip)			
Veh Year		Make							
Trl#		Lic State		Lic Year		Registered Owner's Name (Last, First, MI)		Same as Driver	
License #						Address (Street, City, State, Zip)			
Veh Year		Make							
Veh#		Commercial Vehicle: Carrier's Name and Address							
HAZMAT Proper Shipping Name:									
US DOT#		ICC#		State DOT#					
Vehicle Identification #				CMV Inspection?		If Yes		L1	
Gross Vehicle Weight Rating (GVWR)		Grain, Chip, Gravel, Coal		Cargo Body Type					
Less than 10,000#		Flatbed		Van/Enclosed Box		Auto Transport			
10,001-26,000#		Dump		Cargo Tank		Pole			
26,001# or more		Bus		Garbage/Refuse		Other (Explain in Narrative)			
HAZMAT Placard		Yes		HAZMAT Release of Cargo		Yes			
		No				No			
HAZMAT 4-Digit ID #				Hazard Class #					
Initial Impact Area		Undercarriage		Trailer		None		Unknown	
Areas Damaged (Multiples)		Undercarriage		Trailer		None		Unknown	
Vehicle Use		Personal (Farm, Company)		Ambulance*		Military		Highway Department	
		Commercial (Buses, Taxis, Common and Contract Carriers)		Other Government (Postal, etc)		Public Utilities (Gas, Electric, etc)		Other (Explain in Narrative)	
		Rental, not leased		School		Police*			
Vehicle Type		Passenger Car/Station Wagon		Tractor (Cab Only-No Trailer)		Motor Home/Recreational Vehicle		Motorcycle	
		Pickup		Bus/Seats 9-15 Persons including the driver		Bus/Seats 15+ Persons including the driver		School Bus	
		Van		Tractor/Trailer (not semi)		Tractor/One Semi Trailer		Tractor/Double Trailers	
		Sport Utility Vehicle		Tractor/Triples Trailers					
		Truck (Single Unit 2 axle, 6 tires)							
		Truck (Single Unit 3 or more axles)							
		Turning Left		Making U Turn		Slowing or Stopped in Traffic		Unattended Moving Vehicle	
		Going Straight		Backing		Merging		Avoiding Object in Road	
		Changing Lanes		Overtaking/Passing		Driving Left of Center		Entering Traffic Lane	
		Turning Right		Crossing the Median		Parked			
Direction of Travel		North		East		Northeast		Southeast	
		South		West		Northwest		Southwest	
Type of Primary/Secondary Roadway		One Way Traffic		Two Way Traffic					
		One Lane		Two Lanes		Multi-Lane Divided (3 or more)		Private Drive	
		Two Lanes		Multi-Lane Divided (3 or more)		Multi-Lane Undivided 2 way left turn		Alley	
		Multi-Lanes (3 or more)		Multi-Lane Undivided (3 or more)					
If a Collision Crash		Fill in only one oval in this category							
		Another Motor Vehicle		Deer		Railway Vehicle			
		Pedestrian		Animal Other than Deer		Fence			
		Bicycle		Animal Drawn Vehicle		Mailbox			
		Impact Attenuator/Crash Cushion		Overhead Sign Post		Tree			
		Bridge Overhead Structure		Light Support		Curb			
		Bridge Pier or Abutment		Utility Pole		Ditch			
		Bridge Parapet End		Culvert					
		Bridge Rail		Embankment					
		Guardrail Face		Other Post/Pole/or Support					
		Guardrail End		Wall/Building/Tunnel, etc					
		Median Barrier		Work Zone Maintenance Equip.					
		Highway Traffic Sign Post		Other (Explain in Narrative)					
Or if a Non-Collision Crash		Fill in only one oval in this category							
		Overturn/Rollover		Jackknife		Cargo/Equipment Shift or Loss		Fell from vehicle	
		Fire/Explosion		Off Roadway					
		Immersion							



January 4, 2011

[REDACTED]  
[REDACTED]  
New Oxford, PA [REDACTED]

Service Request: 1-382562894  
Customer Relationship Manager: Jessica Padgett

Dear [REDACTED]

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

To help us review your request in a timely manner, please contact me at 1-866-932-4368 extension 35624, Wednesday through Friday during the hours of 10:15 a.m. to 9:00 p.m. and Saturday during the hours of 9:00 a.m. to 5:45 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

Pontiac Division  
General Motors Corporation

c13509

Ver.4-1/3/2006

electronic Preliminary Repurchase Authorization (ePRA)

(\*\*To go from field to field, use the TAB KEY)

1.Date (mm/dd/yyyy): 1/2006  
2.Customer Name: [REDACTED]  
3.Customer Address: [REDACTED]  
4.Customer City, State, and Zip: [REDACTED] ette, In [REDACTED]  
5.Primary Customer Phone #: [REDACTED]  
6.Additional Customer Phone #: [REDACTED]  
7.Customer fax #: [REDACTED]  
8. Cust Drivers Licenses #: [REDACTED]  
9. State tax % rate [REDACTED]

Customer Vehicle Information

10.Year/Make/Model: 2005 Pontiac  
11.VIN (17 Digits): 1G2ZG528854 [REDACTED] 12.Current Mileage: 12,164  
13.Purchased:

Detail your agreement with the Dealer and Customer on the following items:

Dealership that will handle entire transaction:

14.Dealership Name: Raisor Pontiac  
15.Dealership Phone #: 765-448-4582  
16.Dealership Contact Name and TITLE: Brett Casey - Service Manager  
17.Dealership Contact Phone # (if different than Dealership #):  
18.Dealership Contact Fax #: 765-448-1796  
19.Dealership BAC: 116040 Region:

20.What GOODWILL TOOLS were offered?

Component Coverage Letter	Miscellaneous Reimbursement
Maintenance Letter	American Express Check
Owner Loyalty Certificate	Other
GM SmartCare	NOTHING OFFERED
GMPP	

21.Was a TRADE Repurchase offered?

22.If this will not be a Trade Repurchase, Please explain Why? Leased vehicle, customer wants out of vehicle and will decide later what type of vehicle to purchase.

TAC case number is required and if not available, Please explain why not?

23.CAC Case Number: 1-383663610 24.TAC Case Number: 8606144  
25.If no TAC number, Explain:  
26.Reason for Repurchase (Include specific mechanical failure): Several repairs to the steering system.

27.This case was resolved by:

28.Does this vehicle meet the presumption of Lemon Law in applicable state?

29.Recommended Disposition of Repurchased Vehicle: (If Rebill, please include 26 digit account # or 10 authorization code).

30.Type of TRANSACTION?

31.Vehicle Damage (explain what damage is present and who is responsible): None known at this time

32.If a Trade Repurchase, New VIN (17 Digits) or Order Number (6 Digits) NOTE:  
ePRA CANNOT BE PROCESSED WITHOUT THIS INFORMATION:

33.New Vehicle Year/Make/Model:

34..Upgrade        Downgrade        Difference Amount(PURCHASED NEW ONLY:Old MSRP to New MSRP):

35.Usage/Depreciation Amount:

(Standard Usage Formula = Current mileage/100,000 multiplied by purchase price;

\*\*NOTE: This may vary by individual State Lemon Laws) (If waived, please explain Why)

-Please show how you arrived at this usage amount: Leased vehicle, customer wants out of lease, no payment reimbursement.

36.Aftermarket Items:

-If GM will be responsible, please supply detail of the items and cost (transfer cost or other):

37.Lease Termination Terms: 48 month / 48,00 miles; 2/8/05

38.Who will be responsible for the Taxes and/or Fees?

-If GM will be responsible for Taxes and/or Fees, How much (All, % of them, \$ Amount, etc.)

Explain:        Lease (straight) Repurchase

39.I have reviewed with the customer what is Negative Equity/Overallowance and if it was in their contract that it will negatively impact the numbers presented to them (BRC Repurchase will get detail):

\*NO Rebates are to be applied to the replacement vehicle

\*GM Card points are only refunded back to the card; Current points may be applied to replacement vehicle

Dealer must NOT DELIVER replacement unit until Final Transaction Documents are Completed

40.General Comments/Special Instructions: Customer would like to be contacted after 4 PM Indiana time. There is possibly \$1,964.43 negative equity in the deal which is the customers responsibility.

41.I personally reviewed all the above items with the Customer and Dealer on (mm/dd/yyyy): 01/17/2006

42.Authorizer Name:        Rick Smith

43.GM Position:        Area Service Manager

44.VoiceMail Node:        630092        Mailbox Number: 8173

45.Email Address: Rick.L.Smith@gm.com

Save this document using the customers last name plus the last 8 of the VIN as the Filename.

Attach this saved file to a Lotus Notes document and E-mail this ePRA to gmePRA@gmrvdchq.com

Forward any supporting documentation to FAX- 866-802-6668

Any questions on lease repurchases or any other unusual circumstances, please contact the BRC Repurchase Group in Saginaw (Morley) at 1-888-567-3234 or by e-mail at the address listed above.

January 4, 2011

[REDACTED]  
[REDACTED]  
Fords, NJ [REDACTED]

Service Request: 1-384100632  
Customer Relationship Manager: Patricia Alarcon

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu MAXX. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Archbold, OH [REDACTED]

Service Request: 1-386825408

Customer Relationship Manager: Kimberly Labut

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
Downers Grove, IL [REDACTED]

Service Request: 1-387703919  
General Motors Executive Office: Lori Rounds

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528054 [REDACTED] is for the following:

- 72 months or 60,000 miles, whichever occurs first, beginning on January 23, 2006 and ending on January 23, 2012 and begins with 19,100 and ends with 79,100 odometer miles
- Standard rental
- A \$0.00 deductible

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

If you have any future questions, please feel free to contact our Pontiac Executive Office at 1-313-667-7153. I am in the office Monday through Friday between 9:15 a.m. and 6:00 p.m., Eastern Time.

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Division  
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
[REDACTED]  
Carrollton, KY [REDACTED]

Service Request: 1-388057041  
Customer Relationship Manager: Alicia Kelly-Luepke

Dear [REDACTED]

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

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 20697 on Monday through Friday during the hours of 10:30 a.m. to 7:00 p.m. Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

Chevrolet Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
Orchard Park, NY [REDACTED]

Service Request: 1-388073311

Customer Relationship Manager: Samantha Purvee

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation



January 4, 2011

[REDACTED]  
[REDACTED]  
Ypsilanti, MI [REDACTED]

Service Request: 1-394378607  
Customer Relationship Manager: Sharee Brooks

Dear [REDACTED]

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

To help us review your request in a timely manner, please contact me at 866-790-5700 extension 21202 on Monday through Friday during the hours of 10:00am to 5:30pm EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Pontiac Customer Assistance Center at 1-800-762-2737 and any of our representatives will assist you.

Sincerely,

Pontiac Division  
General Motors Corporation

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Customer Relationship Manager: Sara Marley

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

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Thank you for the opportunity to review this matter.

Chevrolet Division  
General Motors Corporation

2005 MALIBU LS SEDAN  
 63U SPORT RED METALLIC /V6G  
 52E NEUTRAL CUSTOM CLOTH  
 ORDER NO. HMHWTS/FDR STOCK NO.  
 VIN 1G1 ZT54 81 5F **ALAMO**

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD52992699  
 \*\*\*\*\*13\*04023S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
1ZT69 MALIBU LS SEDAN	21060.00	18638.10	INVOICE 11/01/04
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 11/01/04
KCV ALAMO RENT A CAR	0.00	0.00	EXP I/T 11/10/04
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 11/10/04
MX0 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 07/26/04
T43 REAR SPOILER	175.00	152.25	KEYS G1044 G1044
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	WFP-S QTR OPT-1
VN9 DAILY RENTAL REPURCHASE PROGRAM	0.00	0.00	FAN: 000820524
V2G FULL FUEL FILL CREDIT	0.00	21.29-	BANK: GMAC - 007
1SB MALIBU PREFERRED EQUIP GRP 1SB	1095.00	952.65	CHG-TO 04-023
* FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS			SHIP-TO 45-685
* DRIVER SEAT 6-WAY POWER			ALAMO RENT A CAR
* FLOOR MATS			FRANKLIN PARK IL
* REMOTE VEHICLE STARTER SYSTEM			

SHIP WT: 3189  
 HP: 32.9  
 MRM: 22955.00  
 CUST PO NUMBER:  
 427732  
 DAN: ALAMO  
 MEMO 1116.50

TOTAL MODEL & OPTIONS	22330.00	19721.71	ACT 231 20346.71
DESTINATION CHARGE	625.00	625.00	

TOTAL	22955.00	20346.71	PAY 310 20346.71
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\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

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

WALDEN FLEET GROUP, INC.

REMIT TO GMAC NO. 007  
 VIN 1G1ZT54815F **ALAMO**  
 \$ 20346.71 INV 1AD52992699  
 DUE 11/10/04 DEALER 04-023

January 4, 2011

[REDACTED]  
[REDACTED]

South Glens Falls, NY [REDACTED]

Service Request: 1-396163709

Customer Relationship Manager: Michael Goonan

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division  
General Motors Corporation

January 4, 2011

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

Service Request: 1-396481807

Customer Relationship Manager: Jennifer Burt

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Long Beach, CA [REDACTED]

Service Request: 1-398235930

Customer Relationship Manager: Danisha Bethune

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Bronx, NY [REDACTED]

Service Request: 1-399307384  
Customer Relationship Manager: Ian Duncan

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Wichita, KS [REDACTED]

Service Request: 1-401632292  
Customer Relationship Manager: Lisa Companion  
1-866-790-5600 ext. 11917

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 Value Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528454 [REDACTED] is for the following:

- 24 months or 50,000 miles, whichever occurs first, beginning on April 11, 2006, and ending on April 11, 2008, and begins with 26,000 and ends with 76,000 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Division  
General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.





January 4, 2011

[REDACTED]  
[REDACTED]  
Baltimore, MD [REDACTED]

Service Request: 1-401841008

Customer Relationship Manager: Shelly Simmons

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
Milford, PA [REDACTED]

Service Request: 1-403185529

Customer Relationship Manager: Robert Canale

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Detroit, MI [REDACTED]

Service Request: 1-404810460  
Executive Office: Darin Swanson

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Oxford, NC [REDACTED]

Service Request: 1-404840022  
Customer Relationship Manager: Carolyn Niefer

Dear [REDACTED]

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

To help us review your request in a timely manner, please contact me at 1-866-790-5700 extension 21904 on Monday through Friday during the hours of 11:30 a.m. and 6:30 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

Chevrolet Division  
General Motors Corporation

April 28, 2006

[REDACTED]  
[REDACTED]  
Redmond, OR [REDACTED]

Service Request: 1-406567303

Customer Relationship Manager: Iliana Samilpa

Dear [REDACTED]

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

To help us review your request in a timely manner, please contact me at 1-866-790-5600 extension 11138 Monday through Friday during the hours of 9:00am and 5:00pm central time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

If you are experiencing an urgent concern and I am not available, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 and any of our representatives will assist you.

Sincerely,

Chevrolet Division  
General Motors Corporation

Star, ID

**CERTIFIED MAIL™**



7006 0100 0004 0257 5269



UNITED STATES  
POSTAL SERVICE

9261



48232

U.S. POSTAGE  
PAID  
STAR ID  
83669  
APR 28, '06  
AMOUNT

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MAY 01 2006

|||||  
Pontiac Customer Assistance Center  
P.O. Box 33172  
Detroit, MI 48232-5172

Lemon

Star ID

H:

C:

April 28th, 2006

Pontiac Customer Assistance Center  
P.O. Box 33172  
Detroit, MI 48232-5172  
1-800-762-2737

Dear Sir or Madam:

This letter is to inform you of my intentions with regards to Pontiac G6 VIN 1G2ZG528154 [REDACTED] A Pontiac Customer Service agent has already documented my concerns in file number: 1-407665049

I purchased this vehicle from Murdock Chevrolet in Woods Cross, UT on April 7<sup>th</sup>, 2006. They provided me with a voluntary statement that this G6 was repurchased by General Motors (GM) from the original owners due to a power steering malfunction (PSM). It was not branded as a "Lemon." Murdock personnel reassured me that the car would be fine and that GM occasionally gets a bad power steering unit.

On April 23<sup>rd</sup> with 4006 miles on the odometer, the dash light up and my steering wheel became very difficult, if not almost impossible to move. The information center located on the radio display indicated POWER STEERING. Just a few days prior to that, I turned off the traction control (TC). When I drove it again, I noticed that the TC had defaulted to the "on" setting. Upon driving again later, I noticed that the steering felt very odd on some errands on not on others. The problem was intermittent and dependent on specific run events. In other words, sometimes it acted strangely from when I started the car to when I turned off the ignition. Other times it was perfectly fine from when I started it to when the engine was turned off again. The car sat in my garage from Sunday evening until Wednesday morning when I had to drive it to Edmark in Nampa, ID for a service appointment due to the PSM. When I started it Wednesday morning drove it to Edmark, the power steering worked perfectly fine. Fortunately, the computer registered the PS fault from Sunday.

Edmark currently has the car. They have replaced the entire steering column thus far per GM. They were instructed to drive it for 100 miles before releasing it back to me. I had forgotten about how this all seemed to have started when I turned off the TC by depressing the dash button, so I notified Brad, my Edmark service advisor yesterday. He said he would pass that along to the tech.

In short, per Idaho lemon law, I will allow Edmark and GM to try and fix this problem this one time. I'm not sure I even have to do that since this vehicle has a documented history of PSM. If Edmark can not get it repaired, I would like Pontiac/GM to repurchase this G6 from me or trade for another G6. If this is not an option, then my intention is to contact an attorney and/or BBB to pursue Lemon Law statutes per Idaho law. I prefer to resolve this matter without involving any outside parties.

Sincerely,

CC: Murdock Chevrolet  
Edmark

Enclosure



**GM RESALE DISCLOSURE NOTICE OF NONCONFORMITY****PART I: To be completed upon acceptance of the returned vehicle and transfer to the auction.**

THIS USED VEHICLE:

YEAR/MAKE:

2005 Pontiac

MODEL:

G1A

VIN:

1G2ZG528154

(17 characters)

MILEAGE:

2806

PRIOR TITLE NUMBER:

04-01040201

STATE:

NY

This vehicle was repurchased from the previous owner or lessee by General Motors on 12/14/05 in the state of NY. The repurchase was based on the following alleged or determined defect(s) or condition(s):

Power steering pump malfunction

This vehicle was repurchased as a result of a:

- ☐ Voluntary settlement of a state-run arbitration or court proceeding  
☒ Voluntary settlement of the GM alternative dispute resolution program  
☐ Decision of a state-run arbitration or court proceeding  
☐ Decision of the GM alternative dispute resolution program  
☐ Voluntary mediated customer satisfaction repurchase

**Title Branding**

- ☐ This vehicle is required to have the title branded.  
☒ This vehicle is not required to have the title branded.  
☐ This vehicle has a branded title.

THIS VEHICLE WAS SENT TO A GM-SPONSORED AUCTION ON:

12/14/05

Date

Windsor

Cross

City

Signature

Date

UT

12/14/05

State

Name of Auction (please print)

EROSS

GM Representative (please print)

Date

**PART II: To be completed by GM Dealer upon sale or lease to the next retail consumer.**

**DEALER REQUIREMENTS:** If this vehicle is received with a branded title, you may be required to brand the title again if sold in a different state. You may also need to send a completed copy of this form to the state or comply with additional state laws. If you need different forms or have questions, please contact the Business Resource Center for the model being sold.

GM Dealership Name (please print)

2375 S. 1025 W

11900S CROSS

UT

BAC Code

84087

Address

City

State

ZIP Code

02854

Mileage at Time of Sale (please omit tenths)

1025 W

Date of Sale

4-7-06

Dealership Representative Name and Title (please print)

Signature

Date

The signature of the GM Dealership representative constitutes agreement that the disclosure information on this form will be made to the next retail consumer prior to the sale or lease of this vehicle in the state where such transaction occurs. This vehicle has been inspected and/or repaired as necessary. From the date of delivery of this motor vehicle to the next retail consumer, the remainder of the manufacturer's original warranty will apply. In no case shall the warranty be less than 12 months or 12,000 miles (unlimited miles in California), whichever comes first. Please see the GM Limited Warranty for Repurchased Vehicles booklet for details. This warranty will also extend to any component not otherwise covered that was the cause of the repurchase of this vehicle.

I read, or had read to me, the terms of this disclosure before I purchased or leased this vehicle.

Consumer Name (please print)

[Redacted]

[Redacted]

Signature

Address (please print)

City

State

Date

ZIP Code

[Redacted]

STARR

[Redacted]

98951

RVDC Case #

January 4, 2011

[REDACTED]  
Pana, IL [REDACTED]

Service Request: 1-411186906  
Customer Relationship Manager: Orion Howard

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Division  
General Motors Corporation

January 4, 2011

[REDACTED]  
[REDACTED]  
Lubec, ME [REDACTED]

Service Request: 1-416941923  
Customer Relationship Specialist: Princess Mills

Dear [REDACTED]:

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

To help us review your request in a timely manner, please contact me at 1-866-790-5600 extension 11272, Monday through Friday during the hours of 7:30am to 4:00pm Central Standard Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
Chicago Ridge, IL [REDACTED]

Service Request: 1-417893472

Customer Relationship Manager: Shera Koeppen

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZU54825F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 26, 2012, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

If you have any future questions, 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 Managers will be happy to assist you.

Sincerely,

Chevrolet Division  
General Motors Corporation

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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.

January 4, 2011

[REDACTED]  
[REDACTED]  
[REDACTED]  
Flint, MI [REDACTED]

Service Request: 1-420515049  
Customer Relationship Specialist: Gary Cypher

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Bloomfield, NJ [REDACTED]

Service Request: 1-420701321  
Customer Relationship Specialist: Bill Tarrence

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Halifax, PA [REDACTED]

Service Request: 1-420905253

Customer Relationship Specialist: Jason Jackson

Dear [REDACTED]:

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

To help us review your request in a timely manner, please contact me at 1-866-790-5600 extension 11213, Monday through Friday during the hours of 8:00 a.m. to 3:45 p.m., Central Time. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Deltona, FL [REDACTED]

Service Request: 1-422000503  
Customer Relationship Specialist: Thomas Burns

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2005 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

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Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center



January 4, 2011

[REDACTED]  
Waynesboro, VA [REDACTED]

Service Request: 1-424296336

Customer Relationship Specialist: Misty DeSantis

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 Smart Care Plan for your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62885F[REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on August 14, 2006 and ending on August 14, 2007 and begins with 14,848 and ends with 26,848 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 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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
[REDACTED]  
Memphis, TN [REDACTED]

Service Request: 1-426102740  
Customer Relationship Specialist: Kevin Lamb

Dear [REDACTED]:

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

To help us review your request in a timely manner, please contact me at 1-866-790-5600 extension 20828 on Monday through Friday during the hours of 8:15 a.m. to 5:00 p.m. EST. Please refer to your service request number above and I will be happy to assist you. If I am not available when you call, please leave me a voicemail with your phone number and the best time you can be reached.

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
Indianapolis, IN [REDACTED]

Service Request: 1-426532814

Customer Relationship Specialist: Ross Morelli

Dear [REDACTED]:

We are sorry you continue to be dissatisfied with the decision we made concerning your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Wadena, MN [REDACTED]

Service Request: 1-429914659

Customer Relationship Specialist: Brenton Agena

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2006 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Westchester, IL [REDACTED]

Service Request: 1-430391156  
Customer Relationship Specialist: Crystal Gonzales

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 Value Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54825F [REDACTED] is for the following:

- 36 months or 54,000 miles, whichever occurs first, beginning on October 18, 2006 and ending on October 18, 2009, and begins with 29,545 and ends with 83,545 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.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
[REDACTED]  
[REDACTED]  
Flint, MI [REDACTED]

Service Request: 1-430841259

Customer Relationship Specialist: Katina Campbell

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 Smart Care Plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54845F [REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on 9/5/2006 and ending on 9/5/2008, and begins with 15,598 miles and ends with 39,598 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued 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.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
Miami, FL [REDACTED]

Service Request: 1-431349930  
Customer Relationship Specialist: Cintia Mikolaychuk

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
Taylor, MI [REDACTED]

Service Request: 1-432695932  
Customer Relationship Specialist: Ryan Monteith

Dear [REDACTED]

We are sorry you have experienced concerns with your 2005 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 wheel alignment. Present this letter to any Chevrolet dealership 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 wheel alignment

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.



January 4, 2011

[REDACTED]  
[REDACTED]  
[REDACTED]  
Stigler, OK [REDACTED]

Service Request: 1-435385405  
Customer Relationship Specialist: Diedrick Martinez

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Johnstown, PA [REDACTED]

Service Request: 1-435831280  
Customer Relationship Specialist: Christopher Mentrum

Dear [REDACTED]:

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]

Worcester, MA [REDACTED]

Service Request: 1-437553418

Customer Relationship Specialist: Frank Ramos

Dear [REDACTED]:

Thank you again for making us aware of the situation with your 2006 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
Fort Myers Beach, FL [REDACTED]

Service Request: 1-439904116  
Customer Relationship Specialist: Lorraine Whelan

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 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZU53826F [REDACTED] is for the following:

- 48 months or 48,000 miles, whichever occurs first, beginning on 10/26/2006 and ending on 10/26/2010, and begins with 4,101 and ends with 52,101 odometer miles
- Standard rental
- A \$100.00 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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]

Yonkers, NY [REDACTED]

Service Request: 1-441186412

Customer Relationship Specialist: Catherine Dickinson

Dear [REDACTED]:

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Harrison Township, MI [REDACTED]

Service Request: 71-430269368

Customer Relationship Specialist: Justin Hannon

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 MAXX, Vehicle Identification Number 1G1ZT64895F [REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on December 22, 2006 and ending on December 22, 2008 and begins with 33,306 and ends with 57,306 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.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



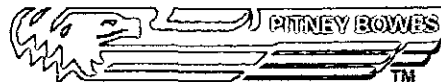
Achieving Today...Succeeding Tomorrow

Office of Superintendent  
23296 Courthouse Avenue  
PO Box 330  
Accomac, Virginia 23301

DEC 15 2008

Mr. Richard Wagoner  
Chevrolet Division  
P. O. Box 33170  
Detroit, MI 48232-5170

FIRST CLASS



U.S. POSTAGE

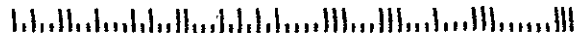
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Office of Superintendent  
23296 Courthouse Avenue  
PO Box 330  
Accomac, Virginia 23301

757.787.5754  
757.824.5601  
fax 757.787.2951

Achieving Today...Succeeding Tomorrow

December 11, 2006

Mr. Richard Wagoner  
Chevrolet Division  
P. O. Box 33170  
Detroit, MI 48232-5170

Re: [REDACTED]  
Complaint No: 71-431-888765

Dear Mr. [REDACTED]

It has been suggested that I describe our problem to you. I currently am employed by and serve as the Transportation Supervisor for [REDACTED] a public school system in [REDACTED] in the State of Virginia.

The School System recently purchased a 2006 Chevrolet Malibu automobile for its Driver Education Program, as it has done for a number of years. After installation of the essential equipment for its intended purposes, the automobile was placed in service. Shortly thereafter, the car's steering began to lock up while pupils/student drivers were practicing parking or serpentine maneuvers. The automobile was taken to Midway Chevrolet in Pocomoke City, Maryland, for repairs. After several attempts to find the problem, the service manager gave us a bulletin informing us that this particular vehicle had electric power steering, and that it was normal for this condition to happen if the car wheel was turned back and forth several times.



Mr. [REDACTED]

December 11, 2006

Page 2

This automobile was purchased to train high school pupils/students to operate a vehicle in our State-mandated Driver Education Program. The automobile was paid for with funds appropriated from the State of Virginia, which funds cannot be used for any other purpose.

This School System has purchased General Motors automobiles for 20+ years for this purpose. This is the first time an automobile has been equipped with electric power steering. All previous models have had belt-driven hydraulic pumps.

I contacted the General Motors dealer, R K Chevrolet in Virginia Beach, Virginia, to attempt to correct this problem. This dealer is located some 75 miles away, and travel there includes having to pay a toll. However, the service manager there told me to bring the vehicle there and that they would correct the problem. Our mechanic drove the car to that dealership. After a brief inspection, their service manager called to advise that the car was performing as it was designed with this type of steering, and specifically that this car was not designed for and should not be used by student drivers.

The Superintendent will not permit this car to be used for training given the liability issues should someone become injured while training. Currently, we have two Malibus and two Impalas in our Driver Education fleet. They have belt-driven hydraulic pumps. The School System purchases an automobile annually, and our goal is to provide our students with a safe vehicle. However, this automobile has been taken out of service because of the steering lock up malfunction. This has caused a backlog in the Program we provide. I have called the Customer Service line but have been told that they cannot do anything for us. This car has 3600 miles; it is titled in the name of [REDACTED] R & K Chevrolet has stated they could have traded the car with another with a belt-powered system if we had not titled the car.

deputy

the

1

1

Mr. [REDACTED]

December 11, 2006

Page 3

I have 40 years of experience in the automotive and truck field. I began my career as a mechanic. In all of those years I have never encountered electric steering and did not know this vehicle had this system when it was purchased.

[REDACTED] System requires a remedy to this problem. There are no funds to replace this vehicle, and we cannot use this vehicle in another department because the car was purchased with funds appropriated by the State of Virginia specifically and solely for the Driver Education Program.

A written response would be appreciated as soon as practicable.

Thank you for your attention to this matter.

Very truly yours,

[REDACTED]

FPH/nh

CC: R K Chevrolet

2661 Va. Beach Blvd.

Virginia Beach, VA 23452

From

Midway Chevrolet

1337 Ocean Highway

Pocomoke City, MD 21851

January 4, 2011

[REDACTED]  
Chicago, IL [REDACTED]

Service Request: 71-442634647  
Customer Relationship Specialist: Kumara Perry

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



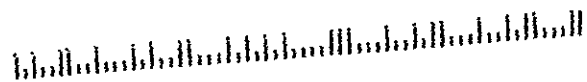
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Oklahoma City, OK 73126-8992  
claimsdocument@farmersinsurance.com  
Fax : 877-217-1389

02/14/2007

[REDACTED]  
[REDACTED]  
Detroit, MI [REDACTED]

Re: Our Insured: [REDACTED]  
Our Claim #: 099 SUB 1008900796-1  
Date of Loss: 08/29/2006  
Your Insured: General Motors  
Your Claim #: 625493  
Deductible Amount: \$500.00  
Total Amount Owed: \$941.05

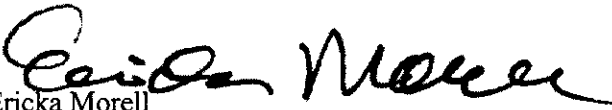
Dear [REDACTED]

We previously informed you of our subrogation claim. Please review your file and advise us if you are now in a position to consider our claim.

If we do not hear from you within 10 days of receipt of this letter, we will assume we have your permission to arbitrate. If you are not a participating company with Arbitration Forums Inc., we will be filing a lawsuit against your company and/or your insured.

If you need additional support for our claim, please call me with your FAX number so that the requested information can be sent to you. If you need anything additional, please call me at the above telephone number.

Sincerely,  
Farmers Insurance Exchange

  
Ericka Morell  
Auto Subrogation Representative  
951-243-6081

January 4, 2011

[REDACTED]  
[REDACTED]  
[REDACTED]  
Posen, IL [REDACTED]

Service Request: 71-452143862  
Customer Relationship Specialist: Stephanie McDonald

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Mansfield, OH [REDACTED]

Service Request: 71-452144532  
Customer Relationship Specialist: Karen Smith

Dear [REDACTED]

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

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

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Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center



# Service Satisfaction Survey

## Dissatisfied Customer

Mount Pleasant MI

XX

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

Home telephone: XXXXXXXXXX

Change to: ( )

Please provide us with your preferred email address:

Dear XXXXXXXX

Our records indicate that you had your 2006 G6 serviced at Patsy Lou Pontiac on December 15, 2006. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy policy, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866MYPRIVACY (1-866-697-7482).

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

Sincerely,

Scott Lawson, General Director  
Customer and Relationship Services

### Instructions

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

☐ Please check this box if you no longer own/lease this 2006 G6, and return the questionnaire.

**\*\*PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON DECEMBER 15, 2006, COMPLETE THIS SURVEY.\*\***

### About Your Pontiac Dealership's Service Department

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

### About Your Service Consultant/Advisor

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

Please complete other side

1G2ZG558864 XXXXXXXX 07099

022650036910 00000221347 001419

0581

CSI 020410



## About Your Service Consultant/Advisor - continued

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

## About Service Delivery

- |   | Completely Satisfied                                  | Very Satisfied           | Satisfied                           | Somewhat Satisfied                  | Not At All Satisfied     |
|---|---|--------------------------|-------------------------------------|-------------------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with:   |   |                          |                                     |                                     |                          |
| - The time it took to complete the transaction? .....   | <input type="checkbox"/>                              | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| - The ease of getting your vehicle? .....   | <input type="checkbox"/>                              | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| - The condition in which it was returned? .....   | <input type="checkbox"/>                              | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
|   | Yes   | No                       |                                     |                                     |                          |
| 12. Were ALL of your service concerns corrected on this service visit?  | <input type="checkbox"/>                              | <input type="checkbox"/> |                                     |                                     |                          |
| IF NO, why not? (check all that apply)  |   |                          |                                     |                                     |                          |
| <input type="checkbox"/> Condition explained - repair not necessary   | <input type="checkbox"/> Parts not available          |                          |                                     |                                     |                          |
| <input type="checkbox"/> Work performed did not correct the problem   | <input type="checkbox"/> I declined repair            |                          |                                     |                                     |                          |
| <input type="checkbox"/> Service Department could not duplicate problem   | <input type="checkbox"/> Other (please specify) _____ |                          |                                     |                                     |                          |
| <input type="checkbox"/> Service Department was too busy  | <input checked="" type="checkbox"/> Don't know        |                          |                                     |                                     |                          |
| 13. How satisfied are you that your vehicle was fixed right on this service visit? .....                                    | <input type="checkbox"/>                              | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
|   | Yes   | No                       |                                     |                                     |                          |
| 14. Were you given a copy of the completed repair order/invoice? .....  | <input checked="" type="checkbox"/>                   | <input type="checkbox"/> |                                     |                                     |                          |
|   | Yes   | No                       | Don't Know/ Not Sure                |                                     |                          |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ..... | <input type="checkbox"/>                              | <input type="checkbox"/> | <input type="checkbox"/>            |                                     |                          |

## Summing Up Your Experience

- |   | Completely Satisfied                         | Very Satisfied                             | Satisfied                               | Somewhat Satisfied               | Not At All Satisfied                 |
|---|--|--|---|----------------------------------|--------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Patsy Lou Pontiac? ..... | <input type="checkbox"/>                     | <input type="checkbox"/>                   | <input type="checkbox"/>                | <input type="checkbox"/>         | <input checked="" type="checkbox"/>  |
|   | Definitely Would                             | Probably Would                             | Might/ Might Not                        | Probably Not                     | Definitely Not                       |
| 17. Would you recommend this dealership for service? .....                                    | <input type="checkbox"/>                     | <input type="checkbox"/>                   | <input type="checkbox"/>                | <input type="checkbox"/>         | <input checked="" type="checkbox"/>  |
|   | Completely Satisfied                         | Very Satisfied                             | Satisfied                               | Somewhat Satisfied               | Not At All Satisfied                 |
| 18. Overall, how satisfied are you with your 2006 G6? .....                                   | <input type="checkbox"/>                     | <input type="checkbox"/>                   | <input type="checkbox"/>                | <input type="checkbox"/>         | <input checked="" type="checkbox"/>  |
| 19. Are you ...   | <input type="checkbox"/> Male                | <input checked="" type="checkbox"/> Female |   |                                  |                                      |
| 20. Your age ...  | <input checked="" type="checkbox"/> Under 25 | <input type="checkbox"/> 25 - 34           | <input type="checkbox"/> 35 - 44        | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 55 - 64     |
|   |  |  |   |                                  | <input type="checkbox"/> 65 or older |
| 21. May we include your name when providing this survey information to your dealership?       |  |  | <input checked="" type="checkbox"/> Yes |                                  | <input type="checkbox"/> No          |

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

*I didn't appreciate employees telling me how to complete my survey. Also my car is a piece of crap and I'm 100% positive this won't be the last repair I have.*

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

*I hate Pontiac and I will never buy another G6.*

**Thank You!!**

Your opinions will help us serve you better.

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

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



January 4, 2011

[REDACTED]  
[REDACTED]  
Hanover, WI [REDACTED]

Service Request: 71-458070367  
Customer Relationship Specialist: Seung Kim

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 Smart Care Plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F35F[REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on 1/16/07 and ending on 1/16/08, and begins with 23,284 and ends with 35,284 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued 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](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
Nashville, NC [REDACTED]

Service Request: 71-461372998

Customer Relationship Specialist: Jessica Franklin

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 1G2ZG558564 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on March 22, 2007 and ending on March 22, 2008, and begins with 41,756 and ends with 53,756 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](http://www.mygmblink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
Huntsville, AL [REDACTED]

Service Request: 71-472009319  
Customer Relationship Specialist: Craig Branton

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
Bentonville, AR [REDACTED]

Service Request: 71-472604117

Customer Relationship Specialist: Kimberly Berson

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 Value Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F05F[REDACTED], is for the following:

- 36 months or 36,000 miles, whichever occurs first, beginning on January 26, 2007 and ending on January 26, 2010, and begins with 25,964 and ends with 61,964 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](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
[REDACTED]  
Middletown, NY [REDACTED]

Service Request: 71-473431467  
Customer Relationship Specialist: Criselda Zunniga

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2005 Chevrolet Malibu MAXX. 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 letter for your next scheduled maintenance not to exceed \$200. Present this letter to any Chevrolet dealership 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

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**ATTENTION: DEALERSHIP SERVICE MANAGER**

Complimentary maintenance letter for your next scheduled maintenance not to exceed \$200

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.

January 4, 2011

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

Service Request: 71-473441858

Customer Relationship Specialist: Sherry Austin

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 4, 2011

[REDACTED]  
[REDACTED]  
Albuquerque, NM [REDACTED]

Service Request: 71-475005648

Customer Relationship Specialist: Julie Davenport

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



January 4, 2011

[REDACTED]  
Creston, OH [REDACTED]

Service Request: 71-475506641

Customer Relationship Specialist: Shelly Durocher

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 Smart Care Plan for your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64845F[REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on February 16, 2007 and ending on February 16, 2008, and begins with 17,200 and ends with 29,200 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 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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]

Pompton Lakes, NJ [REDACTED]

Service Request: 71-475637144

Customer Relationship Specialist: Lyndsey Elliott

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2005 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary front end alignment. Present this letter to any Pontiac dealership for redemption.

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

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ATTENTION: DEALERSHIP SERVICE MANAGER

Front end alignment

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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Fort Lauderdale, FL [REDACTED]

Service Request: 71-476248508  
Customer Relationship Specialist: Sean Carr

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2006 Chevrolet Malibu. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]

Baltimore, MD [REDACTED]

Service Request: 71-476760148

Customer Relationship Specialist: Jamila Romero

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54825F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 16, 2011, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

---

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage - Steering

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.

January 4, 2011

[REDACTED]  
[REDACTED]

Mesa, AZ [REDACTED]

Service Request: 71-477990166

Customer Relationship Specialist: Mandy Peddle

Dear [REDACTED]:

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

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

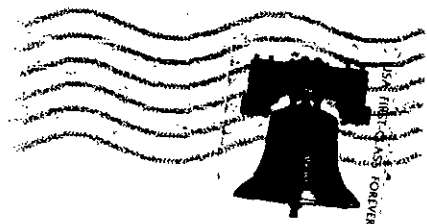
Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

SPRINGFIELD MA 011

24 JUL 2007 PM 5 L



JUL 27 2007

General motors

P.O. Box 33170

Detroit MI 33170

Attn Mr Rich Wagoner CEO

48232+3170 B030



Dear Mr. Wagoner,

I am not in the habit of writing letters however I feel I have no choice but to address my concerns with you. It is not my desire to list each issue but to state my disappointment with Central Chevrolet and the Chevrolet company..

In January of this year I purchased a 2006 Chevrolet Malibu LT from Central Chevrolet, West Springfield Massachusetts. I purchased the car for four reasons, price, comfort, safety features and a belief in Chevrolet Products. Shortly after the purchase it was evident that this car had and continues to have a multitude of issues. I started a file with GM to have documentation, file number 71-484887534. The car been in the garage for more issues and more days than any other car I have owned with unsatisfactory results. The car should have already gone back twice since my last service visit at Memorial Day. I do not have the time or desire to be treated by Central Chevrolet Service and Sales in a rude, indifferent, unresponsive and certainly unprofessional manner.

My issues with service are endless and would take far too much time. However, I will site one example. While driving my daughter to school the steering wheel started to turn on its own while stopped and then the steering was very heavy. Service explanation you steer the car to much causing a sensor to overheat shutting down the power steering, don't steer so much.

The sales department was very good while making the initial sale. However when I went back to discuss my concerns with the used car sales manager, he walked away from me twice and my sales representative told me not to bother him. They were only in the business of selling cars and making money. I was told by the used car sales manager Central Chevrolet would work with me to get me out of the car. To date Central Chevrolet has done nothing. The trade deal was the worst offer given by any dealer including Chevrolet, Ford, Kia and Hyundai. At this point I am faced with losing \$5000 on a trade and more at Central Chevrolet. GM refuses to repurchase the car stating there are not enough problems and not enough repeat repairs.

I am a sales representative that purchases cars or receives a fleet car on average every fourteen months due to mileage and usage. I have been driving for thirty eight years and have owned and operated almost as many Chevrolets for work and personal use. The quality of this car, in addition to my experience with the sales and service team has lead me to reconsider my choice of Chevrolet. I am frustrated, saddened and concerned that no one at the dealership or Chevrolet cares. If this is the case then this is my last Chevrolet. If you care then I would hope you would help get me out of this piece of junk and restore my faith in Chevrolet.

[REDACTED]  
[REDACTED]  
Attawam, Massachusetts 01001 [REDACTED]  
[REDACTED]

January 4, 2011

[REDACTED]

Richwood, TX [REDACTED]

Service Request: 71-486070921

Customer Relationship Specialist: Jaime Contreras

Dear [REDACTED]

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

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

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

Sincerely,

Pontiac Customer Assistance Center



January 4, 2011

[REDACTED]

Cape Coral, FL [REDACTED]

Service Request: 71-487028205

Customer Relationship Specialist: David Robbins

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528854 [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on April 25, 2007 and ending on April 25, 2008, and begins with 32,150 and ends with 44,150 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.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
[REDACTED]  
Fowlerville, MI [REDACTED]

Service Request: 71-487375440

Customer Relationship Specialist: Roxanne Currier

Dear [REDACTED]:

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

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

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

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Little Falls, NJ [REDACTED]

Service Request: 71-489957548  
Customer Relationship Specialist: Angie Mercer

Dear [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center



NEW ENGLAND REGIONAL OFFICE  
PO Box 15149 ■ Worcester, MA 01615-0149

FIRST CLASS



UNITED STATES POSTAGE  
PITNEY BOWES  
02 1A \$01.11<sup>0</sup>  
0004385172 APR 03 2007  
MAILED FROM ZIP CODE 01653

## FIRST CLASS MAIL

General Motors  
PO Box 33170  
Detroit, Michigan  
48232

Attn  
Joe Grace



# INTER-COMPANY REIMBURSEMENT NOTIFICATION

March 16, 2007

OUR INSURED:  
ADDRESS:

GONZALES LA

DATE OF LOSS: 03/04/07  
LOCATION: GONZALES LA  
OUR FILE: 03 - 660106

YOUR INSURED: CHEVROLET  
ADDRESS: PO BOX 33170  
DETROIT MI 48232

YOUR FILE: 71-490629277

CHEVROLET MOTOR DIVISION  
~~5505 CORP DR~~ PO Box 33170  
DETROIT MI ~~48007~~

48232

*Allen*  
*Joe Garcia*

Our investigation of this accident indicates that liability rests with your insured. We request reimbursement under the provisions of the Massachusetts Personal Protection Law for benefits and expenses paid and/or for amounts paid under physical damage coverages.

## I. PERSONAL INJURY PROTECTION (PIP)

NAME OF INJURED	AGE	BENEFITS			EXPENSE		TOTAL
		MEDICAL	WAGE	OTHER	UNALLOCATED	ALLOCATED	

[NOTE: \$0.00 AMOUNT INDICATES PENDING]

## II. COLLISION/LIMITED COLLISION/COMPREHENSIVE

TOTAL AMOUNT OF DAMAGES	TOTAL LOSS?	SALVAGE AMT	BAILMENT	RENTAL AMOUNT PAID	TOTAL CLAIMED
14,308.43	NO	0.00	NO	0.00	14,308.43

Patricia Neale, CCLA  
Subro Specialist  
THE HANOVER INSURANCE COMPANY  
440 Lincoln Street PO Box 15149  
Worcester MA 01615-0149  
800/628-0250 3018

*Preliminary Subrogation*

## The Hanover Insurance Group

### Market Report

Report Reference Number: 37261569

Adjuster : Shaler, Joan

Claim reference : [REDACTED]

Claim Submitted Date: 03/07/2007

Loss Incident Date: 03/04/2007

Appraiser : SPENCE, DARYN

Insured: [REDACTED]

Owner: [REDACTED]

Policy Number: [REDACTED]

## Introduction

The Hanover Insurance Group has conducted an inspection of your **2005 Chevrolet Malibu LS 4 Door Sedan** located in Gonzales, LA. The inspection information was then used to conduct research in your local market to determine the local market value of your vehicle.

The local market value for your vehicle was defined by the ZIP code 70737 -- Gonzales, LA.

The recommended settlement amount based on the loss vehicle description provided by The Hanover Insurance Group is \$ 13,127.00.

### Vehicle Valuation Summary

Provides the market valuation summary

### Vehicle Valuation Allowances

Describes factors affecting the value of the vehicle

### Vehicle Description

Describes the components of the vehicle

### Vehicle Condition

Details the vehicle's pre-accident condition and Appraiser inspection recap

### Local Market Comparable Vehicles Detail

Presents the comparable vehicles located in your market

### VINGuard<sup>TM</sup> Vehicle Identification

Details the vehicle configuration information

### VINGuard<sup>TM</sup> Vehicle History Information

Provides the results of vehicle history research

### Experian AutoCheck<sup>SM</sup> Vehicle History

Provides the results of an Experian AutoCheck database search

### Report

### Valuation Methodology

Describes the method used to evaluate the loss vehicle

### Local Market Definition

Details the local market basis for this valuation

### Vehicle Appraisal and Valuation Notes

Lists detailed log notes for this file

## Vehicle Valuation Summary

2005 Chevrolet Malibu LS 4 Door Sedan - Gonzales, LA

VIN: 1G1ZT52825F [REDACTED]

Local Market Value		\$ 12,775.00
Current Condition Adjustment		+ 352.00
Actual Cash Value		<u>\$ 13,127.00</u>
Pre Tax Amount		\$ 13,127.00
Vehicular Sales Tax	___ %	\$ _____
License/fees (if applicable)		<u>\$ _____</u>
Adjusted Vehicle Value		\$ 13,127.00

The **Local Market Value** is derived from comparable vehicle(s) available or recently sold in the marketplace at the time of valuation.

## Vehicle Valuation Allowances

Compared to the typical vehicle in this local market, your vehicle's value was affected by these factors:

Odometer		22,289	+ 952.00
Options			
Rear Spoiler	SL	Reported	+ 150.00

These allowances illustrate factors that influence the settlement amount when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment.

In cases where a standard or predominant option is superceded by a replacement or upgrade, a corresponding addition will appear for the option to reflect this.

The vehicle valuation allowances also reflect proper deductions for all standard or predominant equipment not present on the loss vehicle.

These allowances are illustrative only. The actual Local Market Value is calculated entirely from the comparable vehicles contained in this report with adjustments to reflect the loss vehicle configuration.

Claim reference : XXXXXXXXXX

[Return to top](#)

Report Reference Number: 37261569

## Vehicle Description

### 2005 Chevrolet Malibu LS 4 Door Sedan - Gonzales, LA

Below are the components for your vehicle, provided to CCC by The Hanover Insurance Group , included in this local market valuation:

Component		Loss Vehicle Information
Odometer		22,289
<b>Equipment</b>		
<u>Transmission</u>		
Automatic Transmission	AT	Standard
Overdrive	OD	Standard
Traction Control	TX	Standard
<u>Power</u>		
Power Steering	PS	Standard
Power Brakes	PB	Standard
Power Windows	PW	Standard
Power Locks	PL	Standard
Power Driver Seat	SP	Standard
Power Mirrors	PM	Standard
Power Trunk/Tailgate	PT	Standard
<u>Decor/Convenience</u>		
Air Conditioning	AC	Standard
Rear Defogger	RD	Standard
Tilt Wheel	TW	Standard
Cruise Control	CC	Standard
Cloth Seats	CS	Standard
Bucket Seats	BS	Standard
4-Wheel Disc Brakes	DB	Standard
Telescopic Wheel	TL	Standard
Dual Mirrors	DM	Standard
Keyless Entry	KE	Standard
Rear Spoiler	SL	Reported
<u>Radio</u>		
AM Radio	AM	Standard
FM Radio	FM	Standard
Stereo	ST	Standard
Search/Seek	SE	Standard
Compact Disc Player	CD	Standard
<u>Other</u>		
Aluminum/Alloy Wheels	AW	Standard
Body Side Moldings	BN	Standard
Intermittent Wipers	IW	Standard
Metallic Paint	MP	Reported
Air Bag	AG	Standard
Passenger Air Bag	RG	Standard
Anti-Lock Brakes (4)	AB	Standard



Claim reference : [REDACTED]

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Report Reference Number: 37261569

## VINGuard™ Vehicle Identification

VIN: 1G1ZT52825F [REDACTED]

Every vehicle sold in the United States is required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides the exact specifications of the vehicle. Decoding the VIN identifies the exact vehicle for which the local market value will be determined.

	Insurer Description	VINGuard Analysis
Year	2005	2005
Make	Chevrolet	Chevrolet
Model	Malibu LS	Malibu LS
Model Number	ZT5	ZT5
Body Style	4 Door Sedan	4 Door Sedan
Engine	6-3.5L-FI	6-3.5L-FI
Transmission	Automatic Transmission Overdrive	
Restraints	Air Bags (Driver+Pass.)	Air Bags (Driver+Pass.)
Curb Weight		3,174
Odometer	22,289	

This vehicle was assembled in U.S.A.

VINGuard™ is a database used to decode completely and accurately all manufacturer assigned Vehicle Identification Numbers.

## VINGuard™ Vehicle History Information

Using the VIN for this vehicle, VINGuard™ detected discrepancies or prior history requiring additional research. Please review the information detailed below.

VINGuard has decoded this VIN without any errors.

### Collision History Information:

Collision incident reported by The Hanover Insurance Group on 03/07/2007.

Claim # 03-660106-01-001 in Baton Rouge, LA

Repair estimate: \$10,062 Miles: 22289

Damage Location: Total Loss.

Claim reference

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Report Reference Number: 37261569

# AutoCheck Vehicle History Report

**experian**  
AUTOMOTIVE

Report Run Date: 03/16/2007

Key:	= No Problem Found	= Problem Found	= Information Found
------	--------------------	-----------------	---------------------

## Title Check

**This Vehicle Checks Out.** AutoCheck's results for this 2005 Chevrolet Malibu LS (1G1ZT52825F) show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

### Problems Checked

Abandoned  
Damaged  
Fire Damage  
Grey Market  
Hail Damage  
Insurance Loss  
Junk  
Rebuilt  
Salvage

### Results Found

No Abandoned Record Found  
No Damaged Record Found  
No Fire Damage Record Found  
No Grey Market Record Found  
No Hail Damage Record Found  
No Insurance Loss Record Found  
No Junk Record Found  
No Rebuilt Record Found  
No Salvage Record Found

## Problem Check

**This Vehicle Checks Out.** AutoCheck's database for this 2005 Chevrolet Malibu LS (1G1ZT52825F) show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

### Problems Checked

NHTSA Crash Test Vehicle  
Frame Damage  
Major Damage Incident  
Manufacturer Buyback/Lemon  
Odometer Problem  
Recycled  
Salvage Auction  
Water Damage

### Results Found

No NHTSA Crash Test Vehicle Record Found  
No Frame Damage Record Found  
No Major Damage Incident Record Found  
No Manufacturer Buyback/Lemon Record Found  
No Odometer Problem Record Found  
No Recycled Record Found  
No Salvage Auction Record Found  
No Water Damage Record Found

## Odometer Check

**This Vehicle Checks Out.** For this 2005 Chevrolet Malibu LS (1G1ZT52825F) no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

### Date Reported

2005-06-13  
2005-11-03  
2005-11-09  
2005-12-08

### Odometer Reading

10  
11608  
11610  
11632

## Vehicle Information

**Information Found.** AutoCheck found additional information on this vehicle.

These records will provide more history for this 2005 Chevrolet Malibu LS  
(1G1ZT52825F [REDACTED]).

Problems Checked	Results Found
Accident	No Accident Record Found
Corrected Title	No Corrected Title Record Found
Driver Education	No Driver Education Record Found
Duplicate Title	No Duplicate Title Record Found
Emissions Safety Inspection	No Emissions Safety Inspection Record Found
Fire Damage Incident	No Fire Damage Incident Record Found
Lease	No Lease Record Found
Lien	Lien Record(s) Found
Livery Use	No Livery Use Record Found
Government Use	No Government Use Record Found
Police Use	No Police Use Record Found
Fleet	No Fleet Record Found
Rental	Rental Record(s) Found
Fleet and/or Lease	No Fleet and/or Lease Record Found
Fleet and/or Rental	Fleet and/or Rental Record(s) Found
Repossessed	No Repossessed Record Found
Taxi use	No Taxi use Record Found
Theft	No Theft Record Found

## Full History

Below are the historical events for this vehicle listed in chronological order.

Report Run Date: 03/16/2007

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2005-05-24	FRANKLIN PARK, IL		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2005-05-24	FRANKLIN PARK, IL		Motor Vehicle Dept.	RENTAL
2005-05-24	IL		Motor Vehicle Dept.	TITLED OR REGISTERED AS A FLEET/RENTAL VEHICLE
2005-06-13	FRANKLIN PARK, IL	10	Motor Vehicle Dept.	TITLE (Lien Reported)
2005-06-13	FRANKLIN PARK, IL		Motor Vehicle Dept.	RENTAL
2005-11-03	MI	11608	Auto Auction	REPORTED AT AUTO AUCTION
2005-11-09	FL	11610	Auto Auction	REPORTED AT AUTO AUCTION AS DEALER VEHICLE
2005-12-08	GONZALES, LA	11632	Motor Vehicle Dept.	TITLE
2005-12-08	GONZALES, LA		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL

## AUTOCHECK TERMS AND CONDITIONS:

Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experian shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or

delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Cook, Illinois.

## Local Market Definition

The local market value for your **2005 Chevrolet Malibu LS 4 Door Sedan** was defined by the ZIP code 70737 -- Gonzales, LA. If required, the search area may have been expanded for additional information. Details of the specific markets searched follow.

### **Baton Rouge New Orleans**

The state of Louisiana is composed of 5 distinct local markets. The following 2 local markets were used in the preparation of this vehicle market report.

#### Baton Rouge LA - Primary local market vehicle database

In this market, CCC maintains a database of 1,867 inspected dealer vehicles located at 11 dealerships, and 8,175 dealer advertised, and 2,805 privately advertised vehicles taken from 11 local papers or magazines.

#### New Orleans LA - Secondary local market vehicle database

In this market, CCC maintains a database of 2,972 inspected dealer vehicles located at 21 dealerships, and 8,307 dealer advertised, and 2,546 privately advertised vehicles taken from 16 local papers or magazines.

From these 2 local markets, comparable vehicles were selected based on the year, make, model, body style and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.

For your vehicle's CCC Valuescope Market Report, CCC identified 5 inspected dealer vehicles and 24 advertised vehicles as comparable to your vehicle, and used their values to determine the Local Market Value.

Vehicles are determined to be comparable to the loss vehicle based on:

- Nearness to the loss vehicle's primary garage location
- Similarity of model, equipment, and odometer
- Precision of the data (inspected versus advertised)

Claim reference : [REDACTED]

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Report Reference Number: 37261569

## Valuation Methodology

This CCC Valuescope Market Report was prepared for The Hanover Insurance Group by CCC Information Services Inc. CCC has been preparing market value reports for the insurance industry since 1981. CCC physically inspects vehicles *for sale at vehicle dealerships in the local markets, and subscribes to local newspapers and automotive publications in these markets.* CCC maintains vehicle databases containing these inspected dealership vehicles along with the dealer and private party advertised vehicle information.

When The Hanover Insurance Group requests a CCC Valuescope Market Report from CCC, they provide CCC the VIN (Vehicle Identification Number) of the loss vehicle. Decoding this VIN identifies the exact vehicle for which the local market value will be done. See the **VINGuard™ Vehicle Identification** section.

The Hanover Insurance Group also provides CCC the vehicle owner's ZIP code. This identifies the local market that will be used to determine the market value. See the **Local Market Definition** section.

Finally, The Hanover Insurance Group provides CCC with the configuration of the loss vehicle including equipment, odometer, condition, maintenance, etc. This information is the starting point for determining the local market value.

Using this information, CCC searches its databases to find comparable vehicles in the local market. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model, equipment, and odometer. The *comparable vehicles are used to determine the local market value.* See the **Local Market Definition** section.

After the **Adjusted Value** for the comparable vehicles are calculated (see the **Local Market Comparable Vehicles** section), CCC calculates the **Local Market Value**. This calculation is a weighted average. Using a weighted average allows those vehicles most similar to the loss vehicle to contribute a greater percentage to the **Local Market Value** than less similar vehicles.

Factors that determine similarity are:

- Precision of the data (inspected versus advertised)
- Equivalency of model, equipment, and odometer
- Nearness to the loss vehicle's primary garage location

Using a weighted average results in a more accurate **Local Market Value** as the vehicles most similar and closest to the loss vehicle contribute more to the value than less similar, more distant vehicles.

Comparable vehicles used in the determination of the vehicle value are not intended to be replacement vehicles, but are reflective of the local market value.

Claim reference:

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## Vehicle Condition

The Hanover Insurance Group uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, The Hanover Insurance Group has determined the condition of the vehicle prior to the loss.

Component	Condition	Value Impact	Inspection Notes
<b><u>Interior</u></b>			
Seats	Dealer ready	\$54	CLEAN. NO SIGNIFICANT FADING. NO TEARS, HOLES OR BURN MARKS.
Carpets	Dealer ready	\$41	CLEAN. NO TEARS, HOLES OR BURN MARKS.
Dashboard	Dealer ready	\$54	COMPONENTS INTACT. NO SIGNIFICANT WEAR.
Headliner	Dealer ready	\$54	CLEAN. NO TEARS, SAGGING OR FADING.
<b><u>Exterior</u></b>			
Body	Normal wear	\$0	NO DENTS. SMALL/FEW DINGS.
Glass	Dealer ready	\$95	NO SCRATCHES, PITTING OR CHIPS. SEALS ARE INTACT AND WATERTIGHT.
Paint	Normal wear	\$0	MINIMAL SURFACE CHIPPING OR SCRATCHING.
<b><u>Mechanical</u></b>			
Engine	Normal wear	\$0	NO SEEPAGE EVIDENT. BELTS AND HOSES FIRM, SHOW NO WEAR. NO SIGNIFICANT DIRT AND GREASE IN ENGINE COMPARTMENT. NO BURN MARKS AROUND TAILPIPE.
Transmission	Normal wear	\$0	FLUID MAY BE SLIGHTLY DISCOLORED. NO SEEPAGE EVIDENT.
<b><u>Tires</u></b>			
Front Tires	Dealer ready	\$27	8/32ND AVERAGE TREAD LEFT
Rear Tires	Dealer ready	\$27	10/32ND AVERAGE TREAD LEFT
<b>Total Adjustments:</b>		<b>\$352</b>	

- The Condition Inspection Guidelines provide information based on vehicle age, vehicle type, and geographic location. Your vehicle has been identified as being located in the Southwest region as a newer passenger car.
- The Condition Inspection Guidelines, and all dollar adjustments, are determined by surveys, inspections, and interviews with dealerships across the United States.



## Local Market Comparable Vehicles Detail

The local market comparable vehicles are compared to the loss vehicle, and adjustments are made for differences in equipment, odometer, model, etc. The **Adjusted Value** represents the price of the comparable configured exactly as the loss vehicle.

Loss Vehicle	Inspected Dealer Comparable 1	Inspected Dealer Comparable 2	Inspected Dealer Comparable 3
2005 Chevrolet Malibu LS 4 Door Sedan Automatic Transmission Overdrive 6-3.5L-FI Radio:AM/FM Stereo Seek Compact Disc Player Anti-Lock Brakes (4) Air Conditioning Air Bag Aluminum/Alloy Wheels Cruise Control Keyless Entry Power Locks Power Windows Rear Defogger Passenger Air Bag Power Driver Seat Telescopic Wheel Tilt Wheel Traction Control Rear Spoiler *	2005 Chevrolet Malibu LS 4 Door Sedan Automatic Transmission Overdrive 6-3.5L AM/FM Stereo Seek Compact Disc Player Anti-Lock Brakes (4) Air Conditioning Air Bag Aluminum/Alloy Wheels Cruise Control Keyless Entry Power Locks Power Windows Rear Defogger Passenger Air Bag Power Driver Seat Telescopic Wheel Tilt Wheel Traction Control Theft Deterrent/Alarm*	2005 Chevrolet Malibu LS 4 Door Sedan Automatic Transmission Overdrive 6-3.5L AM/FM Stereo Seek Compact Disc Player Anti-Lock Brakes (4) Air Conditioning Air Bag Aluminum/Alloy Wheels Cruise Control Keyless Entry Power Locks Power Windows Rear Defogger Passenger Air Bag Power Driver Seat Telescopic Wheel Tilt Wheel Traction Control Theft Deterrent/Alarm* Rear Spoiler*	2005 Chevrolet Malibu Maxx LS 4 Door Hatchback Automatic Transmission Overdrive 6-3.5L AM/FM Stereo Seek Compact Disc Player Anti-Lock Brakes (4) Air Conditioning Air Bag Aluminum/Alloy Wheels Cruise Control Keyless Entry Power Locks Power Windows Rear Defogger Passenger Air Bag Power Driver Seat Telescopic Wheel Tilt Wheel Traction Control Theft Deterrent/Alarm* Manual Glass Roof* Rear Spoiler*
22,289 miles	54,111 miles List Price \$11,995 Take Price \$10,995	23,491 miles Recently Available for \$12,995	33,663 miles Recently Available for \$14,995
<b>Adjustments</b>			
Model/Year			-150
Options		-150	-450
Mileage	+2,355	+97	+949
Baseline Adjustment	-692	-692	-692
<b>Adjusted Value</b>	\$12,658	\$12,250	\$14,652
<b>Location</b>	Premier Honda	Bergeron Chry/JEEP	Crown Buick/GMC
<b>Contact</b>	Orvis Sanchez	Mike Miskowicz	Sam Coco
<b>Telephone</b>	504-245-1777	504-888-2131	504-455-6666
<b>Stock ID</b>	Stock: 020272C	Stock: 0704281	Stock: P2180
<b>VIN</b>	1G1ZT52865F [REDACTED] Inspected 2/26/2007	1G1ZT52875F [REDACTED]	1G1ZT62885F [REDACTED]
<b>Distance from Gonzales</b>	59 Miles- New Orleans	48 Miles- Metairie	48 Miles- Metairie

\* **List Price** is the sticker price of the vehicle.

**Take Price** is the amount for which the vehicle can be purchased as defined by the contact at each dealership.

\* The baseline is defined as the condition of the typical vehicle on the road. **Baseline Adjustments** are made when a comparable vehicle's condition varies from that of a typical vehicle.

\* All dollar adjustments are determined by surveys, inspections, and interviews with dealerships across the United States.

\* Note that some comparable vehicles that were recently available in the local market may no longer be available.

\* Option adjustments are made in comparison to the typical vehicle. Typical options that are not present are enclosed in parentheses. Items followed by an asterisk (\*) indicate non-typical options that add value to the vehicle.

Claim reference : [REDACTED]

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## Additional Local Market Comparable Vehicles

The following **Inspected Vehicles** and **Local Advertisements** also support the local market value of the loss vehicle, but are displayed in less detail. The complete configuration of the comparable vehicle is compared to the loss vehicle to determine the **Adjusted Value**. The **Adjusted Value** represents the price of the comparable configured exactly as the loss vehicle.

### Inspected Vehicles

Source	Vehicle	Take Price	Adjusted Value
Leson Chevrolet Harvey, LA (504) 366-4381 57 Miles From Gonzales, LA	2005 Chevrolet Malibu LS Status: Recently Available Odometer: 11,160 VIN: 1G1ZT548X5F [REDACTED]	\$ 15,384	\$ 13,845
Mossy Motors New Orleans, LA (504) 822-2050 53 Miles From Gonzales, LA	2005 Chevrolet Malibu LS Status: Recently Available Odometer: 39,898 VIN: 1G1ZT54895F [REDACTED]	\$ 11,988	\$ 12,603

### Local Advertisements

Source	Vehicle	Take Price	Adjusted Value
Enterprise Rent-a-Car Ad Date: Rec. Avail (800) 741-9377 Verified	2005 Chevrolet Malibu Odometer: 32,015	\$ 11,695	\$ 13,559
Enterprise Rent-a-Car Ad Date: Rec. Avail (800) 565-0349 Verified	2005 Chevrolet Malibu Odometer: 43,291	\$ 10,995	\$ 13,754
News On Wheels Cars Ad Date: 02/06/2007 (985) 718-9800 Slidell, LA 68 Miles From Gonzales	2005 Chevrolet Malibu LS Odometer: 34,000	\$ 11,500	\$ 12,478
Baton Rouge Sunday Advocate Ad Date: 01/21/2007 (225) 753-2000 Baton Rouge, LA 13 Miles From Gonzales	2005 Chevrolet Malibu LS Odometer: 40,192	\$ 11,500	\$ 12,437
Times Picayune Ad Date: 01/14/2007 (504) 887-1530 New Orleans, LA 46 Miles From Gonzales	2005 Chevrolet Malibu Odometer: 12,000	\$ 11,400	\$ 12,564
News On Wheels Cars Ad Date: 02/20/2007 (866) 750-1587	2005 Chevrolet Malibu Odometer: 31,000	\$ 8,990	\$ 10,242
News On Wheels Cars Ad Date: 02/06/2007 (504) 468-9817 Kenner, LA 42 Miles From Gonzales	2005 Chevrolet Malibu LS Odometer: Unlisted	\$ 11,995	\$ 12,405

Hammond Daily Star Ad Date: 02/11/2007 (985) 345-1285 Hammond, LA 33 Miles From Gonzales	2006 Chevrolet Malibu LS Odometer: Unlisted	\$ 11,998 \$ 12,533
Steals N Deals Ad Date: 03/05/2007 (504) 887-3131 New Orleans, LA 46 Miles From Gonzales	2005 Chevrolet Malibu Odometer: Unlisted	\$ 7,995 \$ 10,205
Baton Rouge Sunday Advocate Ad Date: 01/14/2007 (225) 774-4152 Baton Rouge, LA 27 Miles From Gonzales	2006 Chevrolet Malibu LS Odometer: Unlisted	\$ 12,995 \$ 13,430
Baton Rouge Sunday Advocate Ad Date: 01/28/2007 (225) 932-8515 Baton Rouge, LA 18 Miles From Gonzales	2006 Chevrolet Malibu LS Odometer: Unlisted	\$ 10,950 \$ 11,485
Opelousas Daily World Ad Date: 02/11/2007 (504) 948-8255 New Orleans, LA 55 Miles From Gonzales	2005 Chevrolet Malibu LS Odometer: Unlisted	\$ 13,490 \$ 13,750
Baton Rouge Sunday Advocate Ad Date: 01/21/2007 (225) 924-1316 Baton Rouge, LA 18 Miles From Gonzales	2005 Chevrolet Malibu Odometer: Unlisted	\$ 10,000 \$ 12,110
News On Wheels Cars Ad Date: 01/09/2007 (504) 467-4678 Kenner, LA 42 Miles From Gonzales	2005 Chevrolet Malibu Odometer: Unlisted	\$ 10,900 \$ 13,010
Opelousas Daily World Ad Date: 02/11/2007 (504) 942-9701 New Orleans, LA 55 Miles From Gonzales	2005 Chevrolet Malibu Odometer: Unlisted	\$ 12,400 \$ 14,610
Baton Rouge Sunday Advocate Ad Date: 12/10/2006 (225) 273-5373 Baton Rouge, LA 16 Miles From Gonzales	2005 Chevrolet Malibu Odometer: Unlisted	\$ 9,995 \$ 12,205
Times Picayune Ad Date: 01/28/2007 (504) 975-3680 New Orleans, LA 54 Miles From Gonzales	2005 Chevrolet Malibu Odometer: Unlisted	\$ 12,900 \$ 14,385
St. Tammany News Ad Date: 01/28/2007 (985) 960-7070 Slidell, LA 68 Miles From Gonzales	2005 Chevrolet Malibu Odometer: Unlisted	\$ 10,500 \$ 13,402
Baton Rouge Sunday Advocate Ad Date: 02/11/2007 (866) 206-4657	2006 Chevrolet Malibu LS Odometer: Unlisted	\$ 11,998 \$ 12,533
News On Wheels Cars Ad Date: 01/23/2007 (985) 892-2000	2005 Chevrolet Malibu Odometer: Unlisted	\$ 9,995 \$ 12,205

Covington, LA  
52 Miles From Gonzales

Times Picayune  
Ad Date: 01/28/2007  
(504) 349-4500  
New Orleans, LA  
54 Miles From Gonzales

Baton Rouge Sunday Advocate  
Ad Date: 01/21/2007  
(800) 435-3019

Houma Courier  
Ad Date: 02/04/2007  
(504) 868-4400

News On Wheels Cars  
Ad Date: 12/19/2006  
(888) 744-9786

2005 Chevrolet Malibu  
Odometer: Unlisted

\$ 10,950 \$ 13,160

2006 Chevrolet Malibu LS  
Odometer: Unlisted

\$ 11,450 \$ 11,985

2006 Chevrolet Malibu LS  
Odometer: Unlisted

\$ 13,990 \$ 14,525

2005 Chevrolet Malibu LS  
Odometer: Unlisted

\$ 12,469 \$ 12,879

Claim reference : [REDACTED]

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## Vehicle Appraisal and Valuation Notes

Adjustment amounts are based on a combination of factors including the region of the country, the age of the vehicle, and the type of vehicle. The loss vehicle has been valued in the Southwest region as a newer passenger car with 34% less than average mileage of 33,700

The following options are included in the valuation although the options do not appear in the valuation summary:

Overhead Console, Clearcoat Paint

Backup vehicles may be one year newer than the loss vehicle. Proper adjustments were made to reflect model, year and mileage differences for this valuation.

Included in our backup are similar models to the loss vehicle. Proper adjustments were made for this valuation.

Your valuation has been prepared in compliance with all local rules and regulations.

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Various aspects of our Market Report are covered by one or more pending patent applications.

The trade names and/or trademarks used herein are owned by their respective trademark owners.

WINN-DOWS\system32\cmd.exe

Claim No. [REDACTED] Fea :01 Insured . . :  
Rpt Ofc: SS  
Total Loss payments 13,308.43 Current Loss Reserve 0.00  
Total Expense payments 0.00 Current Expense reserve 0.00

Trans Date	Payment Description	Amount	Payee
03/27/2007	Open loss Reserve	2,600.00	
03/08/2007	Statistical Change	0.00	
03/13/2007	Final	13,308.43	GAYLE BABIN
03/16/2007	Create Anticipated Subro	10.00	

F1=Enter=Continue/Commit Esc=Cancel F12=Menu PgUp=Bkwd PgDn=Fwd F5=Refresh  
F6=Reverse Order F9=Start Date

January 4, 2011

[REDACTED]  
Westlake, OH [REDACTED]

Service Request: 71-491418455  
Customer Relationship Specialist: Sarah Goss

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 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZT51F16F[REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on April 16, 2007 and ending on April 16, 2009, and begins with 24,300 and ends with 48,300 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.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

*The Law Office Of*  
**LOU A. D'APOLITO**

*Attorney at Law*

4800 Market Street • Suite A • Boardman, Ohio 44512 • phone 330.783.9222 • fax 330.783.5552

Lou A. D'Apolito  
Anthony M. D'Apolito

**FAX COVER SHEET**

TO: Pontiac Legal Dept.

FAX NO. 1-866-962-2868

FROM: Lou A. D'Apolito, Esq.

DATE: 4/3/07

TIME: 9<sup>51</sup> A.M.

COMMENTS: RE: Service Request #71-494-958300  
My Client: [REDACTED]

Dear Sir/Madam:

Please be advised that I represent [REDACTED] with regard to the injuries she sustained on March 15, 2007.

I had been referred to a Mr. Mark Ververde by three separate individuals at General Motors and today was advised that I need to deal with the Pontiac Legal Department.

Please provide me with the name of the individual assigned to this matter. You can call me or my Consultant, Ralph DeFabio, if you have any questions.

I also include a copy of the fax sent to Mark Ververde on March 27, 2007.

Very truly yours,

  
LOU A. D'APOLITO  
ATTORNEY AT LAW

Number of Pages: 2



*The Law Office Of*  
**LOU A. D'APOLITO**  
*Attorney at Law*

4800 Market Street • Suite A • Boardman, Ohio 44512 • phone 330.783.9222 • fax 330.783.5552

Lou A. D'Apolito  
Anthony M. D'Apolito

**FAX COVER SHEET**

**TO:** Mark Valverde

**FAX NO.** 1-866-480-3630

**FROM:** Lou A. D'Apolito, Esq.

**DATE:** 3/27/07

**TIME:** 12:05 p.m.

**COMMENTS:** RE: Your Client: General Motors  
Accident Date: March 15, 2007  
My Client: [REDACTED]

Please be advised that I represent [REDACTED] with regards to the injuries she sustained on March 15, 2007.

It is my understanding that you have revoked a rental agreement initially authorized by Antonio Castanera. Please provide me with the name of your manager or your attorney so that I can deal with this problem.

Enterprise Rental agrees that this rental was handled through your facility "Product Allegation".

If you have any questions regarding this matter, please call me or my Consultant, Ralph DeFabio.

  
LOU A. D'APOLITO  
ATTORNEY AT LAW

Number of Pages: 1

January 4, 2011

[REDACTED]  
[REDACTED]  
Saint Louis, MO [REDACTED]

Service Request: 71-498936902  
Customer Relationship Specialist: Katie Galaway

Dear [REDACTED]

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

Because you are a loyal Chevrolet customer, we are providing you with a complimentary next scheduled maintenance, not to exceed \$200.00. Present this letter to any Chevrolet dealership 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 next scheduled maintenance, not to exceed \$200.00.

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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Shorewood, IL [REDACTED]

Service Request: 71-500631346  
Customer Relationship Specialist: Lindsey Hazen

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Buffalo, NY [REDACTED]

Service Request: 71-505808563  
Customer Relationship Specialist: Krista Morrell

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2005 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary maintenance service, not to exceed \$200.00. Present this letter to any Pontiac dealership for redemption.

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  
Complimentary maintenance service, not to exceed \$200.00

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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Shallotte, NC [REDACTED]

Service Request: 71-508040986  
Customer Relationship Specialist: Jennifer Murphy

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 Value Guard plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F45F[REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on May 12, 2007 and ending on May 12, 2008 and begins with 34,464 and ends with 46,464 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.

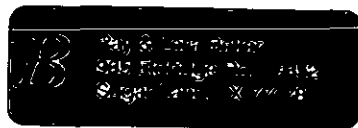
If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy 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](http://www.mygmLink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



FORT WORTH TX 761

18 APR 2007 PM 5 T



APR 23 2007

CHEVROLET CUSTOMER ASSISTANCE CENTER  
P.O. Box 33170  
DETROIT, MI 48232

48232+3170



RB

Sugar Land, TX

April 18, 2007

Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, MI 48232

**RE: 1G1ZT62815F** [REDACTED]

I am the owner of the above listed 2005 Chevrolet Malibu Maxx. In August of this year at 31946 miles the steering rack was replaced at Clements Chevrolet in Rochester, MN per your service "Document ID #1837885" ( copy of Document and Repair order attached) It was making a knocking sound.

Once again the same part failed at around 35000 miles and was again replaced at Fisher Chevrolet in Yuma, AZ at 36852 miles. (Copy of Repair Order attached)

The car now has 39133 miles and the same knocking noise is starting again.

The original "defective" part lasted about 30000 miles. Your first new and improved replacement lasted about 4900 miles and the second (hopefully even more improved) only lasted only about 2300 miles.

Do you have any hopes of getting a replacement part that will last at least as long as the original "defective" part?

[REDACTED]

C6544

307148

**FISHER  
CHEVROLET**

\*INVOICE\*

3201 CHEVY LANE  
YUMA, ARIZONA 85365  
PHONE (928) 726-5500  
WHOLESALE PARTS - (928) 344-4627  
www.fisherchev.com

SUGAR LAND, TX

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 18 BILL L GROSSKREUTZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT62815F [REDACTED]		36852/36852	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
			WAIT 03JAN07		CASH	03JAN07
R.O. OPENED	READY	OPTIONS: STK:C6544 ENG:3.5_Liter_SFI				
08:57	03JAN07	10:24	03JAN07			

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES THERE IS A KNOCKING NOISE IN STEERING

3000 SUSPENSION / STEERING

120 W05

1 15858368 GEAR

LIST NET TOTAL

(N/C)

(N/C)

36852 STEERING GEAR KNOCKING INTERNALLY. WARRANTY. REPLACE STEERING GEAR BOX. SEE BULLETIN # 06-02-32-007A (DOC 1880310).

\*\*\*\*\*

GOODWILL WARRANTY (SEE  
PAPERWORK ATTACHED)

OUR GOAL IS YOUR COMPLETE SATISFACTION. YOU  
MAY RECEIVE A MANUFACTURE QUESTIONNAIRE IN  
THE NEAR FUTURE. IF FOR ANY REASON YOU ARE  
UNABLE TO ANSWER "COMPLETELY SATISFIED",  
PLEASE CONTACT THE SERVICE MANAGER BEFORE  
RETURNING SURVEY. THANK YOU FROM FISHER  
CHEVROLET "YUMA'S-BIG VOLUME DEALER"

**CHEVROLET**

ORIGINAL ESTIMATE: \$			FINAL REVISED ESTIMATE: \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED	ADDITIONAL AMOUNT	REVISED TOTAL	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
						ADJUSTMENTS	0.00
						SALES TAX	0.00
I ACKNOWLEDGED NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGED RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			PLEASE PAY THIS AMOUNT	0.00

**CUSTOMER  
CUSTOMER COPY**





# Clements

1000 12<sup>th</sup> STREET S.W. • ROCHESTER, MINNESOTA 55902  
PHONE (507) 289-0491 www.clementsauto.com

MAIN (507) 289-0491  
SERVICE DIRECT (507) 285-4772  
SERVICE MGR. - (507) 285-4770



Cadillac  
SUBARU

**COPY**

CUSTOMER NO. 103403	ADVISOR DANIEL LARSON	613	TAG NO. [REDACTED]	DATE 08/29/06	ADVISOR ID CVCS617653
[REDACTED]	DATE [REDACTED]	[REDACTED]	PRICE 31,946	COLOR WHITE	VEHICLE ID [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 05 / CHEVROLET / MALIBU / LS MAXX STAWGN	DELIVERY DATE		DELIVERY TIME 015	
SUGARLAND, TX	VEHICLE ID NO. 1G1ZT62815F	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	08/29/06		
[REDACTED]	BUSINESS PHONE	COMMENTS		MO: 31946	

**LABOR & PARTS**  
JOB # 1 02CVZ

SUSPENSION STEERING UNITS: 2.90 TECH(S):731  
CUSTOMER STATES THAT THERE IS A KNOCKING NOISE COMING FROM  
STEERING. INSPECT AND ADVISE.  
FOUND STEERING GEAR MAKING NOISE.  
REPLACED GEAR, ALIGNED TO WITHIN SPEC, COMPLETED.

**WARRANTY**

NOT RESPONSIBLE FOR ANY  
RADIOS, ANTENNAS, TAPE  
DECKS, CD PLAYERS, CD'S,  
TAPES OR ANY PERSONAL  
ITEMS LEFT IN THIS VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15858368	GEAR 6.508	
JOB # 1	1	15858368	CORE RETURN	

WARRANTY  
WARRANTY  
0.00

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

0.00

COMMENTS  
713-907-2103 RAY. LORA @ AM FAM CLAIMS

**TOTALS**

\*\*\*\*\*  
\* - - IMPORTANT - IMPORTANT - IMPORTANT - IMPORTANT - - \*

\* - You may receive a survey from your manufacturer.  
\* This is our report card. If for any reason you  
\* cannot grade us "COMPLETELY SATISFIED" on  
\* your recent service visit, please contact our  
\* Service Director Dave Nelson @ (507)-285-4770

\* Thank you  
\* SERVICE DEPARTMENT DIRECT LINE (507)-285-4772

\* CLEMENTS SERVICE DEPARTMENT NOW SELLS TIRES, PLEASE  
\* SEE YOUR SERVICE ADVISOR FOR ALL YOUR TIRE NEEDS  
\*\*\*\*\*

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**

**TERMS: STRICTLY CASH  
OR APPROVED CREDIT CARD**

Warranty Statement. Any warranties on the  
products sold hereby are those made by  
the manufacturer. The Seller, CLEMENTS  
CHEVROLET-CADILLAC CO., hereby  
expressly disclaims all warranties, either  
express or implied, including any implied  
warranty of merchantability or fitness for a  
particular purpose, and CLEMENTS  
CHEVROLET-CADILLAC CO., neither  
assumes nor authorizes any other person  
to assume for it any liability in connection  
with the sale of said products.

CUSTOMER SIGNATURE

&lt; Back

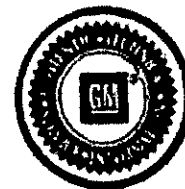
Forward &gt;

Document ID# 1837885  
2005 Chevrolet Malibu

Feedback

Print

**Subject:** Knock, Clunk or Rattle Type Noise From Front of Vehicle While Driving Over Bumps At Low Speeds (Diagnose and Replace Steering Gear, If Necessary) #06-02-32-007 - (06/13/2006)



**Models:** 2004-2006 Chevrolet Malibu/Maxx  
2005-2006 Pontiac G6  
with Electronic Power Steering (EPS)

### Condition

Some customers may comment on a knock, clunk or rattle type noise from the front of the vehicle when driven at low speeds and over bumps. The noise is most likely to occur when the steering wheel is straight ahead and sounds like it is in the suspension on the left side of the vehicle or directly in front of the driver. This noise will usually develop after 4828-8047 km (3000-5000 mi) on the vehicle.

### Cause

The noise may be generated during contact between the rack gear and the pinion gear. The EPS motor holds the pinion gear from rotating and the suspension input drives the rack gear into the pinion gear.

### Correction

1. Determine the source of the noise. Install chassis ears at the following locations:
  - sway bar link one side at a time
  - upper strut mount one side at a time
2. If the noise is coming from the upper strut mount or sway bar link, replace as necessary and retest.
3. If the noise is not coming from the stabilizer shaft links or struts, then the noise the customer is hearing is the rack gear and pinion gear contact. The steering gear should be replaced with the new part number gear listed below. Refer to the Power Steering Gear (EPS) Replacement procedure in SI.

### Part Information

Part Number	Description
15858368 (Base Gear)	Steering Gear Assembly
15858369 (Restricted Travel Gear) (Vehicles with 17" Wheels)	Steering Gear Assembly

January 4, 2011

[REDACTED]  
[REDACTED]  
Brooklyn, NY [REDACTED]

Service Request: 71-516041206  
Customer Relationship Specialist: Cynthia Duval

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH528254 [REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on August 13, 2007 and ending on August 13, 2009 and begins with 36,056 of miles and ends with 60,056 of miles 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.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]  
[REDACTED]

Tuscaloosa, AL [REDACTED]

Service Request: 71-517883918

Customer Relationship Specialist: Lorraine Flowers

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
Baton Rouge, LA [REDACTED]

Service Request: 71-519915950

Customer Relationship Specialist: Wade Hursman

Dear [REDACTED]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
New London, MO [REDACTED]

Service Request: 71-524453182

Customer Relationship Specialist: Maihaela Farcus

Dear [REDACTED]

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

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

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

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]

West Palm Beach, FL [REDACTED]

Service Request: 71-524461650

Customer Relationship Specialist: David Henderson

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZU64835F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 27, 2011, or 72,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

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

**GMAC**

P.O. Box 12699

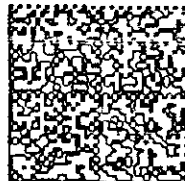
GLENDAL, AZ 85318-2699

ADDRESS SERVICE REQUESTED

OCT 01 2007

Chevrolet  
Complaint Department  
P O Box 33170  
Detroit, MI 48232

PRESORTED  
FIRST CLASS



Hasler

016H26503355

\$00.360

09/26/2007

Called From 97302

US POSTAGE





# **GMAC**

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

September 25, 2007

Chevrolet  
Complaint  
P O Box 33170  
Detroit, MI  
48232

Account No.: [REDACTED]

Vehicle: N05 Chevmalibu

VIN: 1G1ZT62805F [REDACTED]

Customer: [REDACTED]

Lewiston, ME [REDACTED]

Dealer: Alderman's Chevrolet, Inc.  
65 Windcrest  
Rutland, VT 05701

09/27/07

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

Your cooperation is appreciated.

Sincerely,



Customer Service Specialist

Enclosure

# **GMAC**

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

September 25, 2007

[REDACTED]  
Lewiston, ME [REDACTED]

Account No.: [REDACTED]

Vehicle: N05 Chevmalibu

VIN: 1G1ZT62805F [REDACTED]

Dear [REDACTED]

This is in response to your complaint of September 25, 2007. We have referred your complaint to Chevrolet, the manufacturer, and Alderman's Chevrolet, Inc., advising them of the problem and requesting their assistance. You will be contacted by the manufacturer and arrangements will be made to review your concerns.

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

Sincerely,



Customer Service Specialist

# **GMAC**

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

## **PRODUCT COMPLAINT FACT SHEET**

**Customer:**

[REDACTED]  
Jr

**Account Number:**

[REDACTED]

**Telephone:**

[REDACTED]

**Due:**

9/16/07

**OSB:**

\$8,377.73

**Dealer:**

Emerson Chevrolet

**Vehicle:**

☐

**Retail**

☒

**Lease**

☒

**New**

☐

**Used**

**Description:** N05 Chevmalibu

**COMPLAINT RE:**

☒

**Dealer**

☒

**Product**

☐

**Other**

☐

**GMAC**

**TYPE OF WARRANTY:**

☒

**New**

☐

**Outside**

☐

**Dealer**

☐

**None**

**WARRANTY STILL IN FORCE?**

☒

**YES**

☐

**NO**

**HAS CS RETAINED AN ATTORNEY?**

☐

**YES**

☒

**NO**

**NAME OF ATTORNEY:**

**SUMMARY OF COMPLAINT:** Lessee said he is upset that he has taken his 2005 Chevy Malibu in to get repaired for the same problem starting December, 2006 and the problem still isn't fixed. There is a noise coming from the steering column or the shaft. The vehicle was taken in to be fixed before the warranty ended and the problem still isn't fixed and the warranty has now ended. The dealer is now saying the customer has to pay a portion of the repairs to get the vehicle fixed, even though it should have been covered under warranty. The dealership is giving customer a loaner vehicle to drive instead of a rental vehicle. The customer has been talking to Wayne at the service department at Emerson Chevrolet at phone number 207-784-3503. He has also filed a claim with the Division-case#71-527075616, and has talked to Karen Faubert. He will be mailing a complaint to the Phoenix Administration Center. Please call customer at the above phone number to see if you can help him resolve his issue. He has a new baby and is worried the problem with the vehicle may cause a wreck since the steering column locks up sometimes while driving which is dangerous. Advised customer to talk to Manager at dealership to see if he can resolve issue.

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

**Customer Referred to:** ☒ **Dealer**

Emerson Chevrolet  
and Alderman's  
Chevrolet

☒ **Manufacturer**

Chevrolet

☐ **O/S Warranty Co**

☐ **Arbitration**

☐ **CS Attorney**

**CALL TAKEN BY:** Rowena Heart

**DATE:** September 25,  
2007

**ACTION REQUESTED:** Customer wants vehicle either fixed or replaced since he does not feel safe having his family drive in vehicle.

CERTIFIED MAIL™

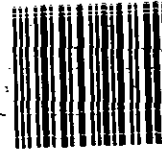
Ft Lauderdale, FL



7006 3450 0001 8246 5333



0000



48232

U.S. POSTAGE  
PAID  
FORT LAUDERDALE, FL  
33304  
JUN 05, 07  
AMOUNT

\$3.23

00021423-12

JUN 08 2007

Chevrolet Motor Division  
Chevrolet Customer Assistance  
Center  
P.O. Box 33170  
Detroit, MI 48232-5170

48232+5170



Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
P.O.B 33170  
Detroit, MI 4823205179

Fort Lauderdale June 1, 2007

Dear Sir/Madam,

Please find attached our Motor Vehicle Defect Notification according to Florida Lemon Law (white copy) and copies of the service reports from Maroone Chevrolet dealer and service agent in Fort Lauderdale.

I bought a new car for my wife in the end of May 2005- a Chevrolet Malibu 2005. Unfortunately, we have not been 100% satisfied with the car. After four (4) attempts to check and repair the vehicle at Maroone we have given up. I thought that we chose a safe and comfortable car with some extra safety features but now we don't feel that the car is safe anymore.

The power steering has been replaced (a common problem with the Malibu 2005's according to our dealer's service people). The intermediate shaft has been exchanged. Front end parts have been exchanged etc. etc. Too many important parts of this vehicle have had failures and that is a safety problem. This is not acceptable on a 2005 car with only 20 000 miles.

The noises we have heard from various problem areas of this car have disappeared for some days after the repairs, but they keep coming back. After the latest attempt to repair the vehicle, the noises we heard originally seems to be gone but there are new noises and the car is unstable when driving on bumpy roads. We don't feel comfortable and safe in this car.

We look forward to receiving your reply to this case as soon as possible.

Sincerely,

[REDACTED]

[REDACTED]

Ft Lauderdale, FL  
Tel home [REDACTED]  
Email: [REDACTED]

# Maroone Chevrolet

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
FORT LAUDERDALE, FLORIDA 33304  
(954) 567-7200

SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M.

SAT. 8:00 AM TO 3:00 PM

FL. REG. #MV-32026

www.maroone.com

2789986

213244

\*INVOICE\*

FORT LAUDERDALE, FL

HOME: [REDACTED] BUS [REDACTED]

PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LT. DRIFTWO	05	CHEVROLET MALIBU	1G1ZT54815F		20064/20064	T34
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
21MAY05 IS			08:48 11MAY07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:5F217436 DLR:26046 ENG:3.5 LITER SFI				
		TRN:AUTO 1)GAP/60				
09:12 10MAY07	13:51 11MAY07					

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

A RATTLE TYPE NOISE IN FRONT END GOING OVER BUMPS / TECH#8495 SEE

HISTORY (3RD TIME PER CUST)

CAUSE: INTERNAL FAILURE IN RACK AND PINION

E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE

8495 W94

1 15858368 GEAR

FC: 1D

PART#: 15858368

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

(N/C)

(N/C)

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

20064 INTERNAL FAILURE IN RACK AND PINON 8495 W FOUND WHEN TURNING  
STEERING WHEEL WHINE NOISE, COMING FROM RACK, R&R RACK AND PINON AND  
PERFORM ALIGNMENT TO VEHICLE, TEST OK AT THIS TIME

B RATTLE TYPE NOISE IN FRONT END ON BRAKING & ACCEL. SEE HISTORY  
101 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED  
AND FOUND NO CONDITION THAT MERITED A  
REPAIR.

8495 IOD

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

20064 UNABLE TO DUPLICATE 8495 W

C 99P-COURTESY MULTI-POINT INSPECTION  
99P 99P-COURTESY MULTI-POINT INSPECTION

8495 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS  
REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added  
a charge equal to 10% of the cost of labor up to a maximum of \$50.00.  
"This charge represents costs and profits to the motor repair facility for  
miscellaneous shop supplies or waste disposal." (s.559.905 (l) (h))

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).

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

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

## TOTALS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

# Maroone Chevrolet

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
FORT LAUDERDALE, FLORIDA 33304

(954) 567-7200

SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M.

SAT. 8:00 AM TO 3:00 PM

FL. REG. #MV-32026

www.maroone.com

2789986

214071

\*INVOICE\*

FORT LAUDERDALE, FL

HOME BUS

PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LT.DRIFTWO	05	CHEVROLET MALIBU	1G1ZT54815F		20317/20317	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
21MAY05	IS		10:24 29MAY07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:5F217436 DLR:26046 ENG:3.5 LITER_SFI				
08:00 29MAY07	11:53 01JUN07	TRN:AUTO 1)GAP/60				

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

A RATTLE TYPE NOISE IN FRONT END OVER BUMPS & ROUGH ROADS / 8495 SEE

## HISTORY

CAUSE: INTERMEDIATE SHAFT AND UPPER STRUT MOUNT FAILURE

E7700 SHAFT, STEERING INTERMEDIATE - REPLACE

8495 W94

1 22687711 SHAFT KIT

FC: 1D

PART#: 22687711

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

E3921 MOUNT ASSEMBLY, FRONT STRUT BEARING - LEFT

- REPLACE

8495 W94

1 15836873 MOUNT

FC: 1D

PART#: 15836873

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

Z5000 PARTS PILOT

8495 W94

1 OSP PART PRICE DIFF

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

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

20317 INTERMEDIATE SHAFT AND UPPER STRUT MOUNT FAILURE 8495 W FOUND

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.905 (l) (h))

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).

X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

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



# Maroone Chevrolet

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
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(954) 567-7200

SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M.

SAT. 8:00 AM TO 3:00 PM

FL. REG. #MV-32026

www.maroone.com

2789986

214071

\*INVOICE\*

FORT LAUDERDALE, FL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 2

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LT.DRIFTWO	05	CHEVROLET MALIBU	1G1ZT54815F		20317/20317		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY05 IS			10:24 29MAY07		0.00	CASH	01JUN07
R.O. OPENED		READY		OPTIONS: STK:5F217436 DLR:26046 ENG:3.5_LITER_SFI			
08:00 29MAY07		11:53 01JUN07		TRN:AUTO 1)GAP/60			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
RATTLE NOISER FROM FRONT END COMING FROM INTERDIATE SHAFT AND UPPER STRUT MOUNT, R&R INTERMEDIATE SHAFT AND UPPER STRUT MOUNT, TEST OK AT THIS TIME							

\*\*\*\*\*  
B CLUNKING NOISE IN STEERING ON STARTS & STOPS & TURNING.TECH#8495 SEE HISTORY

CAUSE: RIGHT OUTER TIE ROD INTERNAL FAILURE

E8060 TIE ROD END AND/OR ADJUSTER SLEEVE - RIGHT

- REPLACE

8495 W94

1 15944090 ROD KIT

FC: 1D

PART#: 15944090

COUNT: 1

CLAIM TYPE: [REDACTED] (N/C)

AUTH CODE:

VB (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

20317 RIGHT OUTER TIE ROD INTERNAL FAILURE 8495 W R&R RIGHT OUTER TIE ROD, PERFORM ALIGNMENT, TEST OK AT THIS TIME

C 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

8495 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

20317 8495 N/C SAFETY INSPECTION

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.905 (l) (h))

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).

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

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

## TOTALS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

2789986

2 0 5 4 3 3

**Maroone Chevrolet**

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
FORT LAUDERDALE, FLORIDA 33304  
(954) 567-7200

SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M.

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FL. REG. #MV-32026

www.maroone.com

\*INVOICE\*

PAGE 1

FORT LAUDERDALE, FL

HOME: BUS

SERVICE ADVISOR: 8743 FRANCES REGNO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LT.DRIFTWO	05	CHEVROLET MALIBU	1G1ZT54815F		18022/18022		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY05 IS			15:48 01DEC06		0.00	CASH	01DEC06

R.O. OPENED

READY

OPTIONS:

STK:5F217436 DLR:26046

ENG:3.5

LITER\_SFI

TRN:AUTO 1)GAP/60

09:47 01DEC06 15:32 01DEC06

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

A QUICK LUBE OIL AND FILTER \$19.95 COUPON

SM7 QUICK OIL AND FILTER CHANGE WITH FREE

21-POINT INSPECTION:

8495 CPC

5 1100 MOTOR OIL

1 25010792 FILTER

PARTS:	11.75	LABOR:	11.20	OTHER:	0.00	TOTAL LINE A:	22.95
--------	-------	--------	-------	--------	------	---------------	-------

18022 8495 .3 LOF

\*\*\*\*\*

B CLIENT STATES CLUNKS ON ACCEL, REACCEL AND OR BRAKING

117 SEE LINE C

8495 IOD

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C)
--------	------	--------	------	--------	------	---------------	-------

18022 SEE LINE C

\*\*\*\*\*

C CLIENT STATES WHEN TURNING AT PARKING LOTS SPEEDS HEARS WHINING

CAUSE: RACK AND PINION CAUSING NOISE AND CLUNK

E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE

8495 W94

1 15858368 GEAR

FC: 2E

PART#: 15858368

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NE

(N/C)

(N/C)

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

18022 RACK AND PINION CAUSING NOISE AND CLUNK 8495: W FOUND WHEN TURNING

WHEEL WHINE NOISE WAS COMING FROM RACK AND PINION AND WHEN TEST DROVE

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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].

X

CUSTOMER SIGNATURE

PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA

REGISTRATION NUMBER

#MV - 32026

AR1190

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

# Maroone Chevrolet

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
FORT LAUDERDALE, FLORIDA 33304

(954) 567-7200

SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M.

SAT. 8:00 AM TO 3:00 PM

FL. REG. #MV-32026

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205433

\*INVOICE\*

COPY

PAGE 2

FORT LAUDERDALE, FL

HOME:

BUS:

SERVICE ADVISOR: 8743 FRANCES REGNO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LT.DRIFTWO	05	CHEVROLET MALIBU	1G1ZT54815F		18022/18022		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21MAY05	IS		15:48 01DEC06		0.00	CASH	01DEC06
R.O. OPENED		READY		OPTIONS: STK:5F217436 DLR:26046 ENG:3.5 LITER SFI			
09:47 01DEC06		15:32 01DEC06		TRN:AUTO 1)GAP/60			

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

VEHICLE FOUND CLUNK NOISE COMING FROM RACK AND PINION AS PER BULLITEN  
#06-02-32-007, R&R RACK AND PINION AND SET TOE, TEST OK AT THIS TIME

\*\*\*\*\*

D CLIENT STATES DR SEAT CONNECTION UNDER SEAT COMES UNATTACHED HAS TO  
CONSTANTLY REATTACH

117 SEE STORY

PARTS:	8495	CPC				0.00	0.00
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

18022 8495 N/C CHECK CONNECTION UNDER D/S, FOUND CONNECTION TO BE  
SECURE, TRIED PULLING ON IT BUT IT STILL STAY TOGETHER, TEST OK AT THIS  
TIME

\*\*\*\*\*

SHOP SUPPLYS & ENVIRONMENTAL WASTE DISPOSAL

1.12

THANK YOU FOR SERVICING YOUR VEHICLE AT  
MAROONE CHEVROLET FORT LAUDERDALE  
WE ARE COMMITTED TO BEING  
#1 IN CUSTOMER SATISFACTION  
IF YOU ARE NOT 100% SATISFIED PLEASE CALL  
YOUR SERVICE ADVISOR  
954 567-7200

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS  
REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added  
a charge equal to 10% of the cost of labor up to a maximum of \$50.00.  
"This charge represents costs and profits to the motor repair facility for  
miscellaneous shop supplies or waste disposal." [s.559.905 (l) (h)]

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].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	11.20
PARTS AMOUNT	11.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.12
TOTAL CHARGES	24.07
LESS INSURANCE	0.00
SALES TAX	1.45
PLEASE PAY THIS AMOUNT	25.52

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

# Maroone Chevrolet

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
FORT LAUDERDALE, FLORIDA 33304  
(954) 567-7200

SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M.

SAT. 8:00 AM TO 3:00 PM

FL. REG. #MV-32026

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211195

FORT LAUDERDALE, FL

HOME [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 8743 FRANCES REGNO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
LT.DRIFTWC	05	CHEVROLET MALIBU	1G1ZT54815F		19465/19465	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
21MAY05	IS		14:06 28MAR07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:5F217436 DLR:26046 ENG:3.5 LITER_SFI				
		TRN:AUTO 1)GAP/60				

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

A CLIENT HEARS CLUNKING OVER BUMPS AND TURNS  
CAUSE: BULL # 06-02-32-007A

E9448 BULL #06-02-32-007A REPOSITION I SHAFT TO  
CORRECT NOISE

8495 W94 (N/C)

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

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

19465 INTERMEDIATE SHAFT OUT OF POSISTION 8495 E9448 FOUND BULLITEN  
#06-02-32-007A TO USE CHASIS EAR TO LOCATE THE SOURCE OF THE NOISE,  
FOUND NOISE COMING FROM INTERMEDIATE NOT BEING POSITION CORRECTLY,  
REPOSITION SHAFT PER BULLITEN, TEST OK AT THIS TIME Y

B CLIENT STATES BUMPER STOP ON PAS SIDE OF DECK LID WONT STAY ATTACHED  
PART IN TRUNK

CAUSE: REAR TRUNK STOPS FELL OFF

B5490 STRIKER, REAR COMPARTMENT LID LOCK -

REPLACE

8495 W94

FC: 3D PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

VB

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

19465 REAR TRUNK STOPS FELL OFF 8495 W REINSTALLED TRUNK LID STOPS TO  
SPECS, TEST OK AT THIS TIME

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS  
REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added  
a charge equal to 10% of the cost of labor up to a maximum of \$50.00.  
\*This charge represents costs and profits to the motor repair facility for  
miscellaneous shop supplies or waste disposal. (s.559.905 (l) (h))

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).

X  
CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY  
THIS AMOUNT

## TOTALS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

## Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below.)

☐ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY.

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.

Description of continuing defect(s) or condition(s)

Problems with power steering -  
front end

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

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chevrolet Model Malibu Year 2005

VIN 1G1Z1T5481151F [REDACTED] Date of Delivery 21 MAY 2005

Name and City/State of selling dealer or leasing company (if applicable)

Maroone Chevrolet, Ft Lauderdale, FL 33304

Name and City/State of authorized service agent(s) attempting previous repairs

— 4 —

Consumer

Address

Ft Lauderdale

FL [REDACTED]

Home phone

Work phone

Signature

Date Mailed

06/04/2007

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.

(2/06)

January 4, 2011

[REDACTED]

Jeromesville, OH [REDACTED]

Service Request: 71-528468573

Customer Relationship Specialist: Vanessa Crowe

Dear [REDACTED]

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

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

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

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Raleigh, NC [REDACTED]

Service Request: 71-529643975

Customer Relationship Specialist: Michael Pynn

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

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

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

Complimentary maintenance service visit not to exceed \$200.00

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.

January 4, 2011

[REDACTED]

Englewood, CO [REDACTED]

Service Request: 71-529702200

Customer Relationship Specialist: Nichole Campbell

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



January 4, 2011

[REDACTED]  
[REDACTED]  
Toledo, OH [REDACTED]

Service Request: 71-531168769  
Customer Relationship Specialist: Jonathan Simms

Dear [REDACTED]

We are sorry you have experienced concerns with your 2005 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 Lube Oil Filter Service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Chevrolet vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership 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 Lube Oil Filter Service

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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Osceola, MO [REDACTED]

Service Request: 71-531451205  
Customer Relationship Specialist: Shannon Munro

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Spring City, TN [REDACTED]

Service Request: 71-531612216

Customer Relationship Specialist: Jason McFadden

Dear [REDACTED]

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

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

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

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Drexel Hill, PA [REDACTED]

Service Request: 71-532301867  
Customer Relationship Specialist: Dawn Cunningham

Dear [REDACTED]

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

If you have outstanding issues, please feel free to contact us at our Customer Assistance Center at 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.

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

Sincerely,

Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
O'fallon, MO [REDACTED]

Service Request: 71-537342572

Customer Relationship Specialist: Donald Prole

Dear [REDACTED]:

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

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

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

Sincerely,

Pontiac Customer Assistance Center



# Service Satisfaction Survey

## Dissatisfied Customer

North Tonawanda NY

|||||

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

Home telephone:

Change to: ( )

Please provide us with your preferred email address:

Dear

Our records indicate that you had your 2005 G6 serviced at Don Davis Auto World Inc on June 21, 2007. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to [www.gmdealershipsurvey.com](http://www.gmdealershipsurvey.com) and entering your personal User ID: and Password: If you choose to respond online, please do not return this survey by mail.

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

Thank you for having your vehicle serviced at Don Davis Auto World Inc.

Sincerely,

Scott Lawson, General Director  
Customer and Relationship Services

### Instructions

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

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

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 21, 2007, COMPLETE THIS SURVEY.\*\***

### About Your Pontiac Dealership's Service Department

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

### About Your Service Consultant/Advisor

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

1G2ZG528754 06676

022725016533 00000115805 139543

2101

Please complete other side

CSI 020850

## About Your Service Consultant/Advisor (continued)

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

## About Service Delivery

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with:           |                                     |                          |                          |                          |                          |
| - The time it took to complete the transaction?.....                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?.....                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?.....                              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Yes                                 | No                       |                          |                          |                          |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          |                          |                          |

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

- |   |   |
|---|---|
| <input type="checkbox"/> Condition explained - repair not necessary     | <input type="checkbox"/> Parts not available          |
| <input type="checkbox"/> Work performed did not correct the problem     | <input type="checkbox"/> I declined repair            |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Department was too busy                | <input type="checkbox"/> Don't know                   |

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? .....                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Yes                                 | No                       |                          |                          |                          |
| 14. Were you given a copy of the completed repair order/invoice? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          |                          |                          |
|   | Yes                                 | No                       | Don't Know/ Not Sure     |                          |                          |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |

## Summing Up Your Experience

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

*I have had to bring in my car for repairs an excessive amount of times for the same part and there are parts failing that should not be on a new car at 24,000 miles!!*

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

*Thank You!!*

**Your opinions will help us serve you better.**

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

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

1G2ZG528754 06676

022725016533 7165643243 139543

2102

001654



January 4, 2011

[REDACTED]  
[REDACTED]  
Fort Myers, FL [REDACTED]

Service Request: 71-538793241

Customer Relationship Specialist: Christy Anderson-Vargas

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2006 Pontiac G6. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center



January 4, 2011

[REDACTED]  
Fairview, MI [REDACTED]

Service Request: 71-538843592

Customer Relationship Specialist: Kayla Thorne

Dear [REDACTED]

Thank you again for making us aware of the situation with your 2006 Chevrolet Malibu MAXX. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
Pottsville, AR [REDACTED]

Service Request: 71-541373933

Customer Relationship Specialist: Harvey Green

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 Smart Care Plan for your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54805F [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on August 7, 2007 and ending on August 7, 2008, and begins with 38,055 and ends with 50,055 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 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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 4, 2011

[REDACTED]

Natchitoches, LA [REDACTED]

Service Request: 71-541787173

Customer Relationship Specialist: Adam Eastman

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 4, 2011

[REDACTED]  
[REDACTED]  
Redding, CA [REDACTED]

Service Request: 71-542120784  
Customer Relationship Specialist: Terry Whittington

Dear [REDACTED]:

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

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

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

Sincerely,

Pontiac Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Lawrence, MA [REDACTED]

Service Request: 71-546333038  
Customer Relationship Specialist: Dianne Hawes

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 letter good towards any maintenance service or combination of maintenance services, not to exceed \$200.00 total. Present this letter to any Chevrolet dealership 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 lube, oil, and filter service

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.

Kentwood, MI

GRAND RAPIDS MI 493

07 SEP 2007 PM 2 L

SEP 10 2007



CHEVROLET Division

P.O. Box 33170

DETROIT, MI 48232-5170

48232+5170



September 7, 2007

Chevrolet Division  
PO Box 33170  
Detroit, MI 48232-5170

Dear Sir/Madam:

Recently, my 2005 Chevrolet Malibu Maxx required some repairs that I feel should not have occurred with a car of it's age and mileage. Please review the following details.

My car began making a 'clunking' sound from the engine bay when turning the steering wheel. The car was serviced at 73,000 miles as shown on the attached work invoice. The noise was present for about 2.5 months before I had it serviced. Since I drive about 2,500 miles per month that means the issue began at about 67,000 miles. I was surprised when the service manager informed me that the steering shaft needed to be replaced. In all my years of owning and discussing cars with family, friends, etc I have never heard of a steering shaft failure. Neither has anyone else when relaying my repair issue over the past few weeks. The service manager said that a new/improved part was specified for the repair and it was replaced at a total cost of \$319.95. My job requires a lot of highway travel between Grand Rapids and Detroit MI-not an extravagant amount of turning the wheel is required. I've always owned a domestic product and have been a firm believer in their quality. But, a steering shaft failure at only 67,000 miles and <2 years disappoints me. Because I rely so much on my vehicle for work, it is kept in great condition with all maintenance being completed as suggested. Although not at issue in this letter, I've also had problems with my starter and rusting from the interior of my rear vertical trunk panel (paint is bubbling-dealer told me I have until 100,000 miles for it to rust through and be covered under warranty).

The steering shaft should not have failed at such an early stage-*if ever!* As such, I would appreciate General Motors considering reimbursing me for my outlay to repair the vehicle and restore my confidence in General Motors coverage of their vehicles.

Thank you for your consideration, I await your response.

Sincerely,

  
Kentwood, MI 

CUSTOMER #:

704782

\*INVOICE\*

# Berger

CHEVROLET GEO

2525 28th Street S.E.  
Grand Rapids, MI 49512  
(616) 949-5200

GRAND RAPIDS, MI

PAGE 1

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR:

ROB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
92U	05	CHEVROLET MALIBU	1G1ZT62895F		73031/73031		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23JUL05 DD			12:00 10AUG07		0.00	COUP	10AUG07
R.O. OPENED	READY	OPTIONS:					
09AUG07	10AUG07	STK:5MB148 DLR:44044 ENG:3.5 Liter_SFI					
		TRN:MX0					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES A CLUNKING TYPE NOISE IS OCCURRING FROM STEERING COLUMN WHILE TURNING EITHER DIRECTION - ADVISE							
40 ALIGNMENT SUSPENSION							
430 VANSOLKEMA, CURT LIC#: M186517							
CC							
1 22687711 SHAFT KIT							
PARTS:	164.97	LABOR:	154.98	OTHER:	0.00	TOTAL LINE A:	319.95

73031 INT STEERING SHAFT WORN 1.60 DIAGNOSED NOISE AND REPLACED INT STEERING SHAFT.							
*****							
B COURTESY INSPECTION							
CI COURTESY INSPECTION							
430 VANSOLKEMA, CURT LIC#: M186517							
IP							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C** REAR BRAKE RELINE INCLUDING RESURFACING DRUMS/ROTORS							
RBR REAR BRAKE RELINE INCLUDING RESURFACING DRUMS/ROTORS							
430 VANSOLKEMA, CURT LIC#: M186517							
CC							
1 19137360 PAD KIT							
PARTS:	71.00	LABOR:	100.00	OTHER:	0.00	TOTAL LINE C:	171.00

73031 REAR BRAKE PADS WORN REPLACED REAR BRAKE PADS AND RESURFACED ROTORS.							
--	--	--	--	--	--	--	--

MISC MATERIAL AND SHOP SUPPLIES-HAZ WASTE DISPO							16.95
---	--	--	--	--	--	--	-------

## CUSTOMER

ORIGINAL ESTIMATE SUMMARY			HOURS	CUST. ACCEPT.	AUTHORIZED ADDITIONS	DATE	TIME	Registration No. F122580	DESCRIPTION	TOTALS
PARTS	LABOR	TOTAL						All Parts installed are new unless specified otherwise.	LABOR AMOUNT	
									PARTS AMOUNT	
REPAIRS PROPERLY COMPLETED & CHECKED BY:									GAS, OIL, LUBE	
									SUBLET AMOUNT	
AUTHORIZED REPRESENTATIVE									MISC. CHARGES	
									TOTAL CHARGES	
THE ONLY WARRANTIES APPLYING TO THIS PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY ASSUMES NO OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTS 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.									LESS INSURANCE	
									SALES TAX	
"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. The Seller Herby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Herby Assumes No Liability For It Any Liability In Connection With The Sale Of This Item."									PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



704782

**\* INVOICE \***

# Berger

**2525 28th Street S.E.  
Grand Rapids, MI 49512  
(616) 949-5200**

GRAND RAPIDS, MI

PAGE 2

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

**SERVICE ADVISOR:**

**ROB**

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
92U		05	CHEVROLET MALIBU	1G1ZT62895F		73031/73031	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
23JUL05 DD			12:00 10AUG07		0.00	COUP	10AUG07
R.O. OPENED		READY		OPTIONS:			
09AUG07		10AUG07		STK:5MB148 DLR:44044 ENG:3.5_Liter_SFI			
				TRN:MX0			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					Goodwrench Service Plus offers limited		
					lifetime warranty on select parts.		
					12 mth / 12,000 mi. warranty on all GM PARTS		

**NEED BRAKES? NEED TIRES? CALL US TODAY!**

See your Service Advisor for details



**WEST MICHIGAN'S ONLY GOLD MEDAL DEALER**

# CUSTOMER

ORIGINAL ESTIMATE SUMMARY			HOURS	CUST. ACCEPT.	AUTHORIZED ADDITIONS	DATE	TIME		DESCRIPTION	TOTALS
PARTS	LABOR	TOTAL		(INIT.)		BY				
								Registration No. F122580 All Parts installed are new unless specified otherwise.		
REPAIRS PROPERLY COMPLETED & CHECKED BY:				PARTS STATUS		CUST. INITIAL	CUSTOMER ACKNOWLEDGED RECEIPT OF COPY THEREOF.		LABOR AMOUNT	254.98
				<input type="checkbox"/> SAVE <input type="checkbox"/> DISCARD			X		PARTS AMOUNT	235.97
AUTHORIZED REPRESENTATIVE									GAS, OIL, LUBE	0.00
THE ONLY WARRANTIES APPLYING TO THIS PARTIES 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 IF ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIES 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.						X			SUBLET AMOUNT	0.00
						- CERTIFICATION - ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 200)			MISC. CHARGES	16.95
									TOTAL CHARGES	507.90
									LESS INSURANCE	49.08
									SALES TAX	15.18
*The Factory Warranty constitutes AS OF THE Warrantee With Respect To The Sale Of This Item/Items. The Seller Heretofore Expressly Disclaims All Warranty Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Further Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items.*						X			PLEASE PAY THIS AMOUNT	474.00

**CUSTOMER COPY**

January 4, 2011

[REDACTED]  
[REDACTED]  
Hartwell, GA [REDACTED]

Service Request: 71-547917741

Customer Relationship Specialist: Mary Cooper

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Bridgeton, NJ [REDACTED]

Service Request: 71-549589001

Customer Relationship Specialist: Christy Anderson-Vargas

Dear [REDACTED]:

We are sorry you have experienced concerns with your 2005 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 letter good for your next scheduled maintenance service not to exceed \$100.00. Present this letter to any Chevrolet dealership 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 Maintenance Service not to Exceed \$100.00

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.

January 4, 2011

[REDACTED]

Clinton, AR [REDACTED]

Service Request: 71-550374952

Customer Relationship Specialist: Sandra Fagan

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 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZT53866F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until November 19, 2011, or 70,010 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 and all internal parts.

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.

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



January 4, 2011

[REDACTED]  
[REDACTED]

Fairfield, OH 4 [REDACTED]

Service Request: 71-550953133

Customer Relationship Specialist: Neil Pearce

Dear [REDACTED]:

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZU64845F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until February 19, 2011, or 84,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

---

ATTENTION: DEALERSHIP SERVICE MANAGER  
Component Service Coverage

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

Lake Villa, IL



0000

U.S. POSTAGE  
PAID  
LAKE VILLA, IL  
60046  
DEC 22, 07  
AMOUNT

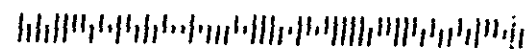
\$0.32  
00067755-11



FIRST CLASS

DEC 27 2007

Reimbursement Department  
P.O. Box 33170  
Detroit, MI 48232-~~25~~ 5170



# CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 6/19/07

17-Digit Vehicle Identification Number (VIN): 1G1ZU54825F

Mileage at Time of Repair: 19275 Date of Repair: 6/21/07 - 6/27/07

Claimant Name (please print): \_\_\_\_\_

Street Address or PO Box Number: \_\_\_\_\_

City: Lake Villa State: IL ZIP Code: \_\_\_\_\_

Daytime Telephone Number (include Area Code): \_\_\_\_\_

Evening Telephone Number (include Area Code): Same

Amount of Reimbursement Requested: \$ 281.93

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).



CLAIM RECORD OF PAYMENT DISPLAY

CLAIM: [REDACTED] ST: 12 POLICY: [REDACTED] INCURRED: 06/19/2007  
INSURED: [REDACTED] BENEFITS/LOSSES PAID TO DATE: 559.36

LEGAL EXPENSE: 0.00  
MEDICAL EXPENSE: 0.00  
OTHER EXPENSE: 9.00

NO	DATE	PAYMT#	TYPE	ID	PER	LOSS PAYMENTS AMOUNT	CREDITS AMOUNT	EXPENSE PAYMENTS AMOUNT
----	------	--------	------	----	-----	-------------------------	-------------------	----------------------------

03	07/09/2007	0056873306	01	00	022	84.24		
----	------------	------------	----	----	-----	-------	--	--

IN PAYMENT OF: GROUP PAYMENT FOR PAYEE CODE C38

PAYEE/PAYOR: ENTERPRISE RENT A CAR COMPANY

RECONCILED: 00 08072007 TIN: 430724835-1 WITH TAKEN: N

04	07/06/2007	0056873109	01	00	022	28.08		
----	------------	------------	----	----	-----	-------	--	--

IN PAYMENT OF: RENTAL REIMBURSEMENT LOSS 06/19/2007 NO DEDUCTIBLE APPLIED

ONE DAY RENTAL EXPENSE

PAYEE/PAYOR: [REDACTED]

RECONCILED: 00 07232007 TIN: \* NONE \* WITH TAKEN: N

NEXT --

OPT -- POL -- CLM -- DRFT --

ENTER OR PF8=PAGE FORWARD PF7=PAGE BACK PF3=COPS MENU PA2=COMPANY MENU

Phone  
847 245-3154

Fax-  
847-592-0640

Faxed 12/13/07

CLAIM RECORD OF PAYMENT DISPLAY

CLAIM: [REDACTED] POLICY: [REDACTED] INCURRED: 06/19/2007  
INSURED [REDACTED] BENEFITS/LOSSES PAID TO DATE: 559.36  
LEGAL EXPENSE: 0.00  
MEDICAL EXPENSE: 0.00  
OTHER EXPENSE: 9.00

NO	DATE	PAYMT#	TYPE	ID	PER	LOSS PAYMENTS AMOUNT	CREDITS AMOUNT	EXPENSE PAYMENTS AMOUNT
05	06/29/2007	0094246730	01	00	025	447.04		
IN PAYMENT OF: COLLISION LOSS OCCURRING						06/19/2007	250	DEDUCTIBLE APPLIED
FINAL BILL						[REDACTED]		
PAYEE/PAYOR: RAYMOND CHEVROLET								
RECONCILED: 00 07112007 TIN: 362512355-1 WITH TAKEN: N								

NEXT --

OPT -- POL -- CLM -- DRFT --

ALL PAYMENTS FOR THIS CLAIM HAVE BEEN DISPLAYED. PF7=PAGE BACK PF3=COPS MENU



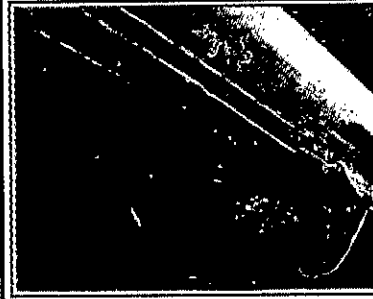
Welcome, Gail Sliwa

[Logout](#) [My Settings](#) [Resources](#) [Show Me](#) [H...](#)
[To Do](#) | [Claim Search/Viewer](#)
[New Search](#)[Comments](#)[Claim Contents](#)

Claim # 00561270966-0C

[Loss Report](#)[CHEVROLET MALIBU LT](#)[Assignment#1](#)**Photo(6)**[Original Estimate](#)[RptReview](#)[Audit Result](#)[Document Status](#)[Event Log](#)[Assignment#2](#)[Supplement1](#)[RptReview](#)[RptRecon](#)[Audit Result](#)[Document Status](#)[Event Log](#)[Claim History](#)[Open New Window](#)

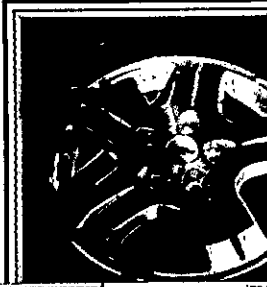
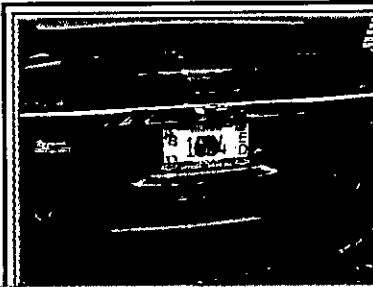
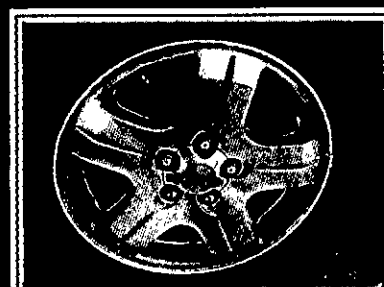
Attached: 06/21/07 08:37am

 06/20/07-DELMAR-RT  
 FRAME RAILCOSMETIC  
 DAMAGE


Attached: 06/21/07 08:37am

 06/20/07-DELMAR-RT  
 FRT FLOOR DAMAGE


Attached: 06/21/07 08:37am

 06/20/07-DELMAR-  
 MILEAGE


RAYMOND CHEVROLET & OLDSMOBILE  
118 W II RTE 173  
ANTIOCH, IL 60002-1895  
PHN: 847 395 3600 OPT. 4 FAX: 847 395 6837

\*\*\* SUPPLEMENT 1 \*\*\*

S1 06/21/2007  
06/27/2007 03:33 PM

Owner

Owner: [REDACTED]  
Address: [REDACTED]  
City State Zip: LAKE VILLA, IL [REDACTED]

Control Information

Claim #: [REDACTED] Insured Policy #: [REDACTED]  
Loss Date/Time: 06/19/2007 Loss Type: Collision  
Deductible: \$250.00

Ins. Company: American Family Insurance  
Company Contact: DAVE WEHRHEIM  
Address: 118 ROUTE 173  
City State Zip: Antioch, IL 60002  
Email: bodyshop@raymondchevrolet.com  
Insured: MARYBETH W & J DE LA MAR  
Address:

Work/Day: (847)395-3600x2339  
FAX:  
(847)245-3154

Inspection

Inspection Date: 06/20/2007 03:46 PM  
Primary Impact: Right Front Side  
Driveable: Yes  
Assigned Date/Time:  
First Contact Date/Time:

Inspection Type: Direct Repair Program  
Secondary Impact:  
Rental Assisted:  
Received Date/Time: 06/21/2007 08:24 AM  
Appointment Date/Time: 06/21/2007 07:00 AM

Appraiser Name: TOM HENGEL  
Address: 118 ROUTE 173  
City State Zip: Antioch, IL 60002  
Email: bodyshop@raymondchevrolet.com

Appraiser License #:  
Work/Day: (847)395-3600x2339  
FAX: (847)395-6837

Orig Appraiser Name: TOM HENGEL  
Address: 118 ROUTE 173  
City State Zip: Antioch, IL 60002  
Email: bodyshop@raymondchevrolet.com

Appraiser License #:  
Work/Day: (847)395-3600x2339  
FAX: (847)395-6837

Repairer

Repairer: RAYMOND CHEVROLET  
Address: 118 W ROUTE 173  
City State Zip: Antioch, IL 60002  
Email: BODYSHOP@RAYMONDCHEVROLET.COM

Contact:  
Work/Day: (847)395-3600  
FAX: (847)395-6837

Target Complete Date/Time:

Days To Repair: 3

2005 Chevrolet Malibu LT 4 DR Sedan

06/21/2007

Claim #:

06/27/2007 03:33 PM

**Remarks****Vehicle**

2005 Chevrolet Malibu LT 4 DR Sedan  
6cyl Gasoline 3.5  
4 Speed Automatic

Lic.Plates: [REDACTED]  
Lic Expire: [REDACTED]  
Prod Date:  
Veh Insp#:  
Condition:  
Ext. Color: BURGANDY  
Ext. Refinish: Two-Stage

Lic State: IL  
VIN: 1G1ZU54825F [REDACTED]  
Mileage: 19,275  
Mileage Type: Actual  
Code: U2643C  
Int. Color:  
Int. Refinish:

**Options**

Heated Power Mirrors	Intermittent Wipers	Keyless Entry System
Leather Seats	Leather Steering Wheel	Lighted Entry System
Power Adjustable Pedals	Power Brakes	Power Door Locks
Power Drivers Seat	Power Steering	Power Windows
Rear Spoiler	Rear Window Defroster	Rem Trunk-L/Gate Release
Remote Starter	Side Airbags	Strg Wheel Radio Control
Tachometer	Telescopic Steering Whl	Theft Deterrent System
Tilt Steering Wheel	Tinted Glass	Traction Control System
Trip Computer	Alarm System	Aluminum/Alloy Wheels
Anti-lock Brakes	Center Console	Climate Control For A/C
Compact Disc Player	Cruise Control	Dual Airbags
Fog Lights	Head Airbags	Heated Front Seats
Air Conditioning		

**Damages**

Line	Op	Guide MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	I	116 07	Side Member Assembly RT	Repair				1.5*	SM
2	L	116	Side Member Assembly RT	Refinish				0.7	RF
				0.7 Surface					
3	EC	750	Wheel,Front RT	Replace Economy	\$179.00*			0.3	SM
4	I	588	Pan,Floor	Repair				4.0*	SM
			>> RT FRT FLOOR@CONTROL POINT						
5	L	588	Pan,Floor	Refinish				0.5*	RF
				0.5* Surface					
6	SB	M13	Wheel Balance	Sublet Repair	\$12.00*				SM
7	SB	M14	Corrosion Protection	Sublet Repair	\$5.00*			0.2*	RF
8	E	M27	Valve Stem	Replace OEM	\$3.00*		-5		SM
9	SB		FRT END ALIGNMENT	Sublet Repair	\$59.00*				SM*
10	EC		RT FRT TIRE/P215/60R16	Replace Economy	\$103.00*				SM*
				Betterment				31	

10 Items

MC	Message
07	STRUCTURAL PART AS IDENTIFIED BY I-CAR

**Estimate Total & Entries**

Gross Parts	\$3.00
-------------	--------

06/27/2007 03:35 PM

Page 2 of 4

Other Parts					\$282.00	
Paint Materials					\$30.80	
Line Item Discount					\$0.15-	
Parts & Material Total						\$315.65
Tax on Parts & Material		@	6.500%			\$20.52
<b>Labor</b>	<b>Rate</b>	<b>Replace Hrs</b>	<b>Repair Hrs</b>	<b>Total Hrs</b>		
Sheet Metal (SM)	\$44.00	0.3	5.5	5.8	\$255.20	
Mech/Elec (ME)	\$94.00					
Frame (FR)	\$52.00					
Refinish (RF)	\$44.00	1.2	0.2	1.4	\$61.60	
Paint Materials	\$22.00					
<b>Labor Total</b>						7.2 Hours \$316.80
<b>Sublet Repairs</b>						\$76.00
<b>Gross Total</b>						<b>\$728.97</b>
Less: Deductible						\$250.00-
Less: Betterment						\$31.93-
<b>Net Total</b>						<b>\$447.04</b>
Less: Previous Net Total						\$447.04-
<b>Net Supplement Total (Final Bill)</b>						<b>\$0.00</b>

Alternate Parts C/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 60002 Geo 60002

Recycled Parts Y/1/0 Zip Code: 60002 INV DATE: 06/20/2007

Audatex Estimating 5.0.027 S1 06/27/2007 03:35 PM REL 5.0.027 DT 06/01/2007 DB 06/15/2007

Copyright (C) 2007 Audatex North America, Inc.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES APPLICABLE TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER OR DISTRIBUTOR OF THESE PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE BUT SHALL NOT EXCEED: (1) ANY PRICE LIMITED ESTIMATE; OR (2) ANY PARTS OR LABOR ESTIMATE BY MORE THAN 10%. ADDITIONAL REPAIRS MAY NOT BE PERFORMED WITHOUT YOUR CONSENT.

YOU MAY WAIVE YOUR RIGHT TO NOTIFICATION, WHICH GIVES THE COLLISION REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

(A) I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS.

SIGNATURE .....

(B) PLEASE PROCEED WITH REPAIRS BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$.....

SIGNATURE .....

(C) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

SIGNATURE .....

DATE..... TIME.....

THIS ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CONSUMER AND THE COLLISION REPAIR FACILITY.

#### Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = Replace Economy	OE = Replace PXN OE Srpls	UE = Replace OE Surplus
ET = Partial Replace Labor	EP = Replace PXN	EU = RECYCLED PART
TE = Partial Replace Price	PM = Replace PXN Reman/Reblt	UM = Replace Reman/Rebuilt
L = Refinish	PC = Replace PXN Reconditioned	UC = Replace Reconditioned
TT = Two-Tone	SB = Sublet Repair	N = Additional Labor
BR = Blend Refinish	I = Repair	IT = Partial Repair
CG = Chipguard	RI = R & I Assembly	P = Check
AA = Appearance Allowance	RP = Related Prior Damage	



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TCF NATIONAL BANK  
500 W JOLIET RD  
WILLOWBROOK IL 60527



Page 1  
STATEMENT DATE  
07-06-07

# STATEMENT

5 302 92

LAKE VILAA IL

TCF CASHREWARDS - EARN UP TO 30% CASH BACK BY USING A TCF CHECK CARD AT HUNDREDS OF LEADING NATIONAL & LOCAL RETAILERS. SHOP & DINE WITH YOUR TCF CARD & SEE CASH ADDED TO YOUR ACCOUNT MONTHLY. SEE ALL THE RETAILERS, OFFERS & PROGRAM INFORMATION AT WWW.TCFBANK.COM OR CALL FOR DETAILS.

EARN POINTS TO REDEEM TOWARD TICKETS ON MAJOR AIRLINES WITH NO BLACKOUT DATES WITH THE TCF MILES PLUS CARD. POINTS CAN ALSO BE REDEEMED FOR MERCHANDISE AT THE WORLD'S LEADING ONLINE RETAILER. THE TCF MILES PLUS CARD IS FREE EXCLUSIVELY WITH TCF PREMIER CHECKING PRODUCTS. SEE A TCF REPRESENTATIVE FOR MORE DETAILS. MEMBER FDIC.

## TOTALLY FREE CHECKING

STATEMENT PERIOD 06-07-07 THROUGH 07-06-07

ACCOUNT NUMBER					
ACCOUNT SUMMARY	BALANCE 06-06-07	CHECKS/WITHDRAWALS	DEPOSITS/ADDITIONS	BALANCE 07-06-07	
	80.79	5,837.53	6,100.00	343.26	

## CHECKS PAID

CHECK NUMBER	DATE	AMOUNT	PAID	REF NUMBER	CHECK NUMBER	DATE	AMOUNT	PAID	REF NUMBER	CHECK NUMBER	DATE	AMOUNT	PAID	REF NUMBER
1053	0608	40.00		45054799	1056	0625	30.00		46128663	1059	0703	281.93		42053238
* 1055	0622	35.00		45036339	* 1058	0702	393.64		46066347					

\* INDICATES A SKIP IN SEQUENTIAL CHECK NUMBERS

## OTHER WITHDRAWALS AND CHARGES

DATE	AMOUNT	DESCRIPTION	DATE	AMOUNT	DESCRIPTION
0607	50.00	WEB TRANSFER WITHDRAWAL TO ACCOUNT 9875672266	0629	16.37	CULVER'S OF ANTIOCH IL
0607	30.00	WEB TRANSFER WITHDRAWAL TO ACCOUNT 9875672266	0702	30.00	WEB TRANSFER WITHDRAWAL TO ACCOUNT 9875672266
0611	33.00	NSF FEE-ITEM PAID	0702	106.49	OFFICE MAX 877-633-4236 IL
0614	40.00	WEB TRANSFER WITHDRAWAL TO ACCOUNT 9875672266	0702	62.73	WAL MART ROUND LAKE BEIL
0614	15.00	WEB TRANSFER WITHDRAWAL TO ACCOUNT 9875672266	0702	25.62	JEWEL-OSCO 3432 RND LAKE BEACIL
0618	33.14	JEWEL-OSCO 3432 RND LAKE BEACIL	0702	19.78	MURPHY7115@WAL-MAR ANTIOCH IL
0619	587.04	AUTOMATED WITHDRAWAL AMERICAN EXPRESS ELEC REMIT	0702	19.22	PANDA EXPRESS 0000 GURNEE IL
0620	33.00	NSF FEE-ITEM PAID	0703	112.44	BLACKJACK FIREWORK CALEDONIA WI
0625	33.00	NSF FEE-ITEM PAID	0703	27.10	TACO BELL PH EXP 2 LINDENHURST IL
0626	22.00	ATM 345 S MILWAUKEE AV S15808 LAKE VILLA IL	0703	14.69	WALGREEN 0005 LAKE VILLA IL
0627	31.95	YAYA'S LIBERTYVILLE IL	0703	6.40	WALGREEN 0001 CHICAGO IL
0627	24.42	POTBELLY SANDWCH99 GURNEE IL	0705	2,632.95	AUTOMATED WITHDRAWAL AMERICAN EXPRESS ELEC REMIT
0628	60.00	PARADISE TANNING S LAKE VILLA IL	0705	551.13	WAL-MART #5199 ANTIOCH IL
0628	29.78	MCDONALD'S M4294 O LAKE VILLA IL			
0628	25.68	JEWEL-OSCO 3432 RND LAKE BEACIL			
0629	75.00	LAKE VILLA CITGO LAKE VILLA IL			

FOR BALANCE, CHECKS PAID INFORMATION, FUNDS TRANSFER, DEPOSIT VERIFICATION, OR OTHER CUSTOMER SERVICE QUESTIONS, VISIT US ONLINE AT TCFEXPRESS.COM, OR USE OUR AUTOMATED PHONE SYSTEM, CALL: (847) 671-6746 OR TOLL FREE CALL: 1 (800) 823-2265. TDD 1 (800) 343-6145. THANK YOU FOR BANKING WITH US.  
NSF/OVERDRAFT FEE IS \$33.

TCF NATIONAL BANK  
500 W JOLIET RD  
WILLOWBROOK IL 60527



Page 2  
STATEMENT DATE  
07-06-07

# STATEMENT

5 302 92

LAKE VILLAG IL

TCF CASHREWARDS - EARN UP TO 30% CASH  
BACK BY USING A TCF CHECK CARD AT  
HUNDREDS OF LEADING NATIONAL & LOCAL  
RETAILERS. SHOP & DINE WITH YOUR TCF  
CARD & SEE CASH ADDED TO YOUR ACCOUNT  
MONTHLY. SEE ALL THE RETAILERS, OFFERS  
& PROGRAM INFORMATION AT  
WWW.TCFBANK.COM OR CALL FOR DETAILS.

## OTHER WITHDRAWALS AND CHARGES

DATE	AMOUNT	DESCRIPTION	DATE	AMOUNT	DESCRIPTION
0705	76.21	B&N BOOKSTR DEPAUL CHICAGO IL	0705	23.18	OREGANOS CORNER CA HAWTHORN WOODIL
0705	54.00	MURPHY7115@WAL-MAR ANTIOCH IL	0705	16.60	WENDYS #8250 ROUND LAKE BEIL
0705	47.82	PANERA BREAD #3294 ROUND LAKE BEIL	0705	3.04	MCDONALD'S M4294 O LAKE VILLAG IL
0705	40.93	JEWEL-OSCO 3432 RND LAKE BEACIL	0706	16.68	POTBELLY SANDWCH99 GURNEE IL
0705	28.57	JEWEL-OSCO 3432 RND LAKE BEACIL	0706	2.00	TOTAL IN STATE ATM FEES

## DEPOSITS AND OTHER ADDITIONS

DATE	AMOUNT	DESCRIPTION	DATE	AMOUNT	DESCRIPTION	REF #
0613	150.00	DEPOSIT	0625	2,400.00	DEPOSIT	REF # 46035029
0615	50.00	WEB TRANSFER DEPOSIT FROM ACCOUNT 9875672266	0703	3,500.00	DEPOSIT	REF # 52037596

1053  
May 25, 2007  
Pay to the order of *Angela*  
*Angela*  
TCE BANK  
\$ 40.00

6/8/2007 1053 40.00

1055  
June 6, 2007  
Pay to the order of *Angela*  
*Angela*  
TCE BANK  
\$ 35.00

6/22/2007 1055 35.00

1056  
June 16, 2007  
Pay to the order of *Angela*  
*Angela*  
TCE BANK  
\$ 30.00

6/25/2007 1056 30.00

1058  
June 26, 2007  
Pay to the order of *RESPONDABLE RENT*  
*THREE HUNDRED + NINETY THREE DOLLARS + 64/100*  
TCE BANK  
\$ 393.64

7/2/2007 1058 393.64

1059  
June 29, 2007  
Pay to the order of *Angela*  
*Angela*  
TCE BANK  
\$ 281.93

7/3/2007 1059 281.93

January 4, 2011

[REDACTED]  
[REDACTED]  
Omaha, NE [REDACTED]

Service Request: 71-551538537  
Customer Relationship Specialist: Tom Kendell

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54855F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until April 20, 2011, or 60,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following Steering 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

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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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Washington, DC [REDACTED]

Service Request: 71-551734314  
Customer Relationship Specialist: Michael Mertz

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Meridian, MS [REDACTED]

Service Request: 71-552095807  
Customer Relationship Specialist: Dkisha Rivera

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 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZT51F96F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until November 22, 2011, or 72,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Albuquerque, NM [REDACTED]

Service Request: 71-553099217

Customer Relationship Specialist: Leandro Bentivoglio

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Kenosha, WI [REDACTED]

Service Request: 71-553643675  
Customer Relationship Specialist: Monica Cadigan

Dear [REDACTED]

We are sorry you have experienced concerns with your 2005 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 lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Chevrolet vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Chevrolet dealership 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

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ATTENTION: DEALERSHIP SERVICE MANAGER  
Complimentary lube, oil, and filter service

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.



January 4, 2011

[REDACTED]  
[REDACTED]  
Verona, PA [REDACTED]

Service Request: 71-555157035

Customer Relationship Specialist: Maggie Timmer

Dear [REDACTED]

We are sorry you have experienced concerns with your 2006 Pontiac G6. Customer satisfaction is a top priority for us at Pontiac.

Because you are a loyal Pontiac customer, we are providing you with one complimentary lube, oil, and filter service. This offer will cover the cost of an oil change for the oil type (conventional or synthetic) equipped in your Pontiac vehicle from the factory. If your vehicle came equipped with conventional oil and you elect to have synthetic oil, then you will be responsible for the difference in price. Present this letter to any Pontiac dealership for redemption.

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

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ATTENTION: DEALERSHIP SERVICE MANAGER  
Complimentary lube, oil, and filter service

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.



# Service Satisfaction Survey

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

Lynn MA

Home telephone:

Change to: ( )

Please provide us with your preferred email address:

Dear

Our records indicate that you had your **2005 Malibu serviced at Herb Chambers Chevrolet on August 3, 2007**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to [www.gmdealershipsurvey.com](http://www.gmdealershipsurvey.com) and entering your personal User ID and Password. If you choose to respond online, please do not return this survey by mail.

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

Thank you for having your vehicle serviced at Herb Chambers Chevrolet.

Sincerely,

Scott Lawson, General Director  
Customer and Relationship Services

## Instructions

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

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

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON AUGUST 3, 2007, COMPLETE THIS SURVEY.\*\***

## About Your Chevrolet Dealership's Service Department

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

## About Your Service Consultant/Advisor

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

## About Your Service Consultant/Advisor (continued)

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

## About Service Delivery

- |   | Completely Satisfied                | Very Satisfied                      | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with:           |                                     |                                     |                          |                          |                          |
| - The time it took to complete the transaction?.....                        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?.....                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?.....                              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Yes                                 | No                                  |                          |                          |                          |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |                          |                          |                          |

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

- ☐ Condition explained - repair not necessary  
☐ Work performed did not correct the problem  
☐ Service Department could not duplicate problem  
☐ Service Department was too busy

- ☐ Parts not available  
☐ I declined repair  
☐ Other (please specify) *didn't understand what I was trying to explain*  
☐ Don't know

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? .....                                    | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Yes                                 | No                       |                          |                          |                          |
| 14. Were you given a copy of the completed repair order/invoice? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          |                          |                          |
|   | Yes                                 | No                       | Don't Know/ Not Sure     |                          |                          |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                          |

## Summing Up Your Experience

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

*The problem that I tried to explain was corrected on August 3. A computer steering problem - still frightens me to drive the car*

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

**Thank You!!**

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054



January 4, 2011

[REDACTED]  
[REDACTED] Rd  
Manistee, MI [REDACTED]

Service Request: 71-555712966  
Customer Relationship Specialist: Krista Burke

Dear [REDACTED]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Mazomanie, WI [REDACTED]

Service Request: 71-556612830  
Customer Relationship Specialist: Maria Moccia

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]  
[REDACTED]  
Macedon, NY [REDACTED]

Service Request: 71-557858165

Customer Relationship Specialist: Stephanie Stewart

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



# Service Satisfaction Survey

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

Pocola OK

|||||

Home telephone:

Change to: ( )

Please provide us with your preferred email address:

Dear

Our records indicate that you had your 2006 Malibu serviced at Rhodes Chevrolet on June 15, 2007. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to [www.gmdealershipsurvey.com](http://www.gmdealershipsurvey.com) and entering your personal User ID: and Password . If you choose to respond online, please do not return this survey by mail.

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

Thank you for having your vehicle serviced at Rhodes Chevrolet.

Sincerely,

Scott Lawson, General Director  
Customer and Relationship Services

## Instructions

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

☐ Please check this box if you no longer own/lease this 2006 Malibu, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JUNE 15, 2007, COMPLETE THIS SURVEY. \*\***

## About Your Chevrolet Dealership's Service Department

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

## About Your Service Consultant/Advisor

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                | Does Not Apply/Not Required |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |                             |
| <i>THEY GIVE ME ABOUT A CAR BUT THE FRONT A CAR PLACE TOLD ME I WOULD BE LIEABLE FOR ANYTHING THEY (FOUND NOTHING) WITH THE CAR, UNLESS I PAY 20.00 DOLLARS FOR INSURANCE THAT NO GIVING ME GAR TO DRIVE THAT'S HAVING ME</i> |                                     |                          |                          |                          |                                     |                             |
| 6. Were you offered transportation options? .....   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                             |
| <i>TO PAY FOR MY OWN CAR TO DRIVE AN IM A NO SECOND TIME BURGER WHAT HAPPEN SERVICE AFTER THE SALE NOO IT ALIE</i>  |                                     |                          |                          |                          |                                     |                             |
|   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    |
| <i>your core mat good enough to loan me they loan me a pontiac - G6</i>   |                                     |                          |                          |                          |                                     |                             |
|   | Yes                                 | No                       | No Time Promised         |                          |                                     |                             |
| 8. Was your vehicle ready by the original time promised? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                                     |                             |

1G1ZU538X6F 17531

021724270265 00000114218 120467

2101

Please complete other side

CSI 020730

# About Your Service Consultant/Advisor (continued)

9. How satisfied were you with the explanation you were given of all services performed?.....
10. Overall, how satisfied were you with your Service Consultant? .....

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

## About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
12. Were ALL of your service concerns corrected on this service visit?.....

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

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

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☒ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify)
- ☐ Don't know

13. How satisfied are you that your vehicle was fixed right on this service visit? .....

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

14. Were you given a copy of the completed repair order/invoice? .....

Yes No

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? .....

Yes No Don't Know/ Not Sure

## Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Rhodes Chevrolet? .....

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

17. Would you recommend this dealership for service? .....

Definitely Would Probably Would Might/ Might Not Probably Not Definitely Not

18. Overall, how satisfied are you with your 2006 Malibu? .....

Completely Satisfied Very Satisfied Satisfied Somewhat Satisfied Not At All Satisfied

19. Are you... ☒ Male ☐ Female

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

21. May we include your name when providing this survey information to your dealership? .....

Yes No

22. Do you have any other comments/recommendations about Rhodes Chevrolet?

THE LAST TIME I TOOK MY CAR IN THEY COULDN'T FIND THE PROBLEM THEY SAID THEY WOULD PUT IT ON THE COMPUTER IF IT GOES OUT AFTER MY ADJUST THEY WOULD FIX IT FOR ME

THE STEERING WILL LOCK UP ON YOU SOMETIMES WHEN YOU HIT THE GAS PEEKY HARD GOING TO PASS ANOTHER CAR IT WANT LET YOU TURN THE WHEEL LEFT OR RIGHT UNTIL YOU LET OFF THE GAS IT KIND OF LIKE TRYING TO TURN A CAR WITH NO POWER STEERING AT ALL WHEN IT HAPPENS IF YOU NO WHAT THIS COULD BE PLEASE TELL ME SO THEY CAN FIX THIS FOR ME

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

STRANGE

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

0399





## 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 a 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	Royce Rodulle 785-843-7700		
Dealership Name, Location & BAC Number	Crown Chevrolet 3400 S. Iowa Lawrence, KS. 66046 111878		
CAC Case (SR) Number (if known)			
Customer Name (Mr., Ms., Mrs., Last, First, MI)			
Customer Complete Mailing Address	Leocompton, KS. [REDACTED]		
Daytime Phone Number			
Evening Phone Number	11		
FULL VIN	1G1ZU54845F [REDACTED]		
Current Mileage	39975		
District Service Manager's Name & Phone Number	Randy Gruenewald 316-258-5298		
Customer's Concern(s) And Business Reason(s) For Offering Goodwill to this loyal, appreciative, deserving customer	steering / suspension noises. Bought new, does all service work at dealership. Has had numerous repairs, noise goes away for awhile then returns with new problem.		
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at purchase, and seller)			

## Component Coverage Letter

<input type="checkbox"/> <b>Component Coverage Letter</b>	
<b>Definition:</b>	A letter that covers a specific component for a defined period of time and mileage.
<b>Purpose:</b>	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
<b>When to use:</b>	<ul style="list-style-type: none"> <li>➤ The customer has concerns regarding repeat failure(s) of a specific component</li> <li>➤ The customer has concerns about potential out of warranty expenses on a specific component</li> </ul>
<b>When NOT to use:</b>	<ul style="list-style-type: none"> <li>➤ For the "complete vehicle"</li> <li>➤ For a system ("electrical system")</li> <li>➤ The vehicle has a salvage or branded title</li> <li>➤ Wear and maintenance items (tires, brake pads, wiper blades, etc.)</li> <li>➤ If customer has pursued third party intervention (BE or legal)</li> <li>➤ In conjunction with other goodwill tools</li> </ul>
<b>Parameters of use:</b>	<ul style="list-style-type: none"> <li>➤ <b>Can be written up to and <u>not to exceed 84 months/100,000 miles from the original in-service date</u></b> <ul style="list-style-type: none"> <li>○ 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</li> <li>○ 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).</li> </ul> </li> <li>➤ <u>NOT</u> transferable to subsequent owners (except cold start knock)</li> <li>➤ Electrical components <b>MUST</b> be specific (alternator, radio), <b>NEVER</b> the entire system</li> <li>➤ Match terms to the customer's ownership cycle</li> <li>➤ Preferred over GMPP due to cost &amp; focus application</li> </ul>
<b>Examples:</b>	<ul style="list-style-type: none"> <li>➤ A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter</li> <li>➤ The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter</li> </ul>
Time limit (months):	60
Mileage limit:	60,000
Specific component(s) (i.e. transmission):	
Steering and Suspension Components.	

January 4, 2011

[REDACTED]  
[REDACTED]  
Remsen, NY [REDACTED]

Service Request: 71-561377249  
Customer Relationship Specialist: Christopher Hynes

Dear [REDACTED]:

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZS52F35F[REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until December 28, 2011, or 100,006 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: Steering

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.



## About Your Service Consultant/Advisor (continued)

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

## About Service Delivery

- |   | Completely Satisfied     | Very Satisfied                      | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied                |
|---|--------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 11. When you picked your vehicle up, how satisfied were you with:           |                          |                                     |                                     |                          |                                     |
| - The time it took to complete the transaction?.....                        | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| - The ease of getting your vehicle?.....                                    | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            |
| - The condition in which it was returned?.....                              | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Yes                      | No                                  |                                     |                          |                                     |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                                     |                          |                                     |

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

- ☐ Condition explained - repair not necessary  
☒ Work performed did not correct the problem  
☐ Service Department could not duplicate problem  
☐ Service Department was too busy

- ☐ Parts not available  
☐ I declined repair  
☐ Other (please specify) \_\_\_\_\_  
☐ Don't know

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied                |
|---|-------------------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? .....                                    | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Yes                                 | No                       |                                     |                          |                                     |
| 14. Were you given a copy of the completed repair order/invoice? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                                     |                          |                                     |
|   | Yes                                 | No                       | Don't Know/ Not Sure                |                          |                                     |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ..... | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |                          |                                     |

## Summing Up Your Experience

- |   | Completely Satisfied     | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied                |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| 16. Based on this service visit, overall, how satisfied are you with Moore Pontiac? .....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Definitely Would         | Probably Would           | Might/ Might Not                    | Probably Not             | Definitely Not                      |
| 17. Would you recommend this dealership for service? .....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Completely Satisfied     | Very Satisfied           | Satisfied                           | Somewhat Satisfied       | Not At All Satisfied                |
| 18. Overall, how satisfied are you with your 2006 G6? .....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 19. Are you... <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female   |                          |                          |                                     |                          |                                     |
| 20. Your age... <input checked="" type="checkbox"/> Under 25 <input type="checkbox"/> 25 - 34 <input type="checkbox"/> 35 - 44 <input type="checkbox"/> 45 - 54 <input type="checkbox"/> 55 - 64 <input type="checkbox"/> 65 or older |                          |                          |                                     |                          |                                     |
| 21. May we include your name when providing this survey information to your dealership? .....   |                          |                          | <input checked="" type="checkbox"/> |                          | <input type="checkbox"/>            |
|   |                          |                          | Yes                                 |                          | No                                  |
| 22. Do you have any other comments/recommendations about Moore Pontiac?   |                          |                          |                                     |                          |                                     |

The reason we are not satisfied is because the car has been brought back for the same thing five times and still not fixed.

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

*Thank You!!*

**Your opinions will help us serve you better.**

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

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

**0599**





# Service Satisfaction Survey

## Dissatisfied Customer

New Castle PA

|||||

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

Home telephone:

Change to: ( )

Please provide us with your preferred email address:

Dear

Our records indicate that you had your 2005 Malibu serviced at G O Crivelli Chevrolet on August 27, 2007. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to [www.gmdealershipsurvey.com](http://www.gmdealershipsurvey.com) and entering your personal User ID: and Password: If you choose to respond online, please do not return this survey by mail.

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

Thank you for having your vehicle serviced at G O Crivelli Chevrolet.

Sincerely,

Scott Lawson, General Director  
Customer and Relationship Services

### Instructions

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

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

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON AUGUST 27, 2007, COMPLETE THIS SURVEY.\*\***

### About Your Chevrolet Dealership's Service Department

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

### About Your Service Consultant/Advisor

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

1G1ZT54885F 13187

021734146208 00000113438 260618

2101

Please complete other side

CSI 020730

## About Your Service Consultant/Advisor (continued)

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

## About Service Delivery

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied     |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 11. When you picked your vehicle up, how satisfied were you with:           |                                     |                          |                          |                          |                          |
| - The time it took to complete the transaction?.....                        | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?.....                                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?.....                              | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|   | Yes                                 | No                       |                          |                          |                          |
| 12. Were ALL of your service concerns corrected on this service visit?..... | <input type="checkbox"/>            | <input type="checkbox"/> |                          |                          |                          |

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

- |   |  |
|---|--|
| <input type="checkbox"/> Condition explained - repair not necessary     | <input type="checkbox"/> Parts not available   |
| <input type="checkbox"/> Work performed did not correct the problem     | <input type="checkbox"/> I declined repair   |
| <input type="checkbox"/> Service Department could not duplicate problem | <input checked="" type="checkbox"/> Other (please specify) <i>This was third time for same thing</i> |
| <input type="checkbox"/> Service Department was too busy                | <input type="checkbox"/> Don't know  |

- |   | Completely Satisfied                | Very Satisfied           | Satisfied                | Somewhat Satisfied       | Not At All Satisfied                |
|---|-------------------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| 13. How satisfied are you that your vehicle was fixed right on this service visit? .....                                    | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Yes                                 | No                       |                          |                          |                                     |
| 14. Were you given a copy of the completed repair order/invoice? .....  | <input checked="" type="checkbox"/> | <input type="checkbox"/> |                          |                          |                                     |
|   | Yes                                 | No                       | Don't Know/ Not Sure     |                          |                                     |
| 15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ..... | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                          |                                     |

## Summing Up Your Experience

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

*G.O. Crivelli Does the repair but we are concerned About the number of times - Perhaps we should check The Lemon Law!*

If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Chevrolet Customer Assistance Center: 1-800-222-1020

*Thank You!!*

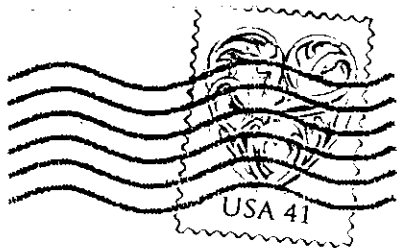
Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:  
CHEVROLET MOTOR DIVISION, P.O. BOX 10054, TOLEDO, OH 43699-0054

*Ridges H. J.*

LONG ISLAND NY 117

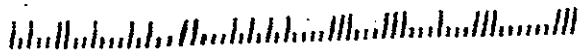
03 OCT 2007 PM 4 L



OCT 09, 2007

*Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, Mich. 48232-5170*

48232+5170







Oct. 2, 2007

To Whom It May Concern:

On, Friday, Sept. 21, 2007 I ran into a dilemma with my 2005 Chev. Malibu. On the dashboard, a light appeared stating that something was wrong with the Power Steering. I had the car "towed" to a dealership Car Messenger Chev. Route 112 Bedford, N.Y.

On doing the diagnostic tests, they found the steering column had to be replaced. I was in shock, because nothing like that ever happened to me. I have been a driver for many years and always drove a Chev. Car.

I purchased the 2005 - 4 door Sedan on May 20, 2005. I have kept complete

maintenance on the car (oil change etc)

I did have the 3 yr/36,000 miles warranty. The mileage on my car is 54,000 miles. Therefore, I was not under warranty.

It cost me \$758.00 to have it repaired. I am writing to you, because I feel there was a defect with the steering column. I had spoken to a few mechanics and they said it doesn't happen to a car only 2 1/2 yr. old. I feel you should look into this matter and let me know if there was a defect. Perhaps someone else had the same problem. I am very concerned about this problem.

I could've been in a serious accident if I didn't pay attention to the warning sign. I was able to pull over (very hard to turn the wheel but I did it). I'm quite upset about this situation.

I would really like someone to pay attention to this letter.

111

I feel, too, some reimbursement should be given to me.

If you need more information about this incident, I will "gladly" give it to you.

Please do not ignore this letter and please respond with some kind of answer. I'm still quite upset with this ordeal. It cost me quite a bit of money and I am a widow. So, its important for me to find out what created this problem. Please respond. Thank You

Ridge, N.Y.

January 4, 2011

[REDACTED]  
[REDACTED]  
Park Ridge, IL [REDACTED]

Service Request: 71-568420091  
Customer Relationship Specialist: Natalie Kearley

Dear [REDACTED]:

Chevrolet is pleased to provide service coverage for the Steering system on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54885H [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until May 11, 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. 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

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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.

January 4, 2011

[REDACTED]  
Nevada, MO [REDACTED]

Service Request: 71-568596648

Customer Relationship Specialist: Oronde Provost

Dear [REDACTED]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

January 4, 2011

[REDACTED]

Poughkeepsie, NY [REDACTED]

Service Request: 71-569596833

Customer Relationship Specialist: Amanda Borg

Dear [REDACTED]

Pontiac is pleased to provide service coverage for the Steering Shaft on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG578664 [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until June 30, 2011, or 72,000 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 are covered:

#### Steering Shaft

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

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**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.

January 4, 2011

[REDACTED]  
[REDACTED]  
Sheffieldlake, OH [REDACTED]

Service Request: 71-570666121  
Customer Relationship Specialist: Eric Franco

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the Power Steering Rack on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52845F [REDACTED]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until March 31, 2010, or 60,010 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following items are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

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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.





January 4, 2011

[REDACTED]  
[REDACTED]  
Cincinnati, OH [REDACTED]

Service Request: 71-574262105  
Customer Relationship Specialist: Jason Sullivan

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 1G2ZH158764 [REDACTED] is for the following:

- 24 months or 24,000 miles, whichever occurs first, beginning on December 5, 2007 and ending on December 5, 2009 and begins with 18,828 miles and ends with 42,828 miles odometer miles
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

January 4, 2011

[REDACTED]

Miramar, FL [REDACTED]

Service Request: 71-575469215

Customer Relationship Specialist: Steve Finlay

Dear [REDACTED]:

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

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

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

Sincerely,

Pontiac Customer Assistance Center