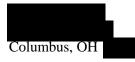
INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

December 20, 2010



Service Request: 71-534213416 Customer Relationship Specialist: Retta Reaume

Dear

Pontiac is pleased to provide service coverage for the Steering – Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft on your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528X54 Total and will continue until December 18, 2010, 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 is covered:

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

Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, or improper maintenance. This coverage is not transferable to any other vehicle or subsequent owner of your vehicle. Please keep this letter with your G6. Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership.

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

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER Component Service Coverage

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

ADR File Checklist

SR Number:71-534213416	BBB Case: PGM0746466	
Customer: Make/Model/Year: Pontiac/G6/2005	VIN:1G2ZG528X54 In Service: 12/18/04 Mileage: 35,97	0
Received Date: 07/01/07 Day 15 Day		9
Primary Concern: power steering clunk		
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:	
Initial Calls (72 hrs):		
Customer	Completion Date/Time: /	
Dealer Svc Mgr	Completion Date/Time: /	
☐ Dealer Sales Mgr ⊠ AVM	Completion Date/Time: / Completion Date/Time: /	
Repair Orders Requested:	Received:	
Sales Documents:	Received:	
BARS / Finance Sheet		
Case Assessment (by Day 14):		
Lemon Law Eligible: Presumption:	Yes □ No ⊠ Yes □ No ⊠	
GM Position – Customer / BBB Due I	Date (7-10 days):	
Settlement / Goodwill Offered Date:		
All Documents Attached (by Day 15)		
Arbitration Date:		
Closing Activities: Settlement	Completion Date/Time: /	
Executive Summary	Completion Date/Time: /	
Close Siebel	Completion Date/Time: /	
AVM. Whitfield Konnoth	Node/Box: 630092 8197	
AVM: Whitfield, Kenneth Service Dealer: COLE-VALLEY MOTO		

Service Dealer: COLE-VALLEY MOTOR COMPANY Selling Dealer: Contact:

NOTES:

Case Assessment By:Retta	Reaume/Laura Connor	Siebel/CARS Request #:71-534213416								
Customer										
Veh year:2005	Make:Pontiac	Model:G6	Current mileage:35,970							
Veh ID	In Service Date:12/18/04	Purchased:New (lease)	If used:							
#:1G2ZG528X54	#:1G2ZG528X54									
What is the customer seeking?out of lease / lease cancellation										

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power Steering Making Clunk

Date:	RO#: 1	Mileage:	Days Out:	Description of Repair:
10/17/06	126962	25,683	1	Steering clunk – replaced power steering gear assy
02/16/07	129750	30,648	1	Steering clunk – SOP
02/21/07	129872	30,806	1	Steering clunk – SOP – replaced both frt ctrl arm assy
07/02/07	248702	35,993	2	Steering knock – replaced intermediate shaft (doc #
				1973984)

OTHER SYMPTOM/CONCERN:

		cage.	Days cace	<u>Debeliption of Repuilt</u>
12/08/04	237604	5	1	Clean inserts on frt and back seat cushions
10/17/06	126962	25,683		Rt frt speaker rattle – SOP
11/14/06	127689	26,765	1	Rt frt speaker rattle – SOP – replaced speaker
11/14/06	127689	26,765		Pass sunvisor mirror cover loose – replaced sunshade
02/16/07	129750	30,648		Driver's vanity mirror hinges breaking – replaced sunvisor
02/16/07	129750	30,648		Fog lamp indicator not working – replace fog lamp switch
07/02/07	248739	35,994	2	Squeak/Creak noise when turning – adv to replace brake
				pads but cust declined repair

ATA Total Days Out of Service: ____5___

Total Days Out of Service: 9____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: X

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Cust does not met any requirements for the LL

DVM and/or DEALER RECOMMENDATION(s): Dir replaced rotors but not pads. Pads need replacing.

CRS RECOMMENDATION & RATIONALE (EXPLAIN): CRS offered 72/72 CCL for steering column. Customer accepted.

Decision reached by CRS: Arbitrate case:

Settle case:

Team Lead Approval:

Jul 5 2007 11:10am P001/004



PONTIAC - CADILLAC

ELM RD. & RT. 82 BYPASS • P.O. BOX 1500

WARREN, OHIO 44482

TELEPHONE: (330) 372-1665

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PLEASE FORWARD	THE FOLLOWIN	IG <u>4</u>	PAGES	TO:	,
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COMPANY		· ·	-		
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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that	MISC. CHARGES	
you are not reaponsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the		
supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein		
described on streets, highwars, or elsewhere for the purpose of testing and/or inspaction. An express mechanic a lier is thereby seknowledged on above vehicle to secure the amount of repairs thereto.	SALES TAX	
X	PLEASE PAY THIS AMOUNT	

SERVICE FILE COPY

2163750172

129750

	INVOICE	AXELROD PON 6603 Brookpark Road, Pr	rma, Ohio 44129
HOME: BUS:	PAGE 2	(216) 661-5	060
5001	SERVICE ADVISOR:	33 DOROTHY M KU	2 FV
COLOR: TYPER MAKE/MODEL COLOR: TAKE THE REPORT			E IN/ OUT: :: :: :: TAG
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07:34 16FEB07 09:43 16FEB07			
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FEDRIC OFFICE TO YOUR COMPLETE SATISFACTION IN OUR CONVER ANTISFACTORY Following for the second statement of the		
please tell us immediately. Thank You	LABOR AMOUNT	15.70
	PARTS AMOUNT	21.75
All parts sold or used are subject to the Magnuson-Moss Act and the merchendise purchased is under LIMITED WARRANTY by the menufacturer. The terms of this warranty are available for inspection.	GAS, OIL, LUBE	0.00
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	SUBLET AMOUNT	0.00
I hereby authorize the repair work herein set forth to be done along with the necessary material and arres that	MISC, CHARGES	0.79
you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the	TOTAL CHARGES	38.24
supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle bereich	LESS INSURANCE	0.00
described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	SALES TAX	2.87
X	PLEASE PAY	
Customer Signature	THIS AMOUNT	41 11

SERVICE FILE COPY

AXELROD PONTIAC

2163750172

129872

INVOICE

AXELROD PONTIAC, INC. 6603 Brookpark Road, Parma, Ohio 44129 (216) 661-5060

WARREN OH		•			PAGE 1			(210) 0	61-5060	
HOME :		BUS:		e e e	VICE ADVIS	0.0.	22 001		VICEN	
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AXELROD PONTIAC

Customer Signature

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WARREN OH HOME:	BUS:	PAGE 1		361-5060
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Thank you for this opportur repair order to your comple please tell us immediately.	ete satisfaction. If our service	perform all the replars requested on t was satisfactory tell your friende, if r	his DESCRIPTION	0,00 0,00

All parts sold or used are subject to the Magnuson-Moss Act and the merchandlse purchased is under LIMITED GAS, OIL, LUBE WARRANTY by the manufacturer. The terms of this warranty are available for Inspection. SUBLET AMOUN

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

 PARTS AMOUNT
 0.00

 GAS, OIL, LUBE
 0.00

 SUBLET AMOUNT
 0.00

 MISC. CHARGES
 0.00

 TOTAL CHARGES
 0.00

 LESS INSURANCE
 0.00

 SALES TAX
 0.00

 PLEASE PAY
 0.00

SERVICE FILE COPY

VXELROD PONTIAC

Case Assessment By:Retta	Reaume/Laura Connor	Siebel/CARS Request #:71-534213416					
Customer Name:							
Veh year:2005	Make:Pontiac	Model:G6 Current mileage:35,970					
Veh ID	In Service Date:12/18/04	Purchased:New (lease)	If used:				
#:1G2ZG528X54	#:1G2ZG528X54						
What is the customer seeking	ng?out of lease / lease cancel	lation					

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power Steering Making Clunk

Date: 1	RO#: M	Iileage:	Days Out:	Description of Repair:
10/17/06	126962	25,683	1	Steering clunk – replaced power steering gear assy
02/16/07	129750	30,648	1	Steering clunk – SOP
02/21/07	129872	30,806	1	Steering clunk – SOP – replaced both frt ctrl arm assy
07/02/07	248702	35,993	2	Steering knock – replaced intermediate shaft (doc #
				1973984)

OTHER SYMPTOM/CONCERN:

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

<u></u>		<u></u>	Days cace	beberipeien er nepart
12/08/04	237604	5	1	Clean inserts on frt and back seat cushions
10/17/06	126962	25,683		Rt frt speaker rattle – SOP
11/14/06	127689	26,765	1	Rt frt speaker rattle – SOP – replaced speaker
11/14/06	127689	26,765		Pass sunvisor mirror cover loose – replaced sunshade
02/16/07	129750	30,648		Driver's vanity mirror hinges breaking – replaced sunvisor
02/16/07	129750	30,648		Fog lamp indicator not working – replace fog lamp switch
07/02/07	248739	35,994	2	Squeak/Creak noise when turning – adv to replace brake
				pads but cust declined repair

ATA Total Days Out of Service: ____5___

Total Days Out of Service: 9____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:x

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

Cust does not met any requirements for the LL

DVM and/or DEALER RECOMMENDATION(s):

CRS RECOMMENDATION & RATIONALE (EXPLAIN): completed CCL for steering 72/72

Team Lead Approval:

Revised by c.mallett 09/07/06

Decision reached by CRS: Arbitrate case: Settle case:

Team Lead Approval:

07/05/2007 12:44 6142555890 HAYDOCY PAGE 01 وتكفافه وتلؤلوه نعتون ورمايك الاسريان the second s الي ماين المايين (المايين) المايين (المايين) الي ماين (المايين) (المايين) (المايين) See Second S. Carlos Santa Jaudocu AUTOMOTIVE 5. H 48 (17 3895 W. BROAD STREET COLUMBUS, OHIO 43228-1303 GMC (614) 279-8880 BUICK 21-404 09-215 DATE: 7/5/07-TO: <u>Rith REAMME</u> COMPANY/DEPARTMENT: <u>GM</u> LEGAL FAX NO: 866-893-7513 No. of pages to follow: ____ FROM: DON WRIGHT DEPARTMENT: SERVICE FAX NO: 614-255-5890 PHONE: 614-279-8880 for MESSAGE: <u>REQUESTES</u> ROS 12 54 BAVE CASE I 71-534213416 . .

07/05/2007 11:29:33		SUMMARY	HISTORY	DISPLAY	3100 Page 1
CUSTOMER NAM TOTAL R/O'S		TAL SERV.	DAYS 1	SERIAL NO. 162 Make PN	ZG528X54
LN# RO.NO.	RO. DATE. MIL	.ES. ADV/	твсн ј# '	T OPERATION CODE.	DESCRIPTION
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2 248702	07/02/2007 35	5993 A	406		
		т	455 1	W O9PNZ	STEERING MISC

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HAYDOCY PONTIAC-GMC BUICK SUZUKI

3895 W. Broad St. P.O. Box 28125 Columbus, Ohio 43228

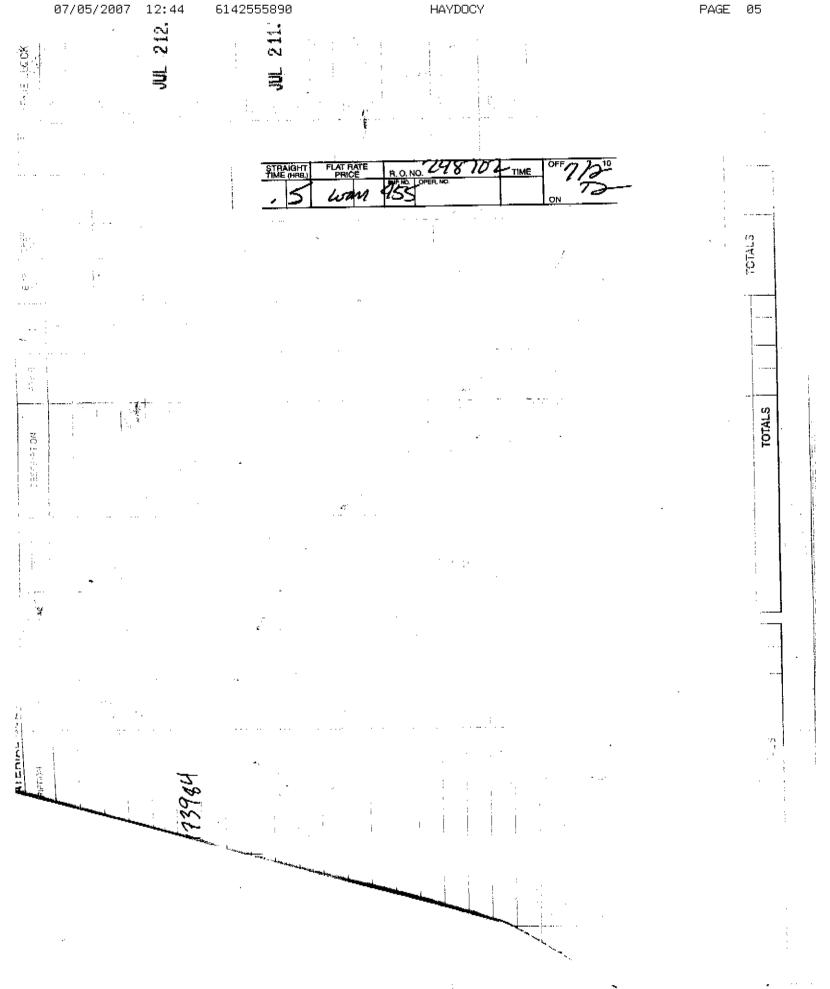


Phone (614) 279-8880 Wats: 1-800-233-5700

CUBTOMER NO.	97077		CALENDIN	IE 4	06 7263	INVOICE DATE 07/03/07
		LABOR RATE	LICENS		MILEAGE 35,993	COLOR
COLUMPUS	OH		TIAC/G6/G	6 6 CYL		DELIVERY DATE 12/18/04
COLUMBUS,	, vn	VEHICLE I.D. N				SELLING DEALER NO.
		F. T. E. NO.		P. O.	NO.	07/02/07
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		JO	B # 1 ;TOTAL	LABOR & PA	RTS 169.9	4
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PAGE 1 OF 1	CUSTOMER COP	*			NVOICE 10:07am	

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					CUSTOME 970		ICE CONTRA	NCT .	12/18/04	DELIVERY MILES	SELLING DEALER NO	d7/d2/67
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and a second se				AFt	HUN 27	-07) 		HEREBY EXPRE EXPRESS OR IM OF MERCHANTA POSE AND HAY THER ASSUMES	SSLY DISCLAIM IPLJED, INCLUDI BILITY OR FITN (DOCY PONTIA NOR AUTHORI	NTIAC-GMC BUI S ALL WARRANT NG ANY IMPLIED ESS FOR A PARTIC C-GMC BUICK S ZES ANY OTHER (IN CONNECTION	IES, EITHEI WARRANT CULAR PUF SUZUKI NE PERSON TI
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10-07			
V	HAYDOCY AUTOMOT		
PONTIAC	3895 West Broad COLUMBUS, OHIO		1
	PHONE (614) 279-1		
(IA) Guardian	WATS 1-800-233-5		
TO OUR EARL	Y MORNING OR LATE EVEN	ING SERVICE CUSTOMERS	· · · · · · · · · · · · · · · · · · ·
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to Sign and Receive	(b) ORAL ESTIMATE	CUSTOMER BIGNATURE	
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sembly or partially completed wo	rk. Such charge will be directly related to the	actual amount of labor or parts involved in the inspection, repair of	or service.
<ul> <li>material for such repair, and material for any reason; that y that you shall not be responsi</li> </ul>	agree: that you are not responsible for any rou neither assume nor authorize any other [ bie for loss of or damage to the above vehic]	gether with the furnishing by you of the necessary parts and oth delays caused by unavailability or delayed availability of parts of person to assume for you any liability in connection with such reps e, or articles left therein, in case of fire, their or other cause beyon	or air; cl
your control; that an express employees may operate the	mechanic's lien is hereby acknowledged on above vehicle on streets, highways or elsev	the above vehicle to secure the amount of repairs thereto; that yo where for the purpose of testing and/or inspecting such vehicle.	<i></i>
EASE SIGN: X			

PLEASE SIGN: X Form: EARLY-98-OH (1/05)

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## BUICK

#### HAYDOCY PONTIAC-GMC BUICK SUZUKI 3895 W. Broad St. P.O. Box 28125 Columbus, Ohio 43228



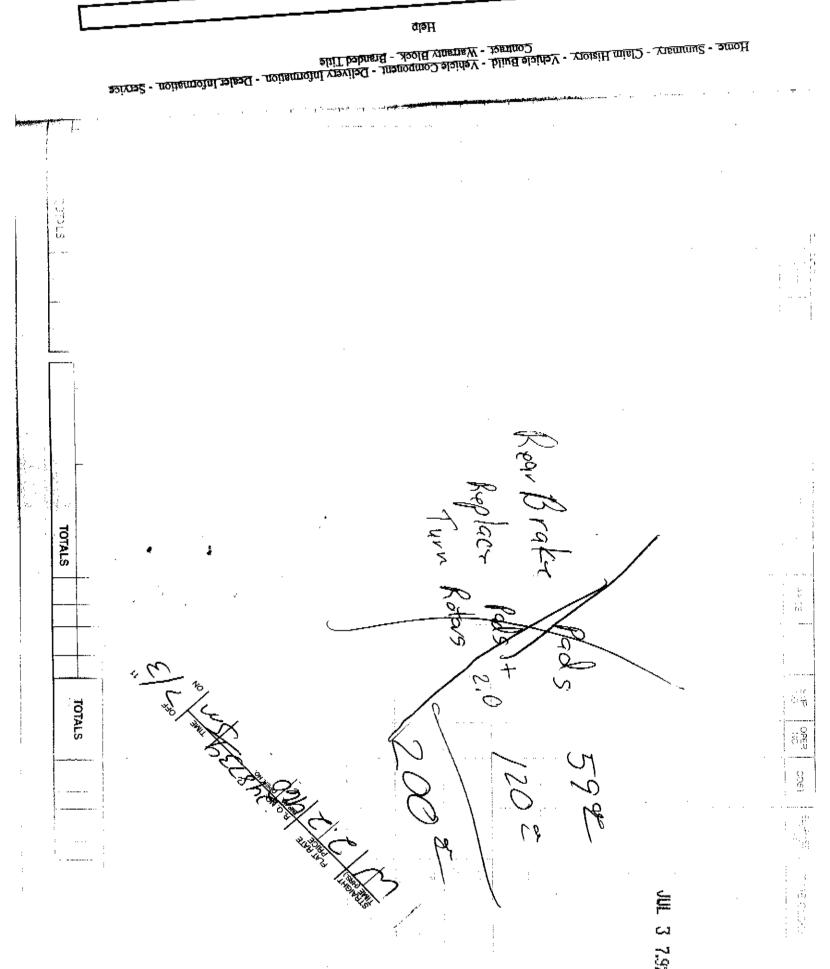
Phone (614) 279-8880 Wats: 1-800-233-5700

CUSTOMER NO.	97077	ROBERT CALENDINE	406	7280	INVOICE DATE	INVOICE NO. PNWS248739
		LABOR RATE LICENSE NO.	MILEAGI	35,994	SILVER/	STOCK NO.
		YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 6	CYL		DELIVERY DATE	DELIVERY MILE8
COLUMBUS	, OH	VEHICLE LD. NO. 1 G 2 Z G 5 2 8 X			SELLING DEALER NO.	PRODUCTION DATE
		F.T. E. NO.	P. O. NO,		R 0 DATE 07/02/07	
REBIDENCE PHONE	1	COMMENTS			07702707	
LABOR & PARTS						
J₩ 1 07PNZ	BRAKES MISC H CUSTOMER STATES A SQUEAK/CREAK DRIVING/TURNING INTO PARKING S	OURS: 2.20 TECH(S):460 NOISE FROM RIGHT REAR WHEN PACES. ROBIN DROVE W/CUSTOMER.	an an tao am	. 168.52	COMES FIRST ON OM PAR	IILES GUARANTEE WHICHEVER T& AND LABOR. N REDUILT OR USED PARTS,
	FC-NU/00R00 TEST DRIVE AND CHECKED REAR EN CALIPER SLIDES.TURNED ROTORS A				HEREBY EXPRESSLY	PONTIAC-GMC BUICK BUZUK DISCLAIMS ALL WARRAN OR IMPLIED, INCLUDING AN
	BRAKE PADS DECLINED	JOB # 1 TOTAL LABO	& PARTS	168.52	IMPLIED WARRANTY OF	AGRICHANTABILITY OR FITNER
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WARRANTY CLAI	M DETAIL TOTALS					
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	RO NUMBER RO DATE VI 248739 07/02/2007 1G2ZG528	EN DIV DEALER ODOMET 8x54 6 09683 35994	R SERVICE A	ADVISOR # (-0011		
	CUSTOMER NAME: FIRST:	MIDDLE: PHONE; WORK:	HOME :			
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PAGE 1 OF 1	Ν	IOTE OF PRIOR I		E LE C E	ae 🖓 🗐	l LA D RR D		<b>-</b> •	2487

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ŀ	H0121	Rotor Asm Front Left Replace	Use published labor operation time
ļ		Rotor Asm-Front Both - Replace	Use Published Labor Operation Time
II.	H0127	Rotor Asin-Flore Double Replace	Use Published Labor Operation Time
١ſ	H0130	Rotor Asm-Rear Right - R&R or Replace	Use Published Labor Operation Time
- H	H0131	Rotor Asm-Rear Left - Replace	
1		Rotor Asm-Rear Both - Replace	Use Published Labor Operation Time
1	H0137		Use Published Labor Operation Time
.	H0122	Brake Rotor Refinishing Front	Use Published Labor Operation Time
	H0132	Brake Rotor Refinishing Rear	
		Brake Drum Refinishing Front	Use Published Labor Operation Time
	H0192	Brake Drum Refinishing Rear	Use Published Labor Operation Time
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## WORKSHEET - BRAKE LATHE CALIBRATION

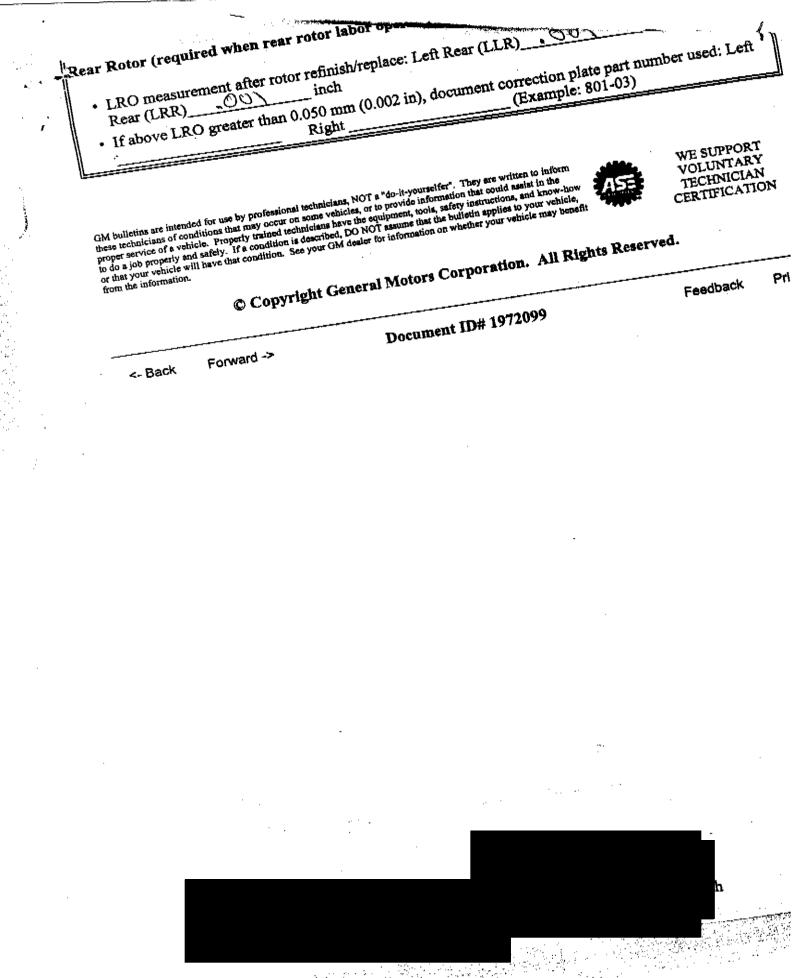
Important: Brake lathe calibration should be performed and recorded monthly.

BRA	KE LATHE CALIB	RATION CHEC	KSHEET		
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• ORIC Rear	nm (Circle One) FINAL measured (ORR) <u>~~ ~ ~ ~</u>	thickness be	efore refinisi	i: Left Rear (O	LR) <u>&lt; /-</u>	N <b>J</b> CH/IIIII	_
🕴 🔸 REFI	$\frac{(ORR)}{(RRR)} \leq \frac{33}{3}$	red thickness	after refinis	h: Left Rear (F	RLR) 15-35	inch/mm	Right
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## INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

### Issued by: *Chevrolet*

Certificate No. 1G1ZU64865F

Issue Date: December 27, 2010

**Issued exclusively for:** 



Valid through: August 15, 2008

Amount: One Thousand Five Hundred Dollars and Zero Cents ****\$1,500.00**** December 27, 2010



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

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

## **INFORMATION Redacted PURSUANT TO THE FREEDOM OF**



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

P.O. Box 2150 GREELEY, CO 80632

ADDRESS SERVICE REQUESTED

SEP 0 5 2007,

Pontiac Division PO BOX 436008 Pontiac, MI 48343





Hasler

czg

F-GDSM1 48343



P.O. Box 2150 Greeley CO 80632

1-800-200-4622

August 24, 2007

Bend, OR

Vehicle: VIN:

Account No.: 085-9081-89413 N05 Pontg6 1G2ZH528954

Dear

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

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

Sincerely,

C. Sayette

**Customer Service Specialist** 



P.O. Box 2150 Greeley CO 80632

1-800-200-4622

August 24, 2007

Pontiac Division

PO BOX 436008 Pontiac, MI 48343

Account No.: Vehicle: VIN:	085-9081-89413 N05 Pontg6 1G2ZH528954
Customer:	
-	Bend, OR
Dealer:	Murray & Holt Motors, Inc. 181 Ne Franklin Bend, OR 97701

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

Your cooperation is appreciated.

Sincerely,

C. Chuntte

Customer Service Specialist

100 0 11



P.O. Box 2150 Greeley CO 80632

1-800-200-4622

#### Account Number: **Customer:** 8/21/07 Due: **Telephone: OSB:** \$3,941.88 Murray & Holt Motors, Inc. Dealer: 🛛 Lease Vehicle: Retail Used $\boxtimes$ New **Description:** N05 Pontg6 GMAC **COMPLAINT RE:** Dealer **Product** | | Other Dealer None New Outside **TYPE OF WARRANTY:** X YES NO WARRANTY STILL IN FORCE? HAS CS RETAINED AN ATTORNEY? $\bowtie$ YES NO

#### **PRODUCT COMPLAINT FACT SHEET**

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

**SUMMARY OF COMPLAINT:** Problem is the power steering went out at 50 mph; his wife was almost killed. When the dealer finally put diagnostic 11 error codes showed up 3 pertaining to the power steering; at first they were not going to continue with the rental car; customer advised he would not allow his wife or anyone else to drive this vehicle and would not make any more payments. Then they decided to order a power steering replacement unit and continue with the rental car. Customer does not want this car anymore. They feel with the numerous problems it has had and is not safe he would like to utilize the lemon law and have this flat cancelled.

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

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

#### WILL CUSTOMER CONTINUE PAYMENTS: $\heartsuit$ YES

**Customer Referred to:** 

Dealer Murray and Holt Motors Manufacturer Pontiac O/S Warranty Co **Arbitration CS** Attorney Ida Berg CALL TAKEN BY: **DATE:** August 24, 2007

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

## **GMAC**

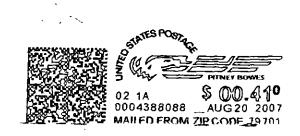
P.O. Box 12699 GLENDALE, AZ 85318-2699

ADDRESS SERVICE REQUESTED

41-17

AUG 28 2007

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



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P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

August 20, 2007



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

Dear

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

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

Sincerely,

Roxie Kelsey

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Roxie Kelsey

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P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

August 20, 2007

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

Account No.: Vehicle: VIN:	085-9081-89413 N05 Pontg6 1G2ZH528954
Customer:	
	Bend, OR
Dealer [.]	Murray & Holt Motors Inc

Dealer:

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

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

Your cooperation is appreciated.

Sincerely,

Roxie Kelsey

Roxie Kelsey



P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

## PRODUCT COMPLAINT FACT SHEET

GMAC
None
power killed. power th
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RCK
PRODCOMP\prodfact

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ACTION REQUESTED: is request a call back.

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December 27, 2010



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

Dear

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 <a href="http://www.dr.bbb.org/goauto">http://www.dr.bbb.org/goauto</a>

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

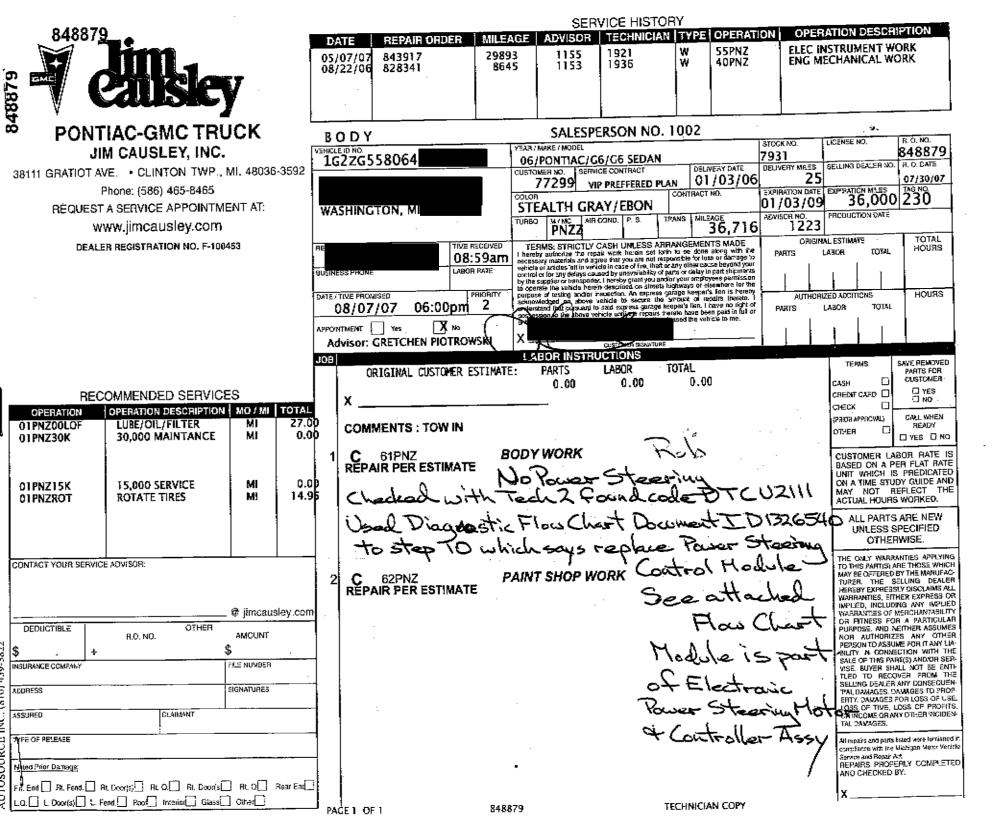
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	(586) 465-8441 Fax: (586) 463-0477 Tax ID: 381545370 TION Redacted PURSUANT TO THE FREEDOM ( ORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)	OF NUMBER OF PAGES
ro:(	3M Product Allegation	
NTTN :	Thaldens Kinzer	
REGARDING		
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FROM:	JIM CAUSLEY-BODY SHOP	

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08/21/2007 14:27

586-463-0477

CAUSLEY BODY

ω H C F

PAGE

02

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

# JIM CAUSLEY PONTIAC - GMC

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

Damage Assessed By: DON KERSEY

Appraised For: THADDEUS KINZER

Deductible: UNKNOWN

Owner: Address: WACHINGTON, MI

Address: Telephone: Home Phone:(

Mitchell Service: 910410

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

Drive Train: 3.5L Inj 6 Cyl 4A FWD

Line Item	Entry Labor NumberType	Operation	Line Item Description	Part Type/ Part Number	
1	AUTO BDY	OVERHAUL	FRT BUMPER COVER ASSY		2.8 #
2	000008 BDY	REMOVE/REPLACE	FRT BUMPER COVER	19120467	GM PART398.08 INC #
3	AUTO REF	REFINISH	FRT BUMPER COVER		C 2.6
4	000011 BDY	REMOVE/REPLACE	FRT BUMPER ADHESIVE EMBLEM	25771372	GM PART 36.35 0.1
5	000012 BDY	REMOVE/REPLACE	FRT BUMPER IMPACT ABSORBER	22624987	GM PART 134.70 INC
6	931090 FRN*	REPAIR	UNIBODY STRUCTURE	Existing	6.0*
7	931104 MCH	ADD'L LABOR OP	FRONT END ALIGNMENT	Şublet	43,95 * 0.0*
8	000021 BDY	REMOVE/REPLACE	FRT BUMPER SPLASH SHIELD	15859479	GM PART 73.79 INC
9	002488 BDY	REMOVE/REPLACE	R LWR GRILLE	15243287	GM PART 48.78 INC #
10	000033 BDY	REMOVE/REPLACE	<b>R FRONT COMBINATION LAMP ASSEMBLY</b>	15835751	GM PART 210.00 INC
11	AUTO BDY	CHECK/ADJUST	HEADLAMPS		0.4
12	000050 BDY	REMOVE/REPLACE	R FRT FOG LAMP ASSEMBLY	15162675	GM PART149.04 INC #
13	000058 BDY	REPAIR	HOOD PANEL	Existing	1.0*
14	000137 BDY	REPAIR	R FENDER PANEL	Existing	2.0*#
15	AUTO REF	REFINISH	R FENDER OUTSIDE		C 1.9
16	000138 BDY	REPAIR	L FENDER PANEL	Existing	2.0*#
17	AUTO REF	REFINISH	L FENDER OUTSIDE		C 1.7
18	000145 BDY	REMOVE/REPLACE	R FENDER LINER	15255733	GM PART 32.77 0.4
19	000217 BDY	REMOVE/REPLACE	WHEEL	89060324	GM PART 273.52 0.3
20	931125 BDY	ADD'L LABOR OP	MOUNT & BALANCE TIRE	Sublet	15.00 * 0.0*
21	001640 MCH	REMOVE/REPLACE	STEERING ASSIST MOTOR -M	15775370	GM PART352.33 0.9
22	001213 REF	REFINISH	L FRT DOOR OUTSIDE		C 1.6
23	001229 BDY	REMOVE/INSTALL	L FRT REAR VIEW MIRROR		INC #
24	001223 BDY		L FRT OTR BELT MOULDING		0.8 #
25	000545 BDY		L FRT DOOR ADHESIVE MOULDING	89024127	GM PART 86.61 0.2
26	AUTO REF	REFINISH	L FRT DOOR MOULDING		C 0.5

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

	UltraMate is a Trademark of Mitchell International
Mitchell Data Version: JUL_07_A	Copyright (C) 1994 - 2005 Mitchell International
UltraMate Version: 6.0.026	All Rights Reserved

				Date: Estimate ID:	8/21/2007 03:13 PM 3982
				Estimate Version: Preliminary	0
				Profile ID:	CUSTOMIZED
27	936001	ADD'L COST	TOWING		302.50 *
28	933006 FRM	ADD'L OPR	FRAME/RACK SET UP		1.0*
29	AUTO REF	ADD'L OPR	CLEAR COAT		2.2
30	AUTO	ADD'L COST	PAINT/MATERIALS		210.00 *
31	AUTO	ADD'L COST	HAZARDOUS WASTE DISPOSAL		2.00 *
32	900500 MCI*	ADD'L LABOR OP	DIAGNOSE POWER STEERING PROBLEM	Existing	6.0*
33	900500 MCI*	ADD'L LABOR OP	RELEARN PWR STEER ASSIST MOTOR TO	-	1.0*

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

I.	Labor Subtotals Body Refinish Frame Mechanical	Units 10.0 10.5 7.0 7.9	<u>Rate</u> 36.00 36.00 50.00 78.01	Add'l Labor <u>Amount</u> 0.00 0.00 0.00 0.00	Sublet Amount 15.00 0.00 0.00 43.95	Totals 375.00 378.00 350.00 660.23	II.	Part Replacement Summary Taxable Parts Sales Tax @ 6.000% Total Replacement Parts Amount	Amount 1,795.97 107.76 1,903.73
		Non-Ta:	xabie La	bor		1,763.23			
	Labor Summary	35.4				1,763.23			
III.	Additional Costs					Amount	IV.	Adjustments	Amount
	Taxable Cos	ts Sales Ta:	×	@ 6.0	00%	210.00 12.60		Customer Responsibility	0.00
	Non-Taxable	: Costs				304.50			
	Total Additio	nal Cosi	ts			527.10			
							I. 11. 111.	Total Labor: Total Replacement Parts: Total Additional Costs: Gross Total:	1,763.23 1,903.73 527.10 4,194.06
							IV.	Total Adjustments:	0.00

IV.	Total Adjustments:	0.00
	Net Total:	4,194.06

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

CAUSLEY BODY SHOP

Service Information

Page 1 of 5

<- Back	Forward ->
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Document ID# 1326540 2006 Pontiac G6 1G2ZG558064

Feedback	]	Print
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# DTC U2105-U2199

# **Circuit Description**

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

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

## **<b>DTC Descriptors**

This diagnostic procedure supports the following DTCs:

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

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

08/21/2007	14:27	586-463-0477
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Service Information

n the following order:

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

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

DTC Symptom	DTC Symptom Descriptor
00	No Additional Information

### **Conditions for Running the DTCs**

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

### **Conditions for Setting the DTC**

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

### Action Taken When the DTC Sets

The module uses a default value for the missing parameter.

### **Conditions for Clearing the DTC**

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

### **Diagnostic Aids**

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

### **Fest Description**

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

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

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

Step		Yes	No
iche.	matic Reference: Data Link Connector Schematics		
Conr	nector End View Reference: Master Electrical Component List in	Wiring Systems	
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle in Vehicle DTC Information
2	<ol> <li>Install a scan tool.</li> <li>Turn ON the ignition, with the engine OFF.</li> <li>Attempt to communicate with the body control module (BCM).</li> </ol>		
	Were you able to communicate with the BCM?	Go to Step 4	Go to Step 3
3	<ol> <li>Turn the ignition OFF.</li> <li>Disconnect the harness connectors from the BCM.</li> <li>Test the following circuits of the BCM harness connector for the indicated condition. Refer to Circuit Testing and Wiring Repairs in Wiring Systems.</li> <li>Switched and constant B+ supply circuits, for power</li> </ol>		
	<ul> <li>Ground circuits, for continuity</li> </ul>		
	<ul> <li>All communications circuits, for continuity</li> </ul>		
	Did you find and correct the condition?	Go to Step 11	Go to Step 9
	Attempt to communicate with all of the modules on the vehicle.	Go to Testing for Intermittent Conditions	
· II	Were you able to communicate with all of the modules?	and Poor Connections in Wiring Systems	Go to Star 6
	Test the following circuits of the modules that do not communicate:	Jan Barrie Barrier	Go to Step 5

5	<ul> <li>Switched B+ supply circuits</li> <li>Constant B+ supply circuits</li> <li>Ground circuits</li> </ul> Did you find and correct the condition? Is the non-communicating module the powertrain control module (PCM) on a vehicle equipped with the 3.5L (LX9) VIN 8 engine? Test the 12-volt reference circuit of the camshaft position sensor and the crankshaft position sensor of the 3.5L LX9 PCM for a short to ground or low reference. Refer to Engine Controls Schematics in Engine Controls - 3.5L (LX9) for the correct circuit identification.	Go to Step 11 Go to Step 7	Go to Step 6 Go to Step 8
8	<ol> <li>Did you find and correct the condition?</li> <li>Refer to Data Link References to identify the GMLAN buss or busses that the modules use to communicate and make a note.</li> <li>If more than one module is not communicating, use the data link connector (DLC) schematic to determine which module is closest to the DLC. Start the analysis at that module. Refer to Data Link Connector Schematics .</li> <li>Disconnect the harness connectors from the non-communicating modules.</li> <li>Test for an open circuit in the appropriate buss between the GMLAN terminals of the disconnected harness connector and the DLC. Use the note from item one for buss identification.</li> </ol>	Go to Step 11	Go to Step 8
9	Did you find and correct the condition? Inspect for poor connections at the harness connector of the non- communicating module. Refer to Testing for Intermittent Conditions and Poor Connections and Connector Repairs in Wiring Systems.	Go to Step 11	Go to Step 9
10	Did you find and correct the condition? Important: Perform the module setup procedure, if required. Replace the non-communicating module. Refer to Control Module References for the correct setup procedure. Did you complete the replacement?	Go to Step 11 Go to Step 11	Go to Step 10
11	<ol> <li>Make sure that the scan tool has been cycled OFF for at least 15 seconds in order to reset it.</li> <li>Install the scan tool, if necessary.</li> <li>Turn ON the ignition, with the engine OFF.</li> <li>Retrieve DTCs from the module that was not</li> </ol>	Go to the Diagnostic	

Service Information

Page 5 of 5

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

<- Back Forward ->

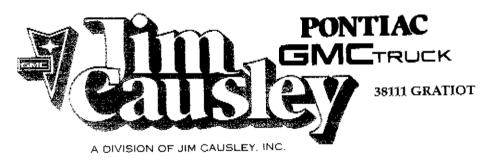
Document ID# 1326540 2006 Pontiac G6 1G2ZG558064

Feedback

Print

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CLINTON TOWNSHIP, MI 48036-3592
 TELEPHONE (586) 465-8465
 FAX (586) 463-9850
 www.jimcausley.com

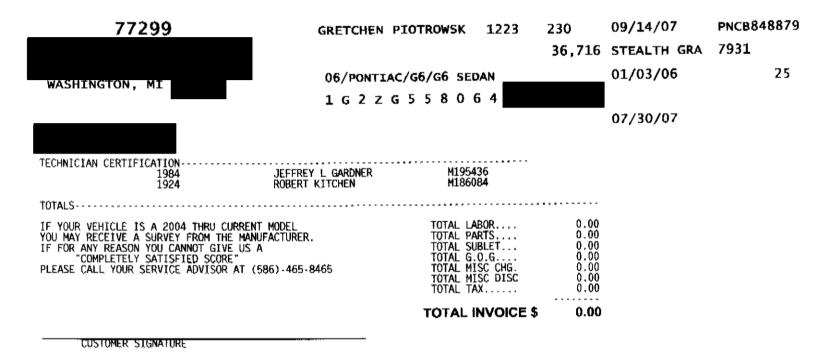
# FACSIMILE TRANSMISSION

DATE 09-14-07

то:
ATTN: Thaddeus
FAX #: _8(do-775-9477
FROM: Niedle
RE:
COMMENTS: 
NUMBER OF PAGES TRANSMITTED (INCLUDING THIS PAGE) $(-)$
IF YOU DO NOT RECEIVE ALL PAGES, PLEASE ADVISE THE SENDER AS SOON AS POSSIBLE THANK YOU.
JIM CAUSLEY PONTIAC GMC TRUCK INC. PHONE: 586-465-8465

FAX: 586-463-0604

77299	GRETCHEN PIOT	OWSK 1223	230	09/14/07	PNCB848879
				STEALTH GRA	
WASHINGTON, MI	06/PONTIAC/G6,	G6 SEDAN		01/03/06	25
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				07/30/07	
LABOR & PARTS J# 1 61PNZ BODY WORK REPAIR PER ESTIMATE	HOURS: TECH(S):198	4	WARRANTY		
REPLACE PWR STEERING CONTROL	. MUDULE · PER ESTIMATE				
PARTSQTYFP-NUMBER JOB # 1 1 19151158 JOB # 1 1 22689321 JOB # 1 1 22624987 JOB # 1 1 25832756 JOB # 1 1 15881658 JOB # 1 1 15881658 JOB # 1 1 15217067 JOB # 1 1 1527707 JOB # 1 1 1527707 JOB # 1 1 1525733 JOB # 1 1 89064127 JOB # 1 1 89024127 JOB # 1 1 15255732 JOB # 1 1 15255732 JOB # 1 1 152765 JOB # 1 1 15276265 JOB # 1 1 152	DESCRIPTION FASCIA 7.831	·····UNIT PRICE-	WARRANTY		
JOB # 1 1 22689321 JOB # 1 1 22624987	ABSORBER 7.840		WARRANTY WARRANTY		
JOB # 1 1 25832756 JOB # 1 1 15881658	ABSORBER 7.840 SHIELD 8.153 HEADLAMP 2.725 CAPSULE A 2.725		WARRANTY		
JOB # 1 1 15162675 JOB # 1 1 15217067	CAPSULE A 2.725 TRAY 2.333		WARRANTY WARRANTY WARRANTY		
JOB # 1 1 15/75370 JOB # 1 1 15243287 JOB # 1 1 15245287	TRAY 2.333 MOTOR 6.605 GRILLE 1.266 SHIELD 8.153 WHEEL KIT 5.803		WARRANTY		
JOB # 1 1 89060324 JOB # 1 1 89060324	WHEEL KIT 5.803		WARRANTY		
JOB # 1 1 15255732 JOB # 1 2 15247800	MOLDING 12.112 SHIELD 8.153 NOZZLE 10.156		WARRANTY		
JOB # 1       1       1525733         JOB # 1       1       89060324         JOB # 1       1       89024127         JOB # 1       1       15255732         JOB # 1       2       15247800         JOB # 1       1       15876265         JOB # 1       1       22706425	LATCH 8,080 HUB 6.311		WARRANTY		
	JOB #	1 TOTAL PARTS	0.00		
	JOB # 1 TOTA	L LABOR & PARTS	0.00		
J#262PNZ PAINT SHOP WORK REPAIR PER ESTIMATE	HOURS: TECH(S):197	8			
PARTS · · · · · QTY · · · FP · NUMBER · · · · · · · · · · · · · · · · · · ·	DESCRIPTION		0.00		
	, 305 Job # 2 Tota				
J# 3+64PNZ BODY SHOP MECHANICAL REPAIR PER ESTIMATE					
REPAIR PER ESTIMATE PARTSQTYFP-NUMBER					
- AKT3QT1FF*NUMBER	JOB #	3 TOTAL PARTS	0.00		
	JOB # 3 TOTA	L LABOR & PARTS	0.00		
SUBLET PO# VEND INV#-INV.DATE JOB # 1 139215 24096 07/30/07	DESCRIPTION TOWING INV 24096		WARRANTY		
JOB # 1 139308 255478 08/06/07	WHEEL INV# 255478 MOUNT/BALANCE INV# 173351		WARRANTY		
JOB # 1 139771 D989180 09/13/07	CAR RENTAL INV# D989180 CREDIT WHEEL INV#255478		WARRANTY		
	ONEDIT MILLE INVIESSIO	TOTAL - SUBLET	0.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING					
ORIGINAL ESTIMATE OF \$0.00 ( COMMENTS	(+TAX)				
TOW IN					



SEP 14, 2007	R/O CLOSE OUT	Store 01 SERVC01 PORT 5015 363
X. R/O NO.	848879 TYPE BDY SHOP D# 2 PR	2 ST K 11. ADVISOR 1223 12. DATE IN 07/30/200
1. CUSTOMER PHONE(B)	WASHINGTON MI PHONE(H)	13 TIME IN 08:59am 14. DATE PR 09/13/200 15. TIME PR 06:00pm 16. TAG NO. 230 17. MI I/O 36716/
2. SERIAL# LICENSE# DESC.	1G2ZG558064 PROD DT DEL 01/ PN G6 STEALTH GRAY EBONY 06	18. PO NO. 03/2006 19. COMMENTS Y 20. RECOMMEN 21. JRNL PFX PICKU
3. JOBS (J STATUS 4. LABOR 5. PARTS 6. SUBLET 7. G.O.G. 8. MISC 9. TAX 10. EST \$ [	) 1 2 3 F F F 0.00 0.00 0.00 0.00 0.00 0.00 0.0	121.010111111       12010         122.       1916.24       0.00         1767.04       0.00         1237.50       0.00         0.00       0.00         0.00       0.00         0.00       0.00         0.00       0.00         0.00       0.00         0.00       0.00         [W]       4920.78

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SEP 14, 2007	PARTS	SPLAY R/O 84	48879		Stc	ore O	1 SERVC01	PORT 5	015	3651
J# PART-NO 1 CM19151158 1 GM22689321 1 GM22624987 1 GM25832756 1 GM151881658 1 GM15162675 1 GM15217067 1 GM15243287 1 GM15255733 1 GM15255733 1 GM89060324	3 7 6 3 5 7 7 9 7	DESCRIPTION FASCIA 7.83 EMBLEM 7.83 ABSORBER 7.8 SHIELD 8.15 HEADLAMP 2.7 CAPSULE A 2. TRAY 2.333 MOTOR 6.605 GRILLE 1.266 SHIELD 8.15 WHEEL KIT 5	1 N 2 N 840 N 725 N .72 N .72 N .72 N 5 N 3 N	216.	76 58 47 71 12 43 00 83 78 33	1	303.46	EXT.PRC. 303.46 26.01 111.26 52.79 184.97 125.20 30.80 281.16 40.29 27.06 225.92	CWI W W W W W W W W W W	GRP
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(E=ENTER) (P=PAGE) (T=TRANSFER) (F=FORWARD) (S=SP ORD)

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EP 14, 2007 ( PARTS)D	ISPLAY R/O 8488					PORT 50		
# PART-NO 1 GM89024127 1 GM15255732 1 GM15247800 1 GM15876265 1 GM22706425	DESCRIPTION MOLDING 12.112 SHIELD 8.153 NOZZLE 10.156 LATCH 8.080 HUB 6.311	2 N 52 N 20 N 29 N 29	( 	2TY P 1 2 1 1 1	RICE 71.54 28.69 12.77 40.75 191.60	/1.54	W W W	GR
BILL TYPE		COST			PR10			
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CUSTOMER WARRANTY INTERNAL			0.00 1237.50 0.00	0.00 1237.50 0.00	
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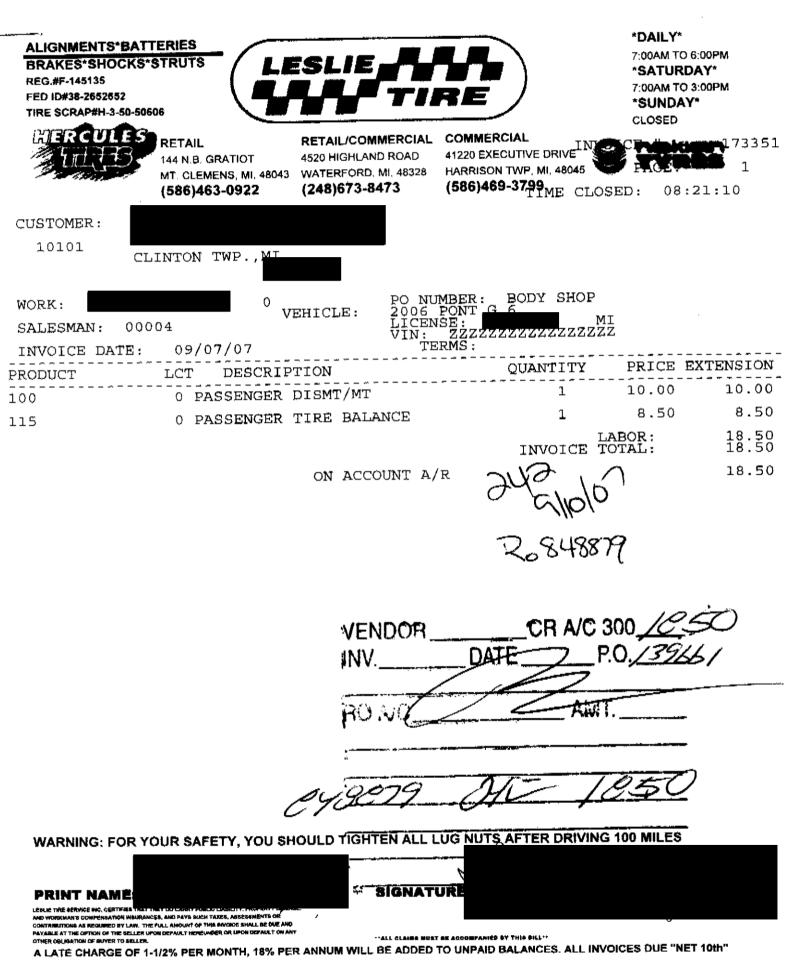
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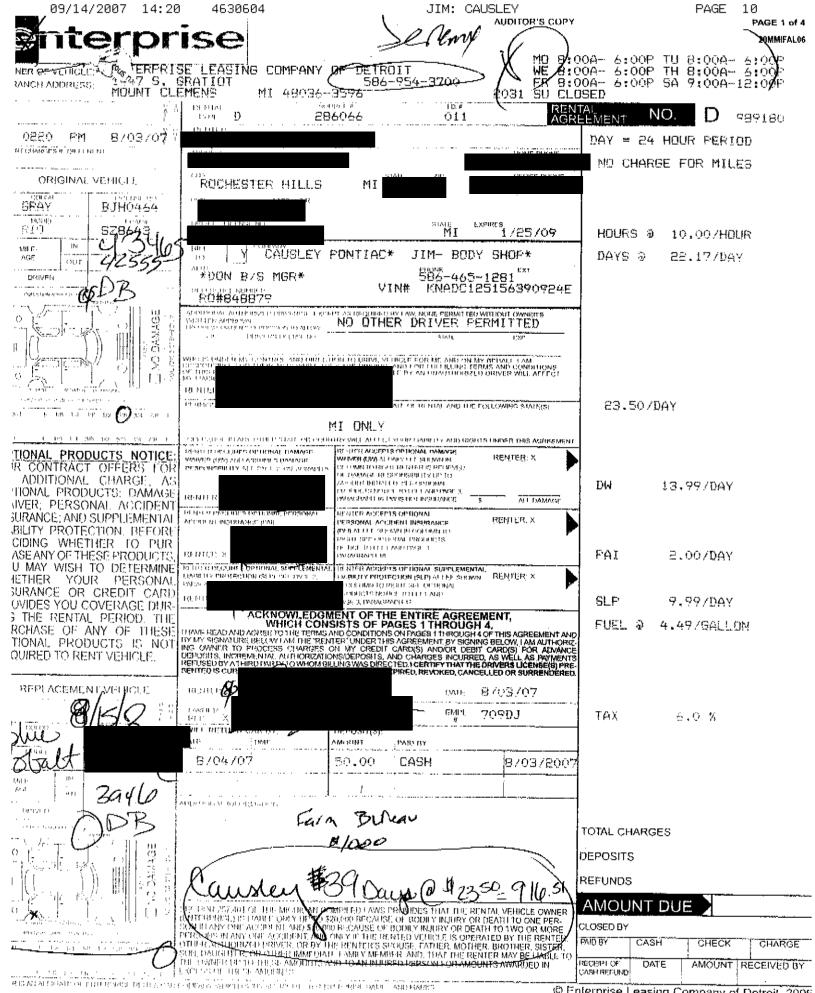
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JIM: CAUSLEY

PAGE 09





© Enterprise Leasing Company of Detroit, 2006

# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	Customer and Vehicle	Information	
Date	09/17/07	Service Request #	71-547341262
Customer Name		• •	
VIN	1G2ZG558064		
In-Service Date	1/3/2006	Service Contract?	No
Current Mileage	36716	Purchased New/Used?	
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
	Dealer and Claim Ir	<u> </u>	
Dealer Name	Jim Causley		
Dealer Svc Mgr	Don Kersey	DIr Warranty Admin:	Nicole Vivier
Dealer Phone	(586) 465-1281	Dealer Fax	(586) 463-0604
Dealer BAC	115912	-	
Dealer Division and Code	16-Pontiac-07100		
Repair Order Number	848879		
Repair Order Close Date	09/14/07		
Labor Op. Code Z1242	Dollar Amt:	\$4920.78	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET</b> <b>AMOUNT</b> Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:		\$4920.78	
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	Retain Copy with Deale	( )	
	Internal PAR Info	•	
Complaint:			
	Collision		
Cause:	4		
	Steering failure		
Correction:			
	Repair		
Justification:	Power steering failure resu	Iting in collision	
PAR CRS:	Thaddeus Kinzer		
Additional Comments:			

# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Date	09/17/07	Service Request # 7	71-547341262		
Customer Name		• I			
VIN	1G2ZG558064				
In-Service Date	1/3/2006	Service Contract?	No		
Current Mileage	36716	Purchased New/Used?	New		
Warranty Blocked?	No				
Branded Title?	No	Mileage at Purchase			
	Dealer and Claim I				
Dealer Name	Jim Causley				
Dealer Svc Mgr	Don Kersey	DIr Warranty Admin:	Nicole Vivier		
Dealer Phone	(586) 465-1281	Dealer Fax	(586) 463-0604		
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Cause Code (CC)	MJ				
Failure Code (FC)	98				
Labor Hours and OLH: Parts and Labor Costs:	DO NOT PUT IN HOURS				
Net Amount:	A / A /	\$4920.78			
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	Internal PAR Inf				
Complaint:	_				
	Collision				
Cause:	•				
	Steering failure				
Correction:					
	Popair				
	Repair				
Justification:	Power steering failure res	ulting in collision			
PAR CRS:	Thaddeus Kinzer				

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CLINTON TOWNSHIP, MI 48036-3592

TELEPHONE (586) 465-8465 FAX (586) 463-9850 www.jimcausley.com

### FACSIMILE TRANSMISSION

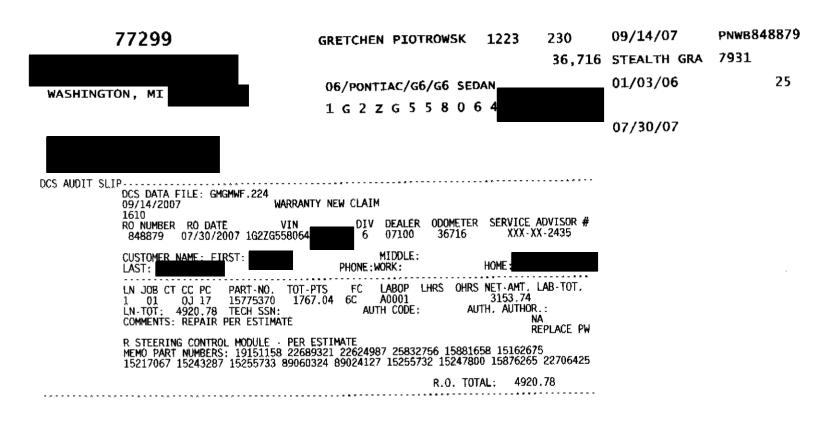
DATE 09-14-07

TO:	
ATTN: Thaddeus	
FAX #: 810-775-9477	
FROM: <u>Nicole</u>	
RE:	
COMMENTS: RD 848879	
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JIM CAUSLEY PONTIAC PHONE: 586-4	

FAX: 586-463-0604

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CLAIM# TOTAL					
848879 4920.78					
CLAIM TOTALS 4920.78					

APPROVED BY SIGNATURE



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

## Issued by: *Chevrolet*

Certificate No. 1G1ZS51F36F

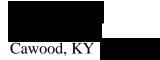
Issue Date: December 27, 2010

**Issued exclusively for:** 



Valid through: September 17, 2008

Amount: One Thousand Seven Hundred Dollars and Zero Cents ****\$1,700.00**** December 27, 2010



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

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

Revised 8/02/2007

#### Privileged and Confidential Information

#### CASE ASSESSMENT

By: Felicia Williams State: Kentucky

Customer Name:

Service Request: 71-548171858

Vehicle is: New

BBB Case No.: CHV0751092

BAC Code:

163189

Vehicle ID No.: 1G1ZS51F36F In Service Date: 12/6/2005

Year, Make & Model: 2006 Chevrolet Malibu Mileage at Time of BBB Filing (odometer) Lien holder: GMAC Other : {Name}

DVM Name: Nancy Baird Phone/Cell Number: 678-240-9848 Vehicle Purchased Used on: n/a at odometer {odometer} Sale Type: Purchase  $\boxtimes$  Lease  $\square$  Other  $\square$ : {Type}

CAM Name: {Name} Phone Number: {Phone Number}

### VEHICLE REPAIR HISTORY

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

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

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

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

### Symptom power steering issues

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

### THE STATE LEMON LAW READS:

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

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

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

### Vehicle Meets Presumption of Lemon Law NO

## RECOMMENDATION AND RATIONALE

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

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

CRS offered \$1700 OLC. Cust accepts offer

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

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

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

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

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



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

### VIA FAX ONLY

September 5, 2007

Scott Estep 800-334-2406 EXT 515 Kentucky

Re:

CHV0751092 2006 Chevrolet Malibu VIN # 1G1ZS51F36F

To Whom It May Concern:

Manufacturer's Position:

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

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

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

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

Sincerely,

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

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CHEVROL	3OX 431 HARLAN, KY 40831 ET 25-498 OLDSMOBILE 09 K 51-745 PONTIAC 12-140 Phone: 606-5 <b>73-3</b> 530 Fax: 606-5 <b>73-3</b> 544		
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FAX:6065733544

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Supplies - An for recycling	of waste supply	harge equivalant es used on your	to 3% of vehicle.	the total 1 Maximum char	abor charge is included ge is \$10.00.	Signed	x					

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Cŀ	P.O. BOX 431 HARL/ NEVROLET 25-498 OLI BUICK 51-745 PON Phone: 606-573 Fax: 606-573	DSMOBILE 09-07 ITIAC 12-140 3-3530		CREECH OLD: PONT	CHEVRO Shuick Tac Inc
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FAX:6065733544 P.002

**** NOTE: THIS IS A DUPLICATE INVOICE COPY **** Customer Name and Address CAWOOD, KY Home Phone Ready Ext Warr: Policy Deduct Service Advisor 000-000-0000 .00 ROGER HALL Prom Date 07/13/2007 Ro Date Del Date Post Date Xref Ro Ro# 07/09/2007 12/06/2005 07/14/2007 64654 Job Po No Cust# Rate Parking Loc + CASH 42.00 Vehicle Id No Stk Id Veh Desc License Miles In Miles Out 1G1ZS51F36F 2006CHEVROLET MALIBU LS 33173 0 Line Complaint 1 CHECK FOR CLUNK IN STEERING ----WARRANTY----Cause REPLACED STEERING GEAR Oper/Code Desc FC Tech Type Skl Time Oth Time Amt Drive 0001600 E9740 GEAR 55 MW 01 1.0 0.0 59.53 Y Flag Total: Time Amount 1.0 16.00 Invoice Date Time Post Date Time 07/13/2007 11:29 07/14/2007 15:03 Wins Data: Claim Type Claim No Comp Code Fail Code Ñ NE 2W Fail Part No Auth Code Person Code Sp Claim Type 15858368 Part No Desc List Net Qty Amt 0015524 15858368 GEAR 272.35 217.33 217.33 1 A:00155.24 N:00217.33 T:00276.86 Line Complaint * 2 MOUNT AND BALANCE FOUR TIRES ----CUSTOMER----Cause MOUNT AND BALANCE FOUR TIRES Oper/Code Desc FC Tech Type Skl Time Oth Time Amt Drive 0000000 MOUNT BALANCE 18 01 0.0 0.0 MC 32.00 Y Flag Total: Time Amount . 0 . 00 Invoice Date Time Post Date Time 07/13/2007 11:29 07/14/2007 15:03 Part No Desc List Net Qty Amt 0015716 **TIRE P205\65\15 WEST 65.61 4 59.00 236.00 Line Complaint * 3 SCAN TEST FOR CHECK ENGINE LIGHT **---**-WARRANTY---Cause REPLACED GAS CAP

**** NOTE: THIS IS A DUPLICATE INVOICE COPY **** Customer Name and Address CAWOOD, KY Home Phone Ready Ext Warr: Policy Deduct Service Advisor 000-000-0000 .00 ROGER HALL Ro Date Del Date Xref Ro Prom Date Post Date Ro# 07/20/2007 12/06/2005 08/14/2007 08/15/2007 64837 Job Po No Cust# Rate Parking Loc CASH 42.00 Vehicle Id No Stk Id Veh Desc License Miles In Miles Out 2006CHEVROLET MALIBU LS 1G1ZS51F36F 33191 0 Line Complaint 1 CHECK TIE RODS FOR SLACK ----WARRANTY---Cause REPLACED BOTH INNER TIE RODS, COULD NOT PERFO Story Lines RM ALIGNEMENT FROM STEERING GEAR Oper/Code Desc FC Tech Type Skl Time Oth Time Amt Drive 0001440 E8040 ITIE ROD 56 MW 01 0.9 0.0 53.58 Y Flag Total: Time Amount . 9 14.40 Invoice Date Time Post Date Time 08/14/2007 09:58 08/15/2007 17:00 Wins Data: Claim Type Claim No Comp Code Fail Code  $\mathbf{N}$ 07 3A Fail Part No Auth Code Person Code Sp Claim Type 15944072 Part No Desc List Net Qty. Amt 0005188 15944072 ROD KIT 45.51 36.31 2 72.62 0005500 **SUBM FRT END ALIG &M 55.00 55.00 1 55.00 A:00106.88 N:00127.62 T:00181.20 00000.00 Labor Amount: 00000.00 Parts Amount: 00000.00 Oth Taxable: 00000.00 Oth N Taxable: Misc. Charges: Sales Tax: Deductible: Pay This Amount: **** POSTED **** TOTAL INTERNAL .00 TOTAL WARRANTY 181.20 TOTAL EXT WARR .00

Oper/Code 0000000 L1020 Flag Total: Time .0 Invoice Date Time 07/13/2007 15:07	Desc CAP Amount .00 Post Date 07/14/2007	Time		Time Oth T: 0.5 0.0	ime Amt ) 29.5	Drive 77 ¥
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			00000.00	Labor A Parts A		32.00
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**** POST	ED ****	<<<<<<<	CASH:	>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>		
TOTAL INTERNAL	.00 TOTAL	WARRANTY	319.91	TOTAL EXT	WARR	.00

**** NOTE: THIS IS A DUPLICATE INVOICE COPY **** Customer Name and Address CAWOOD, KY Home Phone Ready Ext Warr: Policy Deduct Service Advisor 000-000-0000 .00 SR6868 Ro Date Del Date Xref Ro Prom Date Post Date Ro# 08/14/2006 12/06/2005 09/01/2006 09/16/2006 59487 Job PO NO Cust# Rate Parking Loc * CASH 42.00 Vehicle Id No Stk Id Veh Desc License Miles In Miles Out 1G1ZS51F36F 2006CHEVROLET MALIBU LS 16921 Ô. Line Complaint 1 CHECK FOR LH SUN VISOR FLAP FOR BEING BROKE ----WARRANTY----Cause VISOR BROKE Oper/Code FC Tech Type Skl Time Oth Time Desc Amt Drive 0000660 C9748 MIRROR 71 BW 01 0.3 0.0 17.86 Y Flag Total: Time Amount .0 .00 Invoice Date Time Post Date Time 09/01/2006 08:10 09/16/2006 10:45 Wins Data: Claim Type Claim No Comp Code Fail Code Ν MA 96 Fail Part No Auth Code Person Code Sp Claim Type Part No Desc List Net Qty Amt 0003330 15803238 SS-MIR-IL 28.20 23.31 46.62 2 A:00033.30 N:00046.62 T:00064.48 00000.00 Labor Amount: 00000.00 Parts Amount: 00000.00 Oth Taxable: 00000.00 Oth N Taxable: Misc. Charges: Hazardous Waste: Sales Tax: Deductible: Pay This Amount: **** **POSTED** **** TOTAL INTERNAL .00 TOTAL WARRANTY 64.48 TOTAL EXT WARR .00

**** NOTE: THIS IS A DUPLICATE INVOICE COPY **** Customer Name and Address CAWOOD, KY Home Phone Ready Ext Warr: Policy Deduct Service Advisor 000-000-0000 SR6868 .00 Ro Date Del Date Prom Date Post Date Xref Ro Ro# 05/09/2006 12/06/2005 05/16/2006 05/23/2006 57800 Job Po No Cust# Rate Parking Loc 44 CASH 42.00 Vehicle Id No Stk Id Veh Desc License Miles In Miles Out 2006CHEVROLET MALIBU LS 1G1ZS51F36F 11605 0 Line Complaint 1 POWER STEERING LIGHT COMES ON ----WARRANTY---HARD TO STEER Cause PER CUSTOMER Oper/Code FC Tech Type Skl Time Oth Time Amt Desc Drive 0002240 E7680 COLUMN 55 0.0 MW 01 1.4 83.34 Y Flag Total: Time Amount .0 .00 Invoice Date Time Post Date Time 05/16/2006 13:17 05/23/2006 13:40 Wins Data: Claim Type Claim No Comp Code Fail Code Ñ OG 93 Fail Part No Auth Code Person Code Sp Claim Type 88967179 Part No Desc List Net Qty Amt 0020463 S/COL REM 286.48 88967179 359.00 286.48 l A:00204.63 N:00286.48 T:00369.82 Line Complaint * 2 SIR LIGHT ON ----WARRANTY---Cause PER CUSTOMER Story Lines REPLACED SIR COIL Oper/Code Desc FC Tech Type Skl Time Oth Time Amt Drive 0001440 C8800 COIL 55 MW 01 0.9 0.0 53.58 Y Flag Total: Time Amount .0 .00 Invoice Date Time Post Date Time 05/16/2006 13:17 05/23/2006 13:40 Wins Data: Claim Type Claim No Comp Code Fail Code Ν WK 6D Fail Part No Auth Code Sp Claim Type Person Code 15784597

0003632	Part No 1578 A:00036.32	4597 COI		List 63.72 34	Net 50.84 T:00104.4	Qty Amt 1 50.84 12
Line Comp * 3 RENTAL Caus RENTAL	e	Desc	FG Tech	Type Skl Tir	WARRANTY	
0000000 Z79 Flag Total:	03 R	ENTAL UNIT Nount .00		MW 01 0	.0 0.0	
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TOTAL INTER	NAL	.00 TOTAL	WARRANTY	564.24 T	OTAL EXT WAI	RR .00

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

Customer Name and Address STOCK # C6 0810

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Ready Ext Warr: Policy Deduct Service Advisor Home Phone 000-000-0000 000-000-0000 .00 SR6868 Prom Date 12/07/2005 Xref Ro Ro Date Del Date Post Date Ro# 00/00/0000 12/06/2005 12/17/2005 55224 Job Cust# Rate Parking Loc Po No CASH 42.00 * License Miles In Miles Out Vehicle Id No Stk Id Veh Desc 2006 CHEV MALIBU 0 1G1Z\$51F36F 8 0 Line Complaint 1 SERVICE ENGINE LIGHT ON ----WARRANTY----Cause EVAP CODE- PO420 Story Lines CAT. EFFICIENCY- PO420 LOW EFFICIENCY - BANK 1 FC Tech Type Skl Time Oth Time Amt Drive Oper/Code Desc BW 01 0.7 0.0 0001400 J6354 REFLASHED 54 38.02 Y Flag Total: Time Amount .00 .0 Invoice Date Time Post Date Time 12/07/2005 08:47 12/17/2005 09:26 Wins Data: Claim Type Fail Code Claim No Comp Code N WG 93 Fail Part No Auth Code Person Code Sp Claim Type A:00000.00 N:00000.00 T:00038.02 00000.00 Labor Amount: 00000.00 Parts Amount: 00000.00 Oth Taxable: Oth N Taxable: 00000.00 Misc. Charges: Hazardous Waste: Sales Tax: Deductible: Pay This Amount: TOTAL INTERNAL .00 TOTAL WARRANTY 38.02 TOTAL EXT WARR .00

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

Customer Name and Address STOCK # C6 0810

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Home Phone 000-000-0000	Ready 000-000-0000	Êxt Warr: Polic	y Deduct .00	Service Advisor SR6868			
Ro Date 10/06/2005	Del Date 00/00/0000		Post Date 10/09/2005	Xref Ro Ro# 54231			
Job *	Po No	Cust# CASH	Rate 42.00	Parking Loc			
Vehicle Id N 1G1ZS51F36F		Veh Desc 006 CHEV MALIBU	License 0	Miles In Miles Out 1 0			
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TOTAL INTERNA	ц. оо т	OTAL WARRANTY	74.87 TOTAL	EXT WARR .00			

3400 AUTO PLAZA WAY TRACY, CA 95304 Phone: 209-835-4500 Fax: 209-835-6246

# TRACY CHEVROLET

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

	-		
го: V	Amelia ?	> From: ten Hocker	
iane 80	6-508-1	173 Date: 10/5/07	
hone: Ja	09-835 450	Pages:	
Re:		CC:	

Comments:

aler Numbe	ər		Contract Numb	÷	. н.О.5. Numbe	۲ <u> </u>	
		Nome and Addr	ess (Including County and	Zip Code)	Creditor - Seller	r (Name an	d Address)
Juyer (and C	ю-виуеђ	Name and Addin	ese (moldoing boarn) with	,	والمحافظ المراجع والمحافظ والمحافظ	en i sonte della	T BUICK OLDS
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an an an an an an an an					TRACY CS		
54C99M	5174 ( CF 1	, <u>1-3</u>		for seek or on			act you choose to buy the vehicle on credit under the
ou, the Buye	er (and Co in the from	-Buyer, if any), r t and back of thi	may buy the venicle below s contract. You agree to pa	the Creditor	Seller (sometime	es "we" of "	act, you choose to buy the vehicle on credit under the 'us" in this contract) the Amount Financed and Finance -Lending Disclosures below are part of this contract.
harge accord	ding to the	payment schedu	le below. We will figure your	finance charge	on a daily basis. I	ine irum-in	Lending Disclosures below are part of this contract.
New		Make			e Identification Nu	mber	Primary Use For Which Purchased
Used	Year	and Model	Odometer	Venici	e Idenuication No		personal, family or household
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sed cø	986 GR	3	18/85	T They a strength			·
		FEDERAL TR	UTH-IN-LENDING D	ISCLOSUR	ES		STATEMENT OF INSURANCE
ANNU		FINANCE	Amount	Total of	Total		NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or
PERCEN		CHARGE The dollar	Financed The amount of	Payment: The amount :	ou The total	cost of	broker You are not required to buy any other insurance to
RAT The cos	stof	amount the	credit provided	will have paid	after your purch e all credit, in	hase on cluding	obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.
your cree	dit as	credit will cost you.	to you or on your behalf.	you have mad payments a	s your d	lown Č	
a yearly	rate.	ççısı you.		scheduled	payme	1 <u>1</u> 88	Vehicle Insurance Term Premium
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	MENT SCH	EDULE WILL BE:					Bedily injury \$ Limits Mos. \$ [
	ber of Payr		Amount of Payments:	N N	hen Payments Are I	Due:	Property Damage \$ Limits Mos. \$
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One Payme					, Beginninğ 📿 🖙	/ <u>219</u> 20000	Mos. \$
$C_{n}^{(1)}$	Payment	5			, Beginning		
W/H	Payment	s		- WIOTUN	257257	<u>9675</u>	UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.
One Final F	Payment	t is not required in fi	ull within 10 days after it is due,	vou will pay a late	charge of 5% of the	part of the	Vacure when the obvice I demage insurance this contract reduites
							(see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.
Prepayment	L if you pay (	off all your debt early, y	you may be charged a minimum fina erest in the vehicle being purchased	ince charge.			are not required to buy any other insurance to butain crown
Security Inte Additional	erest. You an Information	: See this contract i	erest in the vehicle being purchased for more information including init playur finance charges, and securit	formation about no	npayment, default, ar	ny required	Buyer A
repayment ir	n full before t	he scheduled date, mi	nimum finance charges, and securit	y interest			Co-Buyer 2
ITEMIZA		HE AMOUNT FINA					Seller X/C
	I Cash Prk			177999, 1	90° //		If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.
AC	Cash Price	of Motor Vehicle and	d Accessories 17999.0	¥	(A)		Application for Optional Credit Insurance
	I. Cash Pri			122			Credit Life: Buyer Co-Buyer Both
2	2. Cash Pri	ce Accessories	\$	<b>_</b>			Credit Disability (Buyer Only)
3	3. Other (N	ontaxable)	÷ 14.	/ <del>(</del> )			Term Exp. Premium MAC Mos\$
	Describe	**************************************	\$ <u>}%</u>	7 <b>49</b>			Credit Life Mos \$
	Describe	)	Ψ	\$ <u>*</u> 5,	(1)		Credit Disability Mos. S
		Preparation ree (no Paid to Seller	t a governmental fee)	\$	7 63 7 63		Total Credit Insurance Premiums \$
Ç. 8	omog red i Salet Tov (*	on taxable items in	A+B+C)	\$_1298.			Insurance Company Name
D. 1 E. 1	Optional Di	MV Electronic Filing	Fee*	\$	(E)		Home Office Address
		Service Contract*		- 5	<u>-775 (</u> 77		
G.	(Optional)	Service Contract*		\$	(G)		Credit life insurance and credit disability insurance are not
н.	Prior Credi	t or Lease Balance	paid by Seller to	<u>م</u> ۲	<u>се</u> (Н)		required to obtain credit, your decision to buy of his buy orean
	79 - Fre	-		_ ⊅			credit approval process. They will not be provided unless you
1	(see down	payment and trade-	in calculation)	\$			
L	(Optional)	Gap Contract (to wi	nom paio)"	- * <u>-</u>	(J)		not pay all you owe on this contract it you make take paymenter
J.					مي او رسو دهو اي	5 A 4	payment or in the number of payments, coverage of credit we
	For	rice (A through J)			\$ <u>1994</u> #	<u> </u>	'I due date for the last payment unless a unletent term of the
			ls	1.20	ana		insurance is shown above. You are applying for the credit insurance marked
2. An	License F	d to Public Officia	ATED	\$			
A. R	Benistratio	on/Transfer/Titling F	ees				I U that (1) You are not eligible for insurance if you have
	California	Tire Fees"		35	(C)		reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages
	Other				(국) (국· (국)		I ar profit 30 bours a week of more on the Energy
E.				\$	<b>\$</b> 18	<u>/. 1283</u> (	2) Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY
ы <b>т</b> -	stat Ottlaia	l Fees (A ibrough É	- I				

TRACY CHEVROLET

PAGE 02

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10/05/2007 00:54 20983562		VROLET	PAGE 03
<ul> <li>D. Deferred Downpayment</li> </ul>	\$(D)		tion contract) is not required to obtain credit and will not be
	\$(E)		provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown
E. Manufacturer's Rebate F. Other	\$\$(F)		in item 11. See your gap contract for details on the protection
G. Cash	5 NO2 00 NO		it provides. It is a part of this contract. Term Mos
G. Cash Total Downpayment (C through G)	(6)	Name of Gap Contract	
(If negative, enter zero on line 6 and enter the amount less that	Ψ τοτο as a nositive number on line 1H shove\		You want to buy a gap contract
	n zero as a positive number on line 1H abovey 全部分子的。主任		Buyer X
7. Amount Financed (5 less 6)	Φ	(/)	
*Seller may keep part of these amounts.			OPTIONAL SERVICE CONTRACT(S) You want to
SELLER ASSISTED LOAN	AUTO BROKER FEE DISCLOSURE	:	purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s)
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS	If this contract reflects the retail sale		shown in item 1.F and/or 1.G above.
RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.	new motor vehicle, the sale is not su	bject	1 E Compone
	to a fee received by an autobroker fro	m us	1.F Company Mos. or Niles
Proceeds of Loan From: N/A	unless the following box is checked:		06 / <del>54</del> 3
Amount's Eingnoet barde &	□ Name of autobroker receiving f	ee, if	1.G Company Mos. or Miles
Total \$ Payable in Start	applicable:	e	Term Mos. or Miles Buyer X4/70
Ποιαδητιστικό Οι φ	67A		Buyer X
from this Loan is shown in item 6D.			HOW THIS CONTRACT CAN BE CHANGED. This
NOTICE OF RES	CISSION RIGHTS		contract contains the entire agreement between you and
If Buyer and Co-Buyer sign here, the prov	isions of the Rescission Rights section	on on	us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral
the back giving the Seller the right to resci	nd if Seller is unable to assign this co	ntract	changes are biodico
to a financial institution will apply			
Buyer X	-Buyer X		XBuyer Signs
			x
<b>OPTION:</b> $\prod_{P \in \mathcal{P}}$ You pay no finance charge if the Ame	ount Financed, item 7, is paid in full on or I	before	Co-Buyer Signs
, Year S	ELLER'S INITIALS		
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS F	ROVIDED IN LAW MUST BE MET BY EVERY PERSO	N WHO PUP	CHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR
NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOU	IR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN A	CCIDEN I, Y	OU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION	DAMAGE OR MAY NOT PROVIDE FOR FULL REPLA	CEMENT C	OSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO
DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE	IE COVERAGE YOU OBTAIN THROUGH THE DEALEH AS BREN BEROSSESSED AND SOUD.	( PROTECT:	S UNLY THE DEALER, USUALLY OF TO THE AMOUNT OF
	νώτι μέτος ένεωτ με μάρος με μαμάτε το γρης γε	HICLE, YOU	SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUVER SHALL SIGN TO ACKNOWLEDGE THAT BE/S	HE UNDERSTANDS THESE PUBLIC LIABILITY (ERMS A	ND CONDI	IUNS.
s/s x			
	and a state of the	provided	by you in connection with the Trade-In Vehicle.
You represent that you have given a true payoff	amount on the vehicle traded in. If the pay	off amour	it is more than the amount shown above in item
6.B as "Prior Credit or Lease Balance," you mu	ist pay Seller the excess on demand. If the	e payoff a	is more than the amount shown above in item amount is less than the amount shown above in
item 6.8 as "Prior Credit or Lease Balance," Selle	i wiit teruno ille dinerence to you.		
Buyer X	Co-Buyer X		
Nation to burget			1 1
(4) Denet also this paragraph before you re	ad it or if it contains any blank spaces to	o be filled	in. (2) You are entitled to a completely filled
(a) some of this assessment (2) You can prop	w the full smount due linder this adreed	nentata	
of your obligations under this agreement, t	ne venicle may be repossessed and yo	u may o	e subject to suit and liability for the unpaid
indebtedness evidenced by this agreement.			
If you have a complaint concerning this sale, you should	try to resolve it with the seller.	attorney +h	e district attorney, or an investigator for the Department
Complaints concerning unfair or deceptive practices or	methods by the seller may be referred to the city		
After this contract is slaned, the seller may not change	the financing or payment terms unless you agree	in writing	to the change. You do not have to agree to any change,
and it is an unfair or deceptive practice for the seller to m	ake a unilateral change.		
Buyer Signature X	Co-Buyer Signatu		
The Appual Perceptage Rate ma	y be negotiable with the Sel	ler. The	e Seller may assign this contract
and retain its right to receive a	part of the Finance Charge		
and retain its right to receive a p	an vi me rmance onarge.		
THERE IS NO COOLI	NG OFF PERIOD	YOU AG	REE TO THE TERMS OF THIS CONTRACT. YOU
California law does not provide for a "cooling off"	or other cancellation period for vehicle sales.	CONFIRM	A THAT BEFORE YOU SIGNED THIS CONTRACT, WE
( ) Therefore you earned later cancel this contract simp	iv because you change your mind, decide the	GAVE IT	TO YOU, AND YOU WERE FREE TO TAKE IT AND
I wasiala caste too much or wish you had acquired a (	lifferent vehicle. After you sign below, you may	REVIEW	IT. YOU CONFIRM THAT YOU RECEIVED A TELY FILLED-IN COPY WHEN YOU SIGNED IT.
<ol> <li>I entry expect this contract with the agreement of the seller</li> </ol>	or for ledal cause, such as fraug.	COMPLE	TELL FILLED-IN COPT WHEN TOO SIGNED IT.
Buyer Signature X	DateCo-Buver Signati	ure X 🔔	Date
De Durant Other Owners - A co-buyer is a person	who is responsible for paving the entire dept. An oth	er owner is	a person whose name is on the title to the vehicle but
Co-Buyers and Other Owners — A co-buyer is a person does not have to pay the debt. The other owner agrees to t	he security interest in the vehicle given to us in this co	ntract.	
	Address		
Other Owner Signature X	QUADANTY		
To induce us to sell the vehicle to Buyer, each person who	the second s	nt of this con	ntract. If Buyer feils to pay any money owing on this contract, n as Guarantor, and even if Buyer has a complete defense to
each Guarantor must pay it when asked. Each Guarantor of Our material domaid for mimburgement. Each Guarantor of	arees to be flable oven if we do one or more of the follo	wing: (1) give	e the Buyer more time to pay one or more payments; (2) give
L Guarantor s Demand for reminursement. Each Guarantor a	a security (4) essent less from the Buyer than the total	amount own	nd: or (5) otherwise reach a settlement relating to this contract

	10/05/2007		2098356246		TRACY CHEVROLET		PAGE 04
	ALT						
	5		# AS-214-4N • ORE	ER TOLL FREE 1-80	0-344-4255 @2004 ALTERNA	TIVE SOURCE - AUTOMOTIVE FO	PRMS 959032-C)
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VIN							
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						ME OF SALE	
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7.							
	NOTE: THE	ABOVE PRO	MISED WORK IS	THE ONLY WORK 1	O BE PERFORMED FF	EE OF CHARGE, ANY	DDITIONAL WORK
	WALL BE CH		R IN ACCORDANC		OF WARRANTY ISSUE	ED AT TIME OF SALE, A	IND WILL BE CASH
	ON DELIVER	ROPPING O	RK MUST-BE DON	E IN OUR SHOP. W			······································

Customer	Sales Mgr.
DUETON	SURANCE REGULATIONS - NO LOAN CARS AVAILABLE

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FORM # AS-214-4N (REV. 6/04) ORDER TOLL FREE 1-800-344 4255 a) TERMATIVE ODDATE AUTOMOTIVE FORMS BOURCE - Use of this (rem is not a substitute for the opinion of lagal counse). Alternative Source makes no implied or express warrantike regarding the content or firmeas of this form for any purpose.

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PAGE 001/001 Fax Server



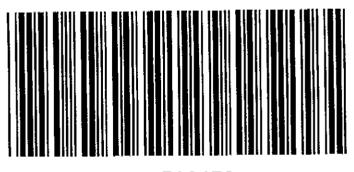
### **AMERICREDIT FINANCIAL SERVICES**

DEPARTMENT 300 284 STATE ROUTE NORTH 72 REESVILLE, OH 45166 BRANCH (209)473-3199 FUNDING PHONE (800)920-0477 FUNDING FAX (877)912-9650

Tracy Chevrolet

Attention: SPECIAL FINANCE

To:



504798479

.

Date: 6/20/2006 Time: 10:49 AM

·····	Applicant(s)	and Colla	teral
Application Number:504798479	J	Collateral:	2006 PONTIAC G6
Applicant:		Value:	\$17,500.00
Co-Applicant:		Mileage:	17,464

**FUNDING DELAY*** PENDING VERIFICATION OF FOSTER CARE AND 6 MONTHS PROOF OF CHILD SUPPORT INCOME

A Public Service Agenc	y

## REPORT OF SALE-USED VEHICLE

. ..........

28906698

DATE SOLD (MO./DAY/YR.) 06/11/06			ATED (MO.DAY/YR.) 5/11/05		NRM/IND	
	YEAR MODEL	A D SD	MOTIVE POWER GAS	NUMBER OF AXLES	UNLADEN	WEIGHT
VEHICLE IDENTIFICATION NUME 1G2ZG558364	JER		M/C ENGINE NUMBER C	R ADDITIONAL IDENTIFICATI	ON NUMBER	
LAST REGISTERED IN STATE OF			YEAR REGISTERED		SACR	OF RESIDENCE
IF REVIVED JUNK OR SALVAGE	-DISMANTLER NOTICE OF ACC	UISITION NUMBER			, <b>I</b>	
SOLD TO: PRINT TRUE FULL	VAME AS IT APPEARS ON THE C	RIVER LICENSE OR ID CARD	IN THE ORDER SHOWN BELOW	,	DRIVER L	ICENSE/ID CARD NO
		FIRST	MIODLE		DRIVER L	ICENSE/ID CARD NO
BUSINESS OF RESIDENCE ADD 714 WATT AVE			APT. NUMBER CITY SAE	RAMENTO	STATE CA	ZIP CODE 95864
MAILING ADDRESS- <i>IF DIFFER</i>	INT FROM ABOVE OR LOCATIO	N (FOR TRAILER COACH/VES	SEL) APT. NUMBER CITY	1	STATE	ZIP CODE
DEALERS NAME TRACY CHEVRO	LET BUICK OLDS	· · · · · ·	I'dmi C	haven		<u></u>
ADDRESS 3400 AUTO PL	AZA WAY			CITY TRACY		
DEALERS NUMBER	10		SALESPERSON'S NUME D2889434	BER		
			(2) X			
	REMINC	ERS TO PERSON	IS PREPARING THIS		1160	66.
1. Use these report	s in numerical seque	nce.		F	140	10
2. Do not forget to i	have purchaser sign	Report of Sale.		r 1'	7999	
3. Make sure Temp	oorary Identification c	opy is affixed to ve	hicle before delivery	REPORT	rede	t
4. When necessary	to void a report refr	er to instructions en	closed in the Report	of Sale package.		

- 1. Use these reports in numerical sequence.
- Do not forget to have purchaser sign Report of Sale. 2.
- Make sure Temporary Identification copy is affixed to vehicle before delivery З.
- When necessary to void a report, refer to instructions enclosed in the Report of Sale package. 4.

REG 51 (REV. 4/94)	— DMV сору			
PRINT NAME	SIGNATURE OC		DATE	DL ID OR DEALER#
PRINT NAME			DATE	DEPD OF DEALER #
MAILING ADDRESS	orx .	STATE	ST ZIR	DAYTIME PHONE #
3400 AUTO PLAZA WAY	TRACY	CA S	95376	(209)835-4500
SECTION 5: Power of Attorney		120030458658		
I/We(PRINT NAME as my attorney in fact, to complete a	(s)) Il necessary documents, as needed, to	appoint	( <b>R</b> 8	HEVROLET BLUCK OLD
Signature required by person appoints		s manerer confierenție a		
Signature required by person appointi X	ng Power of Attorney		DATE 047	1372006
AEG 262 (REV. 3/2003)	standin provinsi karala karang	(1997年1月1日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日	(*	Cycles Stends and a company
BAGE 06	TRACY CHEVROLET	3326246	7 502 t	9:00 Z00Z/90/0I

## AmeriCredit Contract Status

Product AMRI062702e Product Product POSTED

Applicant Information

Applicant Name:	
Reference #:	504798479
Status:	Funded

#### Vehicle Information

N/U/D-Year:	Used 2006
Make:	PONTIAC
Model:	G6
Trim:	
VIN #:	

i manonig i	
Product:	2006
Term:	72
Amount Financed:	\$19,638.16
Amount Disbursed:	\$18,868.16
Customer Rate:	13.99%
Buy Rate:	13.99%
Participation:	0.00%
Participation Amount:	\$0.00
Acquisition Fee:	\$695.00
Booking Date/Time:	06/23/2006 06:32 AM

#### **Comments From Funding Analyst**

06/12/2006 08:06:01	NEED COPY OF SSI AWARD LETTER TO PROVE SSI INCOME, COPY OF COURT ORDER AND PROOF RECEIVING CS PAYMENTS LAST 6 MOS.
06/15/2006 08:26:32	GF#50346276 IN#2006-06-15
06/15/2006 17:10:45	**FUNDING DELAY** PENDING VERIFICATION OF FOSTER CARE AND CUSTOMER CONFORMATION CALL
06/19/2006 09:37:43	**FUNDING DELAY** PENDING VERIFICATION OF FOSTER CARE AND 6 MONTHS PROOF OF CHILD SUPPORT INCOME
06/20/2006 08:49:29	**FUNDING DELAY*** PENDING VERIFICATION OF FOSTER CARE AND 6 MONTHS PROOF OF CHILD SUPPORT INCOME
06/21/2006 08:41:59	**FUNDING DELAY*** PENDING VERIFICATION OF FOSTER CARE I HAVE 5 MONTHS WORTH OF CHILD SUPPORT WHICH IS MAKE INCOME COME UP JUST A HAIR SHORT. I WILL LET YOU KNOW HOW THANGS TURN OUT THANKS

#### Analyst Information

Name:	STEVEN DURK	Fax:	(877)978-7163
Phone Number:		Lender Cust. Service Number:	

#### Back to Contract Status

205 18943.16 PI6066

Stock #P16066 Apr 12, 2006

Cost\$ 14,600

# Wholesale/Retail Breakdown

# Kelley Blue Book Mar-Apr 2006

2006 Pontiac G6 Sedan 4D ..... N/A

### VIN: 1G2ZG558364

V6 3 5 Liter	N/A
Automatic	N/A
FWD	N/A
T. I.I. The bear and a second second second	

# *** Equipment ***

Air Conditio	ning	Ň/A
Power Steeri	ng	N/A
Power Wind	ows	N/A
Power Door	Locks	N/A
Tilt Wheel		N/A
	rol	
	°eo	
Single Comp	act Disc	N/A
Dual Front A	Air Bags	N/A
	5	

<b>Total Value witho</b>	ut mileage	N/A
Mileage adjustme	nt (17,464) miles	N/A

*** Total Wholesale/Retail Value ..... N/A

#### **Tracy Chevrolet**

Mar-Apr 2006 Kelley Blue Book KARPOWER values for California Values are subjective opinions. Kelley Blue Book assumes no responsibility for errors or omissions © Copyright Kelley Blue Book 2006, all rights reserved

				(	CVI <u>S9917</u>	
		r · Buick	• Oldsmobile • :	AEWOO"		
	20	-835-4500	CA 95304 Fax 835-6246	BAF	t # AF173084 E	PA # CAL000144559
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						INVOICE NO.
50	GARY WI	LSON	850	066 0	4/12/06	CVIS99177
RACY CHEV BUICK OLDS DAEWOO			MILEAG	17,646 C	HARCOAL/	P16066
400 AUTO PLAZA WAY			DOOR SEDAN		IVERY DATE	DELIVERY MILES
P.O. BOX 1048 RACY, CA 95304	VEHICLE I.D. NO			8E	LING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	HH992654	P. O. NO.		4/12/06	
DENCE PHONE BUSINESS PHONE 209-835-450				· · · · · · · · · · · · · · · · · · ·		MO: 17646
OR & PARTS						
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PERFORMED SERVICE COMPLETED DETAIL AS NEEDED.				· •		
	JOB	# 1 TOTAL	LABOR & PARTS	155.00		
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π2 1 20010/52 0	12 1211 1.000	JOB #	2 TOTAL PARTS	4.76	•	
	JOB	# 2 TOTAL	LABOR & PARTS	18.76		
3 BOCVZZSAFE UZCAR SAFETY PERFORM USED CAR SAFETY INSPE	OURS	ECH(S) 130		92:00		
ADDITIONAL SERVICES & REPAIRS PERFORMED SERVICE	NEEDED					
COMPLETED SAFETY AS NEEDED.		S MI	VI ('E			
	JOB	# 3 TOTAL	LABOR LEAR S	Rm		
.G. & SUPPLIES # 2 5.0 QTS 10W30 MOTOR OIL	@ 2,110	/UNIT			·ICr	
			TOTAL GOG	10.55	ICI	
CCODEDESCRIPTION # 1 C2 GM CERTIFIED 125		CONT	ROL NO	125.00		1
# 1     C2     GM CERTIFIED 125       # 2     A4     HAZ WASTE OIL AND FI       # 3     A11     SHOP SUPPLIES	LTER			3.00 50.00		
			TOTAL MISC	178.00	4 4	
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APPROVED BY SIGNATURE					an an an an an an Ar	
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IN 12, 2006 F&I - DEAL WORKS	HEET CA.1 Stor	e 01 FANDIO1 PORT 500	6 4770 
3 STOCK NO       P16066       5       15         1 PRICE       17999.00       16         3 TERM       72       17         5 RATE/APR       13.99       18         7 AOR       8.05       19         3 DAYS       45       20         7 TRADE #1       0.00       21         ) PAYOFF #1       22         ) CASH DOWN       500.00       23	TOC AFTERMARKET SMOG FEE 0.0 SMOG CERT 8.0 TIRE FEE GAF PREM 500.0 LIC FEE 179.0 OVER RIDE LIC FEE MISC LIC 8.0	00 29 MSRP 30 COUNTY CODE 00 PYMT DATE 07/2 N OPEN RO# 00 STATUS C	R SEDAN 7.75 N 0 SA 6/2006
ADDL COMMANDS I/I##INSURANC =CREDITMASTER J=DEAL REVIEW =CREDIT REPORT L=CLEAR DEAL D#=DESK DEALS N=ROLL PAYMEN =DEALERLINK Q/Q#=BANK SEL LINE#)(M=MODIFY)(COMMAND) IFT F1=FKEYS BANK=	Z=MINI QUICK Q <f10>=DEAL REC T <f11>=STORE DE ECT E=DELIVER DEAL</f11></f10>	UOTE SH <f9>=SALES MGR ALL SH<f10>=DISP GROS AL <ctrl>I=MO PYMTS</ctrl></f10></f9>	(INS)

App 50 \$ (29384

Revised 8/02/2007

#### Privileged and Confidential Information

#### CASE ASSESSMENT

By: Pam Saunders State: CA

Customer Name:

Service Request: 71-553074383 BBB Case No: PGM0752398

Vehicle ID No.: 1G2ZG558364 In Service Date: 06/05 Vehicle is: NEW

BAC Code: 183832

Year, Make & Model: 2006 Pontiac G6 Mileage at Time of BBB Filing (37,750) Lien holder: GMAC Other C: Other DVM Name: Mark Erwin Phone/Cell Number: 650-207-3529 Vehicle Purchased Used on: 06/11/06 at odometer 17,464 Sale Type: Purchase 🛛 Lease Other : CAM Name: Mick Gonzales Phone Number: 805-373-8417

## VEHICLE REPAIR HISTORY

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

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

$\boxtimes$	STEERING
-------------	----------

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/06	173353	4	26,094	<ul> <li>C/S: clunk in steering when turning outside ship says the tie rod end is separating.</li> <li>C: inspected and verified the right side outer tie rod end separating.</li> <li>C: Installed new tie rod end, aligned to specifications.</li> </ul>
12/05/06	173460	2	26,137	<ul><li>C/S: clunk noise when turning left or right.</li><li>C: found steering rack inoperative.</li><li>C: removed and replaced steering rack. Aligned to specifications.</li></ul>
04/26/07	178869	6	32,4999	<ul><li>C/S: noise when making right turns, clunk sound.</li><li>C: road tested and found noise coming from tires.</li><li>C: Inspected and found the right front tire at 12 psi and all other tires above 40 psi, adjusted tire pressures to correct settings, road tested, operating as designed.</li></ul>
05/31/07	180083	1	33,649	<ul><li>C/S: deep clunk in steering, low speed maneuvers, customer went for test drive with Doug.</li><li>C: found steering rack inoperable,</li><li>C: removed and replaced steering rack.</li></ul>
09/05/07	183832	1	37,852	<ul> <li>C/S: clunk noise when turning right see history making same noise. C: road tested and verified concern, found GM bulletin #06-02-32-007B regarding concern.</li> <li>C: Lubed per bulletin and replaced bolt coupler bolt that was found to be cracked on disassembly.</li> </ul>
	SMISSIO	Ν		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/12/07	181682	1	35,997	C/S: thunk noise from transmission area when putting into gear or when accelerating from a stop. C: road tested and were unable to verify concern that customer was

	REMOTE	KEYS
--	--------	------

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/12/07	181682	*	35,997	<ul><li>C/S: remote will not unlock doors.</li><li>C: found the remote lost its memory. Reflashed remotes and rechecked, operating as designed.</li><li>C: estimate to supply extra key and remote, will need to order parts if customer desired.</li></ul>
08/10/07	182920	1	37,099	C/S: install special order part – keyless entry remote inoperable. C: refer to RO# 181682 replaced and programmed one remote keyless transmitter.

## THE STATE LEMON LAW READS:

Days out of service: 30 Repairs: 4 or more repair attempts plus direct notice. Time period: 18 months / 18,000 miles Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs: 2 Safety-related time period: 18 months / 18,000 miles

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	16

### Vehicle Meets Presumption of Lemon Law: NO

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

Concern: Date & Offer/Result:

## RECOMMENDATION AND RATIONALE

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

At this time, customer is eligible under the BBB program guidelines to take claim to arbitration and is scheduled to for 10/10/07. Vehicle does not appear to meet presumption as first repair attempt with the complaint on steering was reported on 12/01/06 with 26,094 miles.

After the first concern, vehicle has been seen at the dealer on 5 separate occasions with a steering complaint and has had 4 repair attempts. Though the customer is seeking repurchase of the vehicle, Crs originally didn't feel that based on repair history, the customer qualified for a repurchase and prepared to seek GM approval to offer the customer a GMPP Value Guard, being that now the customer is out of new vehicle warranty.

After reviewing case with Arbitration Specialist, Shendanna Boykin and Penny Crisp, per their direction, Crs has requested DVM, Mark Erwin buy-in for trading customer out of vehicle and approval to negotiate usage down to 50%.

Rationale:

- 1. Two separate RO's dated 12/05/06 and 05/31/07, dealership documented steering rack was inoperable
- 2. Steering is considered a safety issue.

Seeking approval to start with an offer of 2/36 GMPP Value Guard w/ \$50.00 deductible (cost of \$1,540). If that is not acceptable to customer, Crs would like approval to offer 3/54 GMPP Value Guard with \$50.00 Deductible (valued at \$1,945).

Request for approval submitted on 10/08/07 to TL, Veronica Charles for escalation to GM.

Final Settlement offer made on 08/09/07: offer of GMPP Value Guard (36/54 w/ a \$50 deductible); customer declined offer

Crs offered to assist with trade and a usage of \$3,923. – declined offer Crs reduced the usage amount to \$3,000.

DVM, mark Erwin states; do not agree with offer of trade or repurchase and do not want name associated with this offer.

CRS FINAL OFFER:	Replacement/3K usage	DATE: 10/09/07	CUST:
Goodwill:		Attorney Fees (if appli	cable): \$

TEAM LEAD APPROVING: Veronica Charles	Date: 10/08/07
---------------------------------------	----------------

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

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

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

Customer:         SR #: -71553074383         BBB#: 752398
-----------------------------------------------------------

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

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

#### Section 1

Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22530.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -4531.00
(If positive, look for Overallowance)	

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

#### Section 2

Coolion 2	
Trade Allowance	0.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 0.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

### Section 3

Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 17999.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

		y Repurchas	<b>-</b>
	<u>]</u>	<u>147847</u>	
BBB Case	Straight		
COMPLIANCE DATE	04/1	2/08	
ADR REQUEST NUM	BER <u>71</u>	- 553074383	
CUSTOMER NAME _			
LAST SIX OF VIN			
ADR CRS Pai	n Saunders	EXT	11240
DVM <u>Mark Erwi</u>	Π	PHONE	650-207-3529
DATE ACCEPTANCE )2/12/08 – offer straight		10/30/07	- original
NUMBER OF DAYS F	OR COMPLIAN		45
FEAM LEAD'S SIGNA	TURE		
ADR Exceptions that no	ed to be paid i.e	. over allowanc	e and negative equity.
COMMENTS/REASON	N FOR EXCEPT	ION: see previ	ous Morley # 143321
	be entitled to the fees; document	e following coll t preparation fe	
Customer has agreed to	a usage fee of \$3	3,000.00.	
		ove completed.	

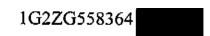
# ADR REPURCHASE CHECKLIST

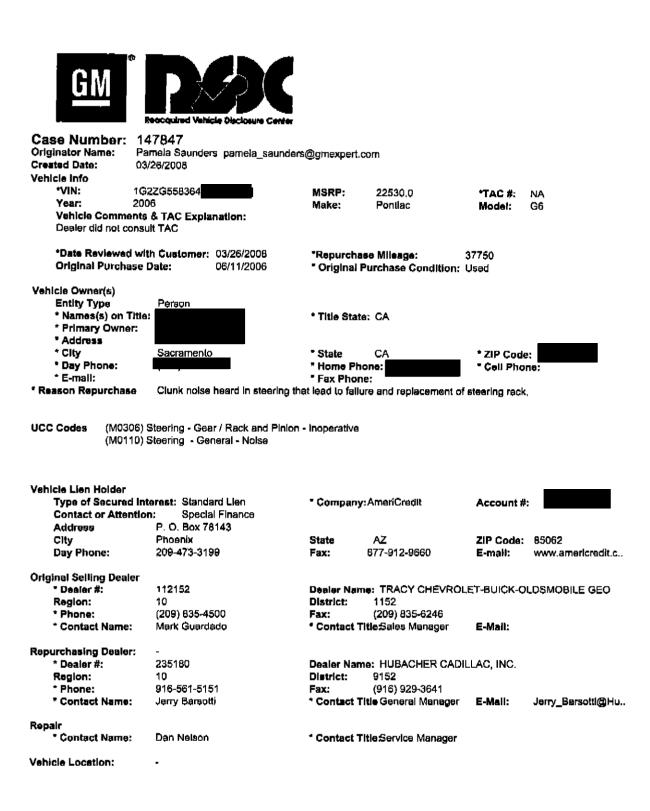
# Once completed, this document should be attached to the SR.

Cover sheet denoting a **Request** # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file) **PRA FORM** (Voluntary Repurchase only) Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade 1/4f3 Incentive Acknowledgement Form Signed Bill of Sale on original vehicle Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA Agreement to Arbitrate (For CA cases, attach the CCF) Repair Orders (KY and FL only) Invoice for any conversion package (if applicable) 641 Receipts for any after-market items (if applicable) BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable) Signed customer acceptance of decision for Mandatory Repurchases **V** Financial Institution information including: account #, phone # & Institution name Overallowance/Incentives/Negative Equity Form [†] ACV on trade-in documented Copy of the Customer Claim Form (CCF) only on Mandates MApplicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

|

VIN







Created Date:

Case Number: 147847 Originator Name: Pamela Seunders pamela_saunders@gmexpert.com 03/26/2008

#### Transaction Details:

Siebel Request #:	71-553074383	* Disposition	Auction
State:	CA	* Type:	Straight Repurchase
Source:	ADR BBB Mediated	••	•
Replacement VIN:		-	
Compliance Date:	2008-04-11	Compliance	e Type: BBB Mediated
MSRP;	0.0	Order #:	51

#### **Repurchase:**

* Processing Instructions:

straight repurchase. Customer has agreed to pay a usage fee of \$ 3,000. GM to reimburse customer: Purchase price of vehicle; sales tax; license fees; document preparation fee; registration fees; California Tire fee and all incurred finance charged from dete of purchase.

#### **Disposition:**

Auction

* Processing Instructions:

#### Transaction Details

<u>Group</u>	<u>Responsible.</u>	<u>Formula</u>	Additional Explanation	Value
Usage	Çustomer	NA	Usage per Lemon Law	3.000.
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

# ULD

2006 G6 - 6CYL SEDAN 59U GRANITE METALLIC 19B EBONY ORDER NO. HZWT57/FDR STOCK NO. VIN 1G2 ZG55 83 64		GENERAL M 100 RENAI DETROIT	MC DIVISION OTORS CORPORATION SSANCE CENTER MI 48243-1114 NVOICE 2AD51350773
MODEL & FACTORY OPTIONS	MODD		
MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2ZG69 G6 - 6CYL SEDAN 2 C1U FLT-ENTERPRISE RENT A CAR F83 AXLE RATIO 3.05 LX9 ENGINE 3 51 V6 SET	20930.00	18523.05	INVOICE 05/16/05
CIO FUI-ENIERPRISE RENT A CAR	0.00	0.00	SHIPPED 05/16/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 06/01/05
THATHA, J.JT AG OFT	0.00	0.00	INT COM 06/01/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 01/01/05
PCH PREMIUM VALUE PACKAGE INCLUDES	1475.00	1268.50	KEYS G2159 G2159
* (4) 16" PAINTED ALLOY WHEELS			WFP-S QTR OPT-1
*AM/FM STEREO 6 DISC CD PLAYER			FAN: 000805331
(REPLACES STD/OPT/PKG RADIO)			BANK: GMAC - 085
* SUNROOF, POWER TILT & SLIDE			CHG-TO 23-048
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
VQ2 FLEET ORDERING AND ASSISTANCE	0.00	0.00	SHIP WT: 3358
VX7 LONG TERM DAILY RENTAL PROGRAM	0.00	500.00-	HP: 32.9
V2G CREDIT IN LIEU OF FUEL	0.00	24.99-	MRM: 23030.00
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT		430.00-	
			DAN: 00008
			MEMO 1095.25
			Mano 1095.25

TOTAL MODEL & OPTIONS 21905.0 DESTINATION CHARGE 625.0

21905.00 18836.56 ACT 231 19461.56 625.00 625.00

BRALEY & GRAHAM BUICK, PONTIAC, GMC

REMIT TO GMAC NO. 085 VIN 1G2ZG558364 \$ 19461.56 INV 2AD51350773 DUE 06/01/05 DEALER 23-048

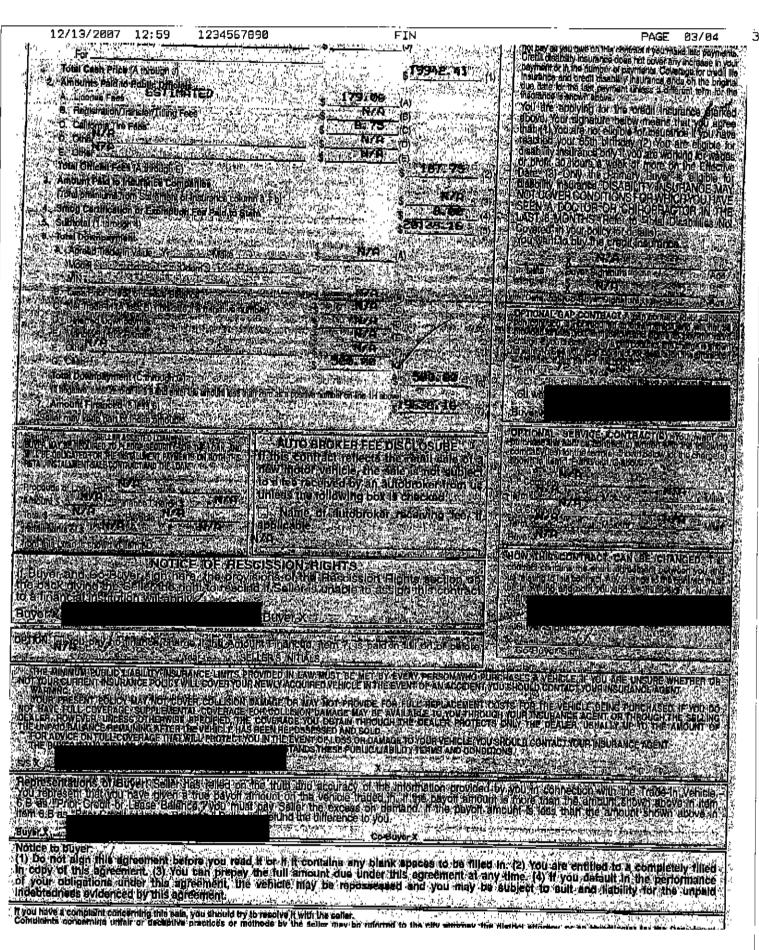
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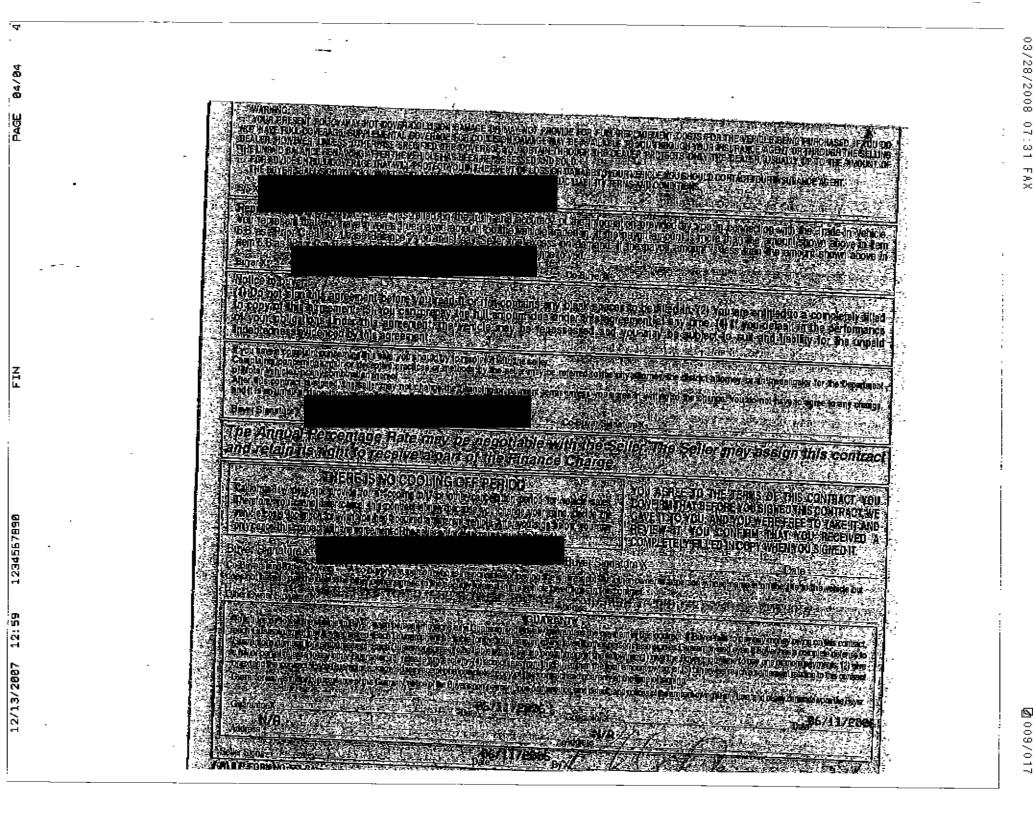
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I.

IN 12, 2006 F&I - DEAL WOR		tore Ol FANDIOl PORT !	
STOCK NO P16066 5 1 PRICE 17999.00 1 TERM 72 1	.3 WARR PREM .4 TOC .5 Aftermärket .6 Smög fee .7 Smog cert	2006 FONT G6 4 1 25 TAX RATE 26 LUX TAX (Y/N) 27 SIMP INT (Y/M) 0.00 28 1 PAY DAYS 8.00 29 MSRP	DOOR SEDAN 7.75 ) N N) N O
) DAYS     45     2       ) TRADE #1     0.00     2       ) FAYOFF #1     2       1 CASH DOWN     500.00     2	1 OVER RIDE LIC FEE 22 MISC LIC	30 COUNTY CODE 0.00 9.00 PYMT DATE O N OPEN RO# 8.00 STATUS C 45.00	
ADDL COMMANDS I/I#-INSURAN -CREDITMASTER J-DEAL REVIE -CREDIT REPORT L=CLEAR DEAT D#=DESK DEALS N=ROLL PAYME =DEALERLINK Q/Q#=BANK SE	SW Z-MINI QUICH L <flo>⊏DEAL H ENT <fl1>=STORE</fl1></flo>	(QUOTE SH <f9>-SALES MO RECALL SH<f10>-DISP G DEAL <ctrl>I-MO PYM</ctrl></f10></f9>	GR REVIEW Rosses TS (INS)
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App 50 \$ 129384

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THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE FAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

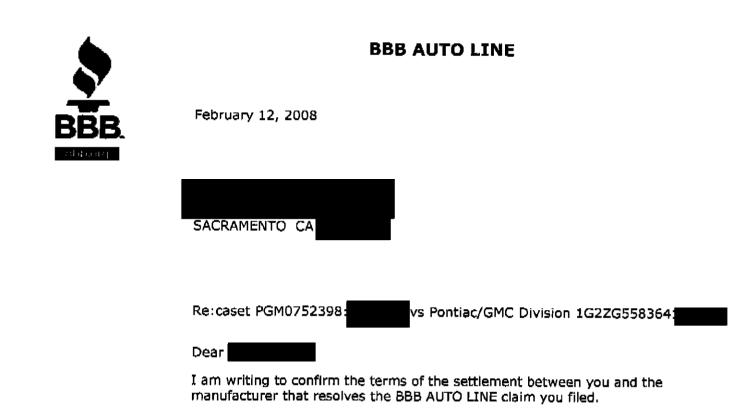
1.00

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.



MAKE YR MODEL PONT 2006 BODY TYPE MODEL SD	EGISTRAT YR 1ST 20 MP MO G NT		RD VALI VLF CLASS EC		1	3/2007 TYPE VEH 120	TYPE 11	VEHICLE I	
TYPE VEHICLE USE AUTOMOBILE REGISTERED OWNER	DA	TE ISSUED 7/08/07	CC/AL 34		FEE RECVD /08/07			L405 P DATE: AM	R ISSUED 6069 06/08/2007 DUNT PAID
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The terms of the settlement are as follows:

The Manufacturer has offered to Repurchase the Consumer's 2006 GMC G6. The consumer shall be entitled to the following collateral fees: Purchase price of vehicle; Sales tax; License fees; Document preparation fee; Registration fees; California Tire fee; and all incurred finance charges from date of purchase. *Both parties agreed to a usage fee of \$3,000.00.* The consumer has accepted this offer. GM's RVDC Dept. shall send the consumer a separate settlement letter with the total repurchase amounts. The repurchase shall be completed within 45 days from the date of this letter.

*OFFER REVISED 02-12-08*

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know Immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that

#### Council of Better Business Bureaus, Inc.

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

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I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Rosa Tinoco at Extension 211

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# 71-553074383

# Customer Claim Form

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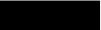
Contact Date: 09/01/07	Start Date:	09/04/07	Case Number: PGM0752398
Have you contacted the mfr regard Have you previously filed a claim of If yes, name of provider:	n this vehicle v	vith the BBB or and	other dispute resolution provider?  YES INO Case Number:
Titled Owner(s) Name&Add	<u>ress</u>		
SACRAMENTO, CA Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:	Cell Phone:
Vehicle InformationName(s) of individual(s) or businesVehicle Usc: ☐Personal □BusinessTransmission Type:Make: Pontiac/GMCMode.Vehicle Identification Number:10Servicing Dealer/City/State:BisSelling Dealer/City/StateInsurance Carrier:AHas vehicle been in an accident/hasDescription of Damage:	s⊡Both Numt l: G6 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364 G2ZG558364	Percentage of tin per of vehicles regis Model Yes	he vehicle used for business purposes: stered in California by vehicle owner/lessee: ar: 2006 Current Mileage: 37750 Policy Number: Date of accident:
Purchase/Lease Information         Purchase       Date:06/11/06 Mileage at         Purchased As :       □ New 🖾 Used □         Is the vehicle in your possession?       Licnholder's Name: AmeriCredit         Address:       P.O. Box 183592         City/St/Zip:       Arlington, TX 76         Phone:       ( )         Lienholder Acct # :         Customer's Desired Outcome         I want the car to be replaced or repurchat         happening for the 4th time, I am afraid to	purchase: 18 Demo yes 3 5096 ( <i>Describe what</i> used. 1 have 3 sr	Elso Lease Dat Leased As Is the veh Leasing C Leasing C <b>you want done to res</b> nall children. I drive	<ul> <li>Mileage at lease:</li> <li>New Used Demo</li> <li>lompany's Name:</li> <li>Address:</li> <li>City/St/Zip:</li> <li>Phone:</li> <li>ompany's Acct #:</li> </ul>
Signature of Titled Owner(s): I am submitting this dispute for resolution LINE Arbitration Rules.	1 in the BBB AUJ	FO LINE program, and	Date I I agree to arbitrate the dispute under BBB AUTO

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

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Customer Name:

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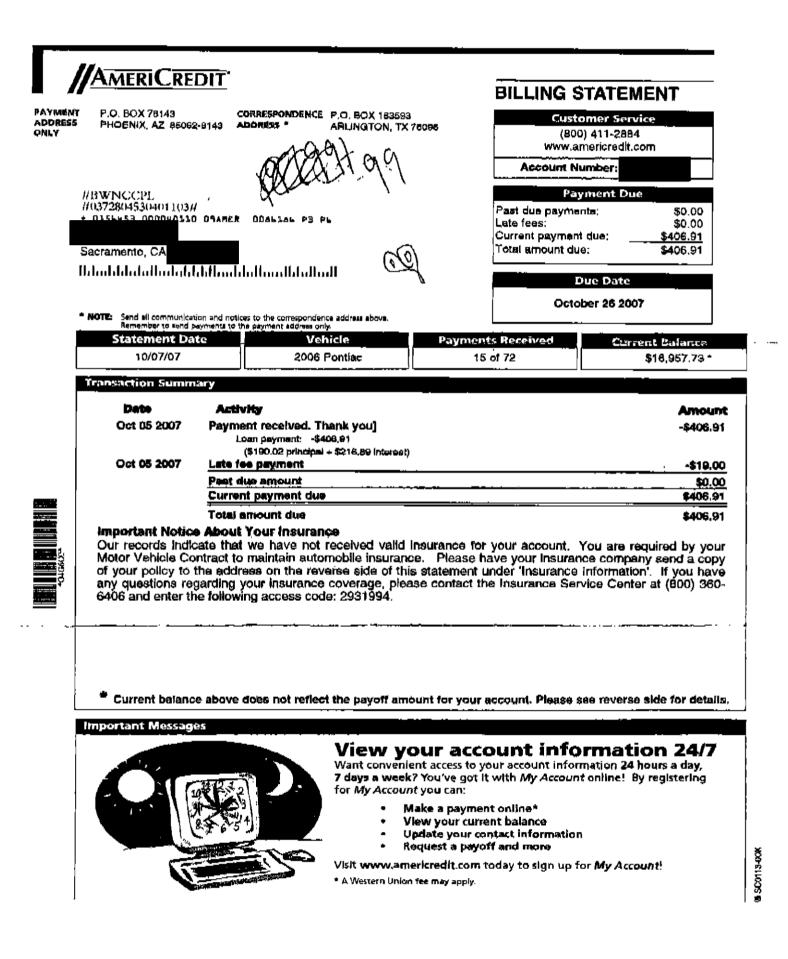


First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service: ______ Case Number: PGM0752398

Date: 12/01/06 Milcage: 26094 Date: ______Milcage: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Bad Tie Rod and Steering Rack	yas				
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If you need additional space, please attach a separate sheet of paper following the above outline.



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

Customer:	SR #: -71553074383	BBB#: 752398

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

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

Section 1	
Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22530.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -4531.00
(If positive, look for Overallowance)	
If the Purchase Price is greater than the MSRP but there was no trade in have the	Dealer explain why

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

#### Section 2

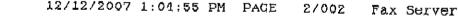
Section 3

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

Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	~ 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 17999.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	
If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify	_h

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





December 12, 2007

Finance Manager, Irving Zepeda Tracy Chevrolet 3400 Auto Plaza, Tracy, CA 95376

Re: 71-553074383 2006/Pontiac/G6 VIN # 1G2ZG558364

Dear Mr. Zepeda:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

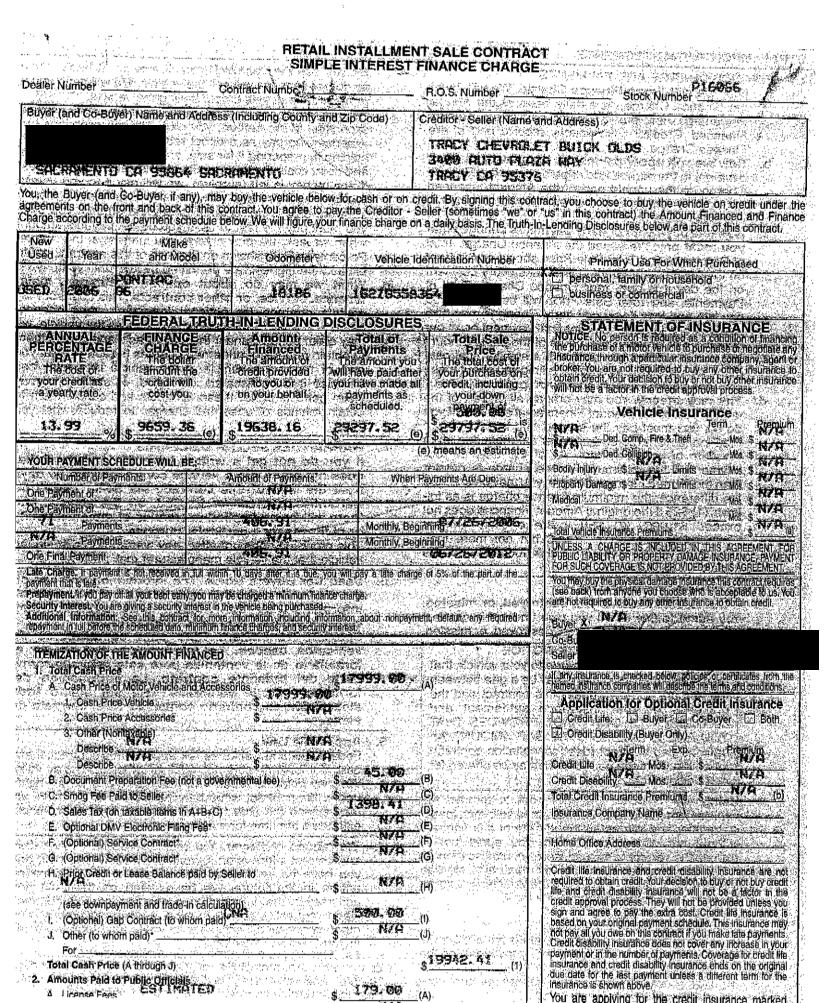
- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Pamela Saunders BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11240 Ph# 866-790-5600, ext, 11240 FAX# 866-508-1973



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Total Official Fees (A through E) 3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a		107.73 (2) Date disabit NOT C	(3) Only the Primary Buyer ity insurance DISAB(LITY INSI OVER CONDITIONS FOR WHI	Is eligible for JRANCE MAY
<ol> <li>Smog Certification of Exemption Fee Paid to State</li> <li>Subtotal (1 through 4)</li> <li>Total Downpayment</li> <li>A result Trade in Value - Yr</li> </ol>	\$ <b>28</b>	8. 992 (4) UAST 1.39-16 (5) Cover	6 MONTHS (Refer to "Total L d" in your policy for details). and to buy the credit insuranc	STOR IN THE
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C Néi fhade-in (A ISS B) (Indicate if a fregative number) D Deterred Downpayment E Manufacturel's Rabare F Other	S (G) S (N/A (G) S (N/A (C) N/A (C) N/A (C)		AL GAP, CONTRACT, A. gan contract rado is not required to more rearring these you sign befow the sines you thouse to buy a gen contract, the is see your map, contract, for details.	
G. Cash Total Downpäyment (C through G) (I negative, enter zero on line 8 and enter the amount less than zer	S 5490. 299 S	Term	Mos ^{cinio} Name of Qa	
Seller may keep part of those amounts Seller ASSISTED LOAN BUYER, MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN AND	AUTO BROKER FEE DISCL	OSURE	IAL: SERVICE CONTRACT(S) The service contract(s) written w	
	this contract reflects the re w motor vehicle, the sale is a fee received by an autobr nless the following box is ch	not subject oker from us occed:	Partial Mole or	Miles,
Total & when N/A	Name of autobroker rece pilicable: A	Buyer		Miles
NOTICE OF RESCI I Buyer and Go-Buyer sign fiere, the provisio the back giving the Seller the right to rescind i to a finan	ins of the Pasciecian Diam	econtract	contains the entric agreement bal gits this contract. Any change to the ung and both you, and we musue	ween you and
DPTION:	Buyer X Financea, item 7, is paid in ful BS INITIALS	din: or before	<signs Wer Signs</signs 	
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVI NOTYOUR CURRENT INSURANCE POLICY WILL COVER YOUR NE	DED IN LAW MUST BE MET BY EVER WLY ACQUIRED VEHICLE IN THE EVENT	Y PERSON WHO PURCHASES A OF AN ACCIDENT, YOU SHOULD L'REPLACEMENT COSTS FOR	VEHICLE, IF YOU ARE UNSURE V CONTACT YOUR INSURANCE AGE THE VEHICLE DEING PURCHASE	VHETHER OR NT
WORN PRESENT POLICY MAY NOT COVER COLLISION DAM NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR DEALER, ROWEVER, UNLESS OTHERWISE SPECIFIED, THE CO THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BE FOR ADVICE ON FULL COVERAGE THAT WILL/PROTECT YOU I THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HERE IN	COLLISION DAMAGE MAY BE AVAILA WERAGE YOU OBTAIN THROUGH THE EN REPOSSESSED AND SOLD. NTHE EVENT OF LOSS OR DAMAGE TO DEPSTANDS THESE PUBLIC LIABILITY	BLE TO YOU THROUGH YOUR IN DEALER PROTECTS ONLY THE YOUR VEHICLE, YOU SHOULD CO TERMS AND CONDITIONS.	SUBANCE AGENT OR THROUGH I DEALER, USUALLY, UP TO THE INTACT YOUR INSURANCE AGENT.	HE SELLING AMOUNT OF
S/S X Representations of Buyer: Seller has relied on the You represent that you have given a true payoff amo 6.B as "Prior Credit or Lease Balance," you must pay tem 6.B as "Prior Credit or Lease Balance," Seller will tem 6.B as "Prior Credit or Lease Balance," Seller will	🗙 🖓 🕂 🖓 👘 🖓 👘	<u>,</u> 自己的"你们的"。	机合电话 医子宫外外骨炎 医	화장은 상 환자
Buyer X	Co-Buyer,	C		
(1) Do not sign this agreement before you read it in copy of this agreement. (3) You can prepay the of your obligations under this agreement, the vi indebtedness evidenced by this agreement.	entin amount oue under mis enicle may be repossessed a	agreement at any time. (4 nd you may be subject	l) If you default in the per to suit and liability for th	
f you have a complaint concerning this sale, you should try to re complaints concerning unfair or deceptive practices or metho	esolve it with the seller.	ing and the subscription of the subscription of the	an a	<u>an an an air an </u>

n you have a complaint concerning this sale, you should try to resolve it with the seller. Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the site entry this deceptive strategies are the seller may be referred to the site entry of the seller.

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHI VOT HAVE FULL BOVERAGE, SUPPLEMENTAL COVERAGE FOR COLUSION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING STOTHERWISE SREGFIED THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNRAID BALANCE REMAINING ATTERTHE VEHICLE HAS BEEN REPOSSESSED AND SOLD FOR ADVICE ON FULLICOVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE YOU SHOULD CONTACT YOUR INSURANCE AGENT. RSTANDS THESE PUBLIC LIABILITY JERMS AND CONDITIONS. S/SY Representations of/Buver: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payof amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 5.B as "Prior Credit or Lease Balance" you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance" Seller will return the excess on demand. If the payoff amount is less than the amount shown above in Co Buyer M Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) if you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid ti you have a complaint concerning this sale, you should try to respire it with the seller. Complaints concerning unitarious describes or methods by the seller may be referred to the city attorney, the district attorney or an investigalor for the Department of Motor variables, or any combination thereof. After tide contract is signed, the seller may not change the Chancing or payment terms unless you agree in writing to the change. You do not have to agree to any change. Buyer Signature X Co-Buyer Signature X The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge THERE IS NO COOLING OFF PERIOD California haw does not provide for a scooling toff for other cancellation period for vehicle sales YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU Therefore you cannol take cancel this contract simply because you change your mind, decide the CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE wehicle costs too much for twish you that acquired a stifferent wehicle. After you sign below, you may GAVENT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT YOU CONFIRM THAT YOU RECEIVED A only cancel this a dor keyal cause, such as traud. COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT. 14514172205 Buyer Signatur Co-Buyer Signature X Co Buyerstand Ot Date vs a person who as responsible an appropring the entire ideol sain other owner is a person whose name is on the life to the vehicle but coes not have to pay the neutrable other owner agrees to the security interest in the wehicle given locus in this contract. Other Owner Sumature To induce us to sell the vehicle to Buyer, each person who signs as a Guatanton individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, reach Grananto must pay it when asked (Each Guarantor will be table for the total amount oving event) other persons also such as Guaranton and even it Buyer fails to only any money owing on this contract, GUARANTY Cuarantors demand to remover sensor Each Quarantor agrees to be table even if we do to exchange of the tokowing (1) give the Buyer more lime to pay one or more payments; (2) give a full or partial release to any other Guarantor (3) release any security (4) accept lass from the Buyer transition and unit owing; (or (5) otherwise reach a settlement relating to this covered as the Buyer transition of (5) otherwise reach a settlement relating to this covered as the Buyer transition of (5) otherwise reach a settlement relating to this covered as the Buyer transition of (5) otherwise reach a settlement relating to this covered as the Buyer transition of (5) otherwise reach a settlement relating to this covered as the Buyer transition of (5) otherwise reach as settlement relating to this covered as the Buyer transition of (5) otherwise reach a settlement relating to this covered as the Buyer transition of (5) otherwise reach as settlement relating to this covered as the Buyer transition of (5) otherwise reach as the Buyer transition of (5) otherwise r tor extend the consisting that in Gueranian acknowledges receiption is completed copy of this contract and goaranity at the time of signing Guarance waves not set of proceptance of the Sugramy, notice of the Buyer's non-performance and versit, and notices of the amount owing at any time, and of any demands upon the Buyer. Guaranto: X **6711728**8 Guaranter X Date 06/11/2020 3/4 Address Address 06/11/2006

Braley & (916) 481-2200 2200 Fulton Avenue Graham www.braleygraham.com Sacramento, CA 95825 9-6-07 GM BUSINESS RESOURCE CONTEN ATTENTION: PAM SAUNDERS 866-508-1973 RQ # 71-553074383 FOLLOWING ARE YESTERDAYS REPAIR ORDER + INVOICE.

SINCEPERY, Danhefson

SEP-06-2007 THU 09:13 AM BRALEY GRAHAM BUICK

FAX NO. 9164811448

P. 02

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Braley &	,		PNCS18383	12 V
Graham	2200 Fulton Avenue Sacramento, CA 95825	www.braley (916) 48	в.а.	2 R. # AF-140529 CAD 058948035
BUICK	PONTIAC O CONSUMER: PLEASE READ IMPO			CAD 058948035
		378 2239	INVOICE DAI'E 09/05/07	PNCS18383
SACRAMENTO, CA	VEAR / MAKE / MODEL VEAR / MAKE / MODEL 06/PONTIAC/G6/G6 VEMICLE I.D. NO. 1 G 2 Z G 5 5 8	37,852	GOLDR         GRANITE         MET           DELIVERY DATE         06/06/05	
BUSINESS		P. O. NO.	09/05/07	мо: 3785
NOISE ROAD TESTED AND VER	AGNOSIS UNITS: TECH(S):68 RNING RIGHT-SEE HISTORY-MAKING SAME IFIED CONCERN.FOUND GM BULLETIN AND REPLACED THE COUPLER BOLT THAT WAS ON DISASSEMBLY	WARRANTY		
PARTSQTYFP-NUMBER JOB # 1 1 12346241 JOB # 1 1 7845238	-DESCRIPTION LUBRICANT 8.800 BOLT 6.525 JOB # 1 TOTAL I JOB # 1 TOTAL I	UNIT PRICE- WARRANTY L TOTAL PARTS 0.00		
CUSTOMEN HEREBY ACKNOWLEDGES RED ORIGINAL ESTIMATE OF COMMENTS WAITER	CEIVING \$0.00 (+TAX)			
TOTALS	************************************	TAL LABOR         0.00           TAL PARTS         0.00           TAL SUBLET         0.00           TAL G.O.G         0.00           TAL MISC CHG.         0.00           TAL MISC CHG.         0.00           TAL MISC CHG.         0.00           TAL MISC DISC         0.00           TAL TAX         0.00		
CUSTOMER STONATORE		1		

80 CN 2 4. CORRECTION CAUSE പ് & Steen corep( 14 Co FAX NO. 9164811448 Keir Er Dro **4** an price bro 10) vest -[~~] Ξ. Ē ····· e, ( SEP-06-2007 THU 09:14 AM BRALEY GRAHAM BUICK PLAT RATE PRICE STRAIGHT TIME (HRS) R. 0. No. 18-28-3 OFF ۱. ا. ا TME rll jo OМ Z., - -. .. .. . . . . . . .

Revised 8/02/2007

#### Privileged and Confidential Information

#### CASE ASSESSMENT

By: Pam Saunders State: CA

Customer Name:

Service Request: 71-553074383 BBB Case No: PGM0752398

Vehicle ID No.: 1G2ZG558364 In Service Date: 06/05 Vehicle is: NEW

BAC Code: 183832

Year, Make & Model: 2006 Pontiac G6 Mileage at Time of BBB Filing (37,750) Lien holder: GMAC Other: Other DVM Name: Mark Erwin Phone/Cell Number: 650-207-3529 Vehicle Purchased Used on: N/A at odometer N/A

Sale Type: Purchase ⊠ Lease Other : CAM Name: Mick Gonzales Phone Number: 805-373-8417

## VEHICLE REPAIR HISTORY

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

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

$\boxtimes$	STEERING
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Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/06	173353	4	26,094	<ul> <li>C/S: clunk in steering when turning outside ship says the tie rod end is separating.</li> <li>C: inspected and verified the right side outer tie rod end separating.</li> <li>C: Installed new tie rod end, aligned to specifications.</li> </ul>
12/05/06	173460	2	26,137	<ul><li>C/S: clunk noise when turning left or right.</li><li>C: found steering rack inoperative.</li><li>C: removed and replaced steering rack. Aligned to specifications.</li></ul>
04/26/07	178869	6	32,4999	<ul> <li>C/S: noise when making right turns, clunk sound.</li> <li>C: road tested and found noise coming from tires.</li> <li>C: Inspected and found the right front tire at 12 psi and all other tires above 40 psi, adjusted tire pressures to correct settings, road tested, operating as designed.</li> </ul>
05/31/07	180083	1	33,649	<ul> <li>C/S: deep clunk in steering, low speed maneuvers, customer went for test drive with Doug.</li> <li>C: found steering rack inoperable,</li> <li>C: removed and replaced steering rack.</li> </ul>
09/05/07	183832	1	37,852	<ul> <li>C/S: clunk noise when turning right see history making same noise. C: road tested and verified concern, found GM bulletin #06-02-32-007B regarding concern.</li> <li>C: Lubed per bulletin and replaced bolt coupler bolt that was found to be cracked on disassembly.</li> </ul>
	SMISSIO	N		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/12/07	181682	1	35,997	C/S: thunk noise from transmission area when putting into gear or when accelerating from a stop. C: road tested and were unable to verify concern that customer was

	REMOTE	KEYS
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Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/12/07	181682	*	35,997	<ul><li>C/S: remote will not unlock doors.</li><li>C: found the remote lost its memory. Reflashed remotes and rechecked, operating as designed.</li><li>C: estimate to supply extra key and remote, will need to order parts if customer desired.</li></ul>
08/10/07	182920	1	37,099	C/S: install special order part – keyless entry remote inoperable. C: refer to RO# 181682 replaced and programmed one remote keyless transmitter.

## THE STATE LEMON LAW READS:

Days out of service: 30 Repairs: 4 or more repair attempts plus direct notice. Time period: 18 months / 18,000 miles Does Lemon Law state nonconformity must continue to exist? YES

If applicable, safety-related repairs: 2 Safety-related time period: 18 months / 18,000 miles

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	15

#### Vehicle Meets Presumption of Lemon Law: NO

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

Concern: Date & Offer/Result:

## RECOMMENDATION AND RATIONALE

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

At this time, customer is eligible under the BBB program guidelines and is scheduled to go to arbitration on 10/10/07. Vehicle does not appear to meet presumption as first repair attempt with the complaint on steering was reported on 12/01/06 with 26,094 miles.

After the first concern, vehicle has been seen at the dealer on 5 separate occasions with a steering complaint and 4 repair attempts. Though the customer is seeking repurchase of the vehicle, I don't feel that based on the information that the customer qualifies for a repurchase and would offer the customer a possible GMPP Value Guard, being that now the customer is out of warranty by mileage.

Seeking approval to start with an offer of 2/36 GMPP Value Guard w/ \$50.00 deductible (cost of \$1,540). If that is not acceptable to customer or if customer, Crs would like approval to offer 3/54 GMPP Value Guard with \$50.00 Deductible (valued at \$1,945)

CRS FINAL OFFER:	DATE:	CUST:
Goodwill:	Attorney Fees (if appli	cable): \$

TEAM LEAD APPROVING:	Pam Saunders	Date: 10/04/07
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COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body/ Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
*Electrical	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine/Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels/Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

# ADR REPURCHASE CHECKLIST

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

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

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<u>Voluntary/ M</u>	landatory Repurchase
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□ BBB Case Trade	
COMPLIANCE DATE01	1/15/08
ADR REQUEST NUMBER	71- 553074383
CUSTOMER NAME	
LAST SIX OF VIN	
ADD CDS Dam Saundors	EXT 11240
APA CAS <u>ram Saunders</u>	
	PHONE 650-207-3529
DVM <u>Mark Erwin</u>	PHONE 650-207-3529
	PHONE650-207-3529 10/30/07
DVM <u>Mark Erwin</u> DATE ACCEPTANCE RECEIVED _	PHONE650-207-3529 10/30/07 ANCE45
DVM <u>Mark Erwin</u> DATE ACCEPTANCE RECEIVED _ NUMBER OF DAYS FOR COMPLIA TEAM LEAD'S SIGNATURE	PHONE650-207-3529 10/30/07 ANCE45
DVM <u>Mark Erwin</u> DATE ACCEPTANCE RECEIVED _ NUMBER OF DAYS FOR COMPLIA TEAM LEAD'S SIGNATURE	PHONE <u>650-207-3529</u> <u>10/30/07</u> ANCE <u>45</u> i.e. over allowance and negative equity.
DVM <u>Mark Erwin</u> DATE ACCEPTANCE RECEIVED _ NUMBER OF DAYS FOR COMPLIA TEAM LEAD'S SIGNATURE ADR Exceptions that need to be paid i COMMENTS/REASON FOR EXCEI	PHONE <u>650-207-3529</u> <u>10/30/07</u> ANCE <u>45</u> i.e. over allowance and negative equity. PTION: Per settlement s responsible for any additional options not o
DVM	PHONE <u>650-207-3529</u> <u>10/30/07</u> ANCE <u>45</u> i.e. over allowance and negative equity. PTION: Per settlement s responsible for any additional options not o



Case Number: 143321 Originator Name: **Created Date:** Vehicle Info "VIN:

Gina Kulakowski 866-790-5700 21221 gina_kulakowski@gmexpert.com 12/05/2007

1G2ZG5583641 Year: 2006

22530.0 MSRP: "TAC #: Make: Pontiac Model:

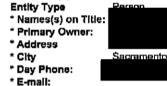
Vehicle Comments & TAC Explanation: Dealer did not consult TAC.

"Date Reviewed with Customer: 10/30/2007 06/11/2006 Original Purchase Date:

UCC1 UCC2 UCC3 UCC4 UCC5

Vehicle Owner(s)

UCC Codes

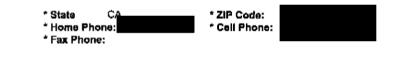


M0105

* Original Purchase Condition: Used

*Repurchase Mileage:

* Title State: CA



Dealer Name: MIKE DAUGHERTY CHEVROLET

E-Mall:

(916) 482-1662

1351

* Contact Title General Manager

* Contact Title Service Manager

37750

NA

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Vehicle Lien Holder Type of Secured Interest: Standard Lien Company:AmeriCredit Account #: Special Finance Contact or Attention: P.O. Box 78143 Address State ZIP Code: 85062 Citv Phoenix AŻ 877-912-9660 Day Phone: 209-473-3199 Fax: E-mail: www.americredit.c., **Original Selling Dealer** Dealer Name: TRACY CHEVROLET-BUICK-OLDSMOBILE GEO * Dealer #: 112152 District: 1152 Region: 10 (209) 835-4500 (209) 835-6246 Phone: Fax: * Contact Title Sales Manager E-Mall: * Contact Name: Mark Querdado

District;

Fax:

Repurchasing Dealer: 112191 * Dealer #: **Region:** 10 (918) 482-1600 * Phone: * Contact Name: Tim Deklotz

Repair

* Contact Name: Dan Nelson

Vehicle Location:

Repurchase * Reason steering - Inoperable

Transaction Details:						
Siebei Requ	186t #:	71-553074383	* Dispositi	onAuction		
State:		CA	* Type:	Trade - New Finance		
Source:		ADR BBB Mediated				
Replacemer	nt VIN:	1G1ZJ57B18F	Year: 2008 Make; Chevrolet Model: Mallbu			
Order #:		MMRC3R	-			
MSRP:		24080.0				
Repurchase:	Custor		RS, ext. 11240 t she is responsible fo	r any additional options not on her original vehicle and the		
* Processing	taxes o	on these options.				

Processing

Instructions: GM to pay tax, title and fees on the new vehicle. Both parties agreed to a usage fee of \$3,000.

Disposition: Auction

#### * Processing

Instructions:

Transaction Details         Group       Responsible         Usage       Use Lemon Law         Sales Tax       GM         State/Gov Fees       GM         After Market Itam(s)       Does Not Apply         Negative Equity       Does Not Apply         Over Allowance Amount       Does Not Apply	Eormula NA NA NA NA NA NA	Additional Explanation Usage per Lemon Law Sales Tax Fees No Aftermarket Items Negalive Equity Over Allowance	<b>Value</b> 3,000. 0 0 0 0 0 0
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2006 G6 - 6CYL SEDAN 59U GRANITE METALLIC 19B EBONY ORDER NO. HZWT57/FDR STOCK NO VIN 1G2 ZG55 83 64		GENERAL MG 100 RENAI: DETROIT VEHICLE II	MC DIVISION OTORS CORPORATION SSANCE CENTER MI 48243-1114 NVOICE 2AD51350773
MODEL & FACTORY OPTIONS			FLEET
2ZG69 G6 - 6CYL SEDAN	20930 00		INVOICE 05/16/05
2ZG69 G6 - 6CYL SEDAN Clu FLT-ENTERPRISE RENT A CAR F83 AXLE RATIO 3.05 LYA ENCINE 2 EL V6 SET	0.00	0.00	SHIPPED 05/16/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 06/01/05
HAJ ENGINE, S.SL VQ SFI	0.00	0.00	INT COM 06/01/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 01/01/05
PCH PREMIUM VALUE PACKAGE INCLUDES	1475.00	1268.50	KEYS G2159 G2159
* (4) 16" PAINTED ALLOY WHEELS			WFP-S QTR OPT-1
*AM/FM STEREO 6 DISC CD PLAYER			FAN: 000805331
(REPLACES STD/OPT/PKG RADIO)			BANK: GMAC - 085
* SUNROOF, POWER TILT & SLIDE	•		CHG-TO 23-048
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
VQ2 FLEET ORDERING AND ASSISTANCE			SHIP WT: 3358
VX7 LONG TERM DAILY RENTAL PROGRAM		500.00-	HP: 32.9
V2G CREDIT IN LIEU OF FUEL		24.99-	MRM: 23030.00
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	430.00-	30037113
			DAN: 00008
			MEMO 1095.25

TOTAL MODEL & OPTIONS DESTINATION CHARGE 21905.00 18836.56 ACT 625.00 625.00

BRALEY & GRAHAM BUICK, PONTIAC, GMC

REMIT TO GMAC NO. 085 VIN 1G2ZG558364: \$ 19461.56 INV 2AD51350773 DUE 06/01/05 DEALER 23-048

2008 MALIBU 2LT 58U BLACK GRANITE METALLIC 19C EBONY ORDER NO. MMRC3R/SRE STOCK NO VIN 1G1 ZJ57 B1 8F		GENERAL MC & SUBSIDIA RENAISSAN DETROIT VEHICLE I)	ARIES CE CENTER MI 48 NVOICE 1AI	3243-1114 017198291
MODEL & FACTORY OPTIONS	MSRP		RETAIL -	SOLD
1ZH69 MALIBU 2LT	21985.00		INVOICE :	
CF5 SUNROOF, POWER TILT AND SLIDE		664.00	SHIPPED 3	L2/03/07
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	EXP I/T 3	12/16/07
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM I	12/17/07
PCU PREMIUM AUDIO PACKAGE:	550.00	456.50	PRC EFF :	12/03/07
* AM/FM STERO W/6-DISC CHANGER			KEYS G32:	
* PREMIUM SOUND SYSTEM			WFP-F QTH	
			BANK: GM	
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	CHG-TO	06-654
TLA DO-OINTE ANTEOFOND	<b>/</b>	N/C		2202
58U BLACK GRANITE METALLIC	95.00	78.85	SHIP WT: HP:	3392 19.3
			GMS:	
			SUPPLR:	
			MRM:	24080.00
			DAN :	RÓMER
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TOTAL MODEL & OPTIONS	23430.00	21975.18	ACT	231	21922.28
DESTINATION CHARGE	650.00	650.00	H/B	261	702.90
LAM DEALER CONTRIBUTION		234.30	ADV	261	234.30
LAM GROUP CONTRIBUTION		234.30	EXP	65A	234.30

MIKE DAUGHERTY CHEVROLETREMIT TO GMAC NO. 085MIKE DAUGHERTY CHEVROLETVIN 1G1ZJ57B18F\$ 23093.78 INV 1AD17198291DUE 12/17/07 DEALER 06-654

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-	10/05/2			298356245 ract Numb⊗		er,i		ET PAGE 02		
	nber				7 " 7 10 Cr	de) Crei	Creditor - Seller (Name and Address)			
luyer (an	d Co-Buye	) Name and Add	iress (ir	ncluding County and		<i>r</i>	RACY CHEVROLE			
		<u>CA</u>	:orøq	MENT()		3	1600 2010 PLAZI 10017 09 93375	a war		
	NOLW IN	1.3-1		w the vehicle bolow	for ca	sh or on cred	t. By signing this contra	act, you choose to buy the vehicle on credit under the		
u, the S preement harge ac	luyer (and is on the fr cording to t	Co-Buyer, if any) ont and back of t he payment scher	hiş con julə bek	tract. You agree to pa ow. We will figure you	y the financ	Creditor - Selle se charge on a	er (sometimes "we" or " dally basis. The Truth-In	act, you choose to buy the vehicle on credit under the 'us' in this contract) the Amount Financed and Finance -Lending Disclosures below are part of this contract.		
Néw Used	Year	Make and Mode		Odometer		Vehicle ider	viileation Number	Primary Use For Which Purchased		
GED	2886	PONTIAC		18185	ĩ	50725583	54	business or commercial		
	<u> </u>		- DITL	I-IN-LENDING	NSCI	OSURES		STATEMENT OF INSURANCE NOTICE No person is required as a condition of linancing		
	NUAL ENTAGE ATE credit as arly rate.	FINANCE CHARGE The dollar amount th aredit will bost you.	b	Amount Financed The amount of credit provided to you or on your behalf.	Pi The will h you h pa S	ayments amount you ave paid after lave made all yments as cheduled.	Total Sale Price The total cost of your purchase on oradit, including your down payment of second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se	the purchase of a motor various to purchase of hegotiation of the purchase of a motor various insurance company, agent of broker. You are not required to buy any other insurance to obtain cradit. Your decision to buy an of buy other insurance will not be a factor in the credit approval process. Vchicle insurance Term Every turn		
1.3	.92 .	6 \$ 9659.30	<u>(e)</u>	\$ 19638-16	\$	(97.52 <u>(9</u> )	a) means an estimate	S Ded Comp. File & then Mos S S		
						Ų	e) means an esimera	Sodily injury 9 Unite Mas \$ 107.57		
YOUR	PAYMENT 5 Number of F	CHEDULE WILL B	=:	Amount of Payments:		When F	Paymente Are Due:			
	ayment of				_	<b></b>		Medical Mos. 6 The first for the second Partitions & The first for the second Partition of the second		
_	syment of				_	Monthly, Bog	tehty, Beginning 77 cto / cto Vacy			
-75						Monthly, Beg	inning	UNLESS & CHARGE IS INCLUDED IN THIS AGREEMENT FOR		
	1 44			-00- 71			2672874842	TOTAL VARIable International Action of the second of the s		
payine Prepay Securi Additi repayn	nt that is late. Americ. If you f by interest. Yo onal information nent in full before	ey off all your debit ear ou are giving a security tion: See this contra one the scheduled date,	ly, you ma interest in c. for mo Minimum	y tia charged a minimum fir the vehicle being purchase re information including i finance charges, and scou	vance oh	arge.	e of 5% of the part of the noni. default, any required	You may but the physical danage instantice who is acceptable to us. You are not required to buy any other insurance to obtain credit. Suyer X (3/2) "Co-Buyer 2 Seller X/2		
1	Total Cash Pr 1. Cash 2. Cash 3. Othe Desc B. Docume C. Smoo F	Ce of Motor Vahicle Price Vehicle Price Accessories (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(2) (Nontageb)(	and Aod 	saories \$N \$N \$N \$N \$N \$N	88 777 777 777 777 777 777 777 777 777	45, 98 45, 98 874 1398, 41 878	(A) (B) (C) (C)	If any insurance is checked below, policies or contitionts from the named insurance companies will describe the terms and conditions.         Application for Optional Credit Insurance         Credit Life:       Buyer         Credit Life:       Buyer         Credit Disability (Buyer Only)         Credit Disability (Buyer Only)         Credit Disability (Mos.         S		
	E. Optional DMV Elactronic Filing Fee* \$ F. (Optional) Service Contract* \$ G. (Optional) Service Contract* \$ H. Prigt Credit or Lease Balance paid by Seller to					(47 (2) N 7 (2) M 7 (2)	(E) (F) (G) (H)	Home Office Address		
2	(see downpayment and trade-in calculation)       5375%.         (Optional) Gap Contract (to whom paid)       \$					599.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.00 179.000000000000000000000000000000000000	(4) <u>511554表。41</u> (A) (B) (C) (C)	<ul> <li>Ifie and credit disability inducative will not be provided unless you credit approval process. They will not be provided unless you eight and agree to pay the extra cost. Credit life incurance in based on your original payment achedule. This insurance may not pay allyou owe on this contract if you make late payments. Credit clinobility insurance of payments. Coverage for credit life incurance in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance on the original due date for the last payment unless a different term for the insurance is shown above. You are applying for the credit insurance infauture below means that you agree that; (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are widing for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for cliesbility insurance. DISABILITY (NSURANCE MAY</li> </ul>		

10/05/2007 00:54 20983562		ROLET PAGE 03 3
C. THEL TRAVETIN (A (BAS D) (INDICATE IT & REGALIVE NUMB	6(D)	tion contract) is not required to obtain credit and will not be provided unless you sign below and spree to pay the axtra
D. Deferred Downpayment	\$ <u>1¹/ ⁽¹/</u> (E)	
E. Manufacturer's Rebate	s	in item 11. See your gap contract for details on the protection
F. Other		it provides. It is a part of this construct. Terro Mos
G. Cash		(6) Name of Gap Contract
Total Downpayment (C through G)		You want to buy a gap contract.
(If negative, enter zero on line 6 and enter the amount less that	n zero as a positive number on line 1m above; chi 귀화고려 : 가 의	(7) Buyer X
7. Amount Financed (5 less 8)	\$ <u>************************************</u>	
"Sellar may keep part of these amounts.		OPTIONAL SERVICE CONTRACT(S) You want to
SELLER ASSISTED LOAN	AUTO BROKER FEE DISCLOSURE	purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s)
I BUYER MAY BE REQUIRED TO PLEDGE BECURITY FOR THE LOAN, AND	If this contract reflects the retail sale	of a shown in item 1.F and/or 1.G above.
WILL BE DELIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS HETAIL INSTALLMENT GALE CONTRACT AND THE LOAN.	new motor vehicle, the sale is not su	biecti N/R
	to a fee received by an autobroker from	
Proceeds of Lean From: M.C.A. Amount \$Finance Charge \$	unless the following box is checked:	
Amount \$ Finance Charge \$		
Totel 8 Payable at 4	Name of autobroker receiving fe	
Installments of \$ N.CP S N/CA	applicable:	Buyer X4/ Q
	N/A	HOW THIS CONTRACT CAN BE CHANGED. This
from this Loan is shown in item 6D.	ALCOLON PIQUES	contract contains the entire agreement between you and
NOTICE OF RE	SCISSION RIGHTS	
If Buyer and Co-Buyer sign here, the provide the back giving the Seller the right to resci	nd if Seller is unable to assign this our	treat be in writing and both you and we must sign it. No oral
to a financial institution will apply.		changes are binding.
	L Burner M	
Buyer X	6-Buyer X	Euyer Signs
	Theread Rep 7 is said is full on or i	co-Buyer Signe
ОРПОN: П. You pay no finance charge if the Am	Cunt Financea, tem 7, is paid in full of of t	
Vaar		
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS	PROVIDED IN LAW MUBT BE MET BY EVERY PERSON	N WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR CCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOU	OH NEWLY ADDINED VERICLE IN THE EVENT OF AN A	
YOUR PRESENT POLICY MAY NOT COVER COLLISION	N DAMAGE OR MAY NOT PROVIDE FOR FULL REPLA	CEMENT COSTS FOR THE VENICLE BEING PUNCHASED. IF YOU DU
NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE	E FOR COLLISION DAMAGE WAY BE AVAILABLE TO T	PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
THE INPAID BALANCE REMAINING AFTER THE VEHICLE M	AS BEEN REPOSSESSED AND SOLD.	CEMENT COSTS FOR THE VENICLE BEING PURCHASED. IF YOU DO OU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING I PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF HICLE YOU SHOULD CONTACT YOUR INSURANCE AGENT.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT	YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VE	HICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT. IND CONDITIONS.
THE BUYER SHAFT SIGN TO ACKNOWLEDGE THAT HES		
s/s x	<u>×</u> _	
	on the truth and accuracy of the information	provided by you in connection with the Trade-In Vehicle.
You represent that you have given a true pavot	amount on the vehicle traded in. If the pay	off amount is more than the amount shown above in
C D as "Brief Credit or Lossa Belance" VOU II	just pay Seller the excess on demand. It the	B DAVOIT AMOUNT IS less than the amount shown above in 1
I BE HE LEND CICUIT OF CORRECTIONS TO A		
Item 6.B as "Prior Credit or Lease Balance." Selfe	er will refund the difference to you.	
	er will rétund the difference to you.	e payoff amount is less than the amount shown above in
Buyer X	Co-Buyer X	
Buyer X	Co-Buyer X	a be filled in (2) You are entitled to a completely filled
Boyer X	ead it or if it contains any blank spaces t	o be filled in. (2) You are entitled to a completely filled
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THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

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EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.



MAKE YR MODEL PONT 2006 BODY TYPE MODEL	EGISTRAT YR 1ST : 20( MP MO G NT	SOLD	D VALIE VLF CLASS EC	) FROM: *YR 2006	TYPE VEH	TO: 06/08/200 TYPE LIC 11 VEHICLE 1G2ZG55	LICENSE NUMBER
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ARLINGTON TX	76096	H05 B	59 5G (	0016800	0138 CS H	05 060807 11	5NKP334 776



#### **BBB AUTO LINE**

October 30, 2007 Re:caset PGM0752398:

vs Pontiac/GMC Division 1G2ZG558364:



I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The manufacturer has offered a Trade/Replacement of the Consumer's 2006 GMC G6 in accordance with the following:

If the consumer chooses a substantially identical vehicle from the same model year or any subsequent model year the consumer will not be responsible for any MSRP increase. If the consumer chooses a vehicle with additional options and the MSRP of the replacement vehicle is greater than the consumer's current vehicle then the consumer will be responsible for the costs of any additional options not on the original vehicle; if the replacement vehicle has additional options but the MSRP of the replacement vehicle is equal to or less than the consumer's current vehicle then the consumer will not be responsible for the cost of these additional options. The manufacturer also agrees to pay tax, title, and fees on the new vehicle. *Both parties agreed to a usage fee of \$3,000.00.* The consumer has accepted this offer. The manufaturer has been instructed to contact BBB once the replacement is located and VIN provided. Once the VIN is provided the replacement shall be completed within 45 days.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

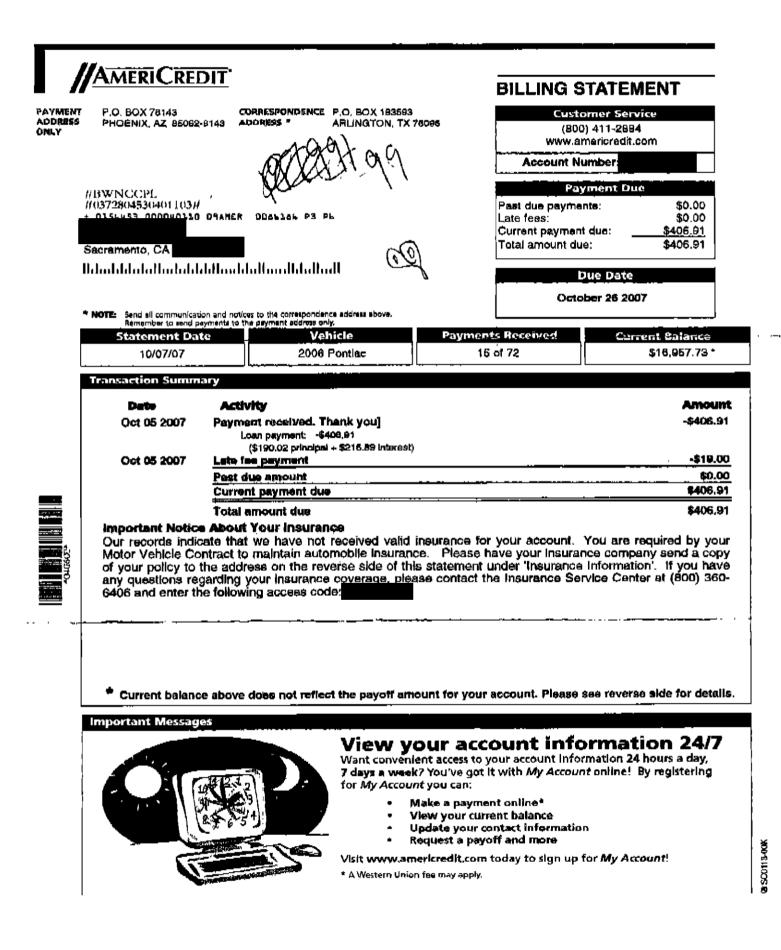
I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

1 1

Sincerely,

Rosa Tinoco at Extension 211

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

		•
Customer:	SR #: -71553074383	BBB#: 752398

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

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

Section 1	
Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22530.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -4531.00
(If positive, look for Overallowance)	
If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why	

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

#### Section 2

Contine 2

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

Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 17999.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	
If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify	

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

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71-553074383

## Customer Claim Form

Have you contacted the mfr regarding your claim? 🛛 YES 🗆 NO Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? 🗆 YES 🖾 N	
If yes, name of provider: Date:Case Number:	10
Titled Owner(s) Name&Address	
SACRAMENTO_CA         Day Phone:       Cell Phone:	
Fax Number: E-mail Address:	
Customer Contact Info:	
Vehicle Information	
Name(s) of individual(s) or business that appear on vehicle title:	
Vehicle Use:  Percentage of time vehicle used for business purposes:	
Transmission Type: Number of vehicles registered in California by vehicle owner/lessee:	
Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 37750	
Vehicle Identification Number: 1G2ZG558364	
Servicing Dealer/City/State : Braley & Graham,	
Selling Dealer/City/State : , ,	
Insurance Carrier : AAA Policy Number:	_
Has vehicle been in an accident/had body damage? Yes No X Date of accident:	
Description of Damage :	
Purchase/Lease Information (Complete left side if vehicle was purchased or right side if vehicle was leased)	
Purchase Date:06/11/06 Mileage at purchase: 18186 Lease Date: Mileage at lease:	
Purchase $As : \square$ New $\square$ Used $\square$ Demo Lease $As : \square$ New $\square$ Used $\square$ Demo	
Is the vehicle in your possession? yes Is the vehicle in your possession?	
Lienholder's Name: AmeriCredit Leasing Company's Name:	
Address: P.O. Box 183593 Address:	
City/St/Zip: Arlington, TX 76096 City/St/Zip:	
Phone: () - Phone:	
Lienholder Acct #: Leasing Company's Acct #:	
Customer's Desired Outcome (Describe what you want done to resolve your concern)	

I want the car to be replaced or repurchased. I have 3 small children. I drive the freeway on a daily basis, but now that this is happening for the 4th time, I am afraid to drive it. Having a bad steering system is extremely dangerous.

LINE Arbitration Rules.

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

Customer Name:

-

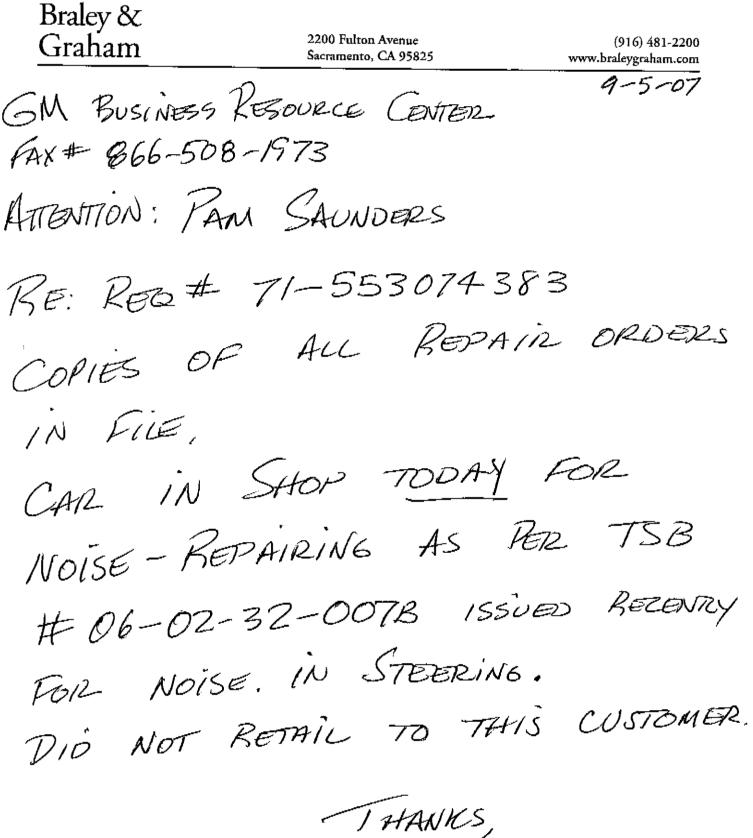
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service: Case Number: PGM0752398

 Date:
 12/01/06
 Milcage:
 26094

 Date:
 ______Mileage:
 ______

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
I. Bad Tie Rod and Steering Rack	yes			_	
		<u>.</u>			
				_	
	-				
	-		_		
					· <u> </u>

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



DAN NERSON

GMC

SEP 5, 2007 SUMMARY HISTORY DISPLAY

Store 01 SERVC01 PORT 5007 3100

ILN# RO.NO.       RO. DATE MILES. ADV/TECH J# T OPERATION CODE. DESCRIPTION          1 182920       08/10/2007       37099 A       40                 T       52       1 W 20BUZ       TRIM & CHASSIS                   2 181682       07/12/2007       35997 A       378                 T       84       1 W 40BUZ       TRANSMISSION                   T       84       2 W 20BUZ       TRIM & CHASSIS                   T       84       2 C 20BUZ-1       TRIM & CHASSIS                   T       84       3 C 20BUZ-1       TRIM & CHASSIS                   T       84       4 W 61BUZ       RENTAL                 3 180083       05/31/2007       33649 A       378                 T       68       1 W 15BUZSTRGDIAG STEERING DIAGNOS                  4 178869       04/26/2007       32499 A       378                 T       68       1 W 15BUZSTRGDIAG STEERING DIAGNOS                  5 173460       12/05/2006       26137 A       378                 T       68       1 W 15BUZSTRGDIAG STEERING DIAGNOS                  T       68       1 W 15BUZSTRGDIAG STEERING DIAGNOS	CUSTOMER NAME	SERIAL NO. 1G2ZG558364
T       52       1       W 20BUZ       TRIM & CHASSIS                 2       181682       07/12/2007       35997 A       378                 T       84       1       W 40BUZ       TRANSMISSION                 T       84       1       W 40BUZ       TRANSMISSION                 T       84       2       W 20BUZ       TRIM & CHASSIS                 T       84       2       W 20BUZ       TRIM & CHASSIS                 T       84       3       C 20BUZ-1       TRIM & CHASSIS                 T       84       3       C 20BUZ-1       TRIM & CHASSIS                 T       84       4       W 61BUZ       RENTAL                 3       180083       05/31/2007       33649 A       378                 T       68       1       W 15BUZSTRGDIAG STEERING DIAGNOS                 4       17869       04/26/2007       32499 A       378                 T       68       1       W 15BUZSTRGDIAG STEERING DIAGNOS                 5       173460       12/05/2006       26137 A       378                 T       68       1	LN# RO.NO. RO. DAT	'E., MILES, ADV/TECH J# T OPERATION CODE. DESCRIPTION
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Store 01 SERVC01 PORT 5007 3100 SEP 5, 2007 SUMMARY HISTORY DISPLAY SERIAL NO. 1G2ZG558364 CUSTOMER NAME TOTAL R/O'S 7 TOTAL SERV. DAYS 20 MAKE PN PONTIAC ILN# RO.NO. RO. DATE., MILES. ADV/TECH J# T OPERATION CODE. DESCRIPTION .....] 6 173353 12/01/2006 26094 A 378 44 1 W 15BUZ--STRGDIAG STEERING DIAGNOS Т Т 68 68 2 W 60BUZ MEMO Т l 7 150407 06/07/2005 2 A 82 82 1 W 45BUZ-8N/CPDI N/C PDI DEPT | Т Т 324 2 W 45BUZ-DETAIL DETAIL 

(E=ENTER)(P=PAGE)(LINE#)(S=SUMMARY PRINT)

SEP-05-2007 WED 11:29 AM BRALEY GRAHAM BUICK

FAX NO. 9164811448

### P. 04

Braley &		PNCS173353	PNO
Graham	2200 Fulton Avenue Sacramento, CA 95825	www.braleygraham.com (916) 481-2200 B.A.R. # AF-140529	S17
вилск	PONTIAC	GMC Truck	335
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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

NO. 86736	5		37	78 2081	12/04/06	INVOICE NO. PNCS17335
		LABOR RATE		MILEAGE 26,094	GRANITE MET	STOCK NO.
		YEAR / MAKE / MODEL		20,094	DELIVERY DATE	DELIVERY MILES
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		F. T. E. NO.	.P. O. NC	J.	12/01/06	
	BUSINESS PHONE	COMMENTS			±2,01,00	мо: 2609
						MO: 2005
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\RTSQTYFP-NL	MBER	DESCRIPTION	UNIT PRI	E-		
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			TOTAL LABOR & PAR			
¥ 2+60BUZ N		UNITS: TECH(S		WARRANTY		
PARTS UP	CHARGE	UNITS: TECHTS	) 108 -	WAREANTY		
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		JOB # 2	TOTAL LABOR & PAR	rs 0.00		
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# PNCS173460

	PNCS173460	PNC
2200 Fulton Avenue Sacramento, CA 95825	www.braleygraham.com (916) 481-2200 B.A.B. # AF-14052	S17
PONTIAC	GMC Truck E.P.A. # CAD 05894803	- K
	Sacramento, CA 95825 PONTIAC	2200 Fulton Avenuewww.braleygraham.comSacramento, CA 95825(916) 481-2200B.A.R. # AF-14052

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 86736			378	2126	12/06/06	PNCS173460
	LANOP RATE	LICENSE NO.	MillEr	26,137	GRANITE MET	STOCK NO.
	YEAR / MAKE / MODEL	(ac. /ac.	I		DELIVERY DATE 06/06/05	DELIVERY MILES
SACRAMENTO, CA	06/PONTIAC/				SELLING DEALER NO.	PHODUCTION DATE
	1G2ZG	<u>5 5 8 3 6</u>	4 P. O. NO.	_	R. O. DATE	· · ·
l -					12/05/06	
AUSINESS PHONE	COMMENTE					мо: 26137
LABOR & PARTS J# 1 15BUZSTRGDIAG STEERING DIAGNOSIS UN CLUNK NOISE WHEN TURNING LEFT O FOUND STEERING RACK INOP REMOVE AND REPLACE STEERING RAC	ITS: TECH(S) R RIGHT K	:68		WARRANTY		
PARTSQTYFP-NUMBERDES JOB # 1 1 15858368 GEA JOB # 1 -1 15858368 COR JOB # 1 1 25000 UP/	CRIPTION R 6.508 E RETURN CHARGE	UNI 108 # 1 TOTA	T PRICE-	WARRANTY WARRANTY WARRANTY 0.00		
	JOB # 1	TOTAL LABOR	& PARTS	0,00		
J# 2+50BUZ MEMO UN PARTS UPCHARGE	ITS: TECH(S)	:52		WARRANTY		
PARTSQTYFP-NUMBERDES	CRIPTION	Job # 2 Tota	T PRICE- L PARTS	0.00		
		TOTAL LABOR				
J# 3+618UZ RENTAL UN CUSTOMER REQUEST FOR SHUTTLE TR POLICY	ITS: TECH(S) ANSPORTATION PER W	):52 ARRANTY		WARRANTY		
PARTSQTYFP-NUMBERDES	CRIPTION	JOB # 3 TOTA	t price- l parts	0.00		
	JOB # 3	TOTAL LABOR	& PARTS	0.00		
SUBLETPO#VEND INV#-INV.DATE-DES JOB # 1 22748 D520543 12/06/06 ENT	CRIPTION		SUBLET	WARRANTY 0.00		
G.O.G. & SUPPLIES JOB # 2 UPCHARGE			- GOG	WARRANTY 0.00		
PAGE 1 OF 2 SERVICE FILE COL	PY	(CONTINUED O	N NEXT PAG	GE) 10:18am	Copyright & 1998 (	Dia Itaynahis und Itaynalds Cumps ERAINTINVE GO-303077 (084

ato en de · . FLAGS CORRECTION CAUSE 07 പ് 43 7 AL-9164811448 let Der ः **/ । स्वर**ः 100 ~ ----FAX NO. R.O. NO. 173460 EPERA OPER SO OFF 6. <u>F</u> 0 FLAZ HATE STRAIGHT TIME zjy WCN 21 AM BRALEY GRAHAM BUICK i gravel - Vull Lind te jest bi 11:30 · · · · 1 <u>--</u>: . . : · - - - . 14**1**2 - 11 WED -1.51 7. . . . . . . . . . . . ... SEP-05-2007 . . . . . . . . ·. --- . ---- - --- --111111 28.63.2 211 1

# PNWS178869

<b>Sraley &amp;</b>		PNWS178869	PNW
Graham	2200 Fulton Avenue Sacramento, CA 95825	www.braleygraham.com (916) 481-2200 B.A.R. # AF-140529	IS178
BUICK	PONTIAC	GMC Truck E.P.A. # CAD 058948035	698

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

				TAG	10.	INVOICE DATE	INVOICE NO.
CUSTOMER NO. 86736		ED MCNANNA		378	2684	05/01/07	PNWS178869
00730		LABOR HATE	LICENSE NO.	MILEAGE		GRANITE MET	STOCK NO.
		AND IN ANY ANY ANY ANY			32,499	DELIVERY DATE	DELIVERY MILES
		YEAR / MAKE / MODEL 06/PONTIAC/	/G6/G6			06/06/05	10
SACRAMENTO, CA		VEHICLELD, NO.				SELLING DEALER NO.	PRODUCTION DATE
		<u>1 G 2 Z G</u>	<u>55836</u>	4 P. D. ND.		R. O. DATE	
		RT.E.NO.		r. D. ND.		04/26/07	
	BUSINESS PHONE	COMMENTS					MO: 32499
	4630666776014+						
[ IN SERVICE DATE ] (	5/17/05						
LABOR & PARTS- J# 1 15BUZ-STRGDIAG ST	EERING DIAGNOSIS HOURS	TECH(S)	:68		0.00		
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PAGE 1 OF 1	SERVICE FILE COPY-V	v	[ END	OF INVOICE	] 02:25pm	·	n m 11 a 11 a 11 a
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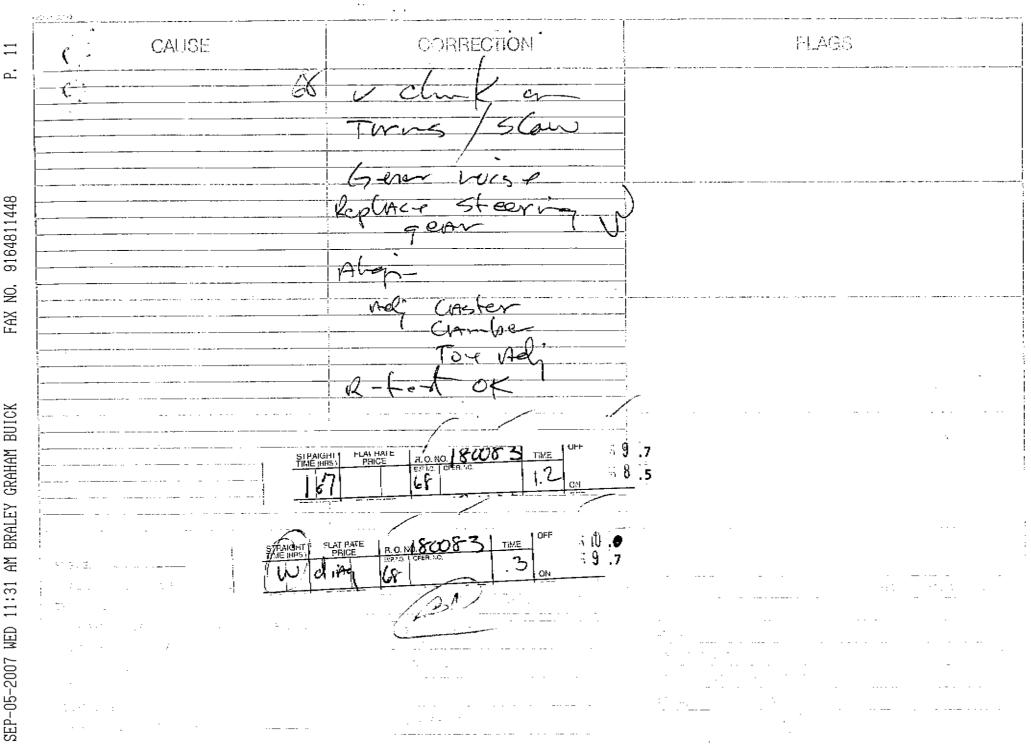
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# PNCS180083

Braley &		PNCS180	1083 PNC
Graham	2200 Fulton Avenue Sacramento, CA 95825	www.braleygraham.com (916) 481-2200	B.A.R. # AF-140529
BUICK	PONTIAC	GMC Truck	. # CAD 058948035
			<u>ب</u>

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

сивтомий NO. 86736		A 37	8 2059	05/31/07	PNCS1	80083
80730	LABOR HALE		ALEAGE	ÇÖLOR	STOCK NO.	
	YEAR / MAKE / MODE	, <u> </u>	33,649	GRANITE MET	DELIVERY MIL	EБ
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SACRAMENTO, CA		G 5 5 8 3 6 4		SELLING DEALER NO.	PRODUCTION	(JATE
	F. T. E. NO.	P. O. NO.		Р. О. DATE 05/31/07	1	
	COMMENTS			03/31/07		
					MO :	33649
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		1 TOTAL LABOR & PART	s 0.00			
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* THE EMPLOYEES OF BRALEY AND GRAHAM THANK YOU * BUSINESS. IF YOU HAVE ANY QUESTIONS ABOUT AN * SERVICES PERFORMED, PLEASE CONTACT YOUR SERV * DAN LANDERHOLM, ED MCNANNA, OR TITO RIVAS. * WE ALSO WOULD LIKE TO REMIND YOU TO WEAR * WE KNOW THEY SAVE LIVESAND AIRBAGS ARE DE * USED WITH SEATBELTS-NOT IN PLACE OF THEM.	FOR YOUR * Y OF THE * ICE ADVISOR *	TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG TOTAL MISC DIS	. 0.00 . 0.00 . 0.00 . 0.00 C 0.00			
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CUSTOMER SIGNATURE						
PAGE 1 OF 1 SERVICE FILE COPY		[ END OF INVO	DICE ] 10:17am	Comparison (2008)	The Resultis and I	Immedia Communi



# PNCS181682

Braley &		PNCS181682	PNCS
Graham	2200 Fulton Avenue Sacramento, CA 95825	www.brałeygraham.com (916) 481-2200 B.A.R. # AF-140529	
BUICK	PONTIAC	GMC Truck E.P.A. # CAD 058948035	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

NVOICE DATE NVDICE NO. TAG NO CUSTOMER NO. 07/12/07 PNCS181682 86736 378 ED MCNANNA 3158 COLOR STOCK NO. LICENSE NO. LABOR RATE GRANITE MET 35,997 DELIVERY MILES DELIVERY DALE YEAR / MAKE / MODEL 10 <u>06/06/05</u> 06/PONTIAC/G6/G6 RODUCTION DATE SACRAMENTO, CA SELLING DEALER ND. VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 R. O. DATE F.T.E.NO. E.O. NO. 07/12/07 BUSINESS PHONE COMMENTS MO: 35997 IN SERVICE DATE ] 05/17/05 LABOR & PARTS----WARRANTY TECH(S):84 J# 1 40BUZ UNITS: TRANSMISSION THUNK NOISE FROM TRANS AREA WHEN PUTTING INTO GEAR OR HONK NOISE FROM TRANS AREA WHEN FOTTING INTO GEAR OF WHEN ACCELERATING FROM A STOP ROAD TESTED AND WERE UNABLE TO VERIFY CONCERN.CHECKED FLUID-NORMAL.SCANNED CODES-NONE.CHECKED MOUNTS-OK NO WORK NEEDED AT THIS TIME 0,00 JOB # 1 TOTAL LABOR & PARTS TRIM & CHASSIS UNITS: REMOTE WILL NOT UNLOCK DOORS FOUND THE REMOTE LOST ITS MEMORY REFLASHED REMOTES AND RECHECKED-OK TECH(S):84 WARRANTY UNITS: J# 2 20BUZ JOB # 2 TOTAL LABOR & PARTS 0.00 TRIM & CHASSIS UNITS: TECH(S):84 EST TO SUPPLY EXTRA KEY & REMOTE ESTIMATE TO SUPPLY KEY & REMOTE THEN PROGRAM TO CAR \$205.00 WE WILL NEED TO ORDER IN PARTS IF DESIRED 0.00 J# 3 20BUZ-1 JOB # 3 TOTAL LABOR & PARTS 0.00 WARRANTY UNITS: TECH(S):84 RENTAL J# 4 61BUZ OVERNIGHT TRANSPORTATION PER WARRANTY POLICY 0.00 JOB # 4 TOTAL LABOR & PARTS WARRANTY TOTAL - SUBLET 0.00 _____ ESTIMATE ···· CUSTOMER HEREBY ACKNOWLEDGES RECEIVING \$0.00 (+TAX) ORIGINAL ESTIMATE OF COMMENTS ----ENTERPRISE RENTAL (GM WARR.) @ \$42.00/DAY PO#25153 BC 07/12/07

CAUSE CORRECTION FLAGS 13 R.O. NO. 181682 FUAL HALE STFAIGHT പ് TIME 80 1112107 June on 4 ≌ |3.0 OSthe trans ting twee mothing vice FOR STRAFS. Vinn ~_ Nons toms lies/ Jon the (1010)5 Ruso 130130 77 VOF. Vera) 9164811448 ORATION CE Signes LOWID AS. Nof Any REDUCTERS 14 - TUIS 120 <u>N</u> Times FAX Less Rimsty operation no Z times (MESO to Horp Bullions Down) GRAHAM BUICK BRALEY 割から HΗ 1972 - F 31 61.1<u>.11</u> [] WED 1. ST SEP-05-2007 . . . . . . · · · · · · · · · · · 1.7.1 . . . . . . . . . . . . . . . . . . .

## PNCS182920

Dialcy &				
Graham	,	2200 Fulton Avenue Sacsamenta; CA 95825	www.braleygraham.com (916) 481-2200	B.A.R. # AF-140529
BUICK		PONTIAC	GMC Truck	

BUICK

Rralev &

E.P.A. # CAD 058948035

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

VOICE NO. NVOICE DATE CUSTOMER NO. ADVISOB TAC NO. 86736 PNCS182920 40 08/10/07 DAN LANDERHOLM 3486 STOCK NO. LICENSE NO. MILEAGE COLÓH LABOR RATE 37,099 GRANITE MET YEAR / MAKE / MODEL DELIVERY DATE **DELIVERY MILES** ° 1<u>0</u> 06/06/05 06/PONTIAC/G6/G6 SACRAMENTO, CA **RODUCTION DATE** VEHICLE I.D. NO. SELLING DEALER NO. 1 G 2 Z G 5 5 8 3 6 4 R T. E. NO. P. O. NO. 1. O. DAT 08/10/07 COMMENTS **BUSINESS PHONE** мо: 37099 IN SERVICE DATE ] 05/17/05 LABOR & PARTS J# 1 20BUZ TRIM & CHASSIS UNITS: TECH(S):52 CUSTOMER STATES-INSTALL SPECIAL ORDER PART-KEYLESS ENTRY TECH(S):52 WARRANTY REMOTE INOP REFER TO RO# 181682 REPLACED AND PROGRAMED ONE RKE TRANSMITTER PARTS-----QTY---FP-NUMBER------DESCRIPTION------OUNIT PRICE-WARRANTY JOB # 1 22733523 TRANSMITT 10.485 1 JOB # 1 TOTAL PARTS 0.00 0.00 JOB # 1 TOTAL LABOR & PARTS COMMENTS ..... WAIT TOTALS -----TOTAL LABOR.... TOTAL PARTS.... TOTAL SUBLET... TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC TOTAL TAX..... 0.00 THE EMPLOYEES OF BRALEY AND GRAHAM THANK YOU FOR YOUR * BUSINESS. IF YOU HAVE ANY QUESTIONS ABOUT ANY OF THE * SERVICES PERFORMED, PLEASE CONTACT YOUR SERVICE ADVISOR * DAN LANDERHOLM. ED MCNANNA. OR TITO RIVAS. WE ALSO WOULD LIKE TO REMIND YOU TO WEAR SEATBELTS!! * WE KNOW THEY SAVE LIVES---AND AIRBAGS ARE DESIGNED TO BE * USED WITH SEATBELTS-NOT IN PLACE OF THEM. 0.00 0.00 * 0.00 * 0.00 * 0.00 ÷ 0.00 ******* TOTAL INVOICE \$ 0.00 *** * YOU CAN MAKE SERVICE APPOINTMENTS ONLINE AT * WWW.BRALEY-GRAHAM.COM. DISCOUNTS MAY APPLY. * IF YOU ARE NOT RECEIVING COUPONS OR SERVICE REMINDERS * PLEASE LET US KNOW. THERE ARE SEVERAL COUPONS AND * OFFERINGS GOING OUT EVERY MONTH. DON'T MISS OUT!!! * * * CUSTOMER SIGNATURE PAGE 1 OF 1

NCS182920

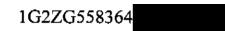
## ADR REPURCHASE CHECKLIST

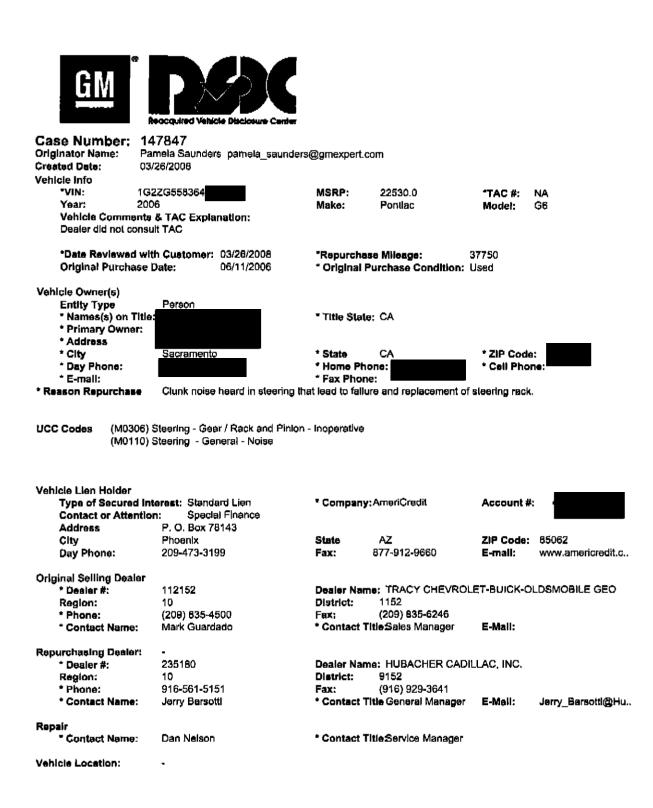
### Once completed, this document should be attached to the SR.

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

	Voluntary/ Mandatory Repurchase
	<u>147847</u>
BBB Case	Straight
COMPLIANC	E DATE04/10/08
ADR REQUES	ST NUMBER71- 553074383
CUSTOMER M	NAME
LAST SIX OF	
ADR CRS	Pam Saunders EXT. 11240
DVM <u>Ma</u>	rk Erwin PHONE <u>650-207-3529</u>
	TANCE RECEIVED <u>10/30/07 - original</u> straight
	DAYS FOR COMPLIANCE45
TEAM LEAD'	S SIGNATURE
ADR Exception	ns that need to be paid i.e. over allowance and negative equity.
COMMENTS/	REASON FOR EXCEPTION: see previous Morley # 143321
G6. The consur vehicle; sales ta	Manufacturer has offered to repurchase the Consumer's 2006 GMC ner shall be entitled to the following collateral fees: Purchase price of ux; license fees; document preparation fee; registration fees; fee; and all incurred finance charges from date of purchase.
Customer has a	agreed to a usage fee of \$3,000.00.

VIN







Case Number: 147847 Originator Name: Pamela Sa Greated Date: 03/26/2008

147847 Pamele Saunders pamela_saunders@gmexpert.com 03/26/2008

#### Transaction Details:

Siebel Request #:	71-553074383	* Disposition Auction
State:	CA	* Type: Straight Repurchase
Source:	ADR BBB Mediated	
Replacement VIN:		•
Compliance Date:	2008-04-11	Compliance Type: BBB Mediated
MSRP:	0.0	Order #;

#### **Repurchase:**

* Processing Instructions:

streight repurchese. Customer has agreed to pay a usage fee of \$ 3,000. GM to reimburse customer: Purchase price of vehicle; sales tax; license fees; document preparation fee; registration fees; Celifornie Tire fee and all incurred finance charged from date of purchase.

#### Disposition:

Auction

#### * Processing instructions:

#### **Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	Additional_Explanation_	Value
Usage	Customer	NA	Usage per Lemon Law	3,000,
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
Atter Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Över Allowance	0

# ULD

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2006 G6 - 6CYL SEDAN 59U GRANITE METALLIC 19B EBONY ORDER NO. HZWT57/FDR STOCK NO VIN 1G2 ZG55 83 64		GENERAL M 100 RENAL: DETROIT	MC DIVISION OTORS CORFORATION SSANCE CENTER MI 48243-1114 NVOICE 2AD51350773
MODEL & FACTORY OPTIONS	MQDD	INV AMT	**************************************
2ZG69 G6 $-$ 6CVI, SEDAN		19533 05	INVOICE 05/16/05
CIU FUT-ENTERPRISE RENT A CAR			SHIPPED 05/16/05
F83 AXLE RATIO 3.05	N/C		EXP I/T 06/01/05
C1U FLT-ENTERPRISE RENT A CAR F83 AXLE RATIO 3.05 LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	INT COM 06/01/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 01/01/05
PCH PREMIUM VALUE PACKAGE INCLUDES		1268.50	KEYS G2159 G2159
* (4) 16" PAINTED ALLOY WHEELS			WFP-S QTR OPT-1
*AM/FM STEREO 6 DISC CD PLAYER			FAN: 000805331
(REPLACES STD/OPT/PKG RADIO)			BANK: GMAC - 085
* SUNROOF, POWER TILT & SLIDE			CHG-TO 23-048
VK3 LICENSE PLATE BRACKET, FRONT		N/C	
VQ2 FLEET ORDERING AND ASSISTANCE		0.00	SHIP WT: 3358
VX7 LONG TERM DAILY RENTAL PROGRAM	0.00	500.00-	
			MRM: 23030.00
YF5 50-STATE EMISSIONS	N/C		CUST PO NUMBER:
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	430.00-	30037113
			DAN: 00008
			MEMO 1095.25

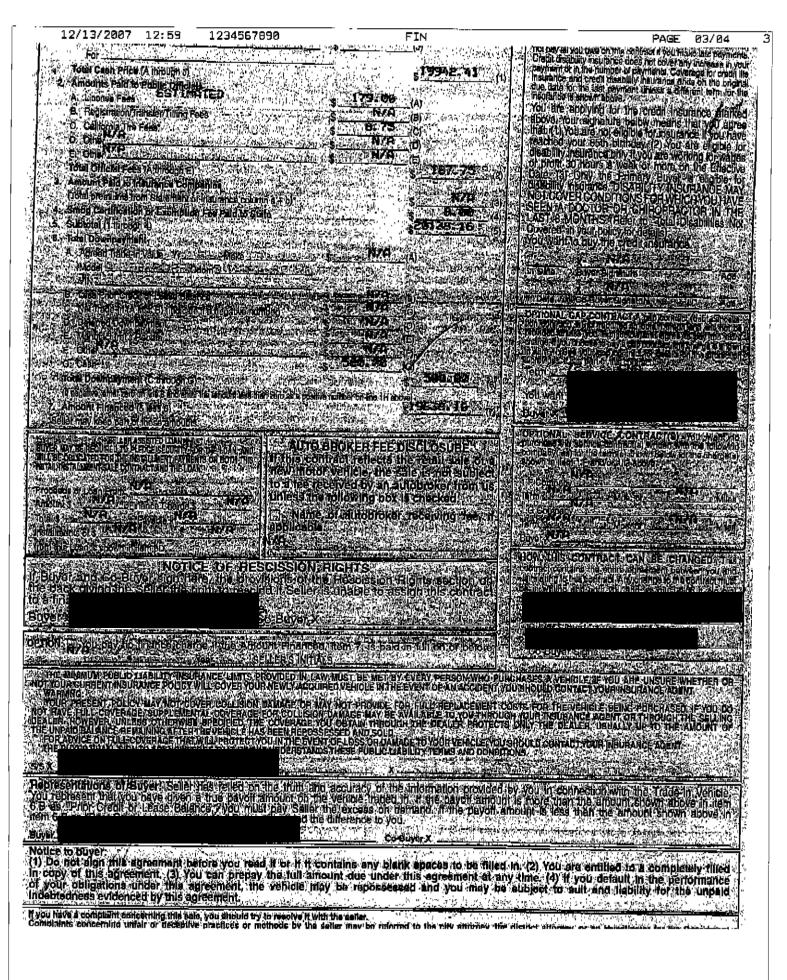
 TOTAL MODEL & OPTIONS
 21905.00
 18836.56
 ACT 231
 19461.56

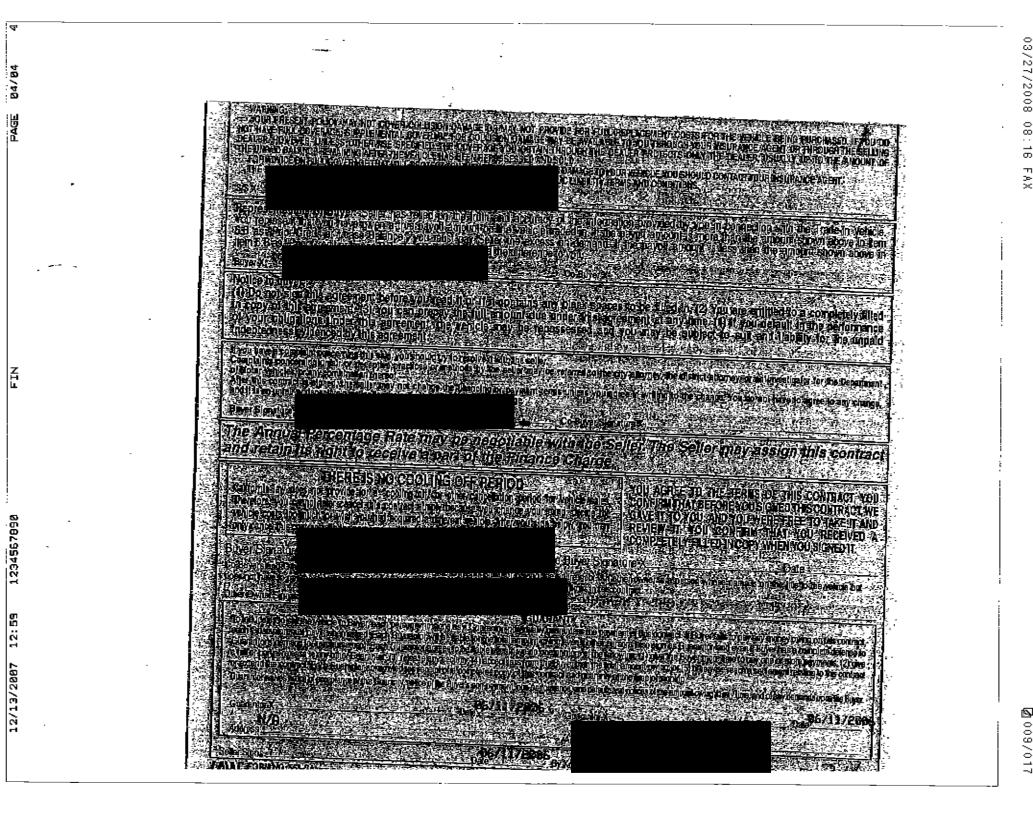
 DESTINATION CHARGE
 625.00
 625.00

BRALEY & GRAHAM BUICK, PONTIAC, GMC

REMIT TO GMAC NO. 085 VIN 1G22G558364 \$ 19461.56 INV 2AD51350773 DUE 06/01/05 DEALER 23-048

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LINE#) (M=MODIFY) (COMMAND) IFT Fl=FKEYS BANK- NO CR MONTHLY FYMT (6) 406.73

App 50 \$ 129384

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THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

. . .

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.



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REGISTERED OWNER											\$	168,00
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February 12, 2008



Re:caset PGM0752398: vs Pontiac/GMC Division 1G2ZG558364:

Dear

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

**BBB AUTO LINE** 

The terms of the settlement are as follows:

The Manufacturer has offered to Repurchase the Consumer's 2006 GMC G6. The consumer shall be entitled to the following collateral fees: Purchase price of vehicle; Sales tax; License fees; Document preparation fee; Registration fees; California Tire fee; and all incurred finance charges from date of purchase. *Both parties agreed to a usage fee of \$3,000.00.* The consumer has accepted this offer. GM's RVDC Dept. shall send the consumer a separate settlement letter with the total repurchase amounts. The repurchase shall be completed within 45 days from the date of this letter.

*OFFER REVISED 02-12-08*

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know Immediately If you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that

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time.

I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Rosa Tinoco at Extension 211

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71-553074383

## Customer Claim Form

Contact Date: 09/01/07	Start Date:	09/04/07	Case Number : PGM0752398
Have you contacted the mfr rega Have you previously filed a claim If yes, name of provider:	on this vehicle v	with the BBB or	D another dispute resolution provider? □ YES ⊠ NO Case Number:
Titled Owner(s) Name&Ad	dress		
SACRAMENTO, CA Day Phone: Fax Number: Customer Contact Info:		Evening Phon E-mail Addres	
Vehicle Identification Number: Servicing Dealer/City/State : Selling Dealer/City/State :	ess⊡Both Numi iel: G6 1G2ZG558364 Braley & Graham, , , AAA	Percentage of ber of vehicles r Model	time vehicle used for business purposes: egistered in California by vehicle owner/lessee: Year: 2006 Current Mileage: 37750 Policy Number:
Purchase Date:06/11/06 Mileage a Purchased As : □ New 🖾 Used Is the vehicle in your possession? Lienholder's Name: AmeriCredit Address: P.O. Box 1835 City/St/Zip: Arlington, TX Phone: ( ) - Lienholder Acet # : Customer's Desired Outcom	at purchase: 18 □ Demo yes 93 76096 <b>1e</b> (Describe what hased. 1 have 3 si	B186 Lease I Leased Is the v Leasing <i>you want done to</i> mall children. I dr	As : D New D Used Demo vehicle in your possession? g Company's Name: Address: City/St/Zip: Phone: g Company's Acct #: resolve your concern) ive the freeway on a daily basis, but now that this is

LINE Arbitration Rules.

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

### Customer Name:

: | |

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Case Number: PGM0752398

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

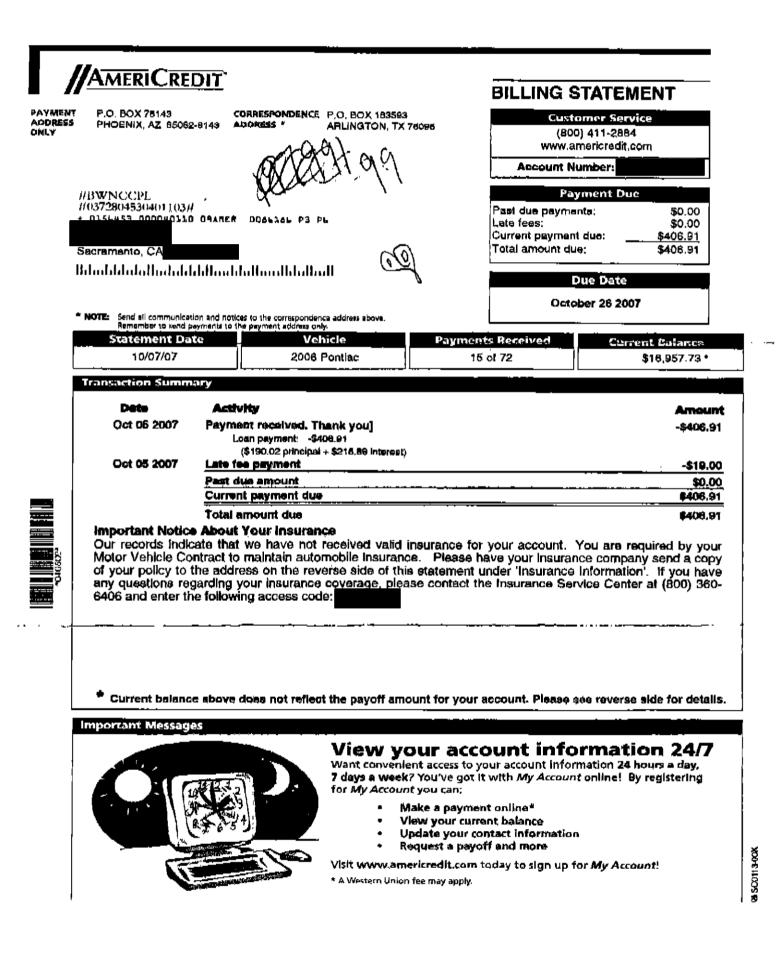
Date: 12/01/06 Mileage: 26094 Date: Mileage: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Bad Tie Rod and Steering Rack	yos				
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If you need additional space, please attach a separate sheet of paper following the above outline.

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

Customer:	<b>SR #: -71553074383</b>	BBB#: 752398

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

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

Section 1	
Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22530.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -4531.00
(If positive, look for Overallowance)	
If the Purchase Price is greater than the MSRP but there was no trade-in, have	the Dealer evolain why

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

## Section 2

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

Section 3	
Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	17999.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 17999.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	
If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify	

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

2006 G6 – 6CYL SEDAN 59U GRANITE METALLIC 19B EBONY	/V6G	GENERAL M	MC DIVISI MOTORS COR SSANCE CE	PORATION
ORDER NO. HZWT57/FDR STOCK NO	Э.	DETROIT	MI 4	8243-1114
VIN 1G2 ZG55 83 64		VEHICLE I	INVOICE 2A	D51350773
* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * *	* * * * * * * * * * *	*******	16*23048S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET	
2ZG69 G6 - 6CYL SEDAN		18523.05	INVOICE	05/16/05
C1U FLT-ENTERPRISE RENT A CAR	0.00	0.00	SHIPPED	05/16/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T	06/01/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	INT COM	06/01/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF	01/01/05
PCH PREMIUM VALUE PACKAGE INCLUDE:	S 1475.00	1268.50	KEYS G21	59 G2159
* (4) 16" PAINTED ALLOY WHEELS	S		WFP-S QT	R OPT-1
*AM/FM STEREO 6 DISC CD PLAYE	Я.		FAN: 0	00805331
(REPLACES STD/OPT/PKG RADIO)			BANK: GM	
* SUNROOF, POWER TILT & SLIDE			CHG-TO	23-048
		N/C		
VQ2 FLEET ORDERING AND ASSISTANCE		0.00	SHIP WT:	3358
VX7 LONG TERM DAILY RENTAL PROGRAM		500.00-		32.9
V2G CREDIT IN LIEU OF FUEL		24.99-		23030.00
YF5 50-STATE EMISSIONS	N/C	N/C	CUST PO 1	NUMBER:
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	430.00-	- 30037113	
				00008
			MEMO	1095.25

TOTAL MODEL	& OPTIONS	21905.00	18836.56	ACT 231 19461.56
DESTINATION	CHARGE	625.00	625.00	

BRALEY & GRAHAM BUICK, PONTIAC, GMC \$ 19461.56 INV 2AD51350773 DUE 06/01/05 DEALER 23-048

### **Customer Claim Form**

Contact Date: 10/04/07	Start Date: 10/04/07	Case Number: PGM0755337
Have you contacted the mfr rega Have you previously filed a claim □ YES ☑ NO If yes, name of provider: Case Number:	on this vehicle with the BBB or Date:	another dispute resolution provider?
Titled Owner(s) Name&Addre VACAVILLE, <u>CA</u> Day Phone: Fax Number:	ss Evening Phone: E-mail Address:	Cell Phone:
Customer Contact Info: Vehicle Information Name(s) of individual(s) or bu Vehicle Use:  Personal  Busine Percentage of time vehicle used f	ss □Both	cle title:
Transmission Type: Number of vehicles registered in Make: Pontiac/GMC Mode	California by vehicle owner/less	see: (ear: 2007 Current Mileage: 6000
Vehicle Identification Number: 2G Servicing Dealer/City/State : Mich Selling Dealer/City/State : Mich	TEX63867 <b>1000 TEX</b> nael Stead Buick Pontiac GM, nael Stead Buick Pontiac GMC,	
Has vehicle been in an accident/h Description of Damage :		X Date of accident:

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

Purchase Date:04/05/07 Mileage at purchase:1	Lease Date: Mileage at lease:
Purchased As : 🛛 New 🗆 Used 🗆 Demo	Leased As : 🗆 New 🗆 Used 🗆 Demo
Is the vehicle in your possession? yes	Is the vehicle in your possession?
Lienholder's Name:None	Leasing Company's Name:
Address:	Address:
City/St/Zip:	City/St/Zip:
Phone:() -	Phone:
Lienholder Acct #:	Leasing Company's Acct #:

### <u>Customer's Desired Outcome</u> (Describe what you want done to resolve your concern)

Repaint at a CERTIFIED GM paint shop that's 10 miles from my house not the NON-CERTIFIED body shop offered that's 65 miles away and toll bridge plus compensation for down grading of vehicle. Or buy back.

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

Date_

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

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

Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700 Customer Name:

### **Vehicle Concerns**

First Repair Attempt	Date: 06/23/07	Mileage: 2200
Last Repair Attempt	Date:	Mileage:
Total Days out of Servi	ice:	

Problems – <b>Please list your <u>primary</u> concern first</b>	Servicing Dealer(s)	Current?	# of	Repair Date(s)	Mileage	Days
concern first		Yes / No	Repair	Date(s)	on	Out of
			Repair Attempts		Date(s)	Service
1.						
Thin Paint			yes			
			, CS			
	1					

Council of Better Business Bureaus, Inc. 4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

### VIA FAX ONLY

September 5, 2007

Mark Guardado, Sales Manager Tracy Chevrolet 3400 Auto Plaza. Tracy, CA 95376

Re:

71-553074383 2006/Pontiac/G6 VIN # 1G2ZG558364

Dear Mr. Guardado:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Pamela Saunders BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11240 Ph# 866-790-5600, ext. 11240 FAX# 866-508-1973



#### GENERAL MOTORS BUSINESS RESOURCE CENTER

### VIA FAX ONLY

December 12, 2007

Finance Manager, Irving Zepeda Tracy Chevrolet 3400 Auto Plaza. Tracy, CA 95376

Re:

71-553074383 2006/Pontiac/G6 VIN # 1G2ZG558364

Dear Mr. Zepeda:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade

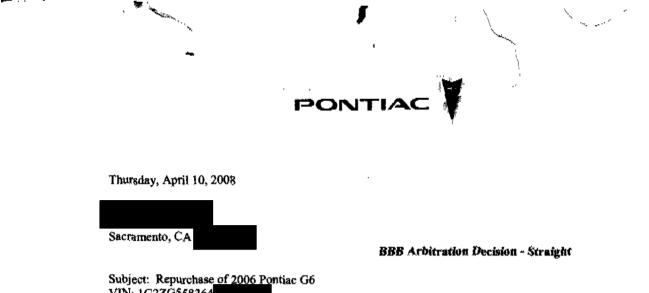
Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Pamela Saunders BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11240 Ph# 866-790-5600, ext. 11240 FAX# 866-508-1973

	STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON									
	File Number Customer Name Worksheet Filled Out By:									
	71-553074383		Olivia Costello							
					e cat	egory (not in	do	llar fields) to indicate incomplete info	rma	tion
				Vehicle VIN:				Date:		
				1G2ZG558364				April 9, 2009		
	USAGE FORMULAS			STRAIGHT REPURCHASE	- B/			PAYMENT (CA, FL & WV) OR LEASE	REP	
1	To calculate usage			Base Price		\$17,999.00		Down Pmt / Cap Cost Reduction		\$0.00
2	Use ONLY one of the 4 methods in			Conversion / Upfit cost				Pmts (includes 1st month if lease)		\$0.00
3 follow applicable lemon law formula for your state			Reg./Lic./Title Fees				Reg/Lic/Title Fees (leases only)		\$0.00	
4				State Tire Fees				Tax (leases only)		\$0.00
	A. USAGE USING L.L. FORMULA			Aftermarket Items		\$0.00		Aftermarket Items		\$0.00
	Base Price/Total Repurch Price	\$0.00		Sales Tax				Other-Explain		\$0.00
	Mileage	0		Finance Charges		\$4,386.02		Other-Explain		\$0.00
	Denominator	100,000		Smog Fee Doc Fee		\$8.00 \$45.00		Other-Explain	<u> </u>	\$0.00 \$0.00
9 10	Usage	\$0.00		Total Purchase Price				Other-Explain Total Additions		\$0.00
		<b>#</b> 0,000,00		lotal Purchase Price		\$24,024.18		I OTAL ADDITIONS		\$0.00
	B. USAGE - NEGOTIATED	\$3,000.00		<b>A</b>			11			
12				* Usage/Depreciation				* Usage/Depreciation		\$3,000.00
13				Damage				Damage		\$0.00
	C. USAGE USING CENTS/MILE			Late charges				Late charges		\$0.00
	Mileage			Over-Allowance				Over-Allowance		\$0.00
	Cents per mile			Negative Equity				Negative Equity Incentives		\$0.00
	Usage	\$0.00		Incentives						\$0.00
18				Other-Explain				Sec. Dep. (leases) if reimbursing above		\$0.00
19				Other-Explain				Extended Service Contract		\$0.00
20 D. USAGE-CALIFORNIA ONLY			Other-Explain				Gap Insurance		\$0.00	
	Base price section-Used when NOT			Other-Explain				Over Mileage Penalty		\$0.00
22 23	"Actual Price Paid" (Base)	\$24,010.18	22 23	Total Deductions		<b>\$3,000.00</b>		Total Deductions		\$3,000.00
	Mileage Usage	0		Repurchase Subtotal		¢04 004 40	23	Total Refund to Customer		¢2.000.00
	OR	<b>⊅0.00</b>								-\$3,000.00
25				Loan Payoff good thru 4/25/08				Dir Buyout (lease) or Loan Payoff		\$0.00
	Payment/Lease-Used <b>when</b> finance			Total Refund to Customer				(GMAC=DL quote) good thru xx/xx/xx	<u> </u>	<b>#0.00</b>
27	"Actual Price Paid" (Pmt/Lease)	\$0.00	27	Attorney's Fees		\$0.00	27	Attorney's Fees		\$0.00
	Mileage			Total Repurchase				Total Repurchase		-\$3,000.00
	Any ext service contract (CA only)			NADA (Legal Only)				NADA (Legal Only)		\$0.00
	Usage	\$U.UU		Estimated Auction Value Projected Loss				Estimated Auction Value Projected Loss	<u> </u>	\$0.00 -\$3,000.00
31			31			φ <b>21,024.18</b>	31	FTOJECIEU LOSS		- <del>\$</del> 3,000.00
	PURCHASE PRICE (before t/t/t)	\$ 17,999.00		TRADE ALLOWANCE	\$	-		PURCHASE PRICE	\$	17,999.00
	MSRP (FROM BARS INVOICE)	\$ 22,530.00		PAYOFF OF TRADE	\$	-		INCENTIVE* (from BARS)	\$	-
	DIFFERENCE	\$ (4,531.00)		DIFFERENCE	\$	-		OVERALLOWANCE	\$	-
	if positive look for over allowance			if negative=negative equity				ACTUAL PRICE	\$	17,999.00
				TRADE ALLOWANCE	\$	-				
				ACV OF TRADE	\$	-		Do not include fuel fill credit		
	Authorized Signature	Date		DIFFERENCE	\$	-		Include GM card points		
1				ACV=actual cash value				Form Rev. 04/28/2006		



VIN: 1G2ZG558364 Ref SR: 71-553074383 V-147847

Dear

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN 1G2ZG558364 and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Pontiac will repurchase your vehicle for \$21,024.18. Your responsibilities are outlined below. This was calculated by using the following figures.

Total Repurchase Amount	\$21,024.18
Base Price	\$17,999.00
Reg/Lic/Title Fees	\$179.00
State Tire Fees	\$8.75
Sales Tax	\$1,398.41
Finance Charges	\$4,386.02
Doc Fee	\$45.00
Smog Fee	\$8.00
Less Usage	\$3,000.00
Less Payoff of Original Vehicle-Good until 04/25/08	\$16,196.53
Total Amount to Customer	\$4,827.65

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. A can be reached at 866-802-6625 x 1 187 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

Please return this signed document to fax number 866-802-6668 by Tuesday April 15, 2008

The requirements of the straight repurchase are as follows:

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

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Plan Lienholder Lienholder Ty	e: Other			
	Pontiac P.D. Box 33172 Detroit, Michigan - 48232			
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ORDERWorkb	- Click the "Print" button in order to keep a record of this transa "Close Window".	ction detail. After you review the transaction	details, click	
Report Veh	VIN: 102ZH158964	Status: Pending		
Information	Dealer Code: 32888	User ID:		
Vehicle & C	Transaction Date: 01/03/2008 Transaction Type: GM Protection Plan	User Role: Central Office Administra Timestamp Date: 2008-01-11-10.49.48.73		
This screen is th	Transaction Messages:			
submit a request customer inform report.	1097 - GMPP sent to MIC			
Vehicle Identif				
Vehicle Categ				
GM, New Division*:				
Pontiac				
VIN': Full VIN				
1.00.104				
Dealer Identifi				
Division*: Pontiac				
1			© 2004, General Motor	s Corporation. All Rights Reserved. 🗾
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January 12, 2011



Service Request: 71-580696747 Customer Relationship Specialist: Shannon Longland

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH158964

- 48 months or 72,000 miles, whichever occurs first, beginning on January 3, 2008 and ending on January 3, 2012, and begins with 21,000 and ends with 93,000 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

January 12, 2011



Service Request: 71-580696747 Customer Relationship Specialist: Kairi Gorman

Dear

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

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

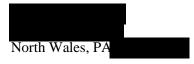
Pontiac and your dealer's mutual goal is your total satisfaction with Pontiac products and services. We look forward to talking with you soon.

Sincerely,

Pontiac Customer Assistance Center

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

January 31, 2011



Service Request: 71-589473473 Customer Relationship Specialist: Roxy King

Dear

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

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

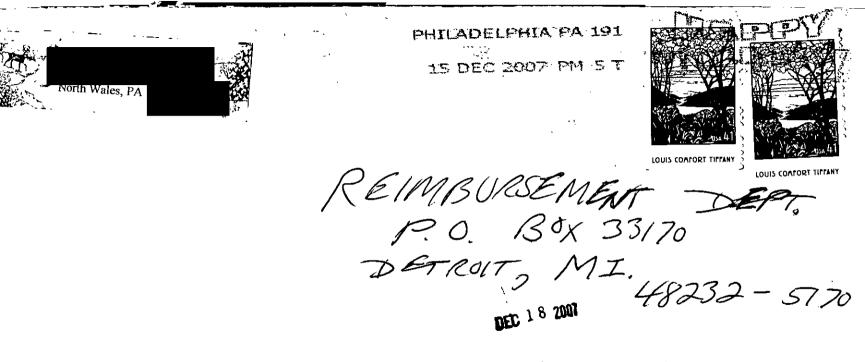
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$125.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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



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48232+5170

### CUSTOMER REIMBURSEMENT CLAIM FORM

1

This section to be completed by Claimant
Date Claim Submitted: 12/14/07
17-Digit Vehicle Identification Number (VIN): 16127528657
Mileage at Time of Repair: Date of Repair:
Claimant Name (please print):
Street Address or PO Box Number:
City: NORTH WALKS State: PA. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code);
Amount of Reimbursement Requested: \$ 7/25-00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense Lincurred for the repair covered by this letter.

Please mail this claim form and the required documents to:

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

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Reimbursement questions should be directed to the following number: 1-800-204-0261

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0005547/GMR2V071129507 Page 03 of 03



December 2007

North Wales, PA

Dea

As the owner of a 2005 model year Chevrolet Malibu, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Chevrolet Malibu vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC['] will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

Do not take your vehicle to your Chevrolet dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

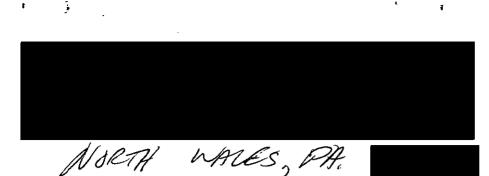
What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Chevrolet Malibu within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).

100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



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I, 4M REQUEST ING & REIMBURSEMENT F.Rom CHEVORDET MOTOR DIVISION FOR THE DEJUCIABUE COST TO MY SELF FOR THE REPAIR TO MY JOSS CHEVY MAZIBU, THE REPAR WAS CLEARLY STATES ON INMICE AS A POWER STEERING FAILURE, THAT YOUN COMPANY IS OFFERING TO REMISURSE

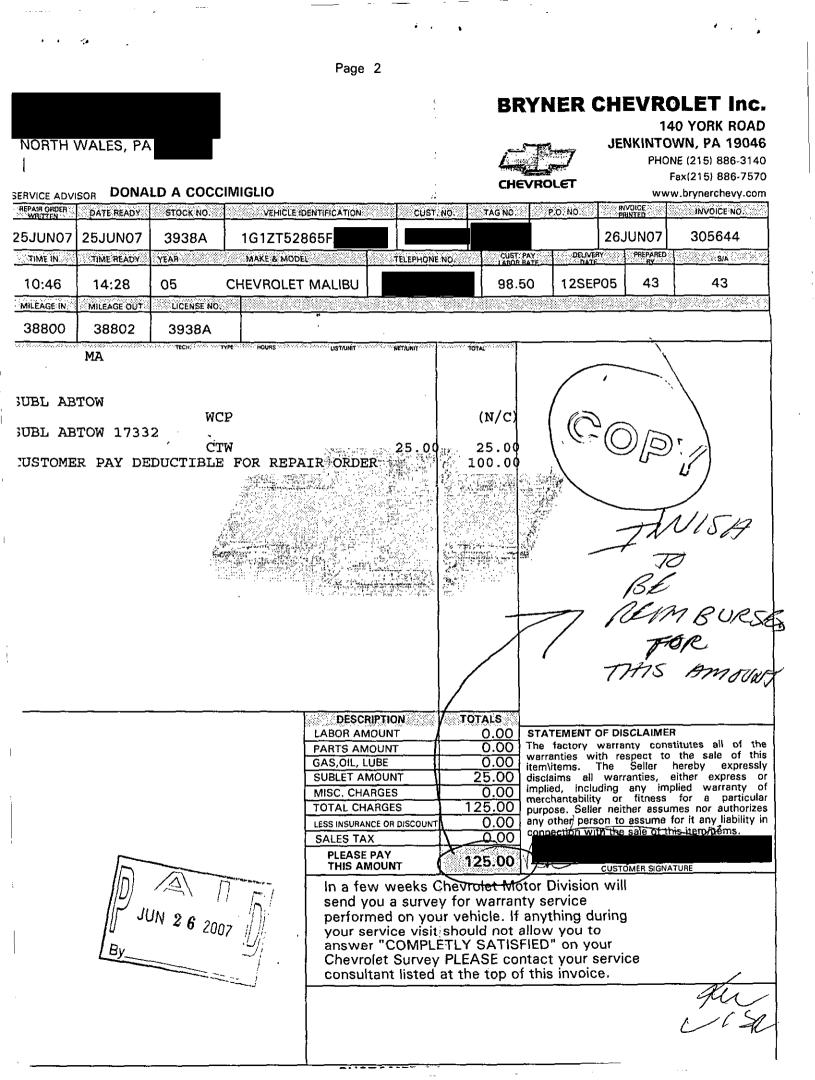
I TRULY HOPE THAT MY REQUEST FOR \$12500 (AS STATED ON THE PROPER FORM) WILL BE HONORED. THONK YOU SINCERELY

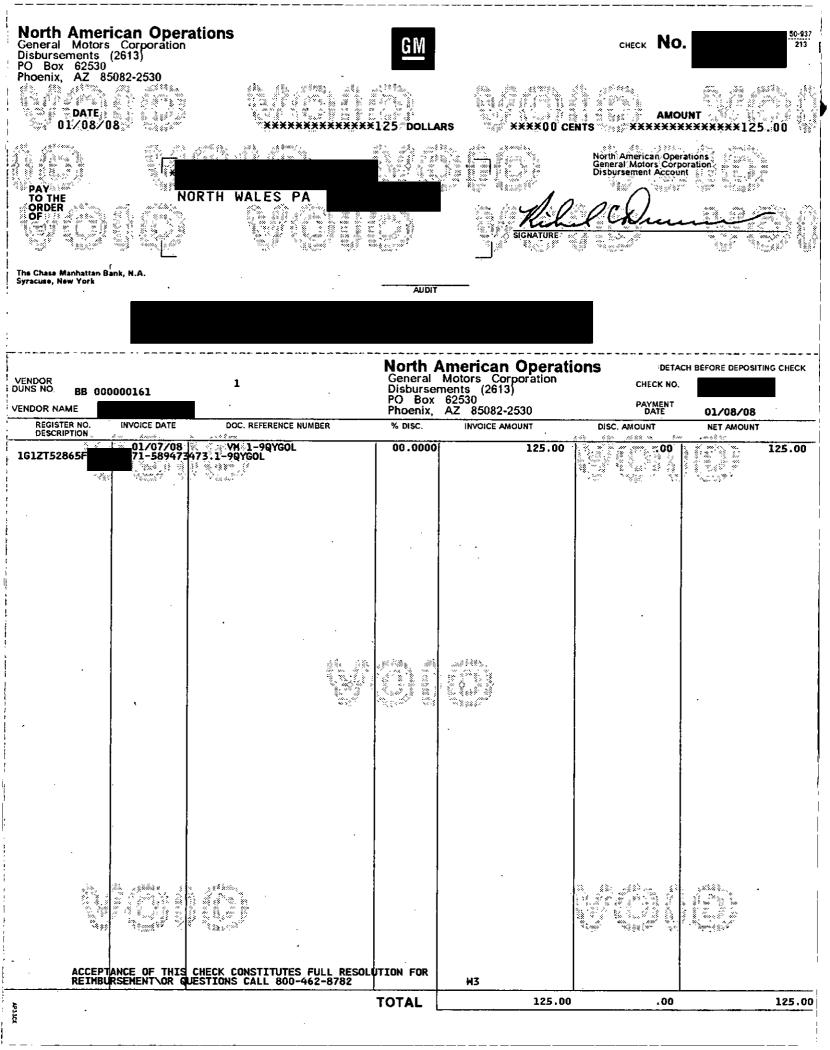
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	Page 1	:		
		B	RYNER CH	<b>IEVROLET</b> Inc.
		· ':		140 YORK ROAD
NORTH WALES, PA		i Em	J	ENKINTOWN, PA 19046 PHONE (215) 886-3140
INSERVICE				Fax(215) 886-7570
SERVICE ADVISOR DONALD A COCC	MIGLIO	CH	EVROLET	www.brynerchevy.com
REPAIR ORDER DATE READY STOCK NO	VEHICLE IDENTIFICATION	CUST. NO. TAG NO.	P.O. NO.	INVOICE NO.
25JUN07 25JUN07 3938A	1G1ZT52865F	22113	20	305644 JUN07 305644
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38800 38802 3938A	et	······		
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E7680 COLUMN ASSEM	BLY, STEERING - REPLA	CE	1	
67 EHRE: 1056	SMANN JR, GERALD LIC#:			
WC	P 1.60	(N/C)		
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B** TOWING				
CAUSE: TOWING				19
T2020 TOWING	SMANN JR, GERALD LIC#:			
1056	SHANN OK, GERALD LIC#.			
WC FC: 98 PART#:	P 0.00 COUNT: 0	(N/C)		
CLAIM TYPE:	COONT: 0			
AUTH CODE:				
	LABOR AMOUNT	TOTALS	STATEMENT OF D	DISCLAIMER
	PARTS AMOUNT		The factory war	ranty constitutes all of the respect to the sale of this
	GAS,OIL, LUBE SUBLET AMOUNT		item\items. The	Seller hereby expressly irranties, either express or
	MISC. CHARGES		implied, including	any implied warranty of fitness for a particular
I	TOTAL CHARGES		purpose. Seller ne	either assumes nor authorizes to assume for it any liability in
	LESS INSURANCE OR DISC SALES TAX		Connection with th	e sale of this item/items
	PLEASE PAY			
	THIS AMOUNT		<u> </u>	TOMER SIGNATURE
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## INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

January 31, 2011



Service Request: 71-589523308 Customer Relationship Specialist: Jay Williams

Dear

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

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

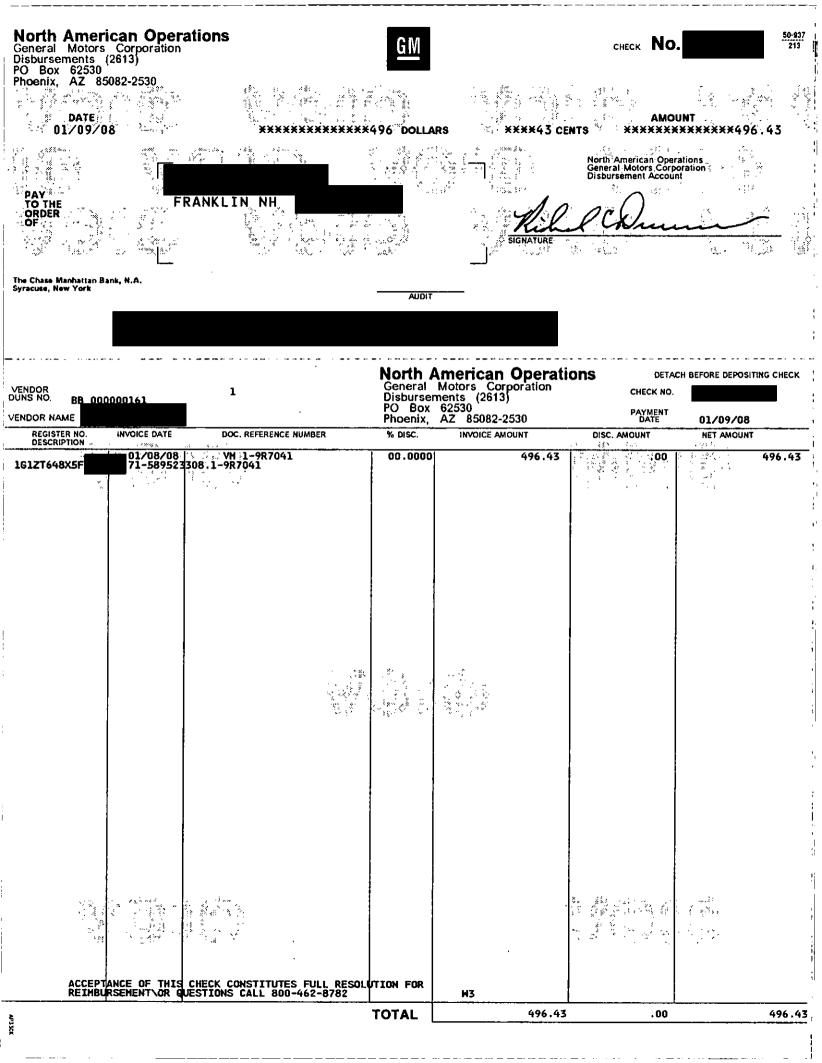
We have reviewed your request for reimbursement on the column assembly that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$496.43.

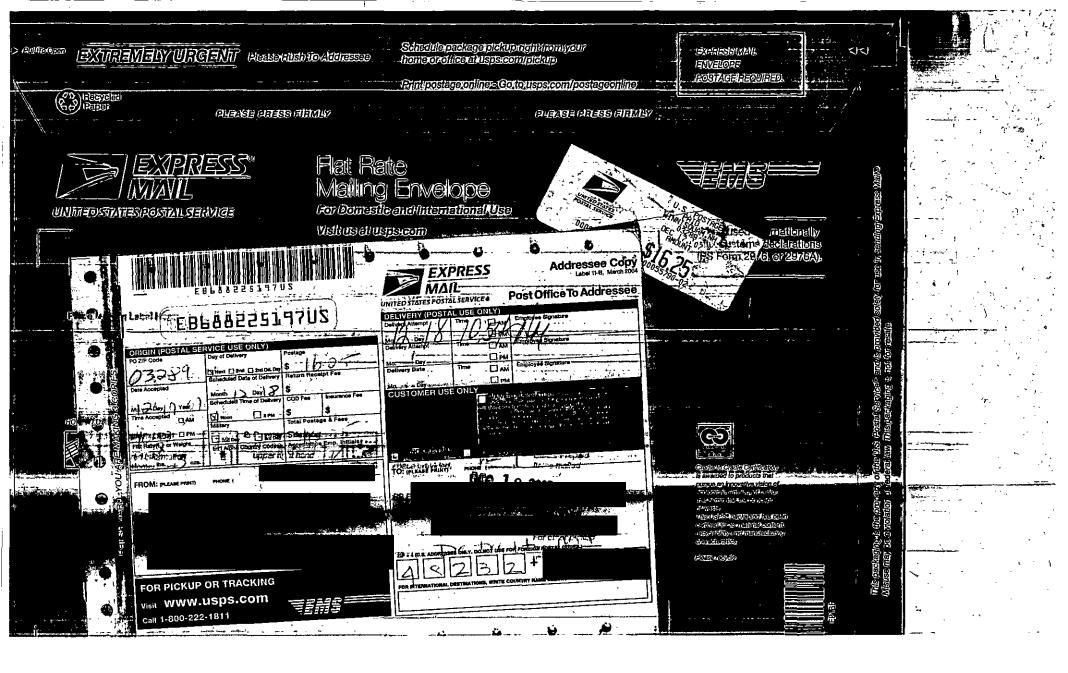
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Sincerely,

Chevrolet Customer Assistance Center

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







P.O. Box 660, Winnisquam, NH 03289

DEC 18 2007

REIMBURSEMENT DEPARTMENT PO BOX 33170 DETROIT, MI 48232-5170

### CUSTOMER REIMBURSEMENT CLAIM FORM

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This section to be completed by Claimant
Date Claim Submitted: $ 2 - 17 - 07 - 07 - 07 - 07 - 07 - 07 - 07$
17-Digit Vehicle Identification Number (VIN): 1G1ZT648 X5F
Mileage at Time of Repair: <u>54,194</u> Date of Repair: <u>9-13-07-</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: FranklinState: NHZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 496,43
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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

07126

#### 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.

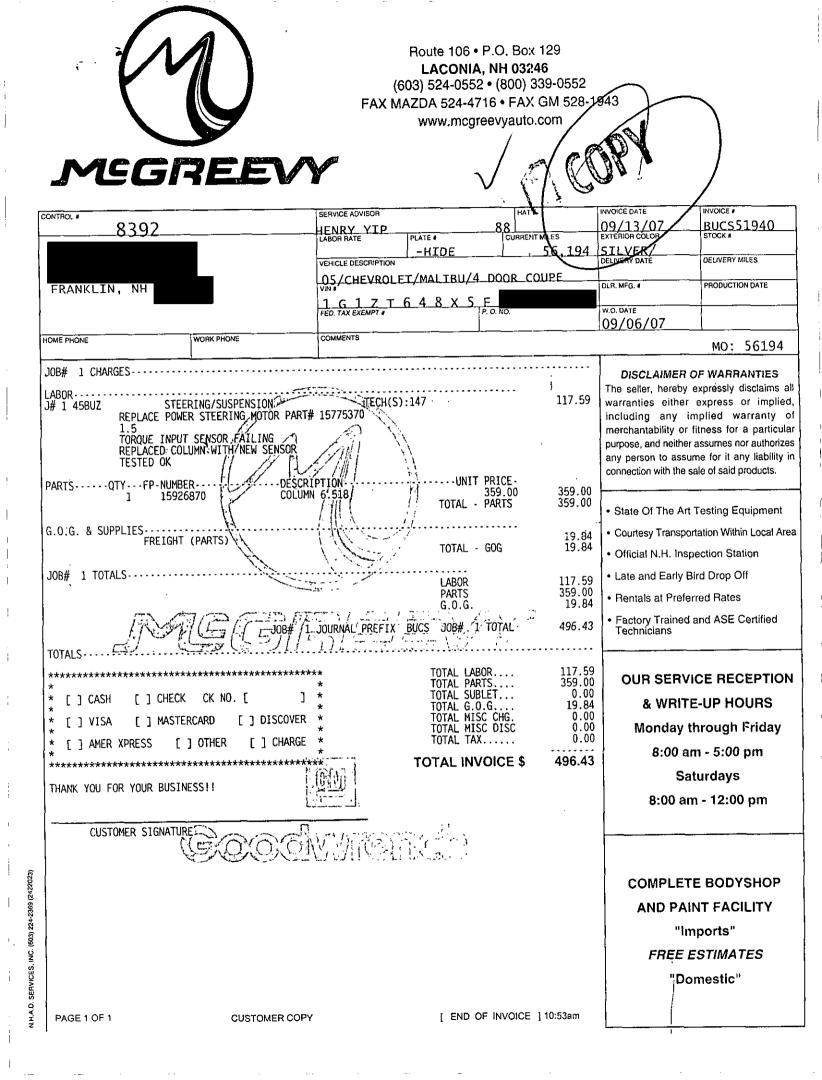
If your claim is:

- 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.

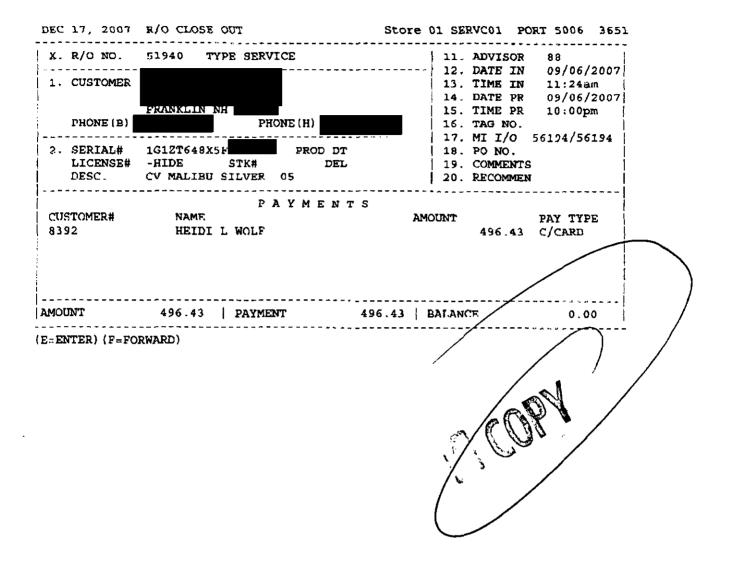
Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

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INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

#### **CDR File Information**

Vehicle Identification Number	1G2ZH558564
Investigator	DONALD WADE
Case Number	71-589542423
Investigation Date	Thursday, January 24 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZH558564 .CDR
Saved on	Thursday, January 24 2008 at 10:59:17 AM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	None

#### **Data Limitations**

#### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event will overwrite the Non-Deployment Event file.

#### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

#### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's





communication network. -The Belt Switch Circuit is wired directly to the SDM.





#### **Hexadecimal Data**

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

\$01	00	00	00	00	00	00	00
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\$04	02	00	00	00	00	00	00
\$05	00	00	00	00	00	00	00
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\$21	FF	FF	00	00	50	00	00
\$22	00	8A	00	00	00	00	00
\$24	00	00	00	00	00	00	00
\$25	00	00	00	00	00	00	00
\$26	00	00	00	00	00	00	00
\$27	FF	00	FF	00	00	00	00
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\$7A	82	$\mathbf{FF}$	$\mathbf{FF}$	00	00	00	00										
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\$05	42	55	FF		F.F.	F.F.	F.F.	F.F.	F.F.	FF	FF	F.F.	FF	F. F.	F.F.	F.F.	
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\$00 \$0D	гг 41	гг 48	гг 36		27	22	52	35	22	34	22	22	30	лл	56	57	
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\$17	42				FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	
\$18	FF	FF		FF													
\$21	32	16		0B	5E	11	91	9A									
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\$23	32		FA	FA	FA	FA	FA										
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#### **Comments**

THE VEHICLE SUSTAINED FRONTEND COLLISION DAMAGE AT THE RIGHT FRONT CORNER OF THE FRONT BUMPER AREA. DAMAGED THE FRONT BUMPER FASCIA AND DAMAGED THE RIGHT FRONT TIRE. THE VEHICLE WAS INSPECTED AT HITTLE PONTIAC,1270 SWEITZER STREET,GREENVILLE,OH 45331,937-548-1147

	PRELIMIN	ARY INSPE	ATION RESOLUTION CTION XLE, TIRE AND WHEEL S	SYSTEMS
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	{Pontiac {71-589542423_	Model: VIN:	Inspection Date: {G6 {1G2ZH558564	{1-24-08
Mileage at Inspection: {				Buick-GMC,1270 Sweitzer_ ille,OH 45331
Section 1	INSPEC		MARY	

BRIEFLY Describe the customer's ALLEGATION below:

(The Owner states that she was involved in an accident and thinks the steering may have malfunctioned (contributing to or causing the accident. Owner stated that the steering felt funny prior to her losing control of the vehicle.

#### Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

{The vehicle had damage to the right front corner of the front bumper fascia, the right front tire was punctured {and had been removed from the vehicle and the spare tire had been installed. The vehicle _was drivable. The {damage to the front end of the vehicle was minor in nature, the bumper fascia, fascia brace on right side , the {lower air dam , right inner fender panel and right front tire were damaged. There was no other damage from {the collision. The vehicle had damage to the rear bumper that appeared to be from being pushed_into by {another vehicle. There was no visible damage to the undercarriage or the interior of the vehicle. The vehicle {was driven into the shop area, the steering functioned normally with no unusual motion. The vehicle was test {driven for 3 miles with the spare tire/space saver on it, no abnormal steering function was found. The vehicle's {front and rear suspension were checked prior to the test drive, all components were in place and properly {attached. There were no diagnostic trouble codes found in the steering system using the Tech 2 scan tool, there were no powertrain or transmission trouble codes found in the vehicle system. Vetronix testing was performed. The brake performed properly during the test drive.

Section 2

#### **INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

#### Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode:	x By Telephone	In Person
Interview date:	1-21-08	

Incident Date and Time: {01-17-08,7:35am___

Was a police/fire department report obtained? 
Yes x No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

{The Driver/Carol Sue Varvel/wife,had driven a few blocks away from home,driven approximately 25 to 30mph {when she lost control of the vehicle,she stated that vehicle went across the roadway to her left ,down a ditch {and into a corn field. The Driver stated that she felt the steering felt loose and tight prior to the incident. Driver {stated that after she lost control she didn't try to brake because her husband had told her not to when she was {sliding our out of control._There was no police report made.______

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ): **{Female,5ft 2 inches tall,64 yrs old,no disabilities,125 lbs**______

#### If there was a collision:

Describe extent of any injuri	es to the Driver: <mark>_{No injuries</mark>
-------------------------------	----------------------------------------------

Describe where other occupants were seated & extent of any injuries: **{There were no other occupants in vehicle.** 

1 of 8

2 of 8
PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
STEEKING, SOOT ENGION, AXEE, TIKE AND WHELE STOTEMS
Customer's Name: Inspection Date: {1-24-08
Vehicle Brand: {Pontiac Model: {G6
<u>File #</u> {71-589542423_ <u>VIN:</u> {1G2ZH558564
What was the exact location of the incident. {Snowing
Driving conditions at the time of the incident:
Weather conditions & Visibility: <b>{Cold,snowing</b> Approximate Temp (°F): <b>{_Unknown</b>
Road Surface:        Concrete xAsphalt         Gravel         Crushed rock        Dirt       Pood Condition:        Dry         xWat         x Lay        Others f
Road Condition:       Dry       xWet       x Icy       Other:          Shoulder x Curb       Concrete       Asphalt       Gravel       Crushed rock       x Dirt
Shoulder/Curb Condition: Dry xWet x Icy Other: <u>{</u>
Posted Speed Limit <b>{55</b>
Any objects in the road? (rocks, scrap metal, pothole, speed bump, etc.) {No object in roadway
Length of Drive Prior to incident:
Total Time (hrs. & mins.): <b>{5 minutes</b> Distance (miles): <b>{2 blocks</b>
Estimate of vehicle speed: <b>{30</b> _mph Source of est. <b>{Driver</b>
Estimated vehicle speed at impact:_{30_ mph Source of est{Driver
(Do Not report speed information from the Vetronix data here)
If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.
Steering Normal Other x Describe {Felt loose and then tight
Steering       Normal       Other       X       Describe {Felt loose and then tight         Suspension       Normal x       Other       Describe {
Brakes Normal x Other Describe {
Engine     Normal x     Other     Describe {
Electrical   Normal x   Other   Describe {
Were any warning lights illuminated or driver information center messages displayed? $\Box$ Yes x $\Box$ No If "Yes", get the details and describe the event(s).
Has the vehicle behavior noted during this incident ever been noted prior to this incident? Yes No If "Yes", get the details and describe the event(s).
Also determine whether there were any warning lights illuminated measures on driver information panel, unusual paieses
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises, smoke or steam observed. <b>{There was no warning light</b>
Describe any evasive action: Turning Braking Accelerating xOther: No action
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):_{No cargo or trailer
Estimated total weight of cargo:_{ Estimated weight of the trailer, if any. {
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.
Did the vehicle leave the roadway?: x Yes
Objects Impacted:_{Dirt embankment in field
How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed xOther
Additional comments concerning the incident:_{Incident happened only blocks from owner's house,driver drove the {vehicle home on the flat tire

			3 of 8
	PRODUCT ALLEG	ATION RESOLUTION	
	PRELIMINARY INSPE	CTION	
	STEERING, SUSPENSION, A		SYSTEMS
	, ,	,	
Customer's Name:	Į	Inspection Date:	{1-24-08
			[1-24-00
Vehicle Brand:	{Pontiac Model:	{G6	
<u>File #</u>	{71-589542423_ <u>VIN:</u>	{1G2ZH558564	_
{			
-			
Section 3	INTERVIEW - VEH	ICLE HISTORY	
Source of information (nam	ne, address, phone number, & rel	lationship), if other than cl	aimant:
{Claimant and wife			
•	Additional cmts may be placed in section	9)	
s ()	admonarcinis may be placed in section	3)	
L			
Did the owner purchase th	e vehicle new? x Yes 🗌 No 🛛 D	$0 \to 0.062 \square V_{es} \square N_{o}$	Date
Did the owner purchase the			Date
VEHICLE MODIFICATION			
			ant haan installed?
	ns or alterations present, and ha		
			persons, shock absorbers, springs,
	omponents, powertrain, wheels o	r tires, after-market seats,	etc) <u>Describe:</u>
{No modifications			
{			
{			
VEHICLE REPAIR / SERV			
Prior electrical system serv	rice? x No 🛛 Yes If yes, descr	ibe: {	
{	-	-	
Prior collision repair?x	o Yes If yes, describe:	{	
{		<b></b>	
Repaired by whom? (name	address phone)		
s s s s s s s s s s s s s s s s s s s			
Prior chassis system servi	ce, repair, or replacement? x No		what was done:
r			what was done.
Prior electrical system corr	ponents serviced, repaired, or re	eplaced by whom? ( name	, address, phone number)
{			
	history information (from intervie		
If yes, describe: {Ow	ner stated that they had compla	ained of steering concer	ns,dealer repairs
{			
Section 4	VEHICLE INSPEC	TION - VISUAI /PHOTO	

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION. PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT

REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

#### DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

{The collision damage was to the right front corner of the front bumper fascia, the right front tire was punctured, {the inner fender panel was cracked.______

<u>UNDERBODY / FRAME / CHASSIS AREA</u>: Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

The front bumper fascia and bracket on right side were damaged, no other undercarriage damage.___

	4 of 8
PRELIMI	DUCT ALLEGATION RESOLUTION INARY INSPECTION SPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name:Vehicle Brand:File #File #{71-589542423	
CORNER ASSEMBLIES Struts/shocks Springs Control arms Comments: {There was no damage to any control arms	-
<u>UNDERHOOD</u> Engine compartment Brake fluid level and condition Comments: {There was no engine compartment damage {pinion	Power steering lines, hoses, clamps and connections Power steering fluid level and condition ge, all fluid reservoirs were full,electronic steering,no leaks at rack/
out of place. Comments: {There were no out of place components,n {	ermarket equipment found, vehicle modifications or items that are unusual or o aftermarket equipment
Section 5 VEHICLE INS	PECTION - PASSENGER COMPARTMENT
Instrument panel	Odometer

Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo

Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

### INTERIOR INSPECTION (Describe any damage and photograph )

{There was no damage to the interior.______

Section 6

#### STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

_	5 of 8
	PRODUCT ALLEGATION RESOLUTION
	PRELIMINARY INSPECTION
STE	ERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name:	Inspection Date: {1-24-08
	ntiac Model: {G6
	589542423 VIN: {1G2ZH558564
$\frac{1 \text{ If } m}{1 \text{ for } m} = \{71 \text{ for } m\}$	$307342423 $ <u>VIIN.</u> { $102211330304$
ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all	{All steering components are in place and properly connected. The steering
components in place and	wheel can be rotated left to right, lock to lock with appropriate movement.
connected in a normal manner?	There was no binding or uneven feel.
Can the steering wheel be	
rotated lock to lock with	
appropriate movement of the	
front wheels. Is there any	
binding, sticking or uneven feel?	
Steering linkage-Is the linkage	{There was no damage to steering linkages, no signs of scrapes or abrasions.
free from cracks, bends,	
fractures, etc. Are there any	
scrapes, abrasions, signs of	
contact with any of the linkage?	
Gear/rack and pinion-Any sign	{The rack/pinion had no leaks,there were no damage to boots
of leakage, damage to boots on	
the rack, contact by foreign	
objects?	
Steering column, ignition switch,	{The steering column is properly fastened to the dash,there was no problem
intermediate shaft. Does the	with the steering column or ignition switch
column unlock with the ignition	
key "on"? Is the steering column	
properly fastened to the dash?	
Steering pump, drive, hoses,	{Electronic steering ,steering had proper assist when engine was
connections, flow, pressure. If	running,vehicle was test driven,no problem encountered with steering
possible, start the engine and	system.
rotate the steering wheel lock to	
lock. Is power assist normal? If	
not, it may be necessary to	
check pressure and flow.	
PS fluid level and condition-	{Electronic steering,electric motor
Color, contamination, odor	controled
Steering knuckle-All	{Steering knuckles have no damage and were properly attached.
attachments secure and	
proper?	
Suspension components – LF	{The was no damage with the strut or spring,all components properly
Strut attachments, springs	attached with no damage
intact; control arms properly	
attached, deformed, broken,	
scraped, etc. Sway bars	
properly attached.	
Strut attachments, springs	{There was no damage with the strut or spring,all components properly
intact; control arms properly	attached with no damage_
attached, deformed, broken,	
scraped, etc. RF	
Strut attachments, springs	{The shock,spring and controls arms had no damage and were properly
intact; control arms properly	attached and secured
attached, deformed, broken,	
scraped, etc Rear sway bars,	

STE	STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
	Inspection Date:       {1-24-08         Intiac       Model:       {G6         589542423_       VIN:       {1G2ZH558564				
trailing arms properly attached and undamaged.					
and undamaged. LR Strut attachments, springs	{_The shock,spring and control arms had no damage and were properly				
intact; control arms properly	attached and secured				
attached, deformed, broken,					
scraped, etc. RR					
Rear axle assembly-deformed,	{There was no damage to the rear axle assembly,no signs of impact,all				
signs of impact, properly located, etc.	components properly attached.				
Deformation to the frame	{There was no deformation to the frame.				
	·				
Describe and photograph	{There was no evidence or axle/suspension contact with the frame, body or				
evidence of axle/ suspension/ tire contact with frame, body or	components				
components					
Describe and photograph	{The front engine cradle had a few twiggs stuck in some area,very				
contact of the under- carriage	few				
with the road surface (road,					
shoulder, curb, or grass) Stability Enhancement	{No codes in any system of steering				
system/components-check for	{NO codes in any system of steering				
codes with Tech II					
Engine (normal, other)-Obtain	{No engine diagnostic trouble				
codes using a Tech II.	codes				
Electrical (normal, other)	{No electrical problems				
	·				
Warning lights/messages	No warning lights or				
lisplayed? Describe and obtain messages					
codes using a Tech II					
Anything components missing?	{_Nothing missing.				
	·				
Other	There were 2 EBCM codes,C0179 unknown and C0561 system disabled info				
	stored, invalid serial data received.				

**PRODUCT ALLEGATION RESOLUTION** 

PRELIMINARY INSPECTION

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **(The vehicle was test driven for a few miles with the small space saver tire on the right front, there was no problem (found with the steering system.** 

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS			
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	{Pontiac       Model:         {71-589542423_       VIN:	Inspection Date: {G6	{1-24-08

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

#### TIRE AND WHEEL INSPECTION

#### 1. **IDENTIFICATION:**

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	( <u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	<u>Continental</u>	Touring	P225/50R17	26	_7/32	<u>BLM0706</u>
RF	<u>Continental</u>	Touring	P225/50R17	<u>0</u>	<u>7/32</u>	<u>BLM0706</u>
LR	<u>Continental</u>	Touring	P225/50R17	<u>32</u>	<u>7/32</u>	<u>BLM0706</u>
RR	<u>Continental</u>	Touring	P225/50R17	<u>30</u>	<u>6/32</u>	<u>BLM0706</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF No damage ______

RF <u>Right f</u>	ront tire punctured inside	edge			
LR No damage	)				
RR <u>No damage</u>					
2. TIRE PLAC	ARD DATA:				
	following data: (located on	driver's door edge or inside			
	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)		
TIRES	P225/50R17	<u>35</u>	<u>35</u>		
SPARE TIRE	T125/70D16	<u>60</u>	<u>60</u>		
Section 7		SITE INSPECTION			
			INFORMATION MAY BE FOUND:		
Check the incident scene for tire marks, gouges in the pavement, debris, or any other marks. Measure location and photograph.					
_					
Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations,					
distances, stationary objects (guard rails, telephone poles, fences,buildings,etc), nearest posted speed limit signs in the direction of travel, etc					
Identify	/ evidence & photograph ar	ny object struck by the vehic	e on or off the road prior to, during or after incident.		
	t roadway & shoulder surfa	ces in the area of the incide	nt site for telltale signs of loss of control, excessive		
	severe braking, etc.				

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PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	{ <b>Pontiac</b> <u>Model:</u> { <b>71-589542423</b> _ <u>VIN:</u>	Inspection Date: {G6	{ <b>1-24-08</b> _	

Photograph the scene and property if involved.

**Comments:** 

{The scene was inspected on a cold day, there was snow on the ground. The roadway is a narrow two lane, during {the day of inspection snow was blowing over the roadway making icy patches. The street leading from the lives on comes out at Horatio-Harris Creek road,2 blocks from their home would not have {street that the been very far from the entrance to the street they lived on . There was evidence of vehicle going off the right (side of the roadway not to far from the entrance after making a left turn. Pictures taken.

Section 8	COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{	
{	
{	
{	
{	

Section 9

#### **OTHER REPORT INFORMATION**

#### Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

#### Attachments: (Check all that apply)

x Photographs x Data Downloads Other Records 8 of 8

	PRODUCT ALLEGATION RESOLUTION					
	PRELIMINARY INSPECTION					
	FIELD PHOTOGRAPHIC NOTES					
Cust						
	somer's Name:     Inspection Date:     {01-24-08					
<u>`</u>	Vehicle Brand: {Pontiac Model: {G6					
	<u>File #</u> {71-589542423 _ <u>VIN:</u> {1G2ZH558564					
Inspector	r <u>Donald Wade</u> Number of Rolls <u>1</u>					
-						
Roll Num	nber 1					
Neg.#	Description					
0						
1.	DSCN0001 VIN PLATE					
2.	DSCN0002 FRONT OF VEHICLE, DAMAGE TO RIGHT SIDE OF FRONT BUMPER FASCIA					
3.	DSCN0003 RIGHT SIDE OF VEHICLE FROM FRONT ,SPARE TIRE INSTALLED					
4.	DSCN0004 LEFT SIDE FROM FRONT, LEFT SIDE OF BUMPER FASCIA SCUFFED					
5.	DSCN0005 RIGHT SIDE OF VEHICLE FROM THE REAR					
6. 7.	DSCN0006 LEFT SIDE OF VEHICLE FROM THE REAR DSCN0007 REAR OF VEHICLE					
7. 8.	DSCN0007 REAR OF VEHICLE DSCN0008 INSTRUMENT PANEL,IGNITION ON ,SEAT BELTS BUCKLED					
8. 9.	DSCN0009 FRONT INTERIOR FROM THE LEFT					
10.	DSCN0010 LEFT FRONT SEAT AND SEATBELTS					
11.	DSCN0011 REAR INTERIOR					
12.						
13.	DSCN0013 DAMAGE TIRE/WHEEL FROM RIGHT FRONT					
14.	DSCN0014 INSIDE OF TIRE/WHEEL FROM RIGHT FRONT					
15.	DSCN0015 CUT/PUNCTURE ON REMOVED RIGHT FRONT TIRE/WHEEL					
16.	DSCN0016 ENGINE COMPARTMENT					
17.	DSCN0017 COOLANT AND BRAKE RESERVOIR					
18.	DSCN0018 SERPENTINE BELT					
19.	DSCN0020 TECH 2 POWER STEERING DTC SCREEN					
20.	DSCN0021 TECH 2 ECU DTC SCREEN					
21.	DSCN0022 TECH 2 EBCM DTC SCREEN					
22.	DSCN0024 TECH 2 EBCM DTC SCREEN					
23.	DSCN0026 TECH 2 BCM AND SIR DTC SCREEN					
24.	DSCN0028 FRONT UNDERCARRIAGE, DAMAGED AIR DAM					
25.	DSCN0029 RIGHT FRONT CORNER OF DAMAGED FRONT BUMPER FASCIA					
26.	DSCN0031 CENTER UNDERCARRIAGE					
27,	DSCN0032 REAR UNDERCARRIAGE					
28. 29.	DSCN0033 LEFT REAR SUSPENSION DSCN0034 RIGHT REAR SUSPENSION					
29. 30.	DSCN0034 RIGHT REAR SUSPENSION DSCN0035 LEFT FRONT SUSPENSION					
30. 31.	DSCN0035 LEFT FRONT SUSPENSION DSCN0036 RIGHT FRONT SUSPENSION					
32.	DSCN0037 RACK/PINION AREA					
33.	DSCN0038 EXISTING DAMAGE TO REAR BUMPER					
33. 34.	DSCN0040 ACCIDENT SCENE LOOKING SOUTH					
35.	DSCN041 ACCIDENT SCENE LOOKING SOUTH					
36.	DSCN0042 ACCIDENT SCENE LOOKING NORTH FROM TURN FROM OWNER SUBDIVISION					
37.						

PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>		Model:	Inspection Date: {G6 {1G2ZH558564	{1-24-08
Mileage at Inspection: { <u>Inspector's phone number:</u> {3				Buick-GMC,1270 Sweitzer_ lle,OH 45331
Section 1	INSPECTIO		ARY	

BRIEFLY Describe the customer's ALLEGATION below:

(The Owner states that she was involved in an accident and thinks the steering may have malfunctioned (contributing to or causing the accident. Owner stated that the steering felt funny prior to her losing control of the vehicle.

#### Following the inspection, summarize the facts and observations: (Additional cmts may be placed in section 9)

{The vehicle had damage to the right front corner of the front bumper fascia, the right front tire was punctured {and had been removed from the vehicle and the spare tire had been installed. The vehicle _was drivable. The {damage to the front end of the vehicle was minor in nature, the bumper fascia, fascia brace on right side , the {lower air dam , right inner fender panel and right front tire were damaged. There was no other damage from {the collision. The vehicle had damage to the rear bumper that appeared to be from being pushed_into by {another vehicle. There was no visible damage to the undercarriage or the interior of the vehicle. The vehicle {was driven into the shop area, the steering functioned normally with no unusual motion. The vehicle was test {driven for 3 miles with the spare tire/space saver on it, no abnormal steering function was found. The vehicle's {front and rear suspension were checked prior to the test drive, all components were in place and properly {attached. There were no diagnostic trouble codes found in the steering system using the Tech 2 scan tool, there were no powertrain or transmission trouble codes found in the vehicle system. Vetronix testing was performed. The brake performed properly during the test drive.

Section 2

#### **INTERVIEW - INCIDENT DETAILS**

Obtain all of the information for this section from the Driver/Claimant

#### Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode:	x By Telephone	In Person
Interview date: {		

Incident Date and Time: {01-17-08,7:35am___

Was a police/fire department report obtained? Yes x No

Provide driver/claimant's description of incident. If there was a collision, describe all collision events; include description of other vehicles involved; describe all objects contacted and the sequence in which they were contacted. (Additional cmts may be placed in section 9)

{The Driver and the second of the vehicle, she stated that vehicle went across the roadway to her left ,down a ditch {and into a corn field. The Driver stated that she felt the steering felt loose and tight prior to the incident. Driver {stated that after she lost control she didn't try to brake because her husband had told her not to when she was {sliding our out of control._There was no police report made._____

Driver/other occupant's physical description (include name, gender, height, weight, & disabilities ):
{Female,5ft 2 inches tall,64 yrs old,no disabilities,125 lbs
If there was a collision:
Describe extent of any injuries to the Driver: <b>{No injuries</b>
{

Describe where other	occupants were s	seated & extent	of any injuries:	{There were no other	occupants in vehicle.
r					

1 of 8

2 of
PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS
Customer's Name:     Inspection Date:     {1-24-08
Vehicle Brand:         {Pontiac         Model:         {G6           File #         {71-589542423_         VIN:         {1G2ZH558564
<u>File #</u> {71-589542423_ <u>VIN:</u> {1G2ZH558564
What was the exact location of the incident. {Snowing         Driving conditions at the time of the incident:         Weather conditions & Visibility: {Cold, snowing Approximate Temp (°F): {_Unknown         Road Surface:       Concrete xAsphalt       Gravel       Crushed rock       Dirt         Road Condition:       Dry xWet x Icy       Other: {
Estimate of vehicle speed. [30_ mph Source of est. [Driver
(Do Not report speed information from the Vetronix data here)
If the driver/claimant description of the vehicle operation prior to and during the incident does not include the following information, please obtain it.
Steering       Normal       Other x       Describe {Felt loose and then tight         Suspension       Normal x       Other       Describe {         Brakes       Normal x       Other       Describe {         Engine       Normal x       Other       Describe {         Electrical       Normal x       Other       Describe {
Were any warning lights illuminated or driver information center messages displayed? $\Box$ Yes x $\Box$ No If "Yes", get the details and describe the event(s).
Has the vehicle behavior noted during this incident ever been noted prior to this incident? Yes No If "Yes", get the details and describe the event(s).
Also, determine whether there were any warning lights illuminated, messages on driver information panel, unusual noises smoke or steam observed. <b>{There was no warning light</b>
Describe any evasive action: Turning Braking Accelerating xOther: No action
Describe cargo (in the vehicle interior, trunk and/or trailer (if any):_{ {No cargo or trailer
Estimated total weight of cargo: _{ Estimated weight of the trailer, if any. {
If a trailer was being towed, photograph the hitch structure, both on the trailer and towing vehicle.
Did the vehicle leave the roadway?: x Yes No Describe: <b>{Vehicle left the roadway to the left went into ditch and field</b>
Objects Impacted:_{Dirt embankment in field
How was the vehicle transported from the incident site to the present location? Tow Truck Flat Bed xOther
Additional comments concerning the incident: {Incident happened only blocks from owner's house, driver drove the {vehicle home on the flat tire

			3 of 8
	PRODUCT ALLEG	ATION RESOLUTION	
	PRELIMINARY INSPE	CTION	
	STEERING, SUSPENSION, A		SYSTEMS
	, ,	,	
Customer's Name:	Į	Inspection Date:	{1-24-08
			[1-24-00
Vehicle Brand:	{Pontiac Model:	{G6	
<u>File #</u>	{71-589542423_ <u>VIN:</u>	{1G2ZH558564	_
{			
-			
Section 3	INTERVIEW - VEH	ICLE HISTORY	
Source of information (nam	ne, address, phone number, & rel	lationship), if other than cl	aimant:
{Claimant and wife			
•	Additional cmts may be placed in section	9)	
s ()	admonarcinis may be placed in section	3)	
L			
Did the owner purchase th	e vehicle new? x Yes 🗌 No 🛛 D	$0 \to 0.062 \square V_{es} \square N_{o}$	Date
Did the owner purchase the			Date
VEHICLE MODIFICATION			
			ant haan installed?
	ns or alterations present, and ha		
			persons, shock absorbers, springs,
	omponents, powertrain, wheels o	r tires, after-market seats,	etc) <u>Describe:</u>
{No modifications			
{			
{			
VEHICLE REPAIR / SERV			
Prior electrical system serv	rice? x No 🛛 Yes If yes, descr	ibe: {	
{	-	-	
Prior collision repair?x	o Yes If yes, describe:	{	
{		<b></b>	
Repaired by whom? (name	address phone)		
s s s s s s s s s s s s s s s s s s s			
Prior chassis system servi	ce, repair, or replacement? x No		what was done:
r			what was done.
Prior electrical system corr	ponents serviced, repaired, or re	eplaced by whom? ( name	, address, phone number)
{			
	history information (from intervie		
If yes, describe: {Ow	ner stated that they had compla	ained of steering concer	ns,dealer repairs
{			
Section 4	VEHICLE INSPEC	TION - VISUAI /PHOTO	

THE VEHICLE VISUAL INSPECTION DOCUMENTS THE PHYSICAL EVIDENCE USING PHOTOS AND WRITTEN OBSERVATIONS. RECORD YOUR OBSERVATIONS IN THE APPROPRIATE SECTION. PHOTOGRAPH THE EXTERIOR OF THE VEHICLE AS FOLLOWS: VIN PLATE, QUARTER VIEWS FROM LEFT FRONT, RIGHT

REAR ARE REQUIRED, AND DOCUMENT FURTHER EXTERIOR DAMAGE WITH MANY PHOTOS.

#### DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:

{The collision damage was to the right front corner of the front bumper fascia, the right front tire was punctured, {the inner fender panel was cracked.______

<u>UNDERBODY / FRAME / CHASSIS AREA</u>: Describe <u>any damage</u> to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

The front bumper fascia and bracket on right side were damaged, no other undercarriage damage.___

	4 of 8			
PRODUCT ALLEGATION RESOLUTION PRELIMINARY INSPECTION STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name:	Inspection Date: {1-24-08			
Vehicle Brand: {Pontiac	Model: {G6			
<u>File #</u> {71-589542423_	<u>VIN:</u> {1G2ZH558564			
CORNER ASSEMBLIES         Struts/shocks       Ball joints         Springs       Steering knuckles         Control arms       Axle assemblies         Comments: {There was no damage to any of the above listed components.         {         UNDERHOOD         Engine compartment       Power steering lines, hoses, clamps and connections				
Brake fluid level and condition Comments: {There was no engine compartment damage {pinion	e, all fluid reservoirs were full,electronic steering,no leaks at rack/			
GENERAL OBSERVATIONS     Photograph and comment on any aftermarket equipment found, vehicle modifications or items that are unusual or out of place.     Comments:     [There were no out of place components,no aftermarket equipment				
Section 5 VEHICLE INSP	PECTION - PASSENGER COMPARTMENT			
INTERIOR Instrument panel	Odometer			

Controls Overall view of seat position Photo of options label-glove box/trunk Personal items/cargo Odometer Steering wheel and column Driver and passenger seat back angle (inclinometer measurement) Sunvisors and headliner

<u>INTERIOR INSPECTION</u> (Describe any damage and photograph ) {There was no damage to the interior.

Section 6

#### STEERING, SUSPENSION, TIRE AND WHEEL SYSTEM INSPECTION

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

	5 of 8			
PRODUCT ALLEGATION RESOLUTION				
PRELIMINARY INSPECTION				
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
Customer's Name:	<u>Inspection Date:</u> {1-24-08			
	tiac Model: {G6			
<u>File #</u> {71-:	589542423_ <u>VIN:</u> {1G2ZH558564			
ITEM	OBSERVATIONS/TEST RESULTS			
Steering system-Are all	{All steering components are in place and properly connected. The steering			
components in place and	wheel can be rotated left to right, lock to lock with appropriate movement.			
connected in a normal manner?	There was no binding or uneven feel.			
Can the steering wheel be				
rotated lock to lock with appropriate movement of the				
front wheels. Is there any				
binding, sticking or uneven feel?				
Steering linkage-Is the linkage	{There was no damage to steering linkages, no signs of scrapes or abrasions.			
free from cracks, bends,				
fractures, etc. Are there any				
scrapes, abrasions, signs of				
contact with any of the linkage?				
Gear/rack and pinion-Any sign	{The rack/pinion had no leaks,there were no damage to boots			
of leakage, damage to boots on				
the rack, contact by foreign				
objects?	(The stearing column is present factoried to the deck there was no problem)			
Steering column, ignition switch,	{The steering column is properly fastened to the dash, there was no problem			
intermediate shaft. Does the column unlock with the ignition	with the steering column or ignition switch			
key "on"? Is the steering column				
properly fastened to the dash?				
Steering pump, drive, hoses,	{Electronic steering ,steering had proper assist when engine was			
connections, flow, pressure. If	running,vehicle was test driven,no problem encountered with steering			
possible, start the engine and	system.			
rotate the steering wheel lock to				
lock. Is power assist normal? If				
not, it may be necessary to				
check pressure and flow. PS fluid level and condition-	(Electronic staaring electric meter			
Color, contamination, odor	{Electronic steering,electric motor controled			
Steering knuckle-All	{Steering knuckles have no damage and were properly attached.			
attachments secure and	Steering knuckies have no damage and were property attached.			
proper?				
Suspension components – LF	{The was no damage with the strut or spring,all components properly			
Strut attachments, springs	attached with no damage			
intact; control arms properly				
attached, deformed, broken,				
scraped, etc. Sway bars				
properly attached.				
Strut attachments, springs	{There was no damage with the strut or spring,all components properly			
intact; control arms properly	attached with no damage_			
attached, deformed, broken, scraped, etc.				
scraped, etc. RF Strut attachments, springs	{The shock,spring and controls arms had no damage and were properly			
intact; control arms properly	attached and secured.			
attached, deformed, broken,				
scraped, etc Rear sway bars,				

STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS				
	Inspection Date:       {1-24-08         Intiac       Model:       {G6         589542423_       VIN:       {1G2ZH558564			
trailing arms properly attached and undamaged.				
and undamaged. LR Strut attachments, springs	{_The shock,spring and control arms had no damage and were properly			
intact; control arms properly	attached and secured			
attached, deformed, broken,				
scraped, etc. RR				
Rear axle assembly-deformed,	{There was no damage to the rear axle assembly,no signs of impact,all			
signs of impact, properly located, etc.	components properly attached.			
Deformation to the frame	{There was no deformation to the frame.			
	·			
Describe and photograph	{There was no evidence or axle/suspension contact with the frame,body or			
evidence of axle/ suspension/ tire contact with frame, body or	components			
components				
Describe and photograph	{The front engine cradle had a few twiggs stuck in some area,very			
contact of the under- carriage	few			
with the road surface (road,				
shoulder, curb, or grass) Stability Enhancement	{No codes in any system of steering			
system/components-check for	{NO codes in any system of steering			
codes with Tech II				
Engine (normal, other)-Obtain	{No engine diagnostic trouble			
codes using a Tech II.	codes			
Electrical (normal, other)	{No electrical problems			
	·			
Warning lights/messages	No warning lights or			
displayed? Describe and obtain	messages			
codes using a Tech II				
Anything components missing?	{_Nothing missing.			
	·			
Other	There were 2 EBCM codes,C0179 unknown and C0561 system disabled info			
	stored, invalid serial data received.			

**PRODUCT ALLEGATION RESOLUTION** 

PRELIMINARY INSPECTION

If the vehicle is driveable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test, it would be desirable to get a Tech II "snapshot". **(The vehicle was test driven for a few miles with the small space saver tire on the right front, there was no problem (found with the steering system.** 

If the vehicle is equipped with an ABS/Traction Control/Stability Enhancement System, use a Tech II to obtain any codes stored as current and/or history. Document via photos and include the code description. Follow the procedures in the service manual to determine the cause of each stored code which relates to the allegation. State which procedures were followed, record results of each test and state the root cause of each code. Consult with the CRM or Team Manager of the PAR group if this process leads to a disassembly of components. Follow the procedure in the General Guidelines for parts that need to be assembled for evaluation.

6 of 8

	PRODUCT ALLEG PRELIMINARY INSPE STEERING, SUSPENSION, A		SYSTEMS
<u>Customer's Name:</u> <u>Vehicle Brand:</u> <u>File #</u>	{ <b>Pontiac</b> <u>Model:</u> { <b>71-589542423</b> _ <u>VIN:</u>	Inspection Date: {G6	{ <b>1-24-08</b>

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

#### TIRE AND WHEEL INSPECTION

#### 1. **IDENTIFICATION:**

					AVE. TREAD	DOT
	TIRE BRAND	TIRE TYPE	TIRE SIZE	PRESSURE	DEPTH	Numbers
	<u>(Goodyear)</u>	<u>(Eagle GA)</u>	( <u>P205/70R15)</u>	<u>(psi)</u>	32nds of inch	
LF	<u>Continental</u>	Touring	P225/50R17	<u>26</u>	_7/32	<u>BLM0706</u>
RF	<u>Continental</u>	Touring	P225/50R17	<u>0</u>	<u>7/32</u>	<u>BLM0706</u>
LR	<u>Continental</u>	Touring	P225/50R17	<u>32</u>	<u>7/32</u>	<u>BLM0706</u>
RR	<u>Continental</u>	Touring	P225/50R17	<u>30</u>	<u>6/32</u>	<u>BLM0706</u>

Note: DOT numbers may be found on the inside of each tire adjacent to the rim.

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF. RR and LR). LF No damage ______

	RF Right front tire punctured inside edge		
LR No damage			
RR <u>No damage</u>			
2. <u>TIRE PLAC</u>		driver's deer edge er inside	the dealelid)
Record the	SIZE	driver's door edge or inside <u>PRESSURE (psi)</u>	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	P225/50R17	35	<u>35</u>
SPARE TIRE	T125/70D16	<u>60</u>	<u>60</u>
Section 7		SITE INSPECTION	
SITE INSPEC		DLLOWING IF ADDITIONAL marks, gouges in the pavem	. INFORMATION MAY BE FOUND: ent, debris, or any other marks.
SITE INSPEC Check Measu Identify distance	the incident scene for tire ire location and photograph y evidence of whether the	DLLOWING IF ADDITIONAL marks, gouges in the pavem n. vehicle left the road prior to, o	
SITE INSPEC Check Measu Identify distant in the o	the incident scene for tire ire location and photograph y evidence of whether the ces, stationary objects (gua direction of travel, etc	DLLOWING IF ADDITIONAL marks, gouges in the pavem n. vehicle left the road prior to, o ard rails, telephone poles, fer	ent, debris, or any other marks. during, or after the incident. Document all locations,

speed, severe braking, etc.

7 of 8

	PRODUCT ALLEC PRELIMINARY INSPE STEERING, SUSPENSION, A		YSTEMS
Customer's Name: Vehicle Brand: <u>File #</u>	{     Pontiac Model:     {71-589542423_ VIN:	Inspection Date: {G6 {1G2ZH558564	{ <b>1-24-08</b> _

Photograph the scene and property if involved.

Comments:

The scene was inspected on a cold day, there was snow on the ground. The roadway is a narrow two lane, during {the day of inspection snow was blowing over the roadway making icy patches. The street leading from the street that the Varvel lives on comes out at Horatio-Harris Creek road, 2 blocks from their home would not have been very far from the entrance to the street they lived on . There was evidence of vehicle going off the right {side of the roadway not to far from the entrance after making a left turn. Pictures taken.

Section 8	COMMENT OVERFLOW

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{	
{	
{	
{	
<u>}</u>	

Section 9

#### **OTHER REPORT INFORMATION**

#### Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

#### Attachments: (Check all that apply)

x Photographs x Data Downloads Other Records

# <u>EAA Inspection Request - Austin</u>

### Date: <u>1/18/08</u>

TO: EAA

EAA/SPX Field Coordinator Phone: 313-768-2147 Fax: 313-768-2266 Email: eaafc@servicesolutions.spx.com

### From: Mark Valverde

PAR Customer Relations Mgr

Email: Mark_Valverde@gmexpert.com Phone: 800-231-1841 ext.11215 Fax: 866-480-3630 Mailing Address: GM PAR Investigations 7401 E. Ben White Austin, TX 78741

Vehicle Information VIN#: 1G2ZH558	
Year/Make:	2006 Pontiac
Model:	<b>G6</b>
Contact's Name:	
Contact's Number:	
Vehicle Location:	Hittle Pontiac Buick GM

Greenville OH If located at a Salvage/Auction Yard: Ins. Adj. Name: Phone #: Claim or Salvage ID #:

Claimant Information PAR File #: <u>71-589542423</u> Claimant Name: Claimant Home #: Claimant Work #: Claimant Cell #: Address:

Greenville OH

### **Required Actions:**

Advise PAR CRM via voicemail/email of inspection date. Repair Estimate Required

**<u>Review All PAR File information</u>** 

Contact PAR CRM After Inspection

#### Please Use Form(s):

Accelerator/Throttle Control	<b>Restraint-SIR/Seatbelts</b>	Seats
Brake/ABS/TCS/VSES	Side Impact	Power Sliding Door
Steering/Suspension/Tires/Wheels	Inadvertent Deployment	OnStar
Engine Exhaust/Odor	Transmission/Transaxle	OTHER:
Engine Stalling	<b>Thermal Events</b>	

#### **Special Instructions:**

Interview Owner?	Yes No	Vetronix Requested	Obtain Fire/Police Report
Other (define)			

Investigations can only be rushed if e-mailed by one of the following:

**<u>RUSH</u>** (Name of Team Manager or Ops Mgr Approving the Rush): ____

EAA Internal Use Only							
To: <b>SA</b> :	Date E-Mailed to SA:						
From: EAA Field Coordinator	Due Date:						
EAA SA Use Only							
Case Acceptance/Investigation:	YES NO						
Please acknowledge acceptance of this case promptly by phone, fax or email.							
Date Report Faxed/Emailed to CRM:							





#### **CDR File Information**

Vehicle Identification Number	1G2ZH558564
Investigator	DONALD WADE
Case Number	71-589542423
Investigation Date	Thursday, January 24 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZH558564 .CDR
Saved on	Thursday, January 24 2008 at 10:59:17 AM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	None

#### **Data Limitations**

#### SDM Recorded Crash Events:

There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to "wake up" the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.

The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced. The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event will overwrite the Non-Deployment Event file.

#### SDM Data Limitations:

-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.

-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. It is calculated every ten ms by taking the square of the "X" axis value and adding it to the square of the "Y" axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.

-Brake Switch Circuit Status indicates the status of the brake switch circuit.

-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if the SDM receive an invalid message from the module sending the pre-crash data.

-Driver's and Passenger's Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of "Buckled".

-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, "N/A" is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.

-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.

-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.

-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

#### SDM Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following: -Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle's

1G2ZH558564





communication network. -The Belt Switch Circuit is wired directly to the SDM.





#### **Hexadecimal Data**

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

\$01 \$02 \$03 \$05 \$07 \$08 \$00D \$11234 \$114567	00 30 02 00 00 50 00 30 80 57 40 80 47 35 38 00 00 00 00 03 03	00 00 00 00 20 8F 65 00 01 00 8F 00 00 326 36 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00 00 00 00	$\begin{array}{c} 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 \\ 0 $	00 00 00 52 00 00 00 00 00 00 00 00 00 00 00 00 00
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\$41 \$42 1G2ZH5	F8 80 5856	F8 FF 4	90 FF	00 FF	00 FF	00 00	00 00

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\$44 \$45	FF	FF	FF	FF	FF	FF FF	00 00									
\$45 \$46	FF FF	FF FF	FF FF	FF FF	FF FF	FF	00									
\$47	FF	FF	FF	FF	FF	FF	00									
\$48	FF	FF	FF	FF	FF	FF	00									
\$49	FF	FF	FF	FF	FF	FF	00									
\$4A	FF	FF	FF	FF	FF	FF	00									
\$4В	FF	FF	FF	FF	FF	FF	00									
\$4C	FF	$\mathbf{FF}$	FF	FF	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$4D	FF	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$4E	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{F}\mathbf{F}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$4F	FF	$\mathbf{FF}$	$\mathbf{FF}$	FF	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$50	FF	FF	FF	FF	FF	FF	00									
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\$52	81	FF	FF	FF	00	00	00									
\$53	FF 82	FF FF	FF FF	00	00	00 00	00									
\$54 \$55	o∠ FF	FF	FF	00 FF	00 FF	FF	00 00									
\$55 \$67	AO	FF	00	00	00	00	00									
\$68 \$68	F8	F8	90	C0	00	00	00									
\$69	80	FF	FF	FF	FF	00	00									
\$6A	FF	FF	FF	00	00	00	00									
; \$6В	FF	FF	FF	FF	FF	FF	00									
\$6C	FF	$\mathbf{FF}$	FF	FF	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$6D	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$6E	$\mathbf{F}\mathbf{F}$	$\mathbf{FF}$	$\mathbf{F}\mathbf{F}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$6F	FF	$\mathbf{FF}$	$\mathbf{FF}$	FF	$\mathbf{FF}$	$\mathbf{FF}$	00									
\$70	FF	$\mathbf{FF}$	FF	FF	FF	$\mathbf{FF}$	00									
\$71	FF	FF	FF	FF	FF	FF	00									
\$72	FF	FF	FF	FF	FF	FF	00									
\$73	FF	FF	FF	FF	FF	FF	00									
\$74 \$75	FF FF	FF FF	FF FF	FF FF	FF FF	FF FF	00 00									
\$75 \$76	FF	FF	FF	FF	FF	FF	00									
\$70 \$77	FF	FF	FF	FF	FF	FF	00									
\$78	FO	00	00	FO	00	00	00									
\$79	81	FF	FF	FF	00	00	00									
\$7A	82	FF	FF	00	00	00	00									
\$7B	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$	00									
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\$03 \$04	01	02	03	02	05	01	72	55	ΤT	52	05	09	ΟI	АА	AA	01
\$05	42	55	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$06			FF													
\$07	42	54			FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
\$08	FF	$\mathbf{FF}$	$\mathbf{FF}$	$\mathbf{FF}$												
\$0D	41	48	36	34	37	33	52	35	33	34	33	33	39	44	56	5A
\$0E	01	5A	39	Α4												
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#### **Comments**

THE VEHICLE SUSTAINED FRONTEND COLLISION DAMAGE AT THE RIGHT FRONT CORNER OF THE FRONT BUMPER AREA. DAMAGED THE FRONT BUMPER FASCIA AND DAMAGED THE RIGHT FRONT TIRE. THE VEHICLE WAS INSPECTED AT HITTLE PONTIAC,1270 SWEITZER STREET,GREENVILLE,OH 45331,937-548-1147









































### DIC Information

### ECU Name

## Status

## Power Steering Control Mo





## TECH 2

EBCM C0179 KUnknown **DTC**>

Last Test:

This Ignition: Since Clear: anpton 00

Passed

Passed

Passed History

Clear



## TECH 2

## DICs Sorted D

C0561 Symptom 71 System Disabled Information Stored Invalid Serial Data Received

Last Test:

This Ignition: Since Clear: Passed

Passec

Passed History

# GM TECH 2 and the second **UTC Informatio** Supplemental Inflatable R

















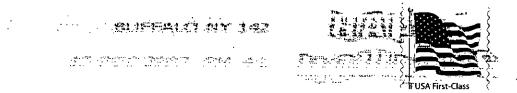


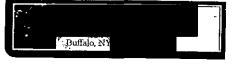












REIMBURSEMENT DEPARTHENT P.O. BOX 33170

DEC 1 8 2007

DETROIT, HI. 48232-5170

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

### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 12/15/07
17-Digit Vehicle Identification Number (VIN):
Mileage at Time of Repair: 4/192 Date of Repair: 06/14/07
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>AHHERST</u> State: <u>N.Y.</u> Z!P Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 243, 79 4
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being clairned.</li> <li>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)</li> </ul>
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

 Image: Construction of the product 0009109/GMR2V071129R07

#### 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).

## 

PARTIAL REIMBURSEMENT FOR 0.2007 REPAIR (PARTS)

General Motors Corporation Customer and Relationship Services PO Box 33170 Detroit, MI 48232-5170

June 20, 2007

Amherst, NY

Service Request: 71-526605454 Customer Relationship Specialist: Chris Bechard

Dear

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$391.31. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center

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



FUCCILLO CHEVROLET INC. PO Box 805 2000 Alvin Road Grand Island, NY 14072 Phone: (716)-773-7505 Fax: (716) 775-3711 NYS Facility Code 7086093

BILL FOR REPAIRING STEERING COLOHN,

## 

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
29037	STEVEN PINO 7105		06/14/07	CVCS125304
		MILEAGE	COLOR	STOCK NO.
		41192	GREEN/	DELIVERY MILES
	05/CHEVROLET/MALIBU/4DSD LS		03/30/05	1720
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
AMHERST, NY	1G1ZT52845F1		FUCCILLO	
	F. T. E. NO. P. O. NO		R. O. DATE	
BUSINESS PHONE	COMMENTS		06/14/07	
		Ν	AD: 41193	
LABOR & PARTS J# 1 45CVZ02 STEERING CONCERN HOURS: CUSTOMER STATES THAT THERE IS NO P/ CUSTOMER STATES POWER STEERING IS I #1241508 TO CHECK THE MOTOR MODULE HAD TO CALL TAC CASE#9697977 THEY A IN CAR TECH REMOVED AND REPLACED CO WORKING AS DISGINED AT THIS TIME	s Nop Tech Found Document And Steering Column Tech Dvises to put a column Numn and Recheck All	225.00		
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* [] OTHER [] CHARGE *	TOTAL TAX	51.10		TION WITH THE SALE
* *	TOTAL INVOICE \$		OF SAID PRODUCTS.	MON MONETHE ONLE
IF YOU HAVE ANY QUESTIONS OR CONCERNS WITH THIS OR YOU RECIEVE A SURVEY FROM GM IN THE MAIL.AND ANSWER ALL QUESTIONS !!!!COMPLETELY SATISFIED!!! PLEASE CONTACT NORM BRADY @ 716-773-7505 OR E-MA @ nbrady@fuccillo.comTHANK YOU FOR YOUR BUS				RESS WARRANTY
	_			
CUSTOMER SIGNATURE		$\Big)$	days or 4000 mile first. The dealer	re warranted for 90 25 whichever occurs hereby limits any 5 of merchantability same period.
			ALL DADTO INO	FALLED ARE NEW
	$\backslash$			WISE SPECIFIED.
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			THAN	K YOU!
		-		10.11
PAGE 1 OF 1. CUSTOMER COPY	[ END O	F INVOICE ]	4	12:44pm

CUSTOMER VISA RECEIPT FOR ENTIRE BILL, 4° . . .

900022216999 FUCCILLO CHEVROLET INC 2549 WHITEHAVEN RD WEST GRAND ISLANG. NY 14072 7167737505

## Sale

05-14-07 13:32:03 Batch #: 000726

#### VISA

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Appr Code: 01564A Inv#: 125304 Total: \$ 635.1A

> Customer Copy THANK YOU

> > 17° A

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DETACH BEFORE DEPOSITING CHECH

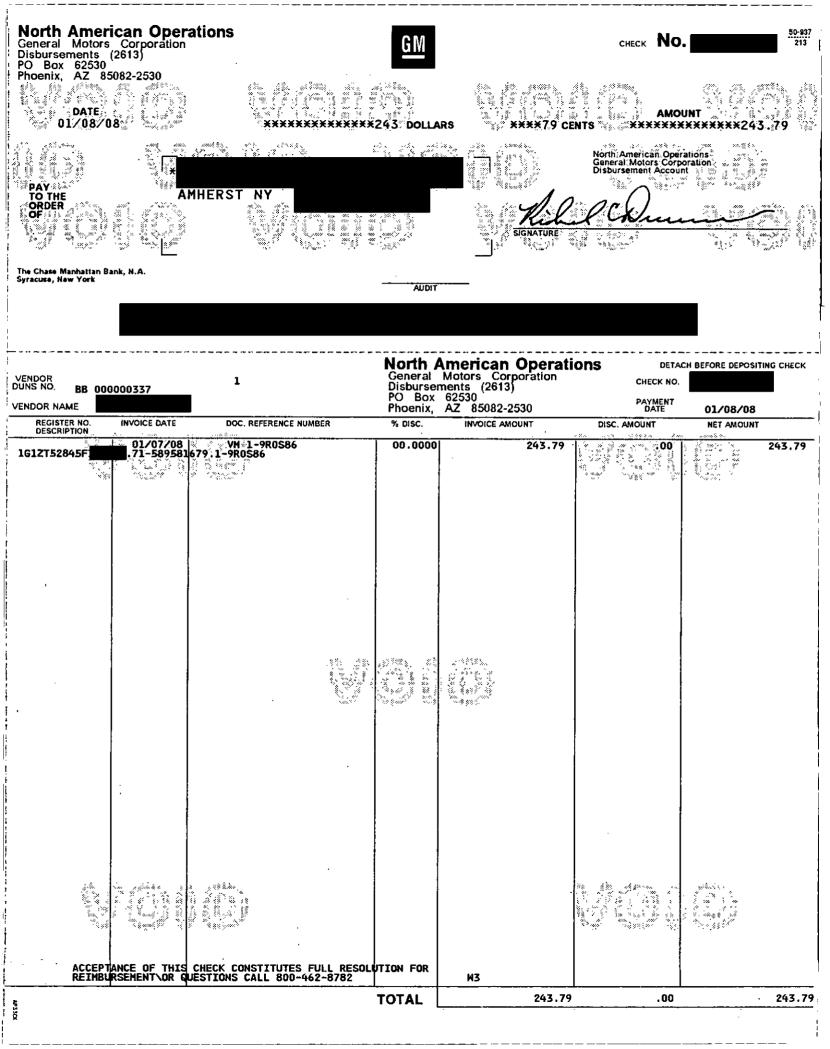
North American Operations General Motors Corporation Disbursements (2613) 1 CHECK NO.

VENDOR / 1 DUNS NO. BB 00000062			General Disbursen PO Box	Motors Corporation nents (2613) 62530 AZ 85082-2530	CHECK NO. CHECK NO. PAYMENT DATE	H BEFORE DEPOSITING CHEC
NDOR NAME REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	Phoenix, % DISC.	AZ 85082-2530	DATE DISC. AMOUNT	06/21/07 NET AMOUNT
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ACCI	EPTANCE OF THIS MBURSEMENT\OR CL	CHECK CONSTITUTES FULL RESOL Vestions Call 800-462-8782	UTION FOR	W3		•
	· · · ,		TOTAL	391.31	.00	39

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ŝ,



January 31, 2011



Service Request: 71-589581679 Customer Relationship Specialist: Anne Parks

Dear

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

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

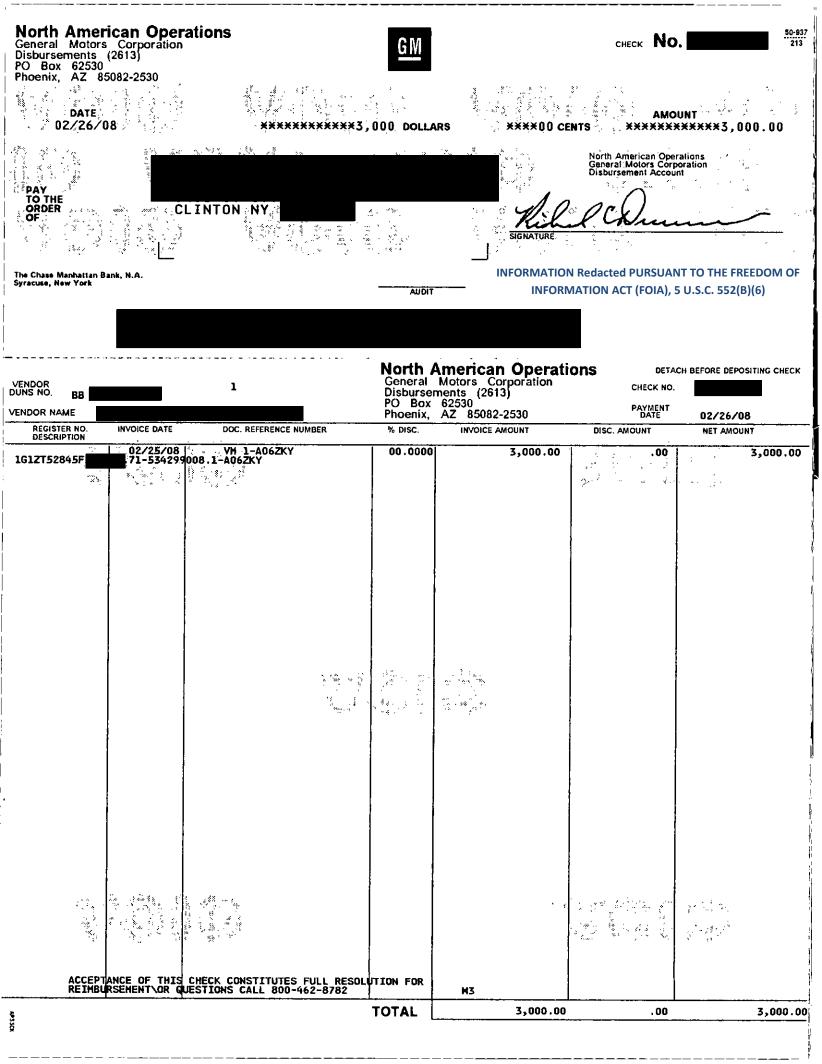
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$243.79.

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

Sincerely,

Chevrolet Customer Assistance Center

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



February 20, 2008

Gustave Detraglia, Esq. Law Offices of Gustave J Detraglia Jr 1425 Genesee St Utica, NY 13501-4346

RE: v. General Motors Corporation Service Request: 71-534299008 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52845F Customer Relationship Specialist: Jeremy Johnson

Dear Mr. Detraglia:

Enclosed please find a check in the amount of \$3,000.00 made payable to and Law Offices of Gustave J. DeTraglia Jr to settle the above-referenced case.

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

Sincerely,

General Motors Corporation

LG0062 V07092007 Law Offices of Gustave J. DeTraglia, Jr. Attorney and Counselor at Law 1425 Genesee Street Utica, New York 13501

Gustave J. DeTraglia, Jr., Esq. Gustave J. DeTraglia, III, Esq.* Michele E. DeTraglia, Esq.* (*ALSO ADMITTED IN CT) (*ALSO ADMITTED IN MA) Telephone: (315) 738-1133 Fax: (315) 738-1134

#### CONFIDENTIALITY NOTICE

THIS FACSIMILE TRANSMISSION IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN CONFIDENTIAL INFORMATION BELONGING TO THE SENDER WHICH IS PROTECTED BY THE ATTORNEY-CLIENT PRIVILEGE. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISCLOSURE, COPYING, DISTRIBUTION OR THE TAKING OF ANY ACTION IN RELIANCE ON THE CONTENTS OF THIS INFORMATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS TRANSMISSION IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY PHONE TO ARRANGE FOR THE RETURN OF THE DOCUMENTS.

FAX TRANSMITTAL	TOTAL NO	). OF PAC	GES INCL. COVER SHEET: 之	
TO: Joremy		DATE:	2/20108	
SEND TO FAX NO:	1-866-233-5	1953		
	Re			
	W-9			

IF THERE ARE ANY PROBLEMS WITH THIS TRANSMISSION, PLEASE CONTACT US AT (315) 738-1133

SENT BY: __Gustave J. DeTraglia, Jr./m

HP

Departr	W-9 October 2007) nant of the Treasury Revenue Service	Request for Tax Identification Number and		Give form to the requester. Do not send to the IRS.
1 page 2.	Name (as shown on your income t Business name, if different from at			
Frint of type c instructions on	Check appropriate box: I Indiv	idual/Sole proprietor Corporation F ar the tax classification (D=disregarded entity, C=co		Exempt payse
iffic Inst	Address (number, street, and apt. City, state, and ZIP code	or suite no.)	Requester's name an	d address (optional)
Specific	Utica New York			

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

your employer identification number (EIN). If you do not have a number, see How to get a TIN on page 3.

#### Part II Certification

Under penalties of perjury, I certify that

- 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding; or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- 3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

States.

Sign	
	Signature of
Here	U.S. person 🏲

#### **General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

#### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, montgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Date > 2/20/2008

Or Employer identification number

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

An individual who is a U.S. citizen or U.S. resident alien,
A partnership, corporation, company, or association created or organized in the United States or under the laws of the United

• An estate (other than a foreign estate), or

 A domestic trust (as defined in Regulations section 301,7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

The U.S. owner of a disregarded entity and not the entity,

Cat. No. 10231X

Revised 6/1/2006

#### Privileged and Confidential Information

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

By: Maggie Davis State: NJ

Customer Name:

Service Request: 71-534299008 GM Legal File No.: {Number}

Vehicle ID No.:1G1ZT52845FIn Service Date:07/28/2004Vehicle is:UseYear, Make & Model:2005 Chevrolet MalibuVehicle Purchas

Vehicle is: Used BAC Code: 115338 Vehicle Purchased Used on: 04/2005 at odometer 17000

Lien holder: GMAC Other:

## VEHICLE REPAIR HISTORY

Brakes	<u>8</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/06	169404	1	26102	C/S check brakes Repair: found rear pads metal to metal replaced rear pads, machined rear rotors C/S brake pulsate Repair: found front rotors out of round and delaminated machined front
				rotors

Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/03/07	176933	*	30231	C/S it makes noise on acceleration Repair: test drove and verified customer complaint inspected and found exhaust heat shield out of position contacting pipe adjusted heat shield

□ <u>Steeri</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/29/06	169753	1	26198	C/S clunking noise in front when turning left Repair: verified customers concern, found noise in rack, per bulletin 06- 02-32-007 replaced rack replaced steering rack as per bulletin performed alignment retest all pass
07/06/07	187223	1	37457	C/S there is a clunking noise from front end while turning Repair: inspected found power steering gear binding internally replaced steering gear
08/01/07	188785	1	40519	Install SOP power steering gear was replaced 07/06/07 39459 miles inspected and found internal wear in steering gear replaced power steering gear assembly and retested all PAS set alignment and road tested
09/05/07	190725	1	42651	C/S there is noise coming from power steering rack Repair: inspected and found internal failure in steering gear replaced steering gear set alignment and retested

□ <u>Body/</u>	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/17/05	144755	*	18142	C/S cargo net in rear loose coupler Repair: replaced cargo net
				C/S driver front seat hangs down Repair: replaced seat back panel
□ <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/17/05	144755	1	18142	Program new key Key program
				C/S Radio CD player will not accept CD's Repair: replace Radio
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/21/05	147221	1	18883	C/S heater in-op Repair: heater working properly cannot duplicate concern
01/03/07	176933	1	30231	C/S heater makes noise when on Repair: inspected several times, could not duplicate scan tested no codes in system, searched for bulletins none apply
Susper	<u>nsion</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/03/07	176933	*	30231	C/S a clunk when turning wheel Repair: test drove and heard noise from left front inspected and found left front ball joint loose and worn replaced left front control arm assembly
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/17/05	144755	*	18142	C/S scrape noise right front Repair: None; could not duplicate

### THE STATE LEMON LAW READS:

Days out of service: 20 or more days Repairs 3 or more Time period with in earlier of 18k miles or 2 years following delivery date Does Lemon Law state nonconformity must continue to exist? N If applicable, safety-related repairs N/A Safety-related time period N/A

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

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

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

### RECOMMENDATION AND RATIONALE

CRS offered 2000.00 inc. 10.19.07 Atty countered 12.17.07 with 3000.00 inc. CRS recommends Final Offer of 3000.00 inc. due to 8 repair attempts. Steering & Suspension main concerns. Does not appear to meet lemon law.

## REASON FOR REMOVAL

CRM FINAL OFFER:	3000.00	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$3000.00
PLAINTIFF'S FINAL DEMAND:	3000.00	DATE:	AMOUNT TO CUST: \$ ATTORNEY FEES: \$
			OR INCLUSIVE OFFER: \$3000.00

TEAM MANAGER APPROVING:

Date:





CUSTOMER NO. 8975	5			AG NO.			
		GEORGE			08/01/07	<u>СVCS188785</u> вторк но.	
		YEAR / MAKE / MODEL		40,519	BEIGE/	DELIVERY MILES	
UTICA, NY		VEHICLE I.D. NO.	ET/NEW MALIBU LS	<u>/40R/CD/6C</u>	08/11/05	17.645 PRODUCTION DATE	
		<u>1 6 1 z т</u> Р.т.е. NO.	5 2 8 4 5 F		H.O. DATE		
		COMMENTS	<u>I</u>		08/01/07	мо: 40521	
WAS REP INSPECT REPLACE SET ALI PARTS W	GEAR BOX SOP POWER STEERING GEAR 1 LACED 7/6/2007 39,459 MILES ED & FOUND INTERNAL WEAR IN D POWER STEERING GEAR ASSEN GNMENT & ROADTESTED. ARRANTY ON RD # 187223 ON 2 D 1.7 4X	S. I STEERING GEAR IBLY & RETESTED /		WARRANTY	REPAI	STATE R SHOP # 30022	
	NUMBERDESCR) 15858368 GEAR & 15858368 CORE F	5.508 RETURN	IST PRICE-UNIT PRICE-	WARRANTY WARRANTY 0,00	OF WAR	LAIMER RRANTIES	
		.10B # 1	TOTAL LABOR & PARTS	0.00	CLAIMS ALL WARRANTIES EITHER EX		
					RANTY OF MERCHA	NING ANY IMPLIED WAR- NTABILITY OR FITNESS PURPOSE, AND SELLER	
FOTALS			••••			NOR AUTHORIZES ANY ASSUME FOR IT ANY	
SATISFIED. IF YOU HAN 315–736–0151 AND ASK DEPARTMENT, OR ROB F( PARTS DESIGNATED WITH	CIVISA []DISCOVER []AMEX [] JSINESS AND WANT YOU COMPLE VE ANY QUESTIONS OR COMMENT FOR STEVE U.RICH IN THE SE DR KIA CUSTCHERS, 315-736-6 H AN ASTERISK[*] INDICATES & CUSTOMER PAY REPAIRS ONLY	'S CALL RVICE 1660 THANKYOU. LIFETIME	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00 0.00		CTION WITH THE SALE	
			TOTAL INVOICE	\$ 0.00	LIMITED EXF	RESS WARRANTY	
CUSTOMER SIGN/	****** DUPLICAT		E * <del>***</del> *******	****	days or 4000 mil first. The dealer	are warranted for 90 es, whichever occurs c hereby limits any es of merchantability same period.	
from St	Mggie DAvis eve ULRic	h				ALLED ARE NEW WISE SPEC <b>IFIED</b> .	
					THAN	K YOU!	
PAGE 1 OF 1	SERVICE FILE COPY		END OF INVOICE	103:21pm			

[ END OF INVOICE ] 03:21pm





CUSYOMER NO.	ADVISOR	TACI	NO.	INVOICE OATE	INVOICE NO.		
89755	STAN	590	2065	09/05/07	CVCS190725		
	69.00	NSE NO. MILEAGE	42,651	BEIGE	STOCK NO.		
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES		
UTICA, NY		IEW MALIBU LS/4	DR/CD/6C	08/11/05			
	<u>1 G 1 Z T 5 Z</u> F.T. E. NO.	<u>845</u> F		R. O. DAYE	•••		
				09/05/07			
	COMMENTS				MO: 42653		
LABOR & PARTS J# 1 03CVZ STEERING C/S THERE IS NOISE COMING FRO INSEPCTED & FOUND INTERNAL FA REPLACED STEERING GEAR-SET AU	VILURE IN STEERING GEAR		WARRANTY	N.Y.	STATE		
REPLACED STEERING GEAR-SET ALIGNMENT & RETESTED PARTS WARRANTY ORIGINAL REPAIR ON RO # 188785 ON 8/1/07 NE E9740 1.7 4X NOTE VEHICLE WILL NEED FRONT BRAKES ON NEXT SERVICE					REPAIR SHOP # 4330022		
JOB # 1 1 15858368 0	EAR 6.508 CORE RETURN	TIONLIST PRICE-UNIT PRICE- 508 WARRANTY TURN JOB # 1 TOTAL PARTS 0.00			DISCLAIMER OF WARRANTIES		
		L LABOR & PARTS	0.00	THE SELLER HEREBY EXPRESSLY DIS- CLAIMS ALL WARRANTIES EITHER EXPRESS			
TOTALS	500 % I 101A		0.00		NG ANY IMPLIED WAR-		
			0.00	RANTY OF MERCHAI	NTABILITY OR FITNESS		
EICASH EICHECK EIMC EIVISA EIDISCOVER EIAN WE APPRECIATE YOUR BUSINESS AND WANT YOU C SATISFIED. IF YOU HAVE ANY QUESTIONS OR CO 315-736-0151 AND ASK FOR STEVE U.RICH IN T DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315- PARTS DESIGNATED WITH AN ASTERISCOMERS, 315-	OMPLETELY	TOTAL LABOR	0.00		VOR AUTHORIZES ANY		
315-736-0151 AND ASK FOR STEVE U.RICH IN T	MMENTS CALL HE SERVICE	TOTAL SUBLET TOTAL G.O.G	0.00 0.00		ASSUME FOR IT ANY		
DEPARTMENT, OR ROB FOR KIA CUSTCMERS, 315- PARTS DESIGNATED WITH AN ASTERISK[*] INDIC GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	736-6660 THANKYOU. ATES LIFETIME ONLY	TOTAL MISC CHG, TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00	LIABILITY IN CONNECTION WITH THE SA OF SAID PRODUCTS			
	т	OTAL INVOICE \$	0.00				
CUSTOMER SIGNATURE	ATE INVOICE	******	*******	I.IMITED EXPI	RESS WARRANTY		
				Labor and parts a	re warranted for 90		
				days or 4000 mile first. The dealer	s, whichover occurs hereby limits any s of merchantability		
				ALL PARTS INSTA UNLESS OTHERV			
PAGE 1 OF 1 SERVICE ON CO				THANI	K YOU!		
PAGE 1 OF 1 SERVICE FILE C	OPY	[ END OF INVOICE ]	03:21pm				





CUSTOMER NO.		ADVISOR		TAG NO	1	INVOICE DATE	INVOICE NO.	
89755		STAN LABOR BATE	LICENSE NO.	590		07/06/07	CVCS187223	
		69.00			37,457	BEIGE/	QELIVERY MILES	
UTICA, NY		05/CHEVRO	LET/NEW MAL	<u>180 LS/40</u>	R/CD/6C		17.645	
		I G I Z	т 5 2 8 4 5	F			PRODUCTION DATE	
		E.Y. E. NO.	·	P.O.	î	R. O. DATE 07/06/07		
RESIDENCE PHONE BUSINE	SSTHONE	COMMENTS				,,	мо: 39459	
LABOR & PARTS- J# 1 03CVZ STEERING			(S):568		WARRANTY	1011 - 1 - 010 -		
C/S THERE IS A CLUNKING NOISE FROM FRONT END WHILE TURNING. NO DIAG PER GM. INSPECTED & FOUND POWER STEERING GEAR BINDING INTERNALLY					N.Y. STATE REPAIR SHOP #			
REPLACED STERING (	GEAR & RETETED NE	E9740 1.0 4X					0022	
PARTSQTYFP.NUMBER JOB # 1 1 15858368	GEAR 6.		-LIST PRICE-UNIT JOB # 1 TOTAL		WARRANTY 0.00	DISCLAIMER OF WARRANTIES		
		JOB #	1 TOTAL LABOR &	PARTS	0.00	THE SELLER HEREBY EXPRESSLY DIS-		
COMMENTS						CLAIMS ALL WARRAN	EVERTHESSLY DIS- ITIES EITHER EXPRESS NG ANY IMPLIED WAR-	
TOTALS		•••••					NTABILITY OR FITNESS	
[]CASH []CHECK []MC []VISA []DI WE APPRECIATE YOUR BUSINESS AND SATISFIED. IF YOU HAVE ANY QUES 315-736-0151 AND ASK FOR STEVE DEPARTMENT, OR ROB FOR KIA CUST PARTS DESIGNATED WITH AN ASTERJ GUARANTEE APPLIES FOR CUSTOMER	D #ANT YOU COMPLET STIONS OR COMMENTS ULRICH IN THE SER FOMERS 315-736-66	ELY S CALL RVICE S60 THANKYOU	TOTAL LAB TOTAL PAR TOTAL SUB TOTAL G.O TOTAL MIS TOTAL MIS TOTAL TAX	TS LET C CHG. C DISC	0.00 0.00 0.00 0.00 0.00 0.00 0.00	For a particular purpose, and sell Neither assumes nor authorizes a Other person to assume for it a Liability in connection with the sa Of said products.		
			TOTAL IN	VOICE \$	0.00			
CUSTOMER SIGNATURE	DUPLICATE	. INVOI	CE ******	nkoleske keske keskeskeskeske	****	Labor and parts a days or 4000 mile first. The dealer	RESS WARRANTY we warranted for 90 is, whichever occurs hereby limits any s of merchantability stame period.	
						ALL PARTS INSTA UNLESS OTHER		
						THAN	K YOU!	
PAGE 1 OF 1 S	ERVICE FILE COPY		[ END OF	INVOICE 10	3:21pm	The Revealed on	a Russia da Como con Estatuaria	





CUSTOMER NO.	ADVISOR	TAG N	10.	INVOICE DATE	INVOICE ND.	
89755				<u>11/14/06</u>	CVCS169753	
	69.00			BEIGE/		
		ET/NEW MALIBU LS/4		DELIVERY DATE	DELIVERY MILES	
UTICA, NY		5 2 8 4 5 F		SELLING DEALER NO.	PRODUCTION DATE	
	F.T. E. NO.	<u>52645</u> P.O.MO		R. O. DATE		
	COMMENTS			08/29/06	REPRINT# 1	
					<u>мо: 26</u> 198	
LABOR & PARTS J# 1 02CVZ FRONT SUSPENSION CUSTOMER STATES CLUNKING NOISI VERIFIED CUSTOMERS CONCERNS. BULLETIN 06-02-32-007 REPLACEI REPLACED STEERING RACK AS PER RETEST ALL PASS	IN FRONT WHEN TURN FOUND NOISE IN RACK. RACK		WARRANTY	REPAIR	STATE SHOP # 0022	
PARTSQTYFP-NUMBERD JOB # 1 1 15858368 G JOB # 1 -1 15858368 C	EAR 6.508 DRE RETURN	IST PRICE-UNIT PRICE- JOB # 1 TOTAL PARTS	WARRANTY WARRANTY 0.00	DISCLAIMER OF WARRANTIES		
	J08 # 1	TOTAL LABOR & PARTS	0.00	THE SELLER HERE	BY EXPRESSLY DIS-	
# 2+12CVZ-LF LUBE OIL FILTER TECH(S):500223 INTERNAL CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE COMPLETED CUSTOMER REQUESTED SERVICE DUE TO MIX UP IN PARTS AND BEING PICKED UP TODAY				CLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WAR- RANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER		
	LTER 1.836	1.836 INTERNAL OTHER PERSON TO JOB # 2 TOTAL PARTS 0.00 LIABILITY IN CONNI OF SAID PRODUCTS			NOR AUTHORIZES ANY ASSUME FOR IT ANY CTION WITH THE SALE	
		TOTAL LABOR & PARTS	0.00			
	@ /UN	TOTAL GOG	INTERNAL 0.00			
COMMENTS		••••••••		LIMITED EXPR	ESS WARRANTY	
TECHNICIAN CERTIFICATION	EPH MATOLO JR	VV69			re warranted for 90 s, whichever occurs	
		•••••		implied warrantics	hereby limits any of merchantability	
[]CASH []CHECK []MC []VISA []DISCOVER []AME WE APPRECIATE YOUR BUSINESS AND WANT YOU CO SATISFIED. IF YOU HAVE ANY QUESTIONS OR CON 315-736-0151 AND ASK FOR STEVE ULRICH IN TH DEPARTMENT. OR ROB FOR KIA CUSTOMERS. 315-7 PARTS DESIGNATED WITH AN ASTERISK[*] INDICA GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS	MENIS CALL E SERVICE 36-6660 THANKYOU, TES LIFETIME	TOTAL LABOR TOTAL PARTS TOTAL SUBLET TOTAL G.O.G TOTAL MISC CHG. TOTAL MISC DISC TOTAL MISC DISC TOTAL TAX	0.00 0.00 0.00 0.00 0.00 0.00 0.00	ALL PARTS INSTA UNLESS OTHERV	LLED ARE NEW	
		TOTAL INVOICE \$	0.00			
CUSTOMER SIGNATURE	ATE INVOIC	E ***************	******			
<b></b>				THAN	K YOU!	
PAGE 1 OF 1 SERVICE FILE CO	PY	[ END OF INVOICE ] (	)3:21pm	Mar. 19		

The Reynolds and Reynolds Company - EHAINFING SP643812-G (US/07)



	ADVISOR		TAG	NO.	INVOICE DATE	INVOICE NO.	
89755			477		08/23/06	ETOCK NO.	
	69.00			26,102	BEIGE/		
UTICA, NY		ET/NEW MALI	<u>BU LS/</u>	4DR/CD/6C	DELIVERY DATE	DELIVERY MILES	
DILLA, NT		52845			SELLING DEALER NO.	17.645	
	F.T.E.NO.		P. O. NO.	a real	H.O. DATE 08/23/06		
	COMMENTS				08/25/00		
LABOR & PARTS						MO: 26102	
J# 1 0BCVZ BRAKES CK BRAKES	TECH(S	):154		125.00			
FOUND REAR PADS METAL TO METAL REPLACED REAR PADS, MACHINED REAR	ROTORS, RETEST	ALL PASS				STATE	
PARTSQTYFP-NUMBERDESCR JOB # 1 1 19137360 PAD K	IT 5.017	IST PRICE-UNIT 74.00 JOB # 1 TOTAL	49.00	49.00 <b>4</b> 9.00	REPAIR SHOP # 4330022		
	JOB # 1	TOTAL LABOR &	PARTS	174.00		AIMER	
J# 2+01CVZ01 NYSI SAFETY TECH(S):154 10.00 CUST. REQUESTS A NEW YORK STATE INSPECTION NYSI # 12005300					THE SELLER HEREBY EXPRESSLY DIS- CLAIMS ALL WARRANTIES EITHER EXPRESS		
PARTSQTYFP-NUMBERDESCRIPTIONLIST PRICE-UNIT PRICE- JOB # 2 TOTAL PARTS 0.00				0.00	OR IMPLIED, INCLUDING ANY IMPLIED WAR- BANTY OF MERCHANTABILITY OR FITNESS		
	JOB # 2	TOTAL LABOR &	PARTS	10.00		PURPOSE, AND SELLER NOR AUTHORIZES ANY	
J# 3+08CVZ-FR: FRONT ROTORS BRAKES PULSATE FOUND FRONT ROTORS OUT OF ROUND AN MACHINED FRONT ROTORS MIN 22.8. LE LRO .000, RIGHT BEFORE 25.20 AFTER ALL PASS OR H0127 1.6 3M	ND DELAMINATED	AFTER 24.5		WARRANTY	OTHER PERSON TO	ASSUME FOR IT ANY CTION WITH THE SALE	
PARTS QTY FP - NUMBER DESCR	(PTIONL)	IST PRICE-UNIT DOB#3TOTAL	PRICE- PARTS	0.00		<u> </u>	
	JOB # 3	TOTAL LABOR &	PARTS	0.00	LIMITED EXP	RESS WARRANTY	
TECHNICIAN CERTIFICATION	RIBANOFF	ER86			days or 4000 mile first. The dealer	ire warranted for 90 es, whichever occurs hereby limits any is of merchantability some period.	
[]CASH []CHECK []MC []VISA []DISCOVER []AMEX [] WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLE SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENT 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SE DEPARTMENT. OR ROB FOR KIA CUSTOMERS, 315-736-0 PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY	IGM CARD TTELY S CALL RVICE 5660 THANKYOU. I TETTME	TOTAL LABO TOTAL PART TOTAL SUBL TOTAL G.O. TOTAL MISC TOTAL MISC TOTAL MASC	S ET G CHG. DISC	135.00 49.00 0.00 0.00 0.00 0.00 16.53		NISE SPECIFIED.	
		TOTAL INVO	DICE \$	200.53			
CUSTOMER SIGNATURE	E INVOIC	E *****	******	***			
					THAN	K YOU!	
PAGE 1 OF 1 SERVICE FILE COPY		[ END OF	INVOICE ]	03:20pm	The Revoolds an	d Remaids Foreney - Statisticity	





	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
89755	JOE CEKLOV			09/07/05	CVCS144755 STOCK NO.
			18,14	42 BEIGE/	
UTICA, NY		ET/NEW MALI	BU LS/4DR/CD/		
		<u>52845</u>			
			Ř. O. NO.	R. O. DATE 08/17/05	
	COMMÉNTS				MO: 18142
LABOR & PARTS J# 1 26CVZ ELECTRIAL PROGRAM NEW KEY KEY PROGRAM	TECH(S	:500130	INTERN		
PARTSQTYFP-NUMBER	DESCRIPTION	IST PRICE-UNIT JOB # 1 TOTAL	PRICE- PARTS 0.	REPAIR	STATE SHOP # 0022
	JOB # 1	TOTAL LABOR &	PARTS 0.		
J# 2 06CVZ CARGO NET IN REAR LOOSE COUP C4610 VC 2H	TECH(S)	):500130	WARRAN	TY DISCL	AIMER RANTIES
REPLACED CARGO NET					BY EXPRESSLY DIS- TIES EITHER EXPRESS
PARTSQTYFP-NUMBER JOB # 2 1 25687319	RETAINER 15,222	IST PRICE-UNIT JOB # 2 TOTAL	WARRAN	TY OR IMPLIED, INCLUD 00 BANTY OF MERCHAU	ng any implied war- Ntability or fitness
	JOB # 2	TOTAL LABOR &	PARTS 0.0		PURPOSE, AND SELLER NOR AUTHORIZES ANY
J# 3 38CVZ SEAT ASM DRIVER FRONT SEAT HANGS DOWN C6620 VP 2G	TECH(S)	:500130	WARRAN	TY OTHER PERSON TO	ASSUME FOR IT ANY DTION WITH THE SALE
PARTSQTYFP-NUMBER JOB # 3 1 15284810	ESCRIPTION······LI PANEL 11.358	IST PRICE-UNIT	PRICE - WARRAN		
		JOB # 3 TOTAL		DO	
	<b> </b>	TOTAL LABOR &	PARTS 0.0		
J# 4.04CVZ WHEELS-TIRES SCRAPE NOISE RIGHT FRONT COULD NOT DUPLICATE THE PROB	.EM		WARRANT	Labor and parts a	RESS WARRANTY re warranted for 90 s. whichever occurs
PARTS QTY FP - NUMBER		Job # 4 Total	PARTS 0.0	first. The dealer	hereby limits any sof merchantability
		TOTAL LABOR &	PARTS 0.0	00 and filless in the s	ame perioa.
J# 5+26CVZ-1 ELECTRIAL M.SC CK RADIO CD PLAYER WILL NOT A R0763 VB 4X REPLACE RADID	CCEPT CD'S	:500130	WARRANT	ALL PARTS INSTA	LLED ARE NEW
PARTSQTYFP-NUMBER	ESCRIPTIONLI ADIO 9.650 ADIO 9.650	ST PRICE-UNIT	PRICE - WARRANT WARRANT	ry	
		08 # 5 TOTAL			KLE/
	JOB # 5	TOTAL LABOR &	PARTS 0.0		P
TECHNICIAN CERTIFICATION 500130 DA	NIEL R PEXTON	СК11			
				THAN	K YOU!
PAGE 1 OF 2 SERVICE FILE O	OPY [	CONTINUED ON N	EXT PAGE] 03:20pm		

The Reynolds and Reynolds Company BRAINTINVE SF643312 Q (06/07)





CUSTOMER NO.	ADVISOR	TAG NO			
89755	JOE CEKLOVS			09/07/05	INVOICE NO.
	LABOH RATE	LICENSE NO. MILEAGE		COLOR	STOCK NO.
	69.00 YEAR / MAKE / MODEL		<u>18,142</u>	BEIGE/	DELIVERY MILES
	05/CHEVROLE	T/NEW MALIBU LS/4D	R/CD/6C		
UTICA, NY	VEHICLE LD. NO.			SELLING DEALER NO.	17.645
	<u>1 G 1 Z T</u>	5 2 8 4 5 F		R. O. DATE	
				08/17/05	
	COMMENTS				
TOTALS					MO: 18142
[]CASH []CHECK []MC []VISA []DISCOVER []AMEX WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPI	<u>]GM</u> ÇARD	TOTAL LABOR	0.00		
ISALISELED. TE YOU HAVE ANY DUESTIONS OR COMMEN		TOTAL PARTS TOTAL SUBLET	0.00 0.00	N.Y.	STATE
1315-736-0151 AND ASK FOR STEVE ULRICH IN THE S	SERVICE	TOTAL G.O.G	0.00	REPAIR	SHOP #
DEPARTMENT, OR ROB FOR KIA CUSTOMERS. 315-736 PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES	DODU THANKYDU. S LIFETIME	TOTAL MISC CHG. TOTAL MISC DISC	0.00 0.00	433	0022
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ON	Y	TOTAL TAX	ŏ.ŏŏ		
		TOTAL INVOICE \$	0.00		-AIMER
			0.00	OF WAR	RANTIES
CUSTOMER SIGNATURE	E INVOIC	E *****	***		BY EXPRESSLY DIS-
					ING ANY IMPLIED WAR-
			i		NTABILITY OR FITNESS
					PURPOSE, AND SELLER
					NOR AUTHORIZES ANY
					ASSUME FOR IT ANY
					CTION WITH THE SALE
				OF SAID PRODUCTS.	
				I INTERIO END	RESS WARRANTY
				LIMITEDEXPI	KESS WARRANTY
					ire warranted for 90
					s, whichever occurs
					hereby limits any soft merchantability
				and fitness to the s	
					interpertou.
				ALL PARTS INSTA	
				UNLESS OTHERV	
					THE OF BOILTED.
				) NRUC	KLF/
					Z.,/
					-
				ΤΗΔΝΙ	KYOU!





CUSTOMER NO.	89755		ADVISOR		TAG NO		INVOICE DATE	INVOICE NO.
· ··					705		09/21/05	CVC5147221 STOCK NO.
			69.00			<u>8,883</u>	DELIVERY DATE	DELIVERY MILES
UTICA,	NY		VEHICLE I.D. NO.	LET/NEW MALIB		/CD/6C	08/11/05	
			<b><u>1</u><u>G</u>1<u>Z</u>⁻¹</b>	<u>т <b>5 2 8 4 5</b> р</u>	: ), NO		R. O. DATE	
RESIDENCE ONONE			COMMENTS		******		<u>09/21/0</u> 5	
LABOR & PAR	TS							MO: 18883
J# 1 23CVZ	HEATING			(S):500070	WA	ARRANTY		
	HEATER WORKING P	PROPERLY CANT (	UPLICATE CONCERN	THIS VISIT			N.Y.	STATE
			· · · · · · · · · · · · · · · · · · ·	1 TOTAL LABOR & P	ARTS	0.00		8 SHOP #
TECHNICIAN	CERTIFICATION 500070	JOH	IN A BELLO JR	СК10				0022
TOTALS	· · · · · · · · · · · · · · · · · · ·				· · · · · · · · · · · · · · ·			
	ECK []MC []VISA []	DISCOVER []AME	X EIGH CARD	TOTAL LABOR		0.00		
SATISFIED.	ECK []MC []VISA [] TE YOUR BUSINESS A IF YOU HAVE ANY QL 1 AND ASK FOR STEV	JESTIONS OR COM	MPLETELY IMENTS CALL	TOTAL PARTS TOTAL SUBLET TOTAL G.O.G	Γ	0.00		BY EXPRESSLY DIS- ITIES EITHER EXPRESS
UCPARIMENT,	OR ROB FOR KIA CUNATED WITH AN ASTE	JSTOMERS, 315-7	36-6660 THANKYOU.	TOTAL MISC ( TOTAL MISC (	CHG.	0.00 0.00 0.00		ING ANY IMPLIED WAR- NTABILITY OR FITNESS
GUARANTEE AF	PPLIES FOR CUSTOME	R PAY REPAIRS	ONLY	TOTAL TAX.		0.00	FOR A PARTICULAR I	PURPOSE, AND SELLER
				TOTAL INVO	DICE \$	0.00		NOR AUTHORIZES ANY ASSUME FOR IT ANY
CUSTO	MER SIGNATURE						LIABILITY IN CONNEL OF SAID PRODUCTS.	CTION WITH THE SALE
*********	******	DUPLIC	ΑΤΕ ΙΝΥΟΙ	CE ********	**********	*****	OF BAID FRODUCTS.	
							LIMITED EXP	RESS WARRANTY
								re warranted for 90 8. whichever occurs
							first. The dealer	hereby limits any
						j	and fitness to the :	s of merchantability tame period.
							ALL PARTS INSTA	LLED ARE NEW
							UNLESS OTHERV	
							) VEUC	KLF/
							ТНАМ	
			,					
PAGE 1 OF 1		SERVICE FILE CO	PY	( END OF IN	VOICE ] 03:19	pm I		





	755	ADVISOR		TAC NO.		INVOICE DATE	INVOICE NO.
89	755	DEFF LABOR RATE		559		01/08/07	CVCS176933
		69.00			231	BEIGE/	
UTICA, NY			LET <u>/NEW MALIB</u>	U LS/4DR/C		08/11/05	DELIVERY MILES 17.645 PRODUCTION DATE
			- 5 2 8 4 5 F	-		SELLING DEALER NO.	PRODUCTION DATE
		H.T.E.NO.		0		8.0.DATE 01/03/07	
RESIDENCE PUONE		COMMENTS				01/03/07	
LABOR & PARTS					T		MO: 30238
J# 1 23CVZ	HEATING STATES HEATER MAKES NOISE WHEN	TECH	S):568		0.00		
INSE	PCTED SEVERAL TIMES COULD NOT D	UPLICATE					STATE
SEAR	I TESTED-NO CODES IN SYSTEM CHED FOR BULLITENS-NONE APPLY						SHOP #
PARTS QTY	FP-NUMBERDESCRIP	TION	LIST PRICE-UNIT P	RICE-			0022
			JOB # 1 TOTAL P	ARTS	0.00	<b>Ba 8</b> July	
		j08 #	1 TOTAL LABOR & P.	ARTS	0.00		AIMER RANTIES
J# 2 11CVZ	ENGINE STATES IT MAKES NOISE ON ACCEL	TECH(S	5):568	••••••	0.00		
I IESI	DROVE & VERIFIED CUSTOMER COMP		***			THE SELLER HERE	
CONT	ECTED & FOUND EXHAUST HEAT SHIE ACTING PIPE-ADJUSTED HEAT SHIEL	D & RETESTED /	ALL PASS			OR IMPLIED, INCLUDIN	VG ANY IMPLIED WAR-
PARTS QTY	FP-NUMBERDESCRIP	TION	LIST PRICE-UNIT P	RICE -		RANTY OF MERCHAN FOR A PARTICULAR P	
			JOB # 2 TOTAL P	ARTS	0.00	NEITHER ASSUMES N	
		JOB # 2	2 TOTAL LABOR & P/	ARTS	0.00	OTHER PERSON TO	
J# 3+02CVZ	FRONT SUSPENSION OMER STATES A CLUNCK WHEN TURNI	TECH(S	5):568	WARR	ANTY	<ul> <li>LIABILITY IN CONNEC OF SAID PRODUCTS.</li> </ul>	HON WITH THE SALE
TEST	DROVE & HEARD NOISE FROM LEFT	FRONT			Ì		
REPL	PCTED & FOUND LEFT FRONT BALL J ACED LEFT FRONT CONTROL ARM ASS	DINT LOOSE & M EMBLY	JORN				
	STED ALL PASS No E3531 1.1 4X						
DARISQTY  JOB # 3 1	FP-NUMBERDESCRIP 22730775 ARM 6.1	T <b>ION-</b> L 58	IST PRICE-UNIT PR	RICE - WARR	ΔΝΥΥ	LIMITED EXPR	ESS WARRANTY
			JOB # 3 TOTAL PA	ARTS	0.00	Labor and parts ar	e warranted for 90
	·····	JOB # 3	3 TOTAL LABOR & PA	ARTS .	0.00	days or 4000 miles	, whichever occurs
COMMENTS				· · · · · · ·		first. The dealer implied warranties	heroby limits any of merchantability
	· · · · · · · · · · · · · · · · · · ·					and fitness to the se	me period.
						·	·····
WE APPRECIATE YOUR	MC []VISA []DISCOVER []AMEX []G R BUSINESS AND WANT YOU COMPLET	i v	TOTAL LABOR. TOTAL PARTS.		0.00	ALL PARTS INSTAL	
SATISFIED. IF YOU 315-736-0151 AND 4	HAVE ANY QUESTIONS OR COMMENTS	CALL	TOTAL SUBLET	「 (		UNLESS OTHERW	
DEPARIMENT. UR KUD	B FOR KIA CUSTOMERS, 315-736-666		TOTAL MISC C TOTAL MISC D	CHG. (	0.00		
GUARANTEE APPLIES	FOR CUSTOMER PAY REPAIRS ONLY	.,	TOTAL TAX		0.00		
			TOTAL INVO	DICE\$ 0	.00		
систомер ст	CNATUDE						
CUSTOMER SI		ΙΝνοις	£ ********	*****	****		
						THANK	
PAGE 1 OF 1	SERVICE FILE COPY		END OF IN	VOICE ] 03:20pm	, I	The Secondary and S	

The Reynolds and Raynolds Company ERAIN'INVE 5F043312 O (06/07)



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

#### VIA FAX ONLY

October 12, 2007

Gustave Detraglia, Esq. Law Offices of Gustave J Detraglia Jr 1425 Genesee St Utica, NY 13501-4346

#### RE:

Service Request: 71-534299008 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52845F

Dear Mr. Detraglia:

This is to advise that General Motors is in receipt of the above referenced case dated October 9, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.



Copy of owner's current title and/or registration Other: {Other}

siacona bumai

Finance agreement Buyer's agreement

General Motors Corporation c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren, MI 48091

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

Sincerely,

## General Motors Corporation















# **RELEASE OF LIEN INFORMATION**

I	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
(Lien holder Name)	
	(Lien holder Phone Number)
(Lien holder Address)	
to release any and all information regarding my	y loan account # (Account Number)
	(Account Number)
with(Lien holder Name)	
(Lien noider Name)	
to General Motors Corporation, including but i loan payoff amount, and per diem information.	not limited to a complete payment history of my account, a
Date	
VEHICI	LE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature
LG0006 V07092007	











#### **RELEASE OF CLAIM**

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our I, assigns, heirs and executors, in consideration of: \$3,000.00 inclusive paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number ("Subject Vehicle"), including but not limited to any claims based on any alleged 1G1ZT52845F defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of \$3,000.00, made payable to Lee Veinot and Gustave Detraglia, Esq. .

The subject vehicle's mileage is ______ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

## PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

City, State, Zip Code

City, State, Zip Code

Address

STATE OF _____

COUNT	'Y OF	 			
	Sworn to , by	and subscribed	before me	this	day of
					Signature of Notary Public
		Prir	it, type or sta	amp Commissio	ned Name of Notary Public
		Personally Kno	wn	OR Produced	l identification
		Type of identi	fication		
		My commissi	on expires: _		
CC: File	e				

LG0029 V6302006



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

### VIA FAX ONLY

January 3, 2008

Gustave Detraglia, Esq. Law Offices of Gustave J Detraglia Jr 1425 Genesee St Utica, NY 13501-4346

RE:

Service Request: 71-534299008 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52845F Customer Relationship Specialist: Michal Mackoy

Dear Mr. Detraglia:

We regret that your client(s) is dissatisfied with his 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$3,000.00 inclusive.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.











HUMMER





December 20, 2010 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date















Law Offices of Gustave J. DeTraglia, Jr. Attorney and Counselor at Law 1425 Genesee Street Utica, New York 13501

Gustave J. DeTraglia, Jr., Esq. Gustave J. DeTraglia, III, Esq.* Michele E. DeTraglia, Esq. † (*ALSO ADMITTED IN CT) (†ALSO ADMITTED IN MA) Telephone: (315) 738-1133 Fax: (315) 738-1134

October 19, 2007

General Motors Corporation Attn: Maggie Davis FAXED: 866 775 - 9473

Dear Ms. Davis:

Pursuant to your fax to my office dated October 12, 2007, attached is my client's release of lien information and a copy of registration.

Please let me know if you need anything further.

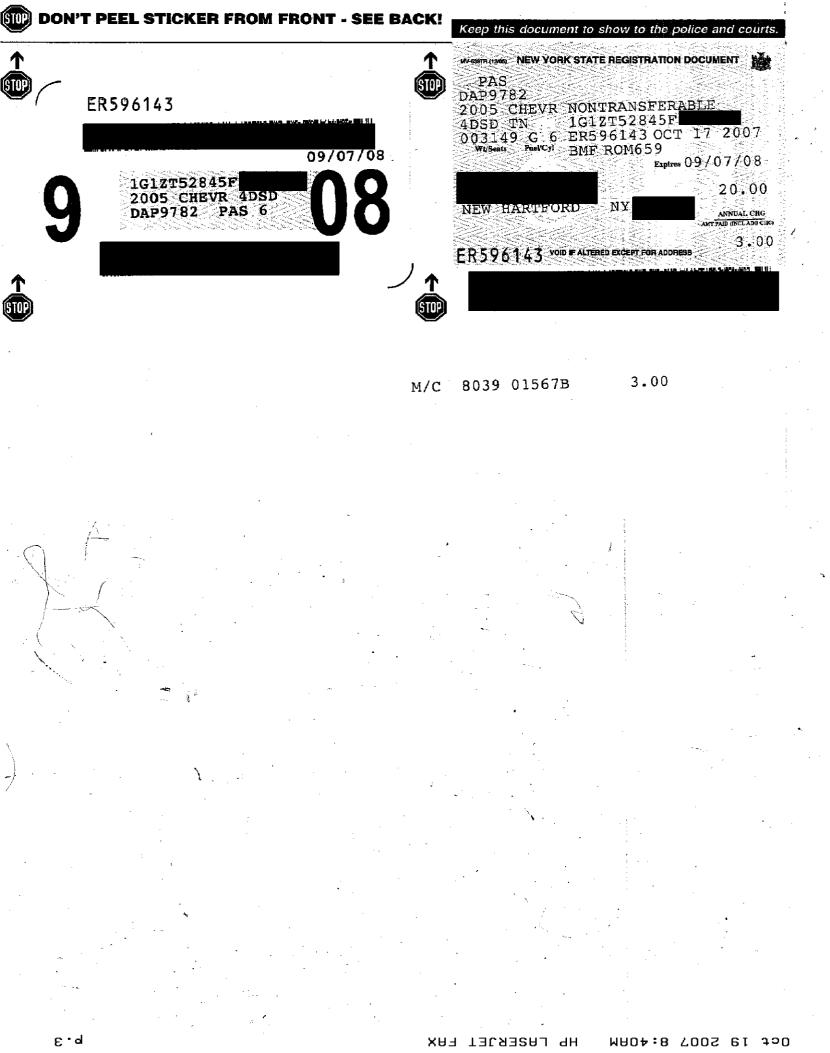
Very truly yours,

6911 Gustave J. DeTraglia, Jr. GJD/sa

Attachment

# **RELEASE OF LIEN INFORMATION**

I						•	
(Cher	nt's Name)		(Client	's Social Secu	rity Number)		r
hereby autho		tner's Tr en holder Na	nst Bank	) A	<u> </u>		
(Lien	holder Addres		Utica, NY	[350] (Lien holder	Phone Numb	er)	
to release any	and all inforn	nation regard	ling my loan ac	count #			
with Pa	Hner's 1 (Lien holde	Trust B	ank	(Acc	ount Number	) 	-
to General M		tion, includin	g but not limite	ed to a comple	te payment hi	story of my a	ccount, a
Date 10/	16/07	·					
		VI	EHICLE INFO	RMATION			
The current v	ehicle mileage	e is <u>44</u> 7	<u>ZZ</u> Da	ite mileage rea	d: <u> 0/16</u>	<u>/0</u>	
Signature			Signat	ure			the second
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General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

### VIA FAX ONLY

November 5, 2007

Gustave Detraglia, Esq. Law Offices of Gustave J Detraglia Jr 1425 Genesee St Utica, NY 13501-4346

#### RE:

Service Request: 71-534299008 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52845F Customer Relationship Specialist: Michal Mackoy

Dear Mr. Detraglia:

On October 19, 2007 we communicated to you General Motors Corporation's offer to resolve the abovereferenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0047 V07092007











HUMMER





Law Offices of Gustave J. DeTraglia, Jr. Attorney and Counselor at Law 1425 Genesee Street Utica, New York 13501

Gustave J. DeTraglia, Jr., Esq. Gustave J. DeTraglia, III, Esq.* Michele E. DeTraglia, Esq. † (*ALSO ADMITTED IN CT) (†ALSO ADMITTED IN MA)

February 20, 2008

 Telephone:
 (315)
 738-1133

 Fax:
 (315)
 738-1134

FAXED: 866 233-2953

General Motors Corporation Business Resource Center Attn: Jeremy Johnson PO Box 33170 Detroit, MI 48232

Re: v. GM SR 71-534299008 2005 Chevrolet Malibu VIN: 1G1ZT52845F

Dear Mr. Johnson:

Per your fax to my office dated January 3, 2008, attached is the Release of Claim signed by my client,

Please forward a check to my office, made payable to and me as his attorney, in the sum of \$3,000.00.

My tax identification number 16 118 1236.

Very truly yours, fis tan Helhagh B Gustave J. DeTraglia, Jr.

GJD/sa

#### RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our I. assigns, heirs and executors, in consideration of: \$3,000.00 inclusive paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number ("Subject Vehicle"), including but not limited to any claims based on any alleged 1G1ZT52845F defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of \$3,000.00, made payable to and Gustave Detraglia, Esq. .

The subject vehicle's mileage is  $\underline{46871}$  on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

Claimant's Signature	Claimant's Signature
Address J	Address
hitesbord, NY	
City, State, Zip Code	City, State, Zip Code

Jariuary 3, 2008 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

46877

Odometer

Client's Signature

Client's Signature

Date

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e en la recis

200 B

<u>2/15/08</u> Date

State of New york COUNTY OF Oreida

20 08, by Lee Veinoi.

Defragica MARY J. DETRAGLIA Structure of Notary Public, State of New York Structure of Notary Public, State of New York Appointed in Oneida County My Commission Expires 11/13/20_10 mary

Print, type or stamp Commissioned Name of Notary Public

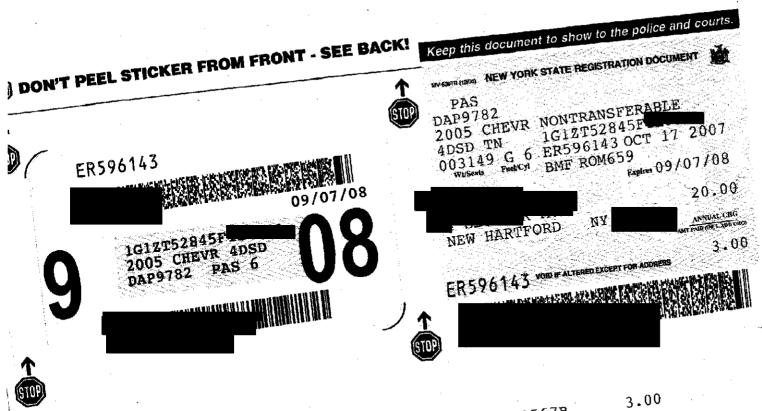
Personally Known _____ OR Produced identification _____

Type of identification_

My commission expires: _________

CC: File

LG0029 V6302006



M/C 8039 01567B 3

Feb 20 2008 10:52AM HP LASERJET FAX

RCMPR010		10/05 11:51 1				
VIN: 1G1ZT5284 5F		SELLG SCE:	13 MDL YR	: 05	ORD NO: H	GCPPS
ODATE: 04/23/04 ORDER DDATE: 07/28/04 DLVY					: 13 MILEAGE:	15149
DLVY DOE: 07/28/04 CANC: CANC DOE:						
TRADE: TRD DOE: SRVC IN: SRVC OUT: BFSO ORD DT: PRICE ASSUR DT:	CLA CANC SRVC IN:	) CORPORATE I		МО	63105	
	-	INCENTIVES				
CODE PAY SS/SITE MXB 01 13 49998	INV/INC NO 00026602735	DATE 09/04/04	AMOUNT 0.00	MTHD OA	DLR SHR 0.00	STAT 9
DATA SCE: FLT	CHECK NO: INC MEMO NO: MISC: 00700	00026602735	SSN: AUTH PUR	CD:		
POLICY PYMT CMNT:				ACTV	TYPE: 6	
CODE PAY SS/SITE VX7 01 13 15149	INV/INC NO 1AD45727855	DATE 07/29/04	AMOUNT 500.00	MTHD IC	DLR SHR 0.00	STAT 9
MISC DATE:	CHECK NO: INC MEMO NO: MISC: VX7	1AD4572785	SSN: 5 AUTH PUR			
POLICY PYMT CMNT:				ACTV	TYPE: 6	

Gustave J. DeTraglia, Jr., Esq. 1425 Genesee Street Utica, New York 13501

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FEB 25 2000

General Motors Corporation Business Resource Center Attn: Jeremy Johnson PO Box 33170 Detroit, MI 48232 Law Offices of Gustave J. DeTraglia, Jr. Attorney and Counselor at Law 1425 Genesee Street Utica, New York 13501

Gustave J. DeTraglia, Jr., Esq. Gustave J. DeTraglia, III, Esq.* Michele E. DeTraglia, Esq. † (*ALSO ADMITTED IN CT) (†ALSO ADMITTED IN MA) Telephone: (315) 738-1133 Fax: (315) 738-1134

February 20, 2008

FAXED: 866 233-2953

General Motors Corporation Business Resource Center Attn: Jeremy Johnson PO Box 33170 Detroit, MI 48232

Re: v. GM SR 71-534299008 2005 Chevrolet Malibu VIN: 1G1ZT52845F

Dear Mr. Johnson:

Per your fax to my office dated January 3, 2008, attached is the Release of Claim signed by my client,

Please forward a check to my office, made payable to and me as his attorney, in the sum of \$3,000.00.

My tax identification number 16 118 1236.

Very truly yours,

istan? Gustave J. DeTraglia, Jr.

Gustave J. De Fraglia, Fr. GJD/sa

#### RELEASE OF CLAIM

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$3.000.00 inclusive paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance. operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number ("Subject Vehicle"), including but not limited to any claims based on any alleged 1G1ZT52845F defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of \$3,000.00, made payable to **section and Gustave Detraglia**, Esq. .

The subject vehicle's mileage is 46871 on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: 2/15/08	
Claimant's Signature	Claimant's Signature
Address J	Address
Whitesbord, NY City, State, Zip Code	City, State, Zip Code

STATE OF NEW YORK

-

January 3, 2008 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

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۱. J

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

46877

Odometer

Client's Signature

Client's Signature

2/151 08

Date

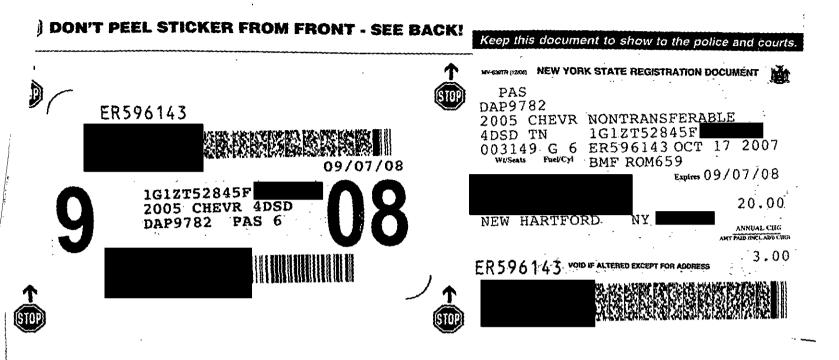
Date

t en la opera

State of New York COUNTY OF Oreida 20 08, by Lee Veinor. Mary Jraglia MARY J. DETRAGLIA Signature of Notary Public, State of New York Signature of Notary No.019DE6050937 Appointed in Oneida County My Commission Expires 11/13/20 10 Print, type or stamp Commissioned Name of Notary Public Personally Known _____ OR Produced identification _____ Type of identification_ CC: File

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LG0029 V6302006



M/C 8039 01567B 3.00

2005 MALIBU LS SEDAN		CHEVROLET	MOTOR DIVISION
33U LIGHT DRIFTWOOD METALLIC	/V6G	GENERAL M	OTORS CORPORATION
52E NEUTRAL CUSTOM CLOTH		100 RENAIS	SSANCE CENTER
ORDER NO. HGCPPS/FDR STOCK N	э.	DETROIT	MI 48243-1114
VIN 1G1 ZT52 84 5F		VEHICLE II	NVOICE 1AD45727855
* * * * * * * * * * * * * * * * * * * *	* * * * * * * * * * *	* * * * * * * * * * *	*********13*15149S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
1ZT69 MALIBU LS SEDAN	21060.00	18638.10	INVOICE 07/27/04
C1U FLT-ENTERPRISE RENT A CAR	0.00	0.00	SHIPPED 07/27/04
LX9 3.5L V6 ENGINE	0.00	0.00	EXP I/T 08/06/04
MX0 4-SPEED AUTO TRANSMISSION		0.00	INT COM 08/06/04
NE1 50-STATE EMISSIONS		N/C	PRC EFF 01/01/04
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS G0677 G0677
VQ2 FLEET ORDERING AND ASSISTANCE	0.00	0.00	WFP-F QTR OPT-1
VX7 LONG TERM DAILY RENTAL PROGRAM	0.00 M	500.00-	FAN: 000805331
V2G FULL FUEL FILL CREDIT	0.00	21.29-	BANK: GMAC - 004
			СНС-ТО 15-149

SHIP WT:3149HP:32.9MRM:21685.00CUST PO NUMBER:29035912DAN:00028MEMO1053.00

TOTAL MODEL & OPTIONS	21060.00	18116.81	ACT 231 18741.81
DESTINATION CHARGE	625.00	625.00	

EAST SYRACUSE CHEVROLET

REMIT TO GMAC NO. 004 VIN 1G1ZT52845F \$ 18741.81 INV 1AD45727855 DUE 08/06/04 DEALER 15-149

#### **RELEASE OF CLAIM**

(hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our I, assigns, heirs and executors, in consideration of: \$2,000.00 inclusive paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number ("Subject Vehicle"), including but not limited to any claims based on any alleged 1G1ZT52845F defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of \$2,000.00, made payable to and Gustave Detraglia, Esq. .

The subject vehicle's mileage is ______ on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

## PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

City, State, Zip Code

City, State, Zip Code

Address

STATE OF _____

COUNT	TY OF	 	_				
	Sworn to _, by	and subscribe	d before	e me thi	is	day of .	,
						Signature	e of Notary Public
		P	int, type	or stamp	Commissio	oned Name	e of Notary Public
		Personally Ki	iown	(	OR Produced	d identific	ation
		Type of iden	ntification	n			
		My commis	sion exp	ires:			
CC: File	e						

LG0029 V6302006 Gustave J. DeTraglia, Jr., Esq. 1425 Genesee Street Utica, New York 13501

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17 DEC 2007 PM 1 T



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and a second second

Ms. Michal Catherine Mackoy c/o MSX Corporation General Motors Corporation Business Resource Center 1919 Concept Drive Warran, MI 48091

48091+6013

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Law Offices of Gustave J. DeTraglia, Jr. Attorney and Counselor at Law 1425 Genesee Street Utica, New York 13501

Gustave J. DeTraglia, Jr., Esq. Gustave J. DeTraglia, III, Esq.* Michele E. DeTraglia, Esq. † (*ALSO ADMITTED IN CT) (†ALSO ADMITTED IN MA)

Telephone: (315) 738-1133 Fax: (315) 738-1134

December 17, 2007

Ms. Michal Catherine Mackoy c/o MSX Corporation General Motors Corporation **Business Resource Center** 1919 Concept Drive Warran, MI 48091

Re: Case: 71 5342 99008

Dear Ms. Mackoy:

I received a release from you by fax on October 19, 2007, but it contained a letter addressed to Tammy Schmitt at a law firm in Philadelphia.

for the sum of The release is correct and it is with regard to my client, \$2,000.00 for his 2005 Chevrolet Malibu, vehicle identification number 1G1ZT52845F

My client got back to me and has counter proposed the sum of \$3,000.00 to settle this matter.

If this is acceptable, kindly forward a revised release to my office.

Very truly yours, Jar / Gustave J. DeTraglia, Jr.

GJD/sa

\$ 37

Gustave J. DeTraglia, Jr., Esq. 1425 Genesee Street Utica, New York 13501

09 OCT 2007 PM 2 L



General Motors Corporation c/o MSX Corporation ATTN: BRC LEGAL 1919 Concept Drive Warran, MI 48091

46091+6013

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Law Offices of Gustave J. DeTraglia, Jr. Attorney and Counselor at Law 1425 Genesee Street Utica, New York 13501

Gustave J. DeTraglia, Jr., Esq. Gustave J. DeTraglia, III, Esq.* Michele E. DeTraglia, Esq. † (*ALSO ADMITTED IN CT) (†ALSO ADMITTED IN MA) 
 Telephone:
 (315)
 738-1133

 Fax:
 (315)
 738-1134

October 9, 2007

General Motors Corporation c/o MSX Corporation ATTN: BRC LEGAL 1919 Concept Drive Warran, MI 48091

Dear Sir / Madam:

This letter is to advise you that I represent

purchased a 2005 Chevrolet Malibu, VIN 1G1ZT52845F a service request, number 71-534299008. also has

No other case number has been assigned that I am aware of at this point.

'I am enclosing copies of repair bills from C. Weaver Chevrolet, Inc., located in New York Mills, New York.

currently living at

An offer was previously made to **sector that** involves a credit of \$2,100.00 towards a new vehicle, if he traded the Chevrolet Malibu, or a lifetime warranty on another repair.

cannot afford to spend more money on a new vehicle and that alternative is not acceptable.

is not comfortable with a lifetime warranty because of the inconvenience of constantly having to bring the vehicle in for repair. Support simply cannot rely on the Malibu because of the number of times it has already been repaired.

would like to get a \$2,100.00 trade-in credit towards a vehicle that is about the same value or slightly more, instead of towards a new vehicle.

Please have a representative call me regarding this issue as soon as possible.

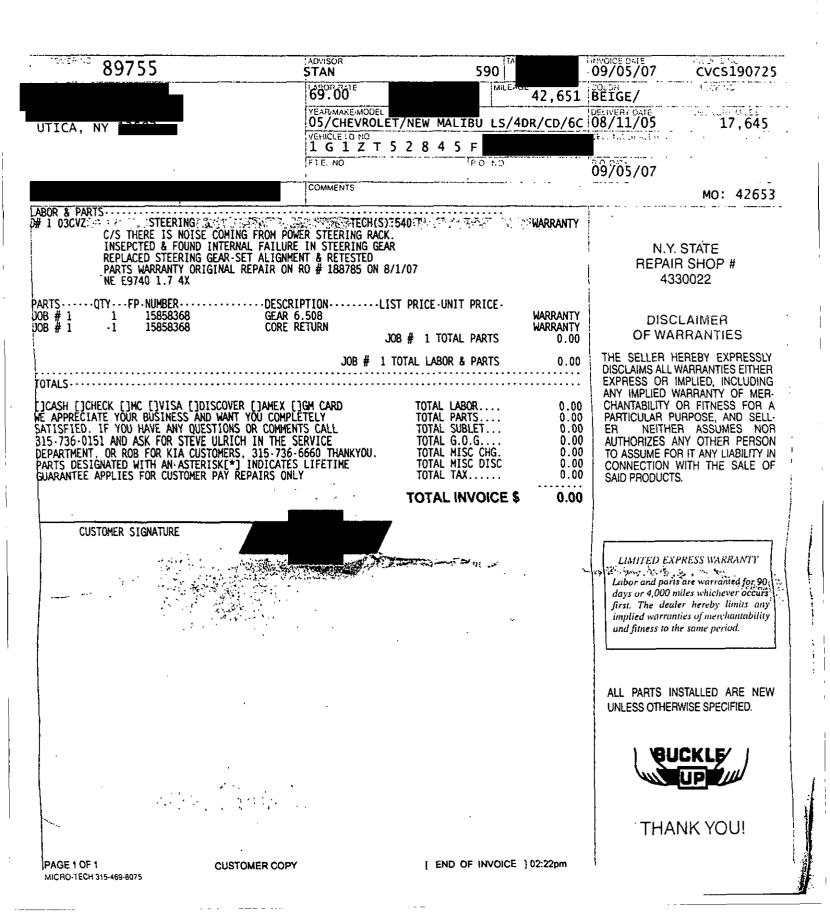
Very truly yours,

GJD/sa



# DBA Cooper Kia 5036 Commercial Dr. P.O. Box 100 New York Mills, NY 13417 Phone # 315-736-0151 Fax # 315-223-3025



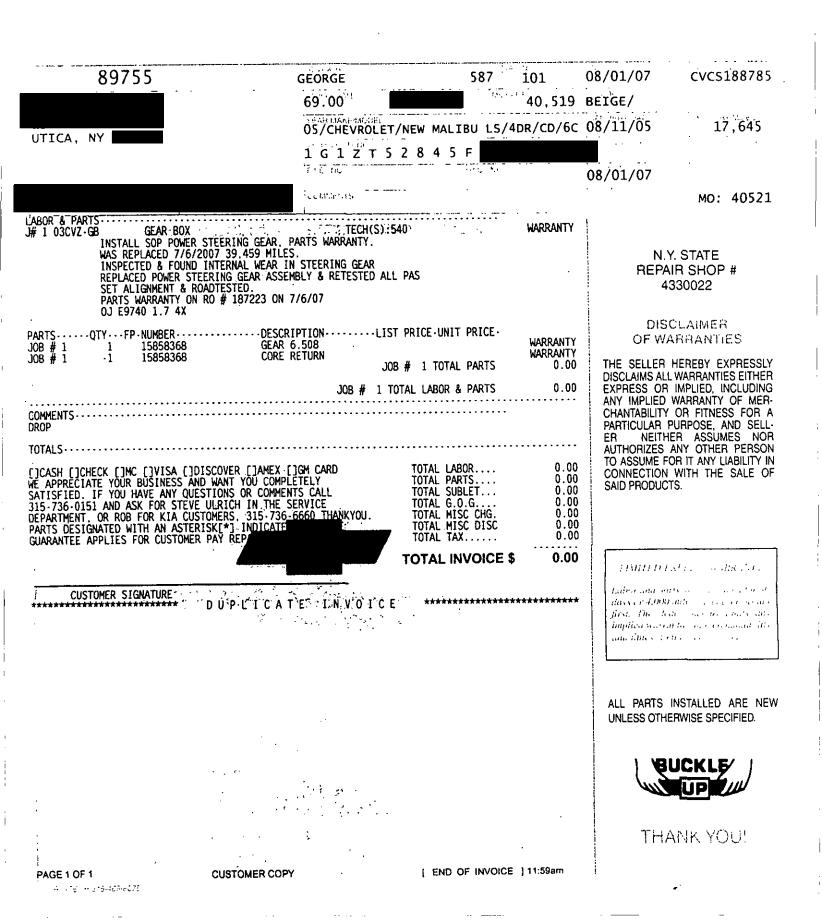




# DBA Copper Kia 5036 Commercial Dr. P.O. Box 100 New York Mills, NY 13417



Phone # 315-736-0151 Fax # 315-223-3025





C. weaver Concreases, __ DBA Copper Kia 5036 Commercial Dr. P.O. Box 100 New York Mills, NY 13417



Phone # 315-736-0151 Fax # 315-223-3025

89755	ADVISOR STAN	590	07/06/07	CVC\$187223
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## C. weaver Cnevrolet, Inc. DBA Cooper Kia 5036 Commercial Dr. P.O. Box 100 New York Mills, NY 13417 Phone # 315-736-0151 Fax # 315-223-3025



USTOMER NO. 89755		559	TAG NO. 8153	NVOICE DATE	INVOICE NO. CVCS176933
	LABORLINTE 69.00		EAGE	SOLOR BEIGE/	STOCK NO.
	VEARMAKEMODEL	NEW MALIBU LS		DELIVERY DATE	DELIVERY MILES
UTICA, NY	VEHICLE LO. NO 1 G 1 Z T 5		<u>/ +0K/ C0/ 0C</u>	SELLING DEALER NO.	PRODUCTION DATE
	FT.E. NO.	P.O. NO.		01/03/07	<u> </u>
	COMMENTS				MO: 30238
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MICRO-TECH 315-469-8075

# C. Weaver Chevrolet, Inc. DBA Cooper Kia 5036 Commercial Dr. P.O. Box 100 New York Mills, NY 13417 Phone # 315-736-0151 Fax # 315-223-3025



CURTOMER NO. 8	9755	ADVISON SHELLY	/	477	tag no. 988	NVOICE DATE 11/14/06	CVC5169753
		69.00		Mil	EAGE 26,198	BEIGE/	STOCK ND.
UTICA, NY		VEARNAK 05/CHI VEHICLET	EVROLET/NEW M	ALIBU LS	/4DR/CD/6C	08/11/05	DELIVERY MILES
		1 G 1	Z T 5 Z 8 4			SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.		P.O. NO	,	138725/06	REPRINT# 1
		COMMENT	S			···	MO: 26198
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Revised 6/1/2006

#### Privileged and Confidential Information

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

By: Maggie Davis State: NJ

Customer Name:

Service Request: 71-534299008 GM Legal File No.: {Number}

Vehicle ID No.:1G1ZT52845FIn Service Date:07/28/2004Vehicle is:UseYear, Make & Model:2005 Chevrolet MalibuVehicle Purchas

Vehicle is: Used BAC Code: 115338 Vehicle Purchased Used on: 04/2005 at odometer 17000

Lien holder: GMAC Other:

# VEHICLE REPAIR HISTORY

Brakes	<u>8</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/06	169404	1	26102	C/S check brakes Repair: found rear pads metal to metal replaced rear pads, machined rear rotors C/S brake pulsate Repair: found front rotors out of round and delaminated machined front
				rotors

Engine/Fuel/Exhaust

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/03/07	176933	*	30231	C/S it makes noise on acceleration Repair: test drove and verified customer complaint inspected and found exhaust heat shield out of position contacting pipe adjusted heat shield

□ <u>Steeri</u>	ng			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/29/06	169753	1	26198	C/S clunking noise in front when turning left Repair: verified customers concern, found noise in rack, per bulletin 06- 02-32-007 replaced rack replaced steering rack as per bulletin performed alignment retest all pass
07/06/07	187223	1	37457	C/S there is a clunking noise from front end while turning Repair: inspected found power steering gear binding internally replaced steering gear
08/01/07	188785	1	40519	Install SOP power steering gear was replaced 07/06/07 39459 miles inspected and found internal wear in steering gear replaced power steering gear assembly and retested all PAS set alignment and road tested
09/05/07	190725	1	42651	C/S there is noise coming from power steering rack Repair: inspected and found internal failure in steering gear replaced steering gear set alignment and retested

Body/	<u>Frim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/17/05	144755	*	18142	C/S cargo net in rear loose coupler Repair: replaced cargo net
				C/S driver front seat hangs down Repair: replaced seat back panel
Electri	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/17/05	144755	1	18142	Program new key Key program
				C/S Radio CD player will not accept CD's Repair: replace Radio
□ <u>HVAC</u>				
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/21/05	147221	1	18883	C/S heater in-op Repair: heater working properly cannot duplicate concern
01/03/07	176933	1	30231	C/S heater makes noise when on Repair: inspected several times, could not duplicate scan tested no codes in system, searched for bulletins none apply
Susper	nsion			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/03/07	176933	*	30231	C/S a clunk when turning wheel Repair: test drove and heard noise from left front inspected and found left front ball joint loose and worn replaced left front control arm assembly
□ <u>Wheel</u>	/Tires			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/17/05	144755	*	18142	C/S scrape noise right front Repair: None; could not duplicate

## THE STATE LEMON LAW READS:

Days out of service: 20 or more days Repairs 3 or more Time period with in earlier of 18k miles or 2 years following delivery date Does Lemon Law state nonconformity must continue to exist? N If applicable, safety-related repairs N/A Safety-related time period N/A

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

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

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

Concern: Date & Offer/Result:

### RECOMMENDATION AND RATIONALE

## REASON FOR REMOVAL

**CRM FINAL OFFER:** 

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM MANAGER APPROVING:

Date:

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

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

#### RELEASE OF CLAIM

I. 1 (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: \$2,000.00 inclusive paid by General Motors Corporation, hereby release(s) and discharge(s) General Motors Corporation, its subsidiaries, its authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by General Motors Corporation, and their respective agents and employees from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2005 Chevrolet Malibu bearing Vehicle Identification Number 1G1ZT52845F ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of \$2,000.00, made payable to **second and** Gustave Detraglia, Esq. .

The subject vehicle's mileage is ______on the date of the signing of this release.

Releasor(s) has/have carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and General Motors Corporation, and Releasor(s) is/are not relying on any representations, promises or inducements other than those stated in this release.

#### PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I/We agree to the terms of this Release of All Claims

DATE SIGNED: _____

Claimant's Signature

Claimant's Signature

Address

Address

City, State, Zip Code

City, State, Zip Code

STATE OF

COUN	TY OF										
20	Sworn _, by	to (or	affirmed)	and	subscribed	before	me thi	s	_ day o	f	,
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LG0029 V6302006



Charles et Martine a Charles anna Dhuannach Phriodeana Kuantan INN Bass (18376) Charles (18376)

#### VIA FAX ONLY

September 19, 2007

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

RE:

Service Request: 71-540639405 2006 Chevrolet Silverado Vehicle Identification Number: 2GCEK19B96 Customer Relationship Specialist: Michal Mackoy

Dear Ms. Schmitt:

We regret that your client(s) is dissatisfied with his 2006 Chevrolet Silverado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$500.00 plus \$1,900.00 attorney fees.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

October 19, 2007 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

 $cc; \ FILE$ 

LG0044 V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date





General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

#### VIA FAX ONLY

September 19, 2007

Tammy Schmitt, Esq. David J Gorberg & Associates 1234 Market St Ste 2040 Philadelphia, PA 19107-3720

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HUMMER





December 20, 2010 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date



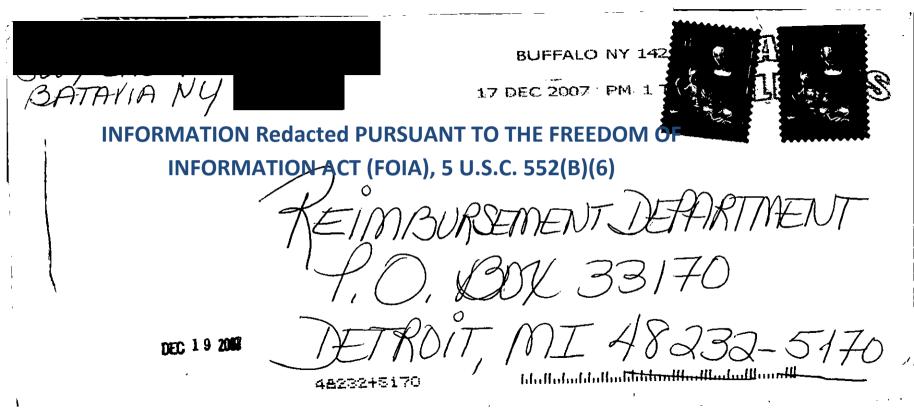












## **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: NFC. 14 2007
17-Digit Vehicle Identification Number (VIN):
Mileage at Time of Repair: 38 60 Date of Repair: 74 10, 2007
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>BATANIA</u> State: <u>N, V</u> , <u>ZIP Code:</u>
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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.
Please mail this claim form and the required documents to:

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

Reimbursement questions should be directed to the following number: 1-800-204-0261

#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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

# 

December 2007

<u>G M</u>	
Batavia, NY	
Dear	

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

# Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson / General Director, Customer and Relationship Services

Enclosure - 07126

0006604/GMR2V071129R15 Page 02 of 03 Pontiac P.O. Box 909989 Milwaukee, WI 53209-9989

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07126	16276528954

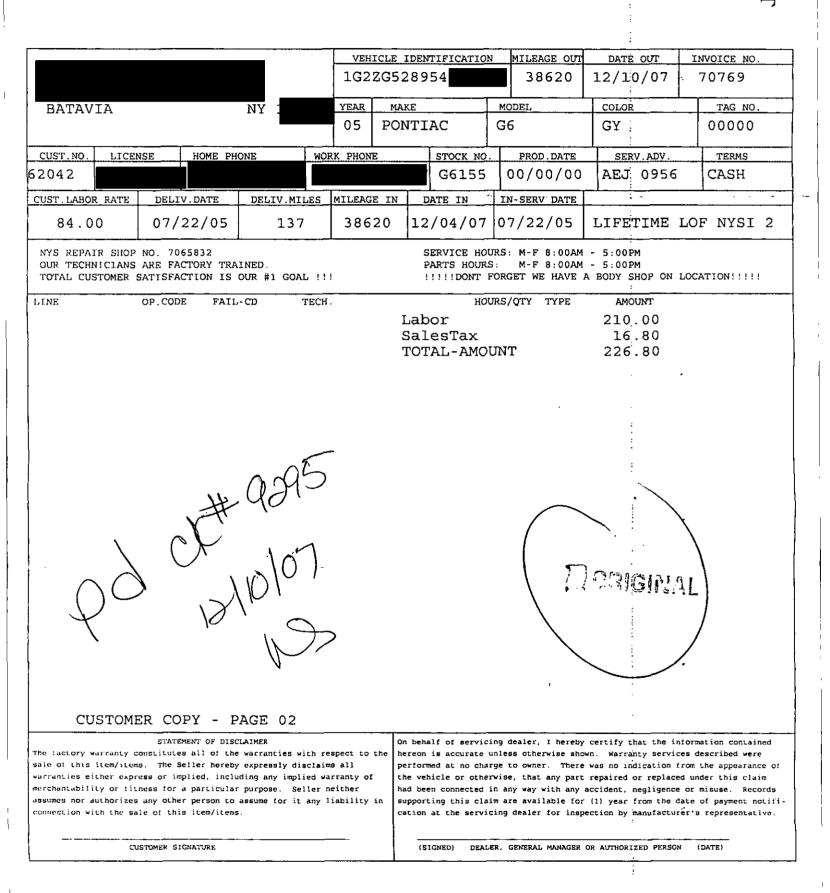
6 0006604

BATAVIA, NY Indhahlanaddhaaladahalladhahalad

#### ZIGROSSI PONTIAC BUICK GMC, INC 5069 EAST MAIN STREET. BATAVIA, NEW YORK 14020

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#### TELEPHONE (585) 344-2400



70769FI

#### ZIGROSSI PONTIAC BUICK GMC, INC. 5069 EAST MAIN STREET. BATAVIA, NEW YORK 14020

TELEPHONE (585) 344-2400

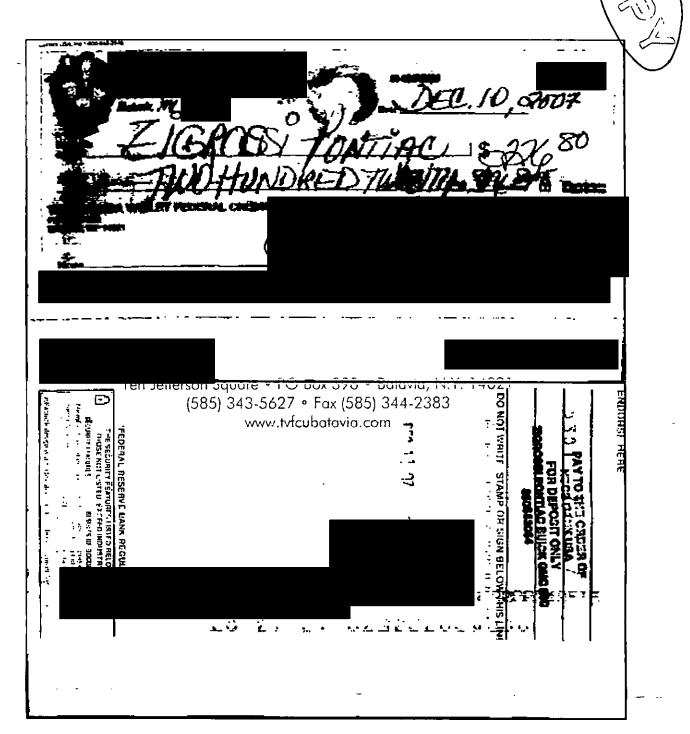
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CUSTOM	ER COPY - F	PAGE 01					(		IIV.AL	
	STATEMENT OF DIS		0			-	-	-	nformation contained	
The factory warranty of sale of this item/item warranties either exp merchantability or fi assumes nor authorize connection with the sa	ng, The Seller hereby ress or implied, inclu- tness for a particular s any other person to	y expressly disclaim Iding any implied wa r purpose. Seller r assume for it any l	ns all arranty o neither	perfo f the w had h in suppo	ormed at no cha wehicle or othe been connected orting this cla	rge to owner rwise, that in any way w im are avail	r. There any part with any a lable for	repaired or replace coident, negligence (1) year from the e	ces described were from the appearance o ed under this claim e or misuse. Records date of payment notit rer's representative.	
C	USTOMER SIGNATURE				(SIGNED) DEAL	ER, GENERAL	MANAGER C	R AUTHORIZED PERSO	N (DATE)	

70769FIT

# Member Share Drafts

IMAGE INQUIRY SELECTION

Trace No.	Account	Draft	Date	Amount
20723570	1060000160895	9295	12/13/2007	226.80



Print this Page

January 31, 2011



Service Request: 71-589599805 Customer Relationship Specialist: MJ Mason

#### Dear

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

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

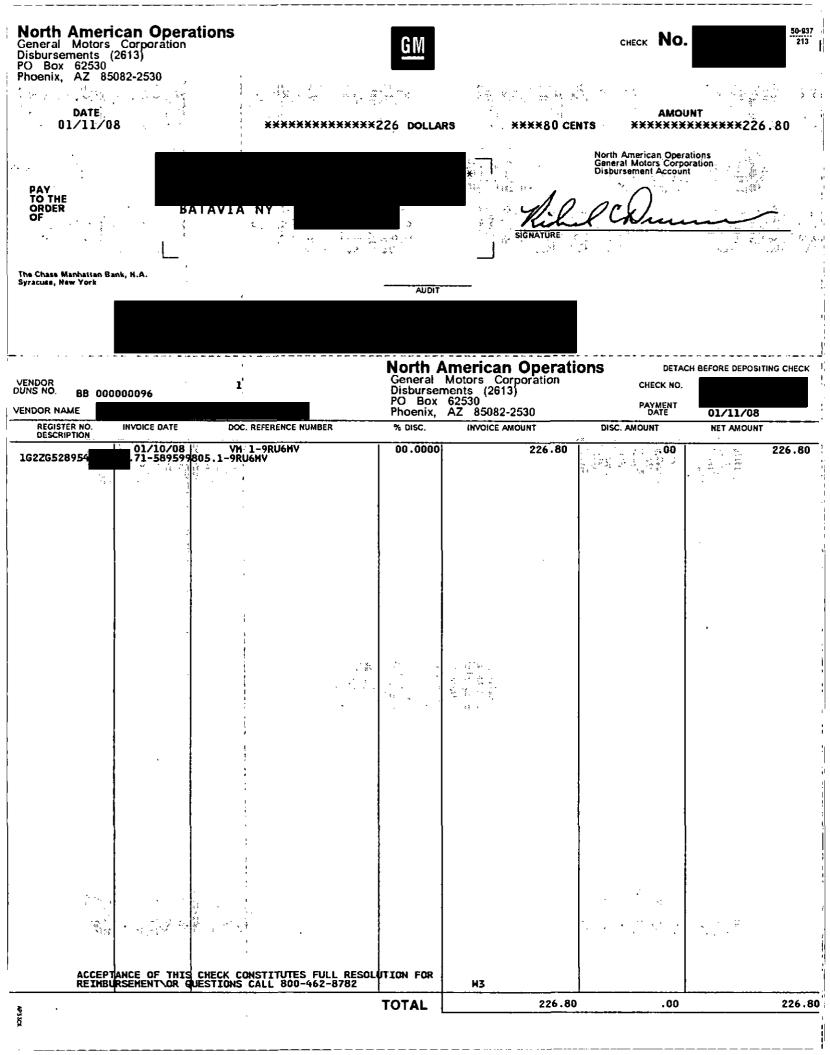
We have reviewed your request for reimbursement on the steering column assembly that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$226.80.

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

Sincerely,

Pontiac Customer Assistance Center

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





27 DEC 2007 PM 9 T



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

Seimburgement Dept. 231200 PO Bay 33170 Detroit, MI 48232-5170

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## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant			
Date Claim Submitted: 12/2/6/07			
17-Digit Vehicle Identification Number (VIN): <u>1612552 FX5F</u>			
Mileage at Time of Repair: 40,486 Date of Repair: 10-2,2007			
Claimant Name (please print):			
Street Address or PO Box Number:			
City: <u>horsham</u> _State: <u>fa</u> ZIP Code:			
Daytime Telephone Number (include Area Code):			
Evening Telephone Number (include Area Code):			
Amount of Reimbursement Requested: \$ \$ 608.21			
The following documentation must accompany this claim form.			
Original or clear copy of all receipts, invoices, and/or repair orders that show:			
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>			
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.			

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

0015744/GMR2V071129 Page 03 of 03

#### **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).

# 

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	*INVOICE*		CHEVROLET, INC.	
	/── ^{───}		ST STREET ROAD PENNSYLVANIA 18974	
HORSHAM, PA	PAGE 1		5-672-2000 ). 215-734-2005	
HOME BUS:	GENUINE CI SERVICE ADVISOR: !	HEVROLET	diama	
COLOR YEAR MAKE/MODEL	VIN		LEAGE IN/ OUT TAG	
	G1ZS52FX5F		36/40488 T316	
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6 MOLAN,MICHAEL LIC#: 6 CSC 1.00		00	.00 88.00	
1 25805894 MOTOR		353.78 353		
S202 REPLACE P/STEERING MOTOR-CONT 6 MOLAN, MICHAEL LIC#: 6	IROL ASSY			
CSC 1.50			.00 132.00	
PARTS: 353.78 LABOR: 220.00 OTF	HER: 0.00 '	TOTAL LINE A:	573.78	
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BY:				
CK 42083				
	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS	
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	Seller hereby expressly disclaims all warranties, either express or implied, including any implied	GAS, OIL, LUBE	353.78	
<u><u>GM</u></u>	warranty of merchantability or fitness for a particular purpose.	SUBLET AMOUNT	0.00	
	Seller neither assumes nor authorizes any other person to assume for it any liability in	MISC. CHARGES	<u> </u>	
Goodwrench	connection with the sale of this item/items.	DEDUCTIBLE/DISCOUNT		
		SALES TAX	34.43	
· · · · · · · · · · · · · · · · · · ·	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	608.21	

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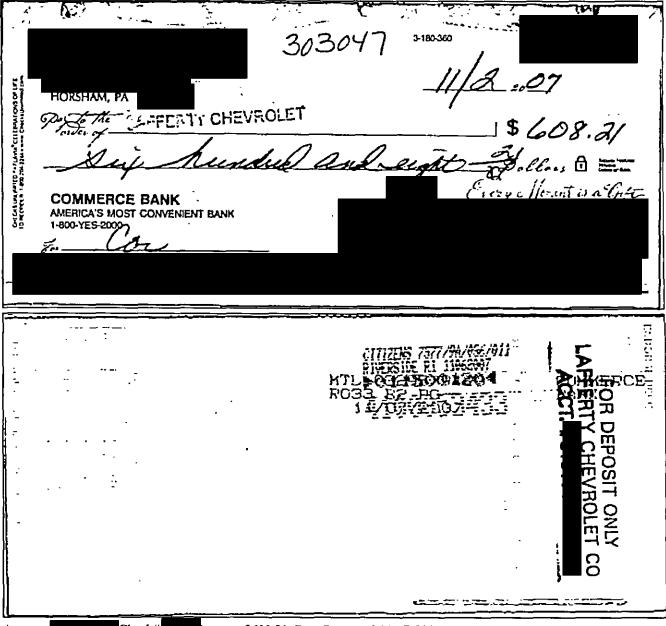
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#### CUSTOMER COPY

#### Page 1 of 1

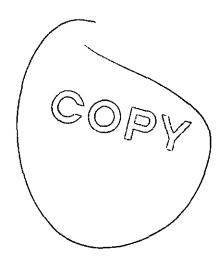


Account

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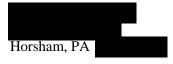
Check#

Amount:\$608.21 Date Presented:11-07-2007



http://mtl01afscvvip.yesbank.com/scripts/afs/afsweb/AfsWeb.dll?Process?_application=e... 12/27/2007

April 28, 2011



Service Request: 71-593908279 Customer Relationship Specialist: Alex Page

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$608.21.

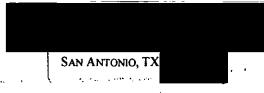
At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Sincerely,

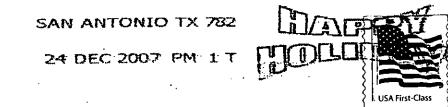
Chevrolet Customer Assistance Center

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

North Amer General Motors Disbursements PO Box 62530 Phoenix, AZ 85	ican Oper Corporation (2613) 5082-2530	ations	<u>G M</u>		снеск NO	<u>50-837</u> 213
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REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
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ACCEPT	TANCE OF THIS	CHECK CONSTITUTES FULL RESC VESTIONS CALL 800-462-8782	OLUTION FOR	₩3		
			TOTAL	608.2	L .00	608.21
AP33CI						



DEC 27 2007



Reimbursement Dept. P. O. Box 33170

Detroit, Mi 48232-5170

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 48232+5170 Idullabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabelihoodilabe

#### 07126

CUSTOMER REIMBURSEMENT	CLAIM FORM
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This section to be completed by Claimant			
Date Claim Submitted:DECEMBER_26, 2007			
17-Digit Vehicle Identification Number (VIN): <u>/GIZT54815F</u>			
Mileage at Time of Repair: <u>38,223</u> Date of Repair: <u>11/09/07 AND 12/18/07</u>			
Claimant Name (please print):			
Street Address or PO Box Number:			
City: SAN ANTONIO State: TX ZIP Code:			
Daytime Telephone Number (include Area Code):			
-Evening Telephone Number (include Area Code): <u>SAME</u>			
Amount of Reimbursement Requested: \$ 1238.09			
The following documentation must accompany this claim form.			
Original or clear copy of all receipts, invoices, and/or repair orders that show:			
<ul> <li>The name and address of the person who paid for the repair. Dealer</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>			
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

# 010199/GMR2V071129R08 Page 03 of 03

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5F	965910	A Tom T	Senson.
	√7 ) INVOICE		VROLET
SAN ANTONIO, TX	PAGE 1 9	400 SAN PEDRO · SAN A (210) 341	
HOME : BUS :	SERVICE ADVISOR:		
COLOR YEAR MAKE/MODEL	VIN		GE IN / OUT
GOLD 05 CHEVROLET MALIBU	1G1ZT54815F	RATE PAYMENT	3/38223 TR201
090CT04 IS 19:00 09	NOV07	0.00 CASH	09NOV07
R.O. OPENED OPTION	S: DLR:130045 ENG:3	.5_Liter_SFI	
10:13 09NOV07 18:38 09NOV07 LINE OPCODE TECH TYPE HOURS	· · · · · · · · · · · · · · · · · · ·	LIST NE	T TOTAL
A C/ STATES S.E.S. LIGHT COMES ON 24 SEE LINE B	THECK AND ADVISE		
1260 IC			(N/C)
PARTS: 0.00 LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	0.00
B C/ STATES CHECK ENGINE , OR STEERIN		CK AND ADVISE	
24 REPLACED ELECTRONIC STEERING 1260 CC			8 333.88
1 15926870 COLUMN PARTS: 359.00 LABOR: 333.88	OTHER: 0.00	359.00 359.0 NOTAL LINE B:	0 359.00 692.88
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C COURTESY VEHICLE INSPECTION	the second the second second second second second second second second second second second second second second		
1260 IC PARTS: 0.00 LABOR: 0.00		IOTAL LINE C:	(N/C) 0.00
	****	*****	20.00
	e would appreciate y		
<b>YT</b>	ERVICE YOU RECEIVED. MEET YOUR EXPECTAT	IONS, BUT CAN ON	LY MEA-
C	URE OUR SUCCESS BY YO HARGES INCLUDE SHOP	SUPPLIES AND EN	VIRON-
	ENTAL HAZARDOUS WAST		
	-		
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT		DESCRIPTION	TOTALS
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHER SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGI OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF	E TO of the warranties with respect to THE the sale of this item\items. The	LABOR AMOUNT PARTS AMOUNT	<u>333.88</u> 359.00
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLA UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING	ANY implied, including any implied	GAS, OIL, LUBE SUBLET AMOUNT	0.00
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYN NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION	1ENT fitness for a particular purpose. BY Seller neither essumes nor	MISC. CHARGES	29.00
MANUFACTURER'S REPRESENTATIVE.	authorizes any other person to assume for it any liability in connection with the sale of this	TOTAL CHARGES	721.88
	item/Items.	SALES TAX	31.53
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DA	ATE) CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	678.07

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CUSTOMER #: 5F 968505 *INVOICE* SAN ANTONIO, TX HOME: CONT:N/A	
BUS: CELL: 9556 RALPH DIAZ	
GOLD 05 CHEVROLET MALIBU 1G1ZT54815F Z90KRS 40021/40021 T	R240
090CT04 DD 14:36 18DEC07 0.00 CASH 18DEC07 DLR:130045 ENG:3.5_Liter_SFI	
15:07 17DEC07 11:29 18DEC07 LINE OPCODE TECH TYPE HOURS LIST NET TOTA A C/ STATES VEH. LOST ALL POWER STEERING * SEE HISTORY* 50 REPLACED P/S CONTROL MODULE, CODE C0550, ON PREVIOUS VISIT NO CODES WERE PRESENT	L
1260       CC       121.50       121.50       121.50         1 25805894       MOTOR       353.78       353.78       353.78         PARTS:       353.78       LABOR:       121.50       OTHER:       0.00       TOTAL LINE A:       475.2	8
*****	
B COURTESY VEHICLE INSPECTION CVI COURTESY VEHICLE INSPECTION 1260 IC PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.0	
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C A ACE TOWING TOW SUBLET TOWING TO SHOP 999 CC 0.00 0.0 SUBL A ACE 137992	0
PO#280872 CC 56.00 56.0 PARTS: 0.00 LABOR: 0.00 OTHER: 56.00 TOTAL LINE C: 56.0	-
**************************************	

WE WOULD APPRECIATE YOUR COMMENTS ON THE SERVICE YOU RECEIVED.WE CONSTANTLY STRIVE TO MEET YOUR EXPECTATIONS, BUT CAN ONLY MEA-SURE OUR SUCCESS BY YOUR SATISFACTION.MISC. CHARGES INCLUDE SHOP SUPPLIES AND ENVIRON-MENTAL HAZARDOUS WASTE REMOVAL CHARGES.

CASH CARD TYPE CHECK # INITIAL

121.50 353.78 0.00 56.00 0.00 531.28 0.00 28.74 560.02

#### CUSTOMER COPY

#### TOM BENSON CHEVROLET 9400 SAN PEDRO SAN ANTONIO TX 78216 (210) 357-3313

Merchant 1D: 000000100032

Ref #: 0020

# Sale

VISA	Entry Method:	Swiped
Total:	\$	678.07
11/09/07	1	8:42:27
Inv #: 965910	Appr Code:	04526A
Apprvd: Online	Batch#:	000135

Customer Copy

THANK YOU COME AGAIN

TOM BENSON CHEVROLET 9400 SAN PEDRO SAN ANTONIO TX 78216 (210) 357-3313

Merchant ID: 000000100032

Ref #: 0010

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Constraints and the

# Sale

VISA	Entry Method:	Swiped
Total:	\$	560.02
12/18/07 Inv #: 968505 Apprvd: Online	Appr Code:	1:30:32 03508A 000161

Customer Copy

THANK YOU COME AGAIN

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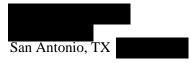
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April 28, 2011



Service Request: 71-595794669 Customer Relationship Specialist: Diana Smith

Dear

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

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

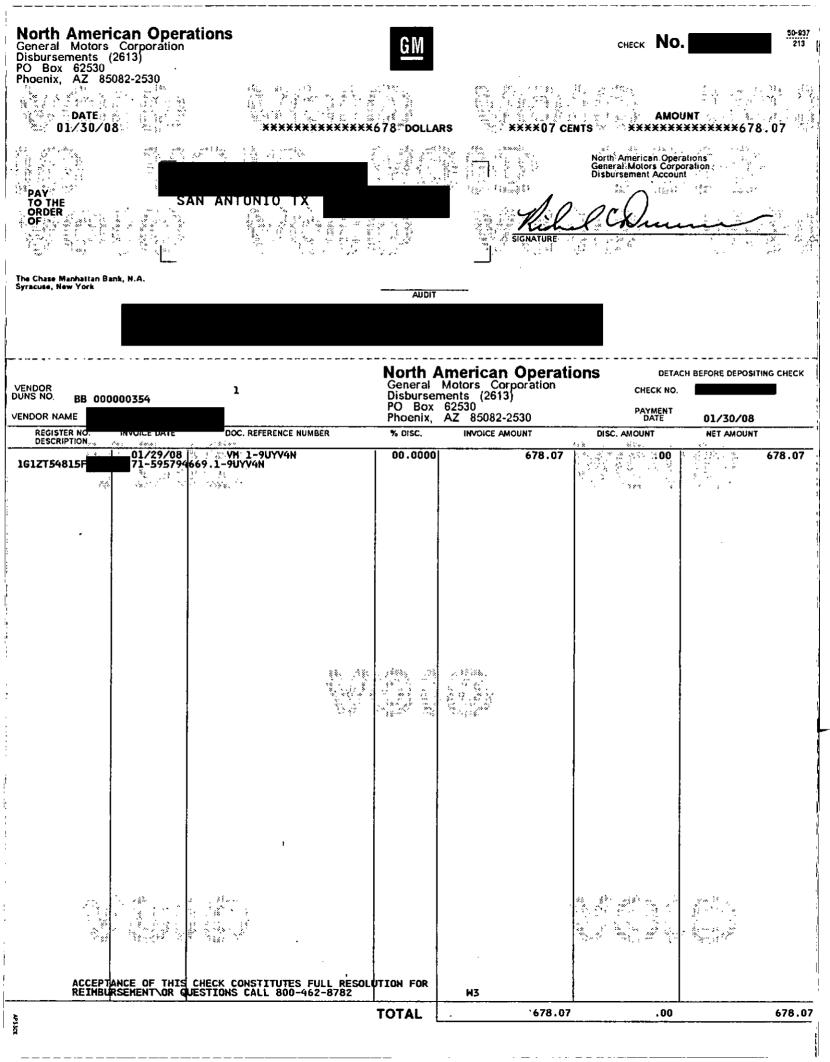
We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$678.07.

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

Sincerely,

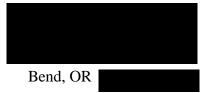
Chevrolet Customer Assistance Center

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



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

February 18, 2011



Service Request: 71-597549442 Customer Relationship Specialist: Gavin Sanders

Dear

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

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

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

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

Sincerely,

Pontiac Customer Assistance Center



REIMBURSEMENT DEPARTMENT P.O. BOX 33170 DETROIT, ME 48232-5170

4623235170

#### **CUSTOMER REIMBURSEMENT CLAIM FORM**

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This section to be completed by Claimant
Date Claim Submitted: 1/2/2007
17-Digit Vehicle Identification Number (VIN): 1G2ZH528954 CAR FAILED 70N 8/10/2007 PMAS TOLD BY SERVICE MANAGER Mileage at Time of Repair: Date of Repair: MUST ORIVE INTIL FAILED AGAIN Date of Repair: Date of Repair: PAS TOLD REPLACING STEERING COMPONENT
Mileage at Time of Repair: Date of Repair: Must ORIVE UNTIL FAILED AGAIN
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>BENO</u> State: <u>OR</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 10, 300, 366, 42 AP
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense lineured for the repair covered by this letter. disregard for nish & near Loss of Life Byn GM. Refusal of customer servi Claimant's Signature:
Please mail this claim form and the required documents to: refuse to honor 64 reque
P.O. Box 33170 Detroit, MI 48232-5170 Betroit, MI 48232-5170
Reimbursement questions should be directed to the following number: 1-800-204-0261 acknowledge that this
Lost time. Messel up credit, Necessity to is an issue. Curnent replace vehicle. Stress. Distress. Retail assertation that vehicle can be driven safely when this
occurs.

#### CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

#### If your claim is:

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

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

December 2007



Bend, O	R	
Dear		

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

## Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson / General Director, Customer and Relationship Services

Enclosure 07126

## INVOICE

SAL Brian Fish	ESPERSON	ЈОВ	PAYMENT	TERMS DUE DATE
	(800) 204-0261			
	Detroit MI 4823	2-5170		
	PO Box 33170			CA CINCIMAL
	General Motors			A Barenial
TO	Reimbursement	Department		
			COSTONER AD	GWI-G0-1G27.F1528954
Irena, ort			CUSTOMER ID	GM-G6-1G2ZH528954
Bend, OR			DATE	January 3, 2008
			INVOICE NO.	100

QUANTITY	DESCRIPTION	UNIT PRICE	LINE TOTAL
120.00	Time/Hours Attempting to get resolution - Brian	\$ 300.00	\$ 36,000.00
120.00	Time/Hours Attempting to get resolution - Kathy	300.00	36,000.00
1.00	Refusal of GM customer service to give information of arbitration info.	500,000.00	500,000.00
4.00	Disregard for our lives, and the lives of our children by GM when made aware of problem (No value is sufficient for this).	2,000,000.00	8,000,000.00
1.00	Refusal of GM to give or have contact us the Regional Service Manager	500,000.00	500,000.00
1.00	Refusal of GM to provide alternate transportation until "car malfunctioned again, even with 11+ error codes present!", and being told by local service manager that replacing steering components would not fix problem.	100,000.00	100,000.00
1.00	Replacement Vehicle	26,000.00	26,000.00
1.00	Premature Payoff to GMAC	3,366.42	3,366.42
2.00	Damaged Credit Reports	50,000.00	100,000.00
1.00	Current ascertain that vehicles can be steered in a safe manner when this occurs. See GM letter attached. Most electronics (brake lights, braking, acceleration, ability to steer and others), are lost when this occurs.	unlimited liability by GM	-
2.00	Unnecessary stress induced by the lack of GM customer service.	500,000.00	1,000,000.00
1.00	All legal fics in additon to the above. To be determined at time of final settlement/reimbursement.		-
,u,		SUBTOTAL	<b>\$</b> 10,301,366.42
		SALES TAX	
		TOTAL	<b>\$</b> 10,301,366.42

Make all checks payable to "Brian Fish and/or Kathy Fish" THANK YOU FOR FINALLY ADDRESSING THIS! P.O. Box 2150 Greeley, CO 80632-2150

(800) 241-0172



BEND OR

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December 12, 2007

**Reminder** Notice

Account No: Vehicle No: 1G2ZH528954 Payment Due: \$3,366.42

Dear GMAC Customer:

Thank you for leasing and or financing your vehicle through your dealer and GMAC. We value great customers such as yourself and appreciate your business.

Our records show that your contract has ended and the vehicle has been returned. However, as of today's date a balance of \$3,366.42 is still owed on your account.

For your convenience, we have attached a coupon and return envelope you can use to pay the full amount owed on your account. If you are unable to pay the full amount now, please call us right away to arrange a mutually agreeable payment schedule. If you already have sent the above total, please disregard this letter and accept our appreciation for your business. If you believe these charges are incorrect, a GMAC representative is available to discuss your concerns by calling (800) 241-0172.

Please remember that when you're in the market for a new vehicle, visit your local General Motors dealer. And when it comes to leasing or financing options for your new vehicle, don't forget to ask your dealer about GMAC!

Want to know more about other GMAC Financial Services products and services – like mortgage and real-estate financing, insurance products, investment opportunities or commercial financing? Visit us on the Web at <u>www.gmacfs.com</u>.

EMW1

Sincerely, GMAC Financial Services

We are attempting to collect the amount our records say you owe us now. Any information we obtain will be used for that purpose.

(Please detach and return)

Amount Enclosed:

 RETURN THIS PORTION WITH PAYMENT: MAKE CHECKS PAYABLE TO: GMAC

 ACCOUNT NUMBER:
 GMAC ARC

 SEE REVERSE FOR CHANGE OF ADDRESS
 Reference #: 627120934

 Total Due Now:
 \$3.366.42

GMAC PAYMENT PROCESSING CENTER P.O. BOX 78369 PHOENIX AZ 85062-8369

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DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC. RETURN THIS COUPON WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

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

March 7, 2011



Service Request: 71-598777668 Customer Relationship Specialist: Gavin Sanders

Dear :

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

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

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

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

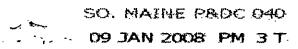
Sincerely,

Pontiac Customer Assistance Center



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Reinhursement Apportment P.O. Box 33170 Netroit, MI 48232-5170

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#### CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 1/6/48
17-Digit Vehicle Identification Number (VIN): 16226578954
Mileage at Time of Repair: 66,590 Date of Repair: 11/5107
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>Auburn</u> State: <u>ME</u> , ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 140,00 298,40
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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

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#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

#### If your claim is:

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

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



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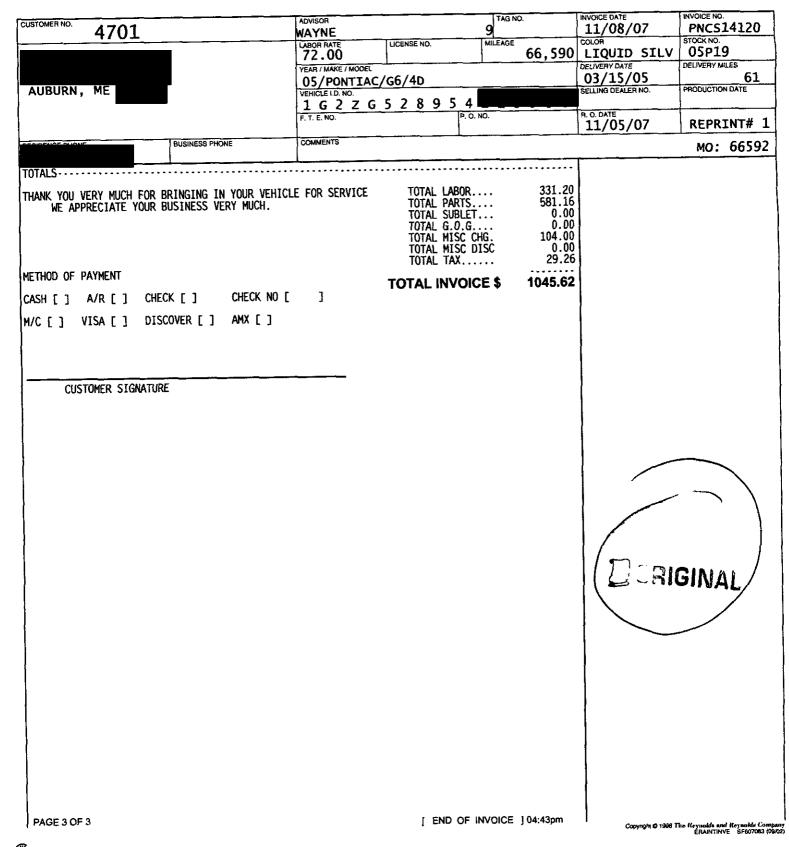
#### EMERSON

Chevrolet • Buick • Pontiac • Inc. 946 Center Street P.O. Box 860 Auburn, Maine 04210 Telephone (207) 784-3503



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"WE ARE NEVER SATISFIED UNTIL YOU ARE"





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BUICK

#### **EMERSON**

Chevrolet • Buick • Pontiac • Inc. 946 Center Street P.O. Box 860 Auburn, Maine 04210 Telephone (207) 784-3503



"WE ARE NEVER SATISFIED UNTIL YOU ARE"

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	- <u></u>			TAG NO.	INVOICE DATE 11/08/07	PNCS14120
		LABOR PATE 72.00	LICENSE NO.	66.590	COLOR LIQUID SILV	STOCK NO. 05P19
		YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
AUBURN, ME		05/PONTIAC			03/15/05 SELLING DEALER NO.	PRODUCTION DATE
			5 2 8 9 5 4			
		P. I. E. NO.	P. O. NO.		R. O. DATE 11/05/07	REPRINT#
· · · ·	BUSINESS PHONE	COMMENTS				MO: 6659
···HAS REPLAC NEEDS NEW FO PROVIDED AND	KEYLESS ENTRY DOES ED SEVERAL TIMES) B-WILL NOT TRANSMI PROGRAMMED NEW FOB	T ···OK NOW.				
ARTS·····QTY···FP·NUMBE 1 22733	523 TRA	NSMITT 10.485	63.1 Total - Parts	16 63.16	-	
DB# 4 TOTALS			LABOR PARTS	21.60 63.16		
	JOB#	4 JOURNAL PREFIX	PNCS JOB# 4 TOTAL	84.76		
0B# 5 CHARGES	•••••		••••			
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1 15858 -1 15858 ISCDES FWD DED	I368 GEA I368 COR IGCRIPTION	r 6.508 E Return Warranty	TOTAL - PART CONTROL NO 14120 TOTAL - MISC	WARRANTY WARRANTY 5 0.00  100.00 100.00		
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1 15858 -1 15858 ISCDES FWD DED DB# 5 TOTALS	I368 GEA I368 COR ICRIPTION NUCTIBLE GM FACTORY JOB#	R 6.508 E RETURN WARRANTY	TOTAL - PART: CONTROL NO 14120 TOTAL - MISC MISC	WARRANTY WARRANTY 5 0.00 100.00 100.00 100.00	RIG	SINAL
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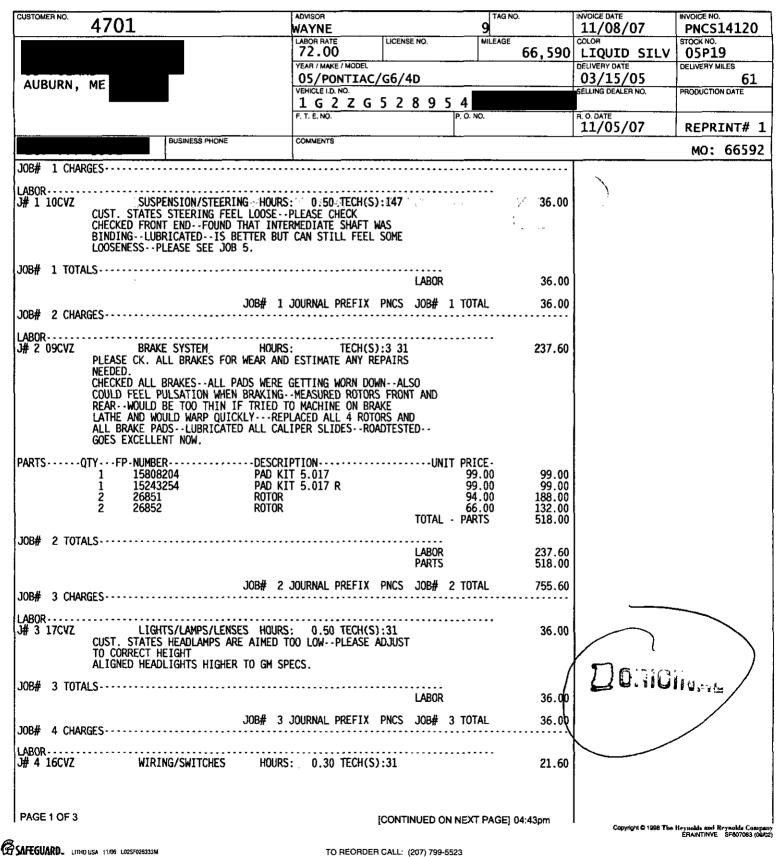
BUICK

#### **EMERSON**

Chevrolet • Buick • Pontiac • Inc. 946 Center Street P.O. Box 860 Auburn, Maine 04210 Telephone (207) 784-3503



"WE ARE NEVER SATISFIED UNTIL YOU ARE"





## EMERSON

LIKE A ROCK

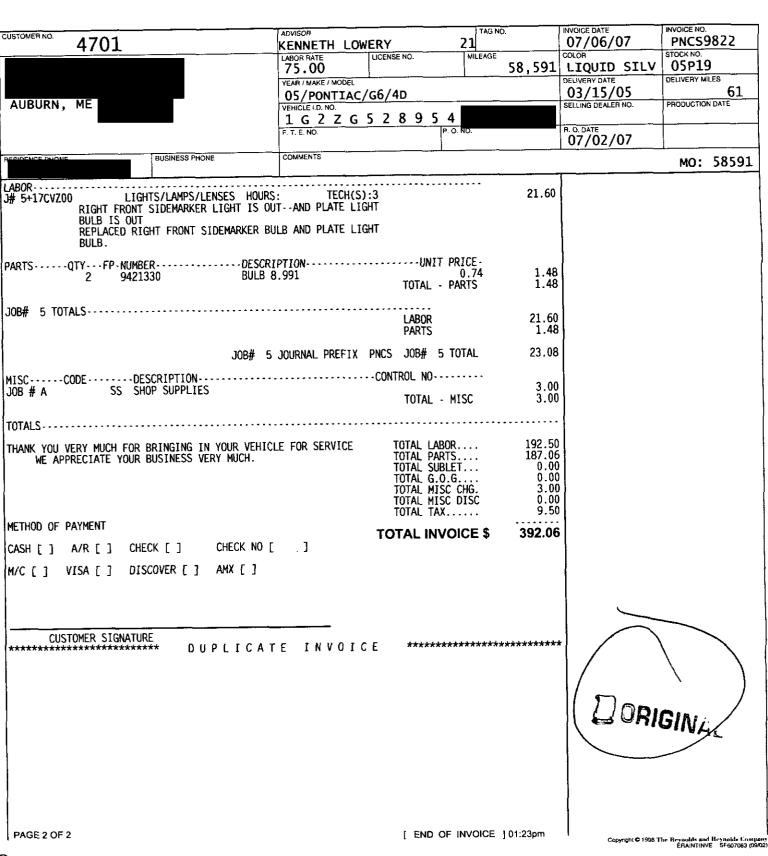
CHEVY TRUCKS

PONTIAC

Chevrolet • Buick • Pontiac • Inc. 946 Center Street P.O. Box 860 Auburn, Maine 04210 Telephone (207) 784-3503



"WE ARE NEVER SATISFIED UNTIL YOU ARE"



SAFEGUARD. LITHO USA 11/06 LO2SF026333M

TO REORDER CALL: (207) 799-5523



## EMERSON

Chevrolet • Buick • Pontiac • Inc. 946 Center Street P.O. Box 860 Auburn, Maine 04210 Telephone (207) 784-3503



"WE ARE NEVER SATISFIED UNTIL YOU ARE"



INVOICE NO. INVOICE DATE ADVISOR TAG NO. CUSTOMER NO. PNCS9822 4701 07/06/07 21 KENNETH LOWERY STOCK NO. LICENSE NO. MILEAGE COLOB LABOR RATE 05P19 58,591 LIQUID SILV 75.00 DELIVERY MILES DELIVERY DATE YEAR / MAKE / MODEL 03/15/05 61 05/PONTIAC/G6/4D AUBURN, ME SELLING DEALER NO. PRODUCTION DATE VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 9 5 4 F. T. E. NO. P. O. NO 07/02/07 COMMENTS BUSINESS PHONE RESIDENCE PHONE MO: 58591 JOB# 1 CHARGES ..... LABOR ----STATE INSPECTION HOURS: TECH(S):3 CUSTOMER REQUEST MAINE STATE INSPECTION. PERFORMED MAINE STATE INSPECTION PER INSPECTION MANUAL. 12.50 J# 1 60CVZ PARTS ..... QTY ... FP-NUMBER ..... DESCRIPTION ..... UNIT PRICE -185.58 ARM 6.168 185.58 22730776 1 TOTAL - PARTS 185.58 JOB# 1 TOTALS------LABOR 12.50 185.58 PARTS JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 198.08 JOB# 2 CHARGES-----ABOR 0.00 CHK BRAKES PULSATE HOURS: TECH(S):3 J# 2 09CVZ03 CUSTOMER STATES BRAKES ARE PULSATING FRONT BRAKE ROTORS ARE OUL OF ROUND AND PULSATING--NEEDS TO HAVE ROTORS TURNED--IF ARE THICK ENOUGH--PRICE TO TURN ROTORS IS \$116.00----ALSO NOTICED THAT REAR BRAKE PADS ARE GETTING THIN--WILL NEED REPLACEMENT SOON. ORIGINAL JOB# 2 TOTALS------0.00 JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL JOB# 3 CHARGES LABOR-----86.40 SUSPENSION/STEERING HOURS: 1.20 TECH(S):156 J# 3+10CVZ00 RIGHT LOWER BALLJOINT IS LOOSE -- WON'T PASS STATE INSPECTION REMOVED.REPLACED RIGHT LOEWR BALLJOINT/CONTROL ARM JOB# 3 TOTALS------86.40 LABOR 86.40 JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 86.40 JOB# 4 CHARGES-----12.00 LABOR - - -72.00 ALIGN FRONT END HOURS: TECH(S):156 J# 4+10CVZ04 ALIGN FRONT END 58.40 ALIGNED FORNT END AFTER REPLACED RIGHT LOWER BALLJOINT 40,00 JOB# 4 TOTALS ······ LABOR 72.00 72.00 JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL - 40 JOB# 5 CHARGES-----LABOR [CONTINUED ON NEXT PAGE] 01:23pm PAGE 1 OF 2

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Copyright © 1998 The Reynolds and Reynolds Company ERAINTINVE SF607083 (09/02)

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 8508	GM Redacted PURS	JANT TO THE	CHECK NO	OF
DATE 02/15/08	TION ACT (FOIA	A), 5 U.S.C. 55	2(B)(6) amo ints ******	UNT ••••••••••••••••••••••••••••••••••••
PAY TO THE ORDER OF			North American Ope General Motors Corp Disbursement Accou	rations poration nt
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The Chase Manhattan Bank, N.A. Syracuse, New York				:
VENDOR BB 000000419	PO BOX	American Operati Motors Corporation ments (2613) 62530 AZ 85082-2530	ONS DETA CHECK NO, PAYMENT DATE	CH BEFORE DEPOSITING CHECK
REGISTER NO. INVOICE DATE DOC. REFEREN DESCRIPTION 02/14/08 VM.1-9XXY	CE NUMBER % DISC.		DISC. AMOUNT	NET AMOUNT
1G2ZG528954				
ACCEPTANCE OF THIS CHECK CONSTITUT REINBURSEMENT OR QUESTIONS CALL BE		M3		
19 S S S S S S S S S S S S S S S S S S S	TOTAL	307.60	.00	307.60



08 JAN 2008 PM 1 T

REIMBURSEMENT DEPARTMENT PO BOX 33170 DETROIT MI JAN 152008 48232-5170

4823235170

#### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 12/20/67
17-Digit Vehicle Identification Number (VIN): <u>IG27-G7528954</u>
Mileage at Time of Repair: <u>51,057</u> Date of Repair: <u>4/16/07</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: Neph1 State: UT ZIP Code:
Daytime Telephone Number (include Area Code): _
Evening Telephone Number (include Area Code): _
Amount of Reimbursement Requested: \$ 307.60
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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

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#### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

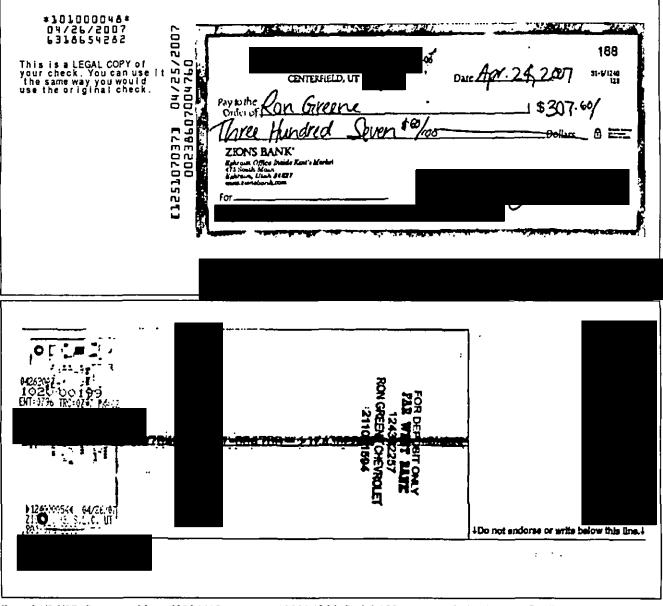
Your claim will be acted upon within 60 days of receipt.

#### If your claim is:

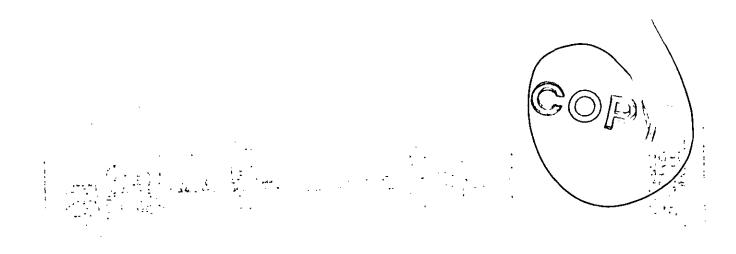
- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is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

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

6863 MAKE - MODEL DATE LICENSE NO. YEAR MILEAGE CROSS REF. R.O. V.I.N. ..... WRITTEN BY 2 -16-0 **A** RES. PHONE AUTHORIZED ADD1, REPAIRS ORIGINAL REFLACED TERMS CASH: UNLESS ARRANGEMENTS MADE hareby authorize the below repair work to be done along with the necessary material, sind PARTS \$ PART15 areby grant you and/or your employees permission to operate the car or truck transn 12.72 ] CASH BUS. PHONE storbed on streets, highways or elsewhere for the purpose of testing and/or inspection. -LABOR \$ LABOR urges will be paid when work is completed. If not paid, I agree, in consideration of the - asso of the repaired car to me, to cary such charges promptly upon demand by RCH - action of the repaired car to me, to cary such charges promptly upon demand by RCH - ACEINE CHEVROLET-BUICK-GMC, INC. or its assigns, and, in addition, attorney's 'eas. TOTAL S IOTAL S ACOPECS ( as may be required to obtain payment from me. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL. WARRANTY CITY STATE A service charge is computed by a periodic rate of 1-1/2% per month on the unpaid batance. 0. This is an annual percentage rate of 18% applied to the previous unpaid balance after INSURANCE COMPANY & ADDRESS LIMITED - PARTS AND LABOR GUARANTEED 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST. deducting current payments or credits as shown hereon. No finance or service charge if less WARRANTY than \$1.00 is computed. The finance charge or service charge is computed at an annual SUPPLIES - A token change equivalent to 5% of the tabor charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins; aerospray, sheltac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. Эi. NAL CUSTOMER LABOR CHARGES BASED ON A RATE OF \$ PER HOUR COST OTY. ŦY. LINE TOTAL & AUTH. CLAIM COMP: CODE + FAIL FALED -LABOR # OLH NET, LINE NO: PART TOTAL PARTS FAILED PART, NO. BOR OPERATION OPER, HRS A MACH INF Ę 20MELAINT rament **CHUSE** わこ fael CORRECTION CL'AIM TYPE. AUTH. FAILED LABOR OPERATION LABOR ____ OUH, COMP. FAIL LINE TOTAL LINE PART FAILED PART NO. TOTAL PARTS NO. Ľ, 50 4 5 2 ź Т Ξ 15926870 Column ÷. 10 COMPLAINT NUNE CAUSE CORRECTION -نه ۍ ک CLAIM AUTH ... FAILED LABOR COMP FAIL CODE OLH LINE NO: PART COULT FAILED, PART NO TOTAL PARTS LINE TOTAL COMPLAINT Aron AUSE -9666-790-570 Aysla 6m ORRECTION X J GOO W.C. ΪNT. DISCLAIMER OF WARRANTIES: All warranties on the products DESCRIPTION Cs COST SALE COST SALE ** sold hereby are those made by the manufacturer. The seller, RON ZINOC LABOR MECH. GREENE CHEVROLET-PONTIAC-BUICK-GMC, INC., hereby \$ expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RON GREENE CHEVROLET-PONTIAC-LABOR ₩, BODY PARTS **م**به **269**00 2 SUBLET REPAIRS BUICK-GMC, INC, neither assumes nor authorizes any other P.O. NO. MEC person to assume for it any liability in connection with this sale. 181 PH GMC SUBES TRUCKS REPAIRS TOTAL SUBLET REPAIRS CHEVROLET BUICK PONTIA PAIN1 MATERIA GAS - OIL - GREASE SALE **RON GREENE** GAS. OÍ GREASE GALS. GAS @ SHOP CHEVROLET-PONTIAC-BUICK-GMC, INC. SUPPLI OTS. OIL @ 105 SOUTH MAIN STREET SUB-TOTAL LBS, GREASE @ EPHRAIM, UTAH 04627 47 PHONE 283-4033 TOTAL TOTAL GAS - OIL - GREASE 🗋 BB 🗌 R 🗋 LR GLASS F 🗌 RF DISCARD OLD PARTS DAMAGE NOTED □ SAVE



Date:04/26/07 Sequence Num:60184412 Account:129336566 Serial:188 Amount:\$307.60 Dep Seq#:-



March 7, 2011



Service Request: 71-599515375 Customer Relationship Specialist: Alex Page

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$307.60.

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

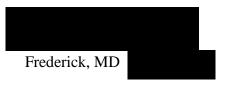
Sincerely,

Pontiac Customer Assistance Center

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

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

March 7, 2011



Service Request: 71-599626731 Customer Relationship Specialist: Elaine Cates

Dear

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

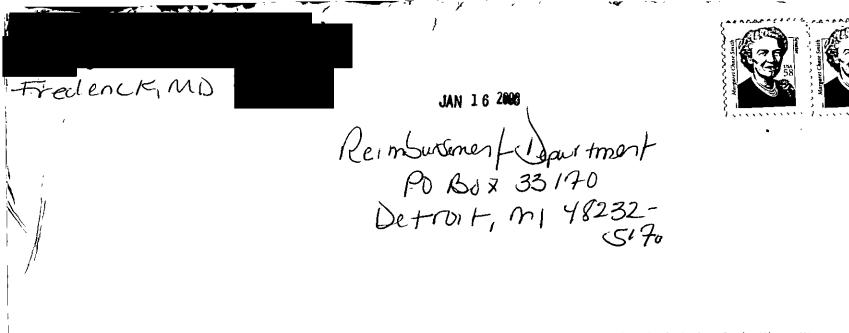
At Pontiac, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

We have reviewed your request for reimbursement on the diagnosis prior to the repair. We regret that we are unable to reimburse you the amount you requested because the diagnosis is not covered by this special coverage.

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

Sincerely,

Pontiac Customer Assistance Center



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#### CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 8/28/07
17-Digit Vehicle Identification Number (VIN): 16226528354
17-Digit Vehicle Identification Number (VIN): 162265283541 Mileage at Time of Repair 10637 Date of Repair: 12/28/07
Claimant Name (please print):
Street Address or PO Box Number:
City: Frecherick State: MID ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 87.00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense Lincurred for the repair covered by this letter.
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

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#### CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

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December 2007



# Frederick, MD :

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

## Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



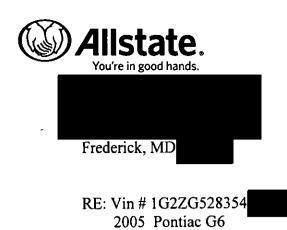
We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson ^J General Director, Customer and Relationship Services

Enclosure 07126

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0010287/GMR2V071129R14 Page 02 of 03



Attention: Susan Ralph

I am enclosing the Reimbursement forms that were sent to me concerning the above vehicle. I thank you for helping me; However, I do want to express my frustration of taking my car back and forth to Renn Kirby Dealership and being treated with no respect and as if I did not know what I was talking about. The initial visit to the dealer was on 8-28-07 and again on 8-29-07, 9-11-07, and on 9-20-07. Because the car was still not fixed and continued to stop on me in traffic I took it to a local person my mother has dealt with for the last ten years and they looked at it and found the problem and gave me an estimate.

In addition, my mother and myself have lost wages and have been inconvienced due to the running back and forth to no avail. Can any compensation be given for that?

I hope in the future I do not encounter this type of service and treatment from Renn Kirby. I purchased the "extended warranty", have been paying for it and then I am treated like a second class citizen for trying to "convince" them that something IS wrong. Then they make me pay for looking at it. When it is a warranty issue you are not supposed to be charged.

I look forward to hearing back from you and "thank you" for your help over the phone. You were very gracious and I appreciate your help in this matter. Happy New Year!!

Best Regards,

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- 1. Do you want a written estimate if repairs are to exceed \$50.00. YES ____ NO ____
- 2. Customer may not be charged more than 10% of the amount of the written estimate without his consent.
- 3. Customer wants replaced parts if not returnable under warranty? YES _____ NO ____
- Repairs not originally authorized by the customer may not be charged to the customer without the customer's consent. Authorized YES _____ NO _____

STATEMENT OF DISCLAIMER THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIE! EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE. SELLEF NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE

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 Repairs not originally authorized by the customer may not be charged to the customer without the customer's consent. Authorized YES _____ NO _____

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<ol> <li>Do you want a wr \$50.00. YES</li> <li>Customer may no amount of the writ</li> <li>Customer wants r warranty? YES</li> <li>Repairs not origina not be charged customer's consent</li> </ol>	t be cl ten es eplace N ally aut	harged more timate witho d parts if no O thorized by t	than 10% of the but his consent. t returnable under the customer may	THE FACTORY WAR OF THE WARRANTIE SALE OF THIS ITEM/IT EXPRESSLY DISCLA EITHER EXPRESS OR IMPLIED WARRANTY FITNESS FOR A PART NEITHER ASSUMES OTHER PERSON TO LIABILITY IN CONNEC ITS ITEM/ITEMS	OF DISCLAIMER RANTY CONSTITUTES AL S WITH RESPECT TO TH EMS. THE SELLER HEREB IMS ALL WARRANTIE IMPLIED, INCLUDING AN OF MERCHANTABILITY O CULAR PURPOSE SELLE NOR AUTHORIZES AN ASSUME FOR IT AN TION WITH THE SALE O	F ARTS A S MISC SA R MATERL Y TOTAL C F DEDUCT SALES T OTHER P	MOUNT ALES ALS HARGE IBLE AX	

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7th-Street Exxon	Page 1
1401 West 7th Street	
Frederick Shopping Cent	TRADIN !!!!
Frederick, MD 21702 (*	STORE NO
(301) 663-6828	WORK ORDER NO.
CUSTOMER INFORMATION	VEHICLEINFORMATION
	LEVUS PONTIAC G6.
	- License Number: MD
Frederick, MD	
Home Phone #	Mileage In: 37428
Business Phone # .	
SERVICE ADVISOR STATUS SAVE PARTS COATEGRECEIVED	
CUSTOMER COMMENTS/REPAIR INSTRUCTIONS	RECOMMENDATIONS / FUTURE NEEDS
CHECK BATTERY, STARTER, BRAKES	RECOMMEND STARTER, AMP. DRAW-UP TO
	375 INTERMITIANTLY. RECOMMEND FRONT
EMP. I.D. DESCRIPTION OF SERVICES / PA	RTS QTY UNIT PRICE AMOUNT
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ESTIMATE REVISED AMOUNT ADDITIONAL WORK APPROVED BY	THOPORAPEROVAL PLATE TIME TOTAL TOTAL
hereby authorize the above repair work to be done along with the necessary material	
to operate the car or truck herein described on streets, highways or elsewhere for the pu- lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto	METHOD OF PAYMENT
	TAX
CUSTOMER SIGNATURE X	BUB &
CUSTOMER RIGHTS:	OTAL 119:70
<ol> <li>You may request a written estimate for 2. Repairs may not exceed 10% of written</li> </ol>	
your consent.	Total
3. You are entitled to the return of any	replaced parts V OTHER VU. UV
except parts required to be returned to 4. You can not be charged for repairs no	
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	1 1 # 280	9	
ESTIMATE     REVISED AMOUNT     ADDITIONAL WORK APPROVED BY       I hereby authorize the above repair work to be done along with the nece to operate the car or truck herein described on streets, highways or elsev- ien is hereby acknowledged on the car or truck to secure the amount of       CUSTOMER SIGNATURE     X       I HARD STORE STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE     X       I HARD STRATE </td <td>essary material, and hereby grant you a where for the purpose of testing and/or repairs thereto.</td> <td>METHOD OF PAYMENT</td> <td>TOTAL LABOR TOTAL PARTS TAX UB TOTAL MOTOR FUEL TOTAL TOTAL OTHER</td>	essary material, and hereby grant you a where for the purpose of testing and/or repairs thereto.	METHOD OF PAYMENT	TOTAL LABOR TOTAL PARTS TAX UB TOTAL MOTOR FUEL TOTAL TOTAL OTHER
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Berea, KY AN 1 6-2008 ubursement Dec. Sor 33170 troit, mi 48232-5170

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

## CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: $1/1/2008$ 17-Digit Vehicle Identification Number (VIN): $161252F35F$ Mileage at Time of Repair: $64/67$ Date of Repair: $9/25/2007$ Claimant Name (please print): Street Address or PO Box Number: City: $berea$ State: $K_4$ ZIP Code: Daytime Telephone Number (include Area Code):
Mileage at Time of Repair: $64/67$ Date of Repair: $9/25/2007$ Claimant Name (please print): Street Address or PO Box Number: City: <u>Berea</u> State: <u>Ky</u> ZIP Code: Daytime Telephone Number (include Area Code):
Claimant Name (please print):
Street Address or PO Box Number: City: <u>Berea</u> State: <u>Ky</u> ZIP Code: Daytime Telephone Number (include Area Code):
City: <u>Berea</u> State: <u>Ky</u> ZIP Code: Daytime Telephone Number (include Area Code):
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 81.34
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
My signature to this document attests that all attached documents are genuine and 1 request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

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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

; 7.

## 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).

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I fell & broke my foot. Neve been unable to get thing together & mail earlier







U.S. HWY.25 NORTH • P.O. BOX 99 • BEREA, KENTUCKY 40403 • (859) 986-3169 or 800-677-3562 DISCLAIMER OF WARRANTIES - Any warranties on the produce sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular ourcose, and the Selling Dealer neither essumes nor authorizes any other person to assume for it any tiability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages to loss of use, loss of profit or income, or any other incidental damages.

	DORI	GINAL)			<b>651</b> 1 4	
		ADVISOR	TAG N		CELL:	INVOICE NO.
I5439		DWAYNE	15011		09/25/07	CVCS99387
		LABOR RATE	LICENSE NO. MILEAGE	64,167		
BEREA, KY		YEAR / MAKE / MODEL 05/CHEVROLI	ET/MALIBU		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO.	5 2 F 3 5 F		SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	P. O. NO.	_	R. O. DATE 09/24/07	
	BUSINESS PHONE	COMMENTS			03/21/01	мо: 6416
CUSTOMER ST	ERING CONCERN ATES VEH POWER STEERIN ALBRATION ON POWER STE	TECH(S)		75.00		
		JOB # 1	TOTAL LABOR & PARTS	75.00		
	SCRIPTION					
DB # A A1 EN			TOTAL - MISC	6.00 6.00		
-						
******		*	TOTAL LABOR	75.00		
[] CASH [] CHECK		*	TOTAL SUBLET TOTAL G.O.G	0.00 0.00		
[] VISA [] MASTE	RCARD [] DISCOVER	* *	TOTAL MISC CHG. TOTAL MISC DISC	6.00 0.00		
[] AMER XPRESS [	] OTHER [] CHARGE	* *	TOTAL TAX	0.36		
ARTS WITH AN * ARE LIFE HANK YOU FOR YOUR BUSIN F YOUR VEHICLE IS A 200 ECEIVE A SURVEY FROM TH OU CANNOT GIVE US A "CO ONTACT CLIFF OR DANNY /	NESS!! DO THRU CURRENT YEAR MU HE MANUFACTURER. IF FOU DMPLETELY SATISFIED" SU	odel you may R any reason				
CUSTOMER SIGNATU	RE k** DUPIICA	TE INVOIC	c **************	*****		
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PAGE 1 OF 1	CUSTOMER COP	Y	[ END OF INVOICE	] 02:22pm		



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U.S. HWY. 25 NORTH • P.O. BOX 99 • **BEREA**, **KENTUCKY 40403** • (859) 986-3169 or 800-677-3562 DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are those made by the manufacturer. The Selling Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Selling Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the Selling Dealer any consequential damages, damages to property, damages for loss of use, loss of profit or income, or any other incidental damages.

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		DORIG	GIRA-				CELL:		
CUSTOMER	^{1 NO.} 15439			BRASHEAR	14172 TAG		INVOICE DATE 12/22/07		100625
			LABOR RATE	LICENSE NO.	MILEAGE	69,827	SILVER/	STOCK NO.	
				OLET/MALIB	i		DELIVERY DATE	DELIVERY M	ILES
BERE	А, КҮ		VEHICLE I.D. NO.	S 5 2 F 3			SELLING DEALER NO.	PRODUCTIO	N DATE
			F. T. E. NO.	<u> </u>	P. O. NO.		R. O. DATE 12/21/07		
		BUSINESS PHONE	COMMENTS		<u>l</u>		20/22/01	 MO:	69833
Labor ( J# 1 49	CUSTOMER STA LOOSES POWER SPECIAL POLI C0460 STEERI	RING CONCERN TES POWER STEERING A STEERING CY 07126 NG POSITION SENSOR S IGH SYMPTOM 54	SSIST LIGHT CO			WARRANTY			
Parts- Job #		RDESC 870 COLL	RIPTION MN 6.518			WARRANTY			
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******* * * [] * * []	CASH [] CHECK	CK NO. [ ]	**** * } * { * *	TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX	0.00 0.00 - 0.00 0.00 0.00 0.00 0.00			
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PAGE	1 OF 1	CUSTOMER CO	ργ	1 EN	D OF INVOICE	] 02:21pm			

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Prepared for:



#### October 2007 Statement Credit Line:

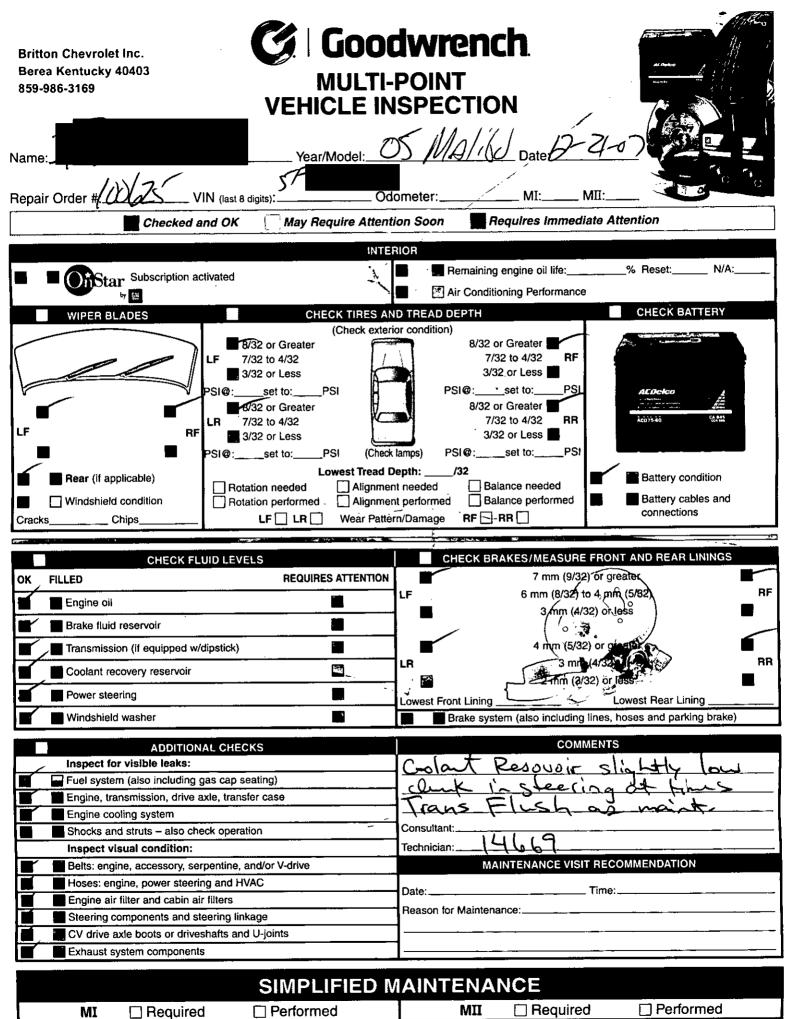


	:		Cash or Cr	edit Available:			ner Service	
							ation on Your Accou	int Visit:
Account Information		Tres Mes			e and the second	www.ban	kotamerica.com	
Summary of Transactions			Billing Cve	le and Paymen	t Information	Mail Paym		
Previous Balance	÷		Days in Bil		30	P.O. BOX	AMERICA	
Payments and Credits	_!		Closing Da		10/12/07	- 17.0.00A	RE, MD 21297-1220	, İ
Cash Advances	<b>+</b> ;		ereenig ee				nquiries to:	
Purchases and Adjustments	+		Payment [		11/06/07	7 BANK OF	AMERICA	
Periodic Rate Finance Charges	+			yment Due	\$15.00			
Transaction Fee Finance Charges	+:		Past Due /		+\$0.00		TON, DE 19850-502	
New Balance Total	;		Total Mini Payment (		\$15.00		ee 1-800-789-6685 ng-impaired 1-800-	346-3178
Transactions	દેશ નુવર્ણ	14 k - St. St. St. St.	3. w. Q. & & Z.	4 Pt 20 - 64			544 6 <b>8</b> 4 9 9 9	
			Posting	Transaction	Reference	Account		
Payments and Credits	ţ		Date	Date	Number .	Number	Category	Amount
PAYMENT - THANK YOU	1		09/26			<b>-</b> ¹ -		<u></u>
Purchases and Adjustments	,			۱				
			09/19	09/18	1 <u>125</u>	3388	Ç	_
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<b>A</b> /	i *	-	n		Corresponding		Balance Su	
Category			-Periodic R	ate	Percentage	Rate	Finance C	Charge
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C. Purchases			0.032849%		19.999			\$0.00 i09.15
	Dillin –		0.03204970		11.999			· · · · · · · · · · · · · · · · · · ·
Annual Percentage Rate for this			· Einener Ol				•	11.99%
(Includes Periodic Rate Finance Charg	es and II	ansaction re	e rinance Cl	larges.)			<u></u>	· · · · · · · · · · · · · · · · · · ·

Important Information About Your Account

PAY YOUR BILL QUICKLY WITH THE PAY BY PHONE SERVICE. CALL 1-866-297-9258 TO USE THE AUTOMATED SERVICE OR DISCUSS OTHER PAYMENT OPTIONS.

DON'T LET UNEXPECTED EVENTS AFFECT YOUR HARD EARNED CREDIT. TO HELP PROTECT YOUR ACCOUNT, DURING A BENEFIT PERIOD, CALL 1-888-668-6938 TODAY.



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March 7, 2011

Berea, KY

Service Request: 71-599629000 Customer Relationship Specialist: Jason David

Dear

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

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

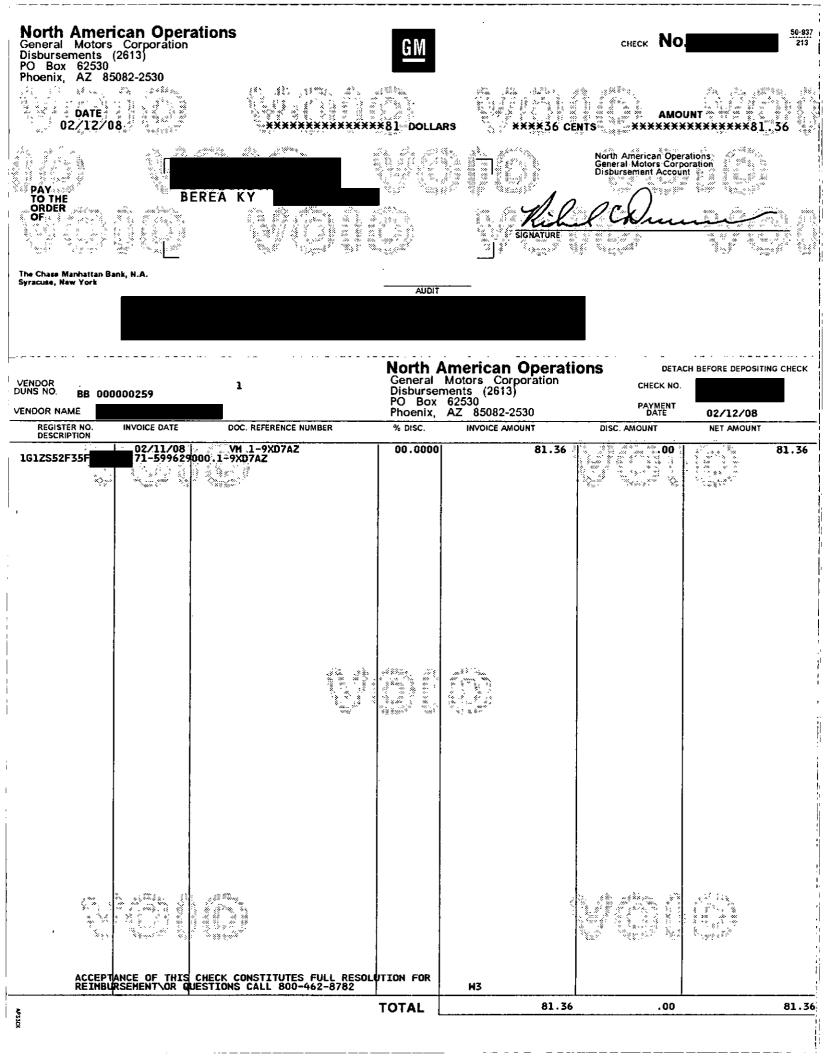
We have reviewed your request for reimbursement on the steering column assembly that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$81.36.

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

Sincerely,

Chevrolet Customer Assistance Center

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



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

March 7, 2011

Buffalo, NY	
Dullalo, N I	

Service Request: 71-599637753 Customer Relationship Specialist: Jane West

Dear

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

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



AMHERST, N.Y. 14226-2108



Reimbursement Department P. O. Box 33170 Detroit, MI 48232-5170 JAN 1 6 2008

#### 4823243170

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## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 114 2008
17-Digit Vehicle Identification Number (VIN): <u>IGIZT62855F</u>
Mileage at Time of Repair: 42,659 Date of Repair: 9 24 2007
Claimant Name (please print):
Street Address or PO Box Number:
City: <u>BUFFALD</u> State: <u>NY</u> ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 565.77
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred; what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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:

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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.

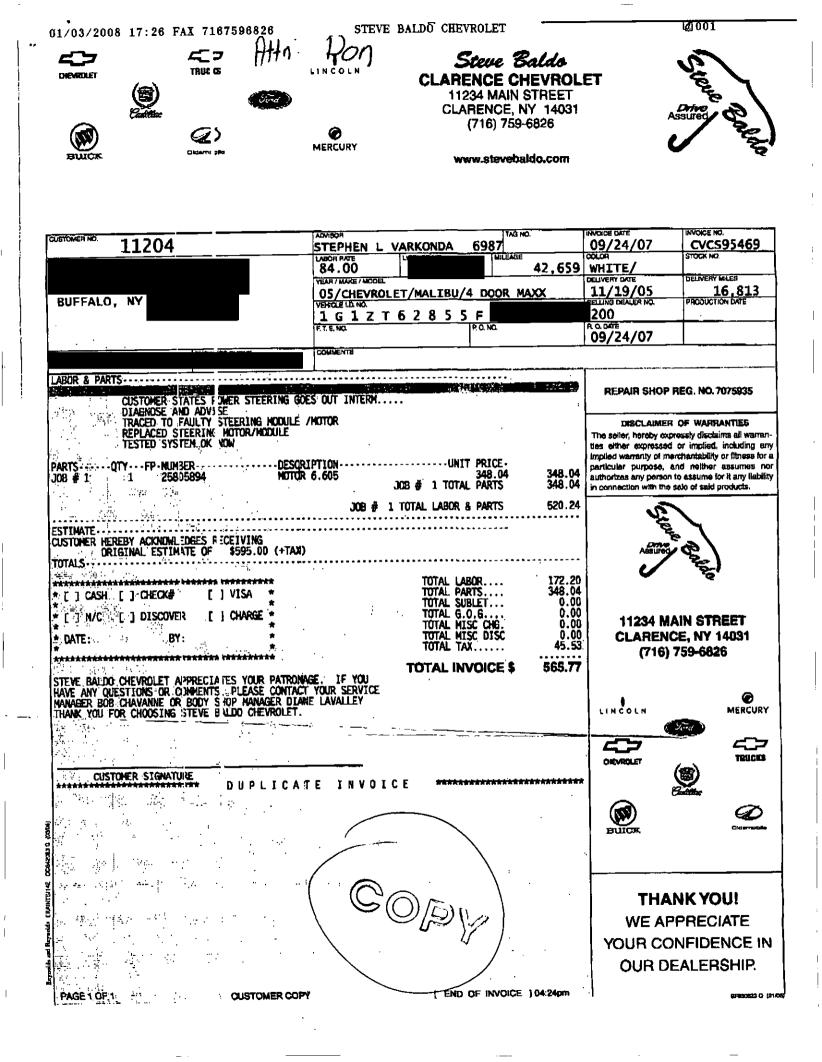
Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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).



North American General Motors Corp Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-23 DATE 02/11/08			OIA), 5 U.S.C.	552(B)(6)	
PAY TO THE ORDER OF	HUMBLE TX		SIGNATURE	North American Opera General Motors Corpo Disbursement Account	ration
The Chase Manhattan Bank, N.A Syracuse, New York			merican Operati	ODS DETACI	H BEFORE DEPOSITING CHECK
VENDOR DUNS NO. BB 00000053		, General Disburser PO Box Phoenix,	<b>merican Operati</b> Motors Corporation nents (2613) 62530 AZ 85082-2530	CHECK NO. PAYMENT DATE	02/11/08
REGISTER NO. INVOI DESCRIPTION	CE DATE DOC. REFERENCE NUMBE	R % DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	OF THIS CHECK CONSTITUTES FUI ENT\DR QUESTIONS CALL 800-462	L RESOLUTION FOR	₩3		
		TOTAL	736.55	.00	736.55
		IVIAL			



## **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant					
Date Claim Submitted: 01-11-08					
17-Digit Vehicle Identification Number (VIN): 1 GIZT 62815 F					
Mileage at Time of Repair: 52484 Date of Repair: 03-23-07					
Claimant Name (please print):					
Street Address or PO Box Number:					
City: HUMBLE State: TX ZIP Code:					
Daytime Telephone Number (include Area Code): -					
Evening Telephone Number (include Area Code):					
Amount of Reimbursement Requested: \$ 736.55					
The following documentation must accompany this claim form.					
Original or clear copy of all receipts, invoices, and/or repair orders that show:					
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>					
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.

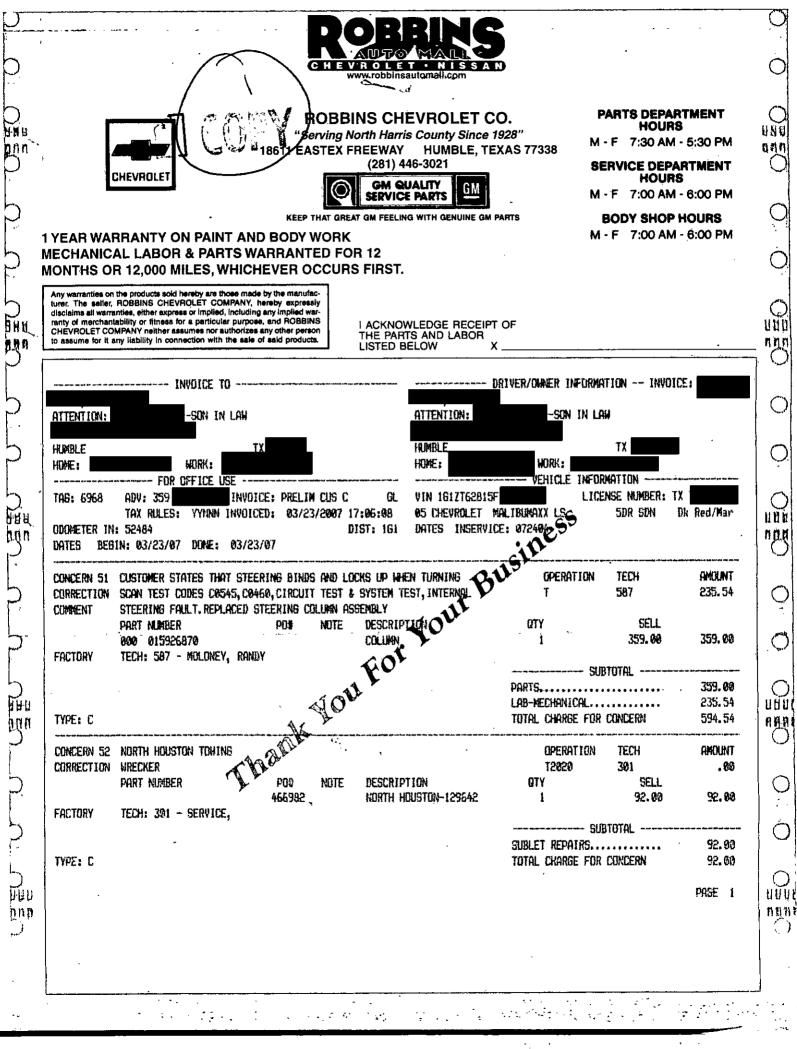
Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

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

#### If your claim is:

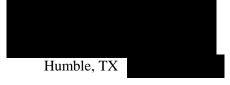
- Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation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



_	BADDINA	-
· · ·	ROBEINS	
	www.robbinsautemull.com	
	ROBBINS CHEVROLET CO. PARTS DEPARTMENT HOURS	
	**************************************	
	(281) 446-3021 SERVICE DEPARTMENT	
	CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVROLET CHEVRO	
1 75	KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS BODY SHOP HOURS AR WARRANTY ON PAINT AND BODY WORK M - F 7:00 AM - 6:00 PM	
	CHANICAL LABOR & PARTS WARRANTED FOR 12	
MON	NTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.	
	warranties on the products sold hereby are those made by the manufac- , The seller, ROBBINS CHEVROLET COMPANY, hereby expressly	
discla ranty	laims all warranties, either express ör implied, including any implied war-	
CHE to as	Sevence for it any liability in connection with the sale of sald products.	_
		_
	DRIVER/DANER INFORMATION INVOICE: C21359	
	WHITE, BILLY	
TOG	G: THE ADV: 359 THE USE INVOICED: 03/23/2007 17:05:08 GL 05 NALIBUMAXX Dk Red/Mar LICENSE NUMBER: TX	I
	HARY OF CHARGES FOR INVOICE C21359 GRAND TOTALS	
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101	A 31.17 TAL-CHARGES	
	YOU HAVE ANY QUESTIONS - PLEASE SEE JERRY HALL	
	ANKS FOR CHOOSING ROBBINS FOR ALL YOUR RVICE NEEDS-OUR 73RD YEAR SERVING YOU!	
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	LAST PAGE	
	A BILL	
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March 7, 2011



Service Request: 71-599752469 Customer Relationship Specialist: Gavin Sanders

Dear

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$736.55.

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

Sincerely,

Chevrolet Customer Assistance Center

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



Dissa<u>tisfied Cust</u>omer

# **Service Satisfaction Survey**

Please make any corrections to your name, address,

	Byesville OH	Home telephor	ne:				
	htelefteteelekteriketteelekteriketteelekteri	Change to: (	) _				
		Please provid	e us with	your <u>pref</u>	<u>erred</u> ema	il address	:
De	ar						
cor ser	r records indicate that you had your <b>2006 G6 serviced at Caldwe</b> npletely satisfied. Please take a few minutes to complete both sid vicesIf you prefer, you can respond to this survey online by goir er ID: and Password: The survey online by goin and Password:	des of this question ng to <u>www.gmdeale</u>	naire abou shipsurve	it our deale ay.com and	ership's per I entering y	sonnel and our person	d Ial
of	ur timely response is very important to us and will be used to direct our customers. For information on GM's privacy statement, pleas 66MYPRIVACY (1-866-697-7482).					expectatio	ns
Th	ank you for having your vehicle serviced at Caldwell Classic Ponti	ac.					
	ON Redacted PURSUANT TO THE FREEDOM OF RMATION ACT (FOIA), 5 U.S.C. 552(B)(6)	Sincerely,					
		Customer and	Relations	hip Servic	es		
	Instructions						
** PI	Please check this box if you no longer own/lease th EASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FO		AY 30, 20	07, COMP			.**
		Completely	Very		Somewhat	Not At All	
1.	How satisfied were you with the convenience of the Service Department's hours?	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
		Yes	No	Does Not Apply/Not Required	Don't Know		
2.	Were services available to you on both an appointment and non-appointment basis?	_			×		
3.	When arriving for service, were you greeted promptly?			X			
		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?			X			
	About Your Service Consulta	ant/Advisor					
		Completely	Very		Somewhat	Not At All	
5.	How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	`
	• · · · · · · · · · · · · · · · · · · ·	wing		Does Not Apply/Not	Don't		
6.	Were you offered transportation options?	At WYes	No	Required			
0.	viere you <u>oncreu</u> aunsportation options :		_				Does Not
7.	How satisfied were you that you were kept informed about	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Apply/Not Required
	the status of your service request?						
		Yes	No	No Time Promised	2 tim	رمه سوړيو	J ^S
8.	Was your vehicle ready by the original time promised?		×	<b>X</b>	0	pin-	
				r	lease com	nlete othor	side <b>&gt;</b>
	2ZH178864 08081 2727028775 00000162013 028452	2101			CSI 020		
				· · ·		~~~	

	About Your Service Consultant/Advisor (a	continued)	>=				
					•	<b>N</b> 1-4 <b>A</b> • • • •	
9.	How satisfied were you with the explanation you were	Completel Satisfied	y Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
5.	given of all services performed?				×		
10.	Overall, how satisfied were you with your Service Consultant?				⊠		
			Abou	t Service	Delivery	>-	
		Completel	v Verv		Somewhat	Not At All	
11.	When you picked your vehicle up, how satisfied were you with:	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	- The time it took to complete the transaction?	_					
	<ul> <li>The ease of getting your vehicle?</li> <li>The condition in which it was returned?</li> </ul>			X X			
		Yes	No				
12.	Were ALL of your service concerns corrected on this service visit?						
	IF NO, why not? (check all that apply)						
	<ul> <li>Condition explained - repair not necessary</li> <li>Work performed did not correct the problem</li> <li>Service Department could not duplicate problem</li> <li>Service Department was too busy</li> </ul>	<ul> <li>Parts not av</li> <li>I declined re</li> <li>Other (pleased)</li> <li>Don't know</li> </ul>	epair				
		Completel Satisfied	y Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Linux
13.	How satisfied are you that your vehicle was fixed right on this service visit?						Vablemo
		Yes	No				Prith
14.	Were you given a copy of the completed repair order/invoice?			ers			Problems Problems With Uhis Vehicle
		(Atu	~ 2 w	Don't Know	1		Vehice
15.	Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	Yes	No X				
	Summing Up Your Exper	rience					
		Completel		Callefield	Somewhat	Not At All	
16.	Based on this service visit, overall, how satisfied are you with Caldwell Classic Pontiac?	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
		Definitely	Probably	ے /Might	Probably	Definitely	
		Would	Would	Might Not	Not	Not	
17.	Would you recommend this dealership for service?					Not At All	
18.	Overall, how satisfied are you	Completel Satisfied	/ Very Satisfied	Satisfied	Somewhat Satisfied	Satisfied	)// 1
	with your 2006 G6?					×	/[] }
<b>19</b> .	Are you 🗖 Male 😡 Female						
20.	Your age 🗹 Under 25 🔲 25 - 34 🗍 3	35 - 44 🛛	45 - 54		55 - 64	65	or older
				Yes		No	
21.	May we include your name when providing this survey information	n to your dealers	hip?			X	
22.	Do you have any other comments/recommendations about Caldw	vell Classic Pont	ac?				
	MC feel I bought a "neu			lom	(652	99	her
	to not seem to be bai		- 11	. /	h GA		
	a Logi-Illi ogi Requirch		Law K	weit	ried 1	0 Civ	Hay.
	^O If you have an issue with your vehicle or a	a concern req	uiring im	mediate	attention,	we m	pricerns
	encourage you to first contact your dealer. I Pontiac Customer Assista	t further assis	stance is	require <b>a</b> ,	please ca	L HUM	Going
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	7/	k You!!				but	0299
	Your opinions will he	•	vou bett	er.	<u>T'11</u>	NU F	F Gyy
	Please return this questionnaire in the s	self-addressed	, postage-	paid enve	lope to:	 A	rbuy nother
100	PONTIAC, P.O. BOX 1005	54, TOLEDO, (	DH 43699	-0054		PC	
	ZH178864 08081 727028775 7407327142 028452 2	2102			002878		

## REPLIRCHASE DECISION

DWNED VEHICLE

CASE: PGM0747428	Customer:
VIN: 1G2ZH178864	Hearing Date: 08/21/07
Arbitrator: Joseph A. Edminister	Date: 08/25/07

Question 1

Vehicle (Year, Make, Model):

**Question 2** 

The manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision, in accordance with the provisions of the applicable manufacturer *Program Summary* that set out the remedies to be included in a repurchase award: (Indicate with an "X")

a Under the lemon law

Х

- OR -

b Not under the lemon law

Question 3

The following shall be deducted from the amounts paid by the manufacturer:

a If any amount is to be paid by the consumer for the consumer's use of the vehicle, please provide a dollar amount or formula (being certain to reference the mileage used) for the Reasonable Allowance for Use:

None per Ohio law

The Manufacturer may deduct for any damage beyond normal wear and tear that is not caused by a vehicle nonconformity and that is not repaired by the customer prior to the completion of this transaction.

The manufacturer shall provide the customer with a written statement of all amounts that will be paid under this decision. If there is a dispute as to any amounts that should be paid by the manufacturer, the customer may submit a written request to BBB AUTO LINE asking that the arbitrator resolve the dispute. BBB AUTO LINE must receive the customer's request no later than 10 days after the customer receives the manufacturer's statement of amounts that will be paid.

The arbitrator's resolution of the dispute will be provided to the parties in the form of a decision that the customer may accept or reject, and a rejection will be considered to be a rejection of this repurchase decision. The manufacturer's time for performance under this decision shall be extended by the number of days it takes to resolve the dispute submitted by the customer as to any amounts that should be paid by the manufacturer.

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The vehicle shall have a current registration and be in a similar condition as it was at the time of the hearing,

allowing for normal usage. The customer must also comply with all additional requirements in the section of the manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of any amounts due shall be made by the manufacturer to the customer and the lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: PGM0747428	Customer:
Arbitrator: Joseph A. Edminister	Date: 08/25/07



## REASONS FOR DEDISION FORM

CASE: PGM0747428	Customer:
VIN: 1G2ZH178864	Hearing Date: 08/21/07
Arbitrator: Joseph A. Edminister	Date: 08/25/07

Question 1

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

repurchase

 b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, expla law standards apply to the facts in this case)

2006 Pontiac G6-GT Coupe PGM0747428

## Introduction

hereinafter referred to as customer, purchased a new 2006 Pontiac G6-GT on April 19, 2006 from Caldwell Classic in Caldwell, Ohio. The vehicle meets the requirements of the Ohio Lemon Law and is an eligible vehicle. The vehicle is under the General Motors New Vehicle Limited Warranty, 3 years/36,000 miles. The Agreement to Arbitrate contains the following concerns: 1. Power steering intermittent failure pulls left or right, 2. Sound system quit working, 3. battery going dead, 4. left door panel going off track, 5. hot burning smell, 6. sound system speakers muffled, 7. steering wheel volume control defunct. Customer is requesting repurchase. Manufacturer requests denial.

Repair Orders, Letters and Document

CVCS 19971 January 18, 2006, 11 miles. Driver side window inop (up-down reversed), Excessive battery draw. Reprogrammed radio and window. (This was prior to purchase)

CVCS 23199 July 17, 2006, 4992 miles. 4 days out of service. Steering/suspension. Customer states steering too easy. Recalibrate power steering module. Test drive OK.

Letter dated August 14, 2006 to dealer from customer. "Power steering problem second time in one month steering stopped working – totally freeze up."

CVCS 23750 September 14, 2006, 6487 miles. 23 days out of service. Customer states steering loses all power. Replaced steering column and column motor. Radio and CD inop. R&R radio. Pass door lock broken. Replaced. Battery dead. Replaced battery.

Letter dated September 14, 2006 GMC to customer. Provides steering coverage from date of expiration of warranty until April 19, 2013 or 100,000 miles. (Customer accepted)

Letter dated October 20, 2006 to dealer from customer. Steering pulls left -- right at times, not constant. Intermittent. Hot smell. After in garage four days battery was dead again. CD player acting up. Display went to all small lines, then came back. Speakers fade and rotate sound when turning. Mother will drop off car on October 25. (no RO for this date)

Vehicle was in an accident.

CVCB 189290 March 7, 2007. ? miles. Dunning Motors. Repair of damage from accident. No work was done on the steering system.

Letter dated May 28, 2007 to dealer. Steering problem is still occurring. Battery goes dead. Customer mentioned that she had vehicle back for a week and a half since October, after the accident.

CVCS 28452 May 30, 2007. 9861 miles. 33 days out of service. Battery goes dead after sitting one or two days. Replaced battery. Steering problem, steering left or right and can't control. Replaced body control module. Speakers sound muffled. Replaced all four speakers.

CVCS 29442 August 1, 2007. 12,389 miles. 16 days out of service. Battery goes dead. Amplifier has moisture in connector. Replace Amp and repair right side trunk. Steering wheel volume control not working. Replaced. Customer states she has no control of steering. Replace steering gear. Hot smell. Replace voltage regulator and connector per Bulletin #05-06-03-003C. Ordered BCM 6/18/07. Steering gear ordered. Steering wheel volume control ordered.

Document ID #1879716 re Electric Power Steering on Pontiac G6-GT (2005-2007)

## Testmony at the Arbitration

mother of customer, testified that a steering problem was first experienced on July13, 2006. One month later a problem with the steering occurred again, going left. The battery went dead after the vehicle was in the garage for two days. On August 16 the steering column was replaced and a new battery installed. An extended warranty on the steering was offered by GM and accepted. In October the steering pulled left again and the car had to be jumped twice. An accident damaging the front end occurred in March 2007. In May 2007 the steering acted up again and the battery went dead. She testified that the dealer replaced the BCM, installed new speakers and a new battery. In July the steering acted up again and the battery went dead. A steering part was ordered. On August 1 customer got in the car to take it to the dealer for service and the battery was dead. The dealer came to the location, jumped the battery, and took the vehicle to the service department. On Friday August 17 customer picked up the vehicle. It was driven to the arbitration site on August 21, 2007. She testified that she was told the battery problem resulted from water entering the trunk. Customer claims that the vehicle was out of service by reason of repair for sixty-nine (69) days. She testified that she smell.

Ms Christine Putnam testified on behalf on the manufacturer GMC. She apologized to the customer for the problems she has experienced and pointed out that the vehicle is under the 3 year/36,000 mile warranty. Of the items on the ATA only the steering, the battery and the smell remain concerns. She went over the ROs and said that only two are within the Lemon Law period. She testified that the battery and the BCM have been replaced. The service department has corrected the water leakage in the trunk and replaced the amplifier. Tech service recommended installing a new regulator which relates to both the steering and battery problems. She concluded by stating that GMC says the vehicle has been repaired and is operating as designed. GMC requests denial of customer's request for repurchase.

In closing statements customer stated that the steering is a safety issue and that she and her daughter are afraid of driving the vehicle. Ms Putnam in closing pointed out that there is no impairment of the use or value of the vehicle and repeated the request for denial.

#### Inspection and Test Drive

The vehicle was inspected at the BBB office in Canton Ohio. The vehicle mileage was 12,621. Both interior and exterior are in excellent condition. There is no evidence of any wear and tear. Because the vehicle was in an accident the exterior was examined closely but no sign of damage was apparent. The engine was started and a test drive was taken over several miles of city streets. No steering problem was noted in the short test drive. This problem has been reported as intermittent. Overall the vehicle performed according to specification.

## Discussion

The battery in the vehicle was dead on this vehicle before purchase and it went dead multiple times before the service department discovered a tech report that pointed to a water problem on the right side of the trunk. The battery problem now appears to have been solved. The steering problem remains a concern and this arbitrator agrees that it is a safety issue. Steering was an issue on ROs and letters five or six times. The power steering system was the subject or repair four times; CVCS 23199, 23750, 28452 and 29422. The dealer replaced the entire steering column in August 2006 but the problem was reported soon after, in October 2006. Another letter dated May 28, 2007 stated a steering problem. A part identified as BCM was replaced in May of 2007 to address the problem but the steering continued to fail. It was the subject of a repair CVCS 29442 August 2007 when the steering gear was replaced and the voltage regulator and connector replaced. Document ID *1879716 discusses the problems with the Electric Steering on Pontiac G6-GT (2006-2007). Viewing this customer's experience with multiple repair attempts on the steering leads to the conclusion that the service department, especially in 2006, did not know what was wrong or how to fix it. The same can be said about the repeated battery failure, except that it was ultimately fixed by sealing the trunk to prevent water from entering.

Customer claims the vehicle has been out of service by reason of repair for 69 days. This arbitrator finds that number to be closer to 47. Conflicting testimony and unclear documents make it difficult to find the correct figure. However, this arbitrator concludes that the days out of service by reason of repair are close to sixty (60) and therefore clearly more that thirty (30).

## Conclusion and Decision

The Ohio Lemon law covers any "nonconformity" which it defines as a defect or condition that substantially impairs the use, value or safety of a motor vehicle to the consumer; and does not conform to the express written warranty of the manufacturer or distributor. The manufacturer is entitled to three repairs on any defect. If the defect remains or is likely to recur, then the customer may be entitled to relief. In this case the steering has been subject to repair more that three times and remains likely to recur in the future. Steering failure of any type can be a safety issue. There is a presumption that the manufacturer has had a reasonable number of repair attempts if a vehicle is out of service for a cumulative total of thirty or more calendar days. These facts applied to the applicable sections of the Ohio Lemon Law require a finding for the customer. Customer's request for repurchase is granted. The Manufacturer is hereby ordered to repurchase the subject vehicle.

Joseph A. Edminister #26783

## Question 2

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

Power steering system. Four repair attempts.

#### Question 3

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

Over 60

## Question 4

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

Yes

#### Question 5

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

12,621

CASE: PGM0747428	Customer:
Arbitrator: Joseph A. Edminister	Date: 08/25/07

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

	Customer:		SR #: -71535473201	<b>BBB#:</b> 747428
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

## Section 1

Purchase Price	25905.14
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 26905.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -999.86
(If positive, look for Overallowance)	

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

## Section 2

Coolin 2	
Trade Allowance	0.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 0.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

## Section 3

Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	25905.14
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 0.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 25905.14
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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



Case Number: Originator Name: Created Date: Vehicle Info *VIN:	<b>33396</b> Rhetta Reaume 866-790-5600 11563 reaumere@gmexpert.com 09/05/2007 <b>1G2ZH178864</b> MSRP: 26905.0 *TAC #: n/a					
Year:	2006 ents & TAC Explanation:	Make:	Pontiac	Model:	G6	
*Date Reviewed Original Purcha	I with Customer:         08/30/2007           use Date:         04/19/2006		se Mileage: Purchase Condition:	12621 New		
Vehicle Owner(s) Entity Type * Names(s) on ⁻ * Primary Owne * Address		* Title State	9: OH			
* City * Day Phone: * E-mail:	Byesville	* State * Home Phe * Fax Phon		* ZIP Cod * Cell Pho		
UCC Codes UCC M01 ⁻	1 UCC 2 UCC 3 UCC 4 UCC 5 2					
Vehicle Lien Holder Type of Secure Contact or Atte Address	d Interest: Standard Lien ntion: 6420 Glenn Highway	* Company	:Champion Federal C	Cred <b>Account</b> :	<b>#:</b> 778-60	
City Day Phone:	Cambridge (740) 432-6713	State Fax:	ОН	ZIP Code E-mail:	: 43725	
Original Selling Dea						
* Dealer #: Region:	162013 40	Dealer Nan District:	ne: CALDWELL CLA: 6157	SSIC CHEVR	OLET PONTIAC B	
* Phone:	(740) 732-2324	Fax:	(740) 732-7142			
* Contact Name	: Kay Miller	* Contact T	itle Sales Departmen	t E-Mail:		
Repurchasing Deale Repair	r: -					
* Contact Name	:	* Contact T	ïtle:			
Vehicle Location:	-					

Repurchase

* Reason Power Steering - (looses power steering , tight and lose)

Transaction Details:			
Siebel Requ	uest #: 71-535473201	* Disposit	ion:Auction
State:	OH	* Type:	Straight Repurchase
Source:	ADR BBB Mandated		
Replaceme	nt VIN:	-	
Order #:			
MSRP:	0.0		
Repurchase:	as per Ohio Lemon Law.		
* Processing Instructions:			

Disposition: nothing special

* Processing Instructions:

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



GENERAL MOTORS BUSINESS RESOURCE CENTER

### VIA FAX ONLY

07/17/07

Sales/Service Manager Caldwell Chevrolet

Re:	
	Siebel Request: 71-535473201
	2006 Pontiac G6
	VIN # {1G2ZH178864

Dear {Mr./Mrs. Sales/Service Manager}:

This is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to the number found below. If there are any fax difficulties or the documents exceed 50 pages, please contact me as soon as possible.

Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

{Name of CRM} BRC Customer Relationship Manager Ph# 800-231-1841, prompt 9, prompt 5, extension {11563} FAX# 866-893-7513

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMO							OMMON		
	File Number			Customer Name Worksheet Filled Out By:					
71-535473201							Heidi Stecker		
					category (not in	n do	llar fields) to indicate incomplete info	rma	ition
				Vehicle VIN:			Date:		
				1G2ZH178864			September 10, 2007		
	USAGE FORMULAS			STRAIGHT REPURCHASE			PAYMENT (CA, FL & WV) OR LEASE	REP	
1	To calculate usage			Base Price			Down Pmt / Cap Cost Reduction		\$0.00
2	Use ONLY one of the 4 methods in			Documentary Fee			Pmts (includes 1st month if lease)		\$0.00
3	follow applicable lemon law formula	a for your state		Reg./Lic./Title Fees			Reg/Lic/Title Fees (leases only)		\$0.00
4				State Fees			Tax (leases only)		\$0.00
	A. USAGE USING L.L. FORMULA			Aftermarket Items	\$0.00		Aftermarket Items		\$0.00
	Base Price/Total Repurch Price	\$0.00		Sales Tax		-	Other-Explain		\$0.00
	Mileage	0		Finance Charges Pro-Rated GAP refund	\$1,618.67 \$82.67	-	Other-Explain		\$0.00 \$0.00
8 9	Denominator Usage	100,000 <b>\$0.00</b>		Other-Explain	\$82.67		Other-Explain Other-Explain		\$0.00 \$0.00
9 10	Usaye	φ0.00		Total Purchase Price			Total Additions		\$0.00 \$0.00
	B. USAGE - NEGOTIATED	\$0.00		Total Fulchase Frice	φ <b>2</b> 5,552.54	11			φυ.υυ
	waived per BBB Ruling Letter and C			* Usage/Depreciation	00.02		* Usage/Depreciation		\$0.00
13	walved per BBB Rulling Letter and C			Damage			Damage		\$0.00
	C. USAGE USING CENTS/MILE			Late charges			Late charges		\$0.00
	Mileage	0		Over-Allowance			Over-Allowance		\$0.00
	Cents per mile			Negative Equity	<b>+</b>	-	Negative Equity		\$0.00
	Usage			Incentives			Incentives		\$0.00
18				Other-Explain			Sec. Dep. (leases) if reimbursing above		\$0.00
19				Other-Explain			Extended Service Contract		\$0.00
	D. USAGE-CALIFORNIA ONLY			Other-Explain			Gap Insurance		\$0.00
	Base price section-Used when NOT	financed.		Other-Explain			Over Mileage Penalty		\$0.00
22	"Actual Price Paid" (Base)	\$28,469.67		Total Deductions			Total Deductions		\$0.00
23	Mileage	0	23			23			
24	Usage	\$0.00	24	Repurchase Subtotal	\$28,552.34	24	Total Refund to Customer		\$0.00
25	OR		25	Loan Payoff good thru 10-07-07	\$19,723.64	25	Dlr Buyout (lease) or Loan Payoff		\$0.00
26	Payment/Lease-Used <b>when</b> finance	ed.	26	Total Refund to Customer			(GMAC=DL quote) good thru xx/xx/xx		
27	"Actual Price Paid" (Pmt/Lease)	\$0.00	27	Attorney's Fees	\$0.00	27	Attorney's Fees		\$0.00
28	Mileage			Total Repurchase			Total Repurchase		\$0.00
	Any ext service contract (CA only)			NADA (Legal Only)			NADA (Legal Only)		\$0.00
	Usage	\$0.00		Estimated Auction Value			Estimated Auction Value		\$0.00
31			31	Projected Loss	\$28,552.34	31	Projected Loss		\$0.00
$\vdash$	PURCHASE PRICE (before t/t/t)	\$ 25,905.14		TRADE ALLOWANCE	N/A		PURCHASE PRICE	\$	25,905.14
	MSRP (FROM BARS INVOICE)	\$ 26,905.00		PAYOFF OF TRADE	\$ -		INCENTIVE* (from BARS)	\$	1,000.00
	DIFFERENCE	\$ (999.86)		DIFFERENCE	#VALUE!		OVERALLOWANCE	\$	-
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	\$	24,905.14
	-			TRADE ALLOWANCE	N/A	1			-
				ACV OF TRADE	\$-		Do not include fuel fill credit		
	Authorized Signature	Date		DIFFERENCE	#VALUE!		Include GM card points		
				ACV=actual cash value			Form Rev. 04/28/2006		

# CASE# PGM0747428

		IO - BUREAU OF MO FICATE OF REGIST			
PLATE NO.: VALIDATION NO.: 709/ OWNER NAME:	REG.DATE: 09/02/2006 AJRSGT	EXP. DATE: 09/02/2007 VEHICLE	ISSUE DATE: 09/02/2006	APP NO.:         25035 ( AH)           AGENCY:         3005           USER ID:         DC           OLD APP NO.:         005537.0)	
OWNER ADDR.: CITY: BYES STATE OH	VILLE ZIP;			OLD APP NO.: 005537AL OLD PLATE:	
TAX DISTRICT:BYESCOUNTY:GUERINSIDE CORP LIMIT:	NSEY	ICLE CLASS: PASSEN		RARY ADDRESS ON FILE	
		METER READING: 10 E: PONT	STATE	FEES: \$31.0	00
	62ZH178864 REG /20/2006	TE TYPE: SUNBURST TYPE: RENEWAL ENSION/REVOCATION: NO	LOCAL REFL./C D DEPUTY	O. FEE: \$0.0	00 00
		PRIOR OPERATI FEES PAID: YES		FEES: \$74.5	50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.

It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.

PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.

ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first
offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75,00 on first offense, \$250,00 for second offense,
and \$500.00 on any additional offense*Pay a \$50,00 penalty for any failure to surrender his or her driver license plates or registration AND*Be required to

Case Assessment By: Rett	a Reaume	Siebel/CARS Request #:71-535473201					
Customer Name:							
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:11000				
Veh ID	In Service Date:04/19/06	Purchased: New	If used:				
#:1G2ZH178864							
What is the customer seeking?would like GM to buy the veh back							

### VEHICLE REPAIR HISTORY

### CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power steering

Date: RO#:	Mileage:	Days Out:	Description of Repair:
07/17/06 23199	4992	10	Steers to easy – recalibrate power steering module
08/16/06 23750	6487	23	Looses all power steering – replaced steering column and column motor

### CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Pulls to left and right

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
05/30/07	28452	9861		Veh steers It and rt – replaced body ctrl mod

### CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Sound system/speaker

	Date: 1	RO#:	Mileage:	Days Out:	Description of Repair:
I	08/16/06	23750	6487		CD player and radio inop at times – replaced and
					reprogram radio
	05/30/07	28452	9861		Speakers sound muffled – replaced all 4 speakers

### CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Battery

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
01/18/06	19971	11	15	Driver's side power window inop – charged battery and
				reprogrammed features
08/16/06	23750	6487		Battery dead – replace battery
05/30/07	28452	9861	33	Battery goes dead after sitting one or two days – replaced
				battery

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Left door panel off track

```
Date: RO#: Mileage: Days Out: Description of Repair:
```

		No R/Os for this item

### CUSTOMER'S PRIMARY SYMPTOM/CONCERN: "HOT" smell after driving

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				No R/Os for this item

### CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Volume control on steering wheel not working

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

No R/Os for this item

### **OTHER** SYMPTOM/CONCERN:

Date: RO#: M	lileage: I	Days Out: I	Description of Repair:
08/16/06 23750	6487		Passenger side door lock button inop – replaced rt frt door inside lock rod

ATA Days Out of Service: __81__

Team Lead Approval:

Privileged and Confidential Information	Privileged and	Confidential	Information
-----------------------------------------	----------------	--------------	-------------

Total Days Out of Service: ___81__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW?	YES:	NO:X
--------------------------------------	------	------

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

This vehicle is not eligible for the state lemon law.

DVM and/or DEALER RECOMMENDATION(s): Dir sts:

<u>CRS RECOMMENDATION & RATIONALE (EXPLAIN):</u> BBB closed file because case was ineligible due to age and mileage.

Decision reached by CRS:	Arbitrate case:	Settle case:	
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CHEVROLLET PONTIAC DALLING AS PRANK DIVIC Oldemodie Sitten Honoradia

September 11, 2007 CALDWELL CLASSIC CHEVROLET PONTIAC BUICK 44224 County Rd 56 Caldwell, OH 43724

Dealer Confirmation Letter-Straight

Subject: 2006 <u>Pontiac G6</u> Customer: A VIN: 1G2ZH178864 Ref SR:71-535473201 V-33396

Dear John Henderson:

General Motors will issue a check in the amount of \$\$, \$28.70 made payable to **R** vDC receives the completed repurchase paperwork. GM will issue a check in the amount of \$19,723.64 to Champion Federal Credit Union. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair bas been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC 2717 Schust Rd Saginary, NE 40005

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Thursday September 13, 2007. If you have any questions you may reach me at 866-802-6625 ext1122866-802-6625 ext1122.

CALDWELL CLASSIC CHEVROLET PONTIAC B 162013 Management Agent's Signature and Title.

GENERAL MANAGER ENDERSON

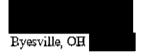
CALDWELL CLASSIC CHEVROLET PONIIAC B 162013 Management Agent's Printed Name and Title.

*33396*

PAGE 2/2 * RCVD AT 9/11/07 5:16:43 PM [Eastern Daylight Time] * SVR:OPTIKAREQUEST/1 * DNIS:908602 * CSID:7404397024 * DURATION (mm-ss):00-46



Tuesday, September 11, 2007



**BBB** Arbitration Decision - Straight

Subject: Repurchase of 2006 Pontiac G6 VIN: 1G2ZH178864 Ref SR:71-535473201 V-33396

Dear ,

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN 1G2ZH178864. And that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Pontiac will repurchase your vehicle for \$28,552.34. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Amount to Customer	\$8,828.70
Less Payoff of Original Vehicle-Good until 10-07-07	\$19,723.64
Less Incentives	\$1,000.00
Pro-Rated GAP Refund	\$82.67
Finance Charges	<b>\$1,618.6</b> 7
Sales Tax	\$1,820.36
Reg/Lic/Title Fees	\$25.50
Documentary Fee	\$100.00
Base Price	\$25,905.14
Total Repurchase Amount	\$28,552.34
	600 550 0V

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

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 ext1122 if you have any questions or concerns.

<u>CONCERTOS.</u>	
0	rlinlan
	[] d]07
Customer's and Co-Customer's Signature(s) and Date	
	9/17/7
	11201
Customer's and Co-Customer's Printed Name(s)	

The requirements of the straight repurchase are as follows:

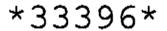
- ⇒ Vehicle Damage vehicle is free from any abnormal damage or alterations, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ A "Power of Attorney" form supplied by General Motors must be signed and notarized at the time of repurchase (used only for titing purposes).
- ⇒ An "Odometer Disclosure Statement" form supplied by General Motors must be signed at the time of the repurchase
- $\Rightarrow$  Factory installed equipment needs to be intact and functional.
- ⇒ Title if no lieu on this vehicle, a free and clear title must be provided at time of repurchase.
- ⇒ Cash backs rebates or incentives- no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number 866-802-6668 by Friday, September 14, 2007.

Sincerely,

General Motors RVDC 2717 Schust Saginaw, MI 48603



CASE ASSESSMENT BY: Retta Reaume Siebel/CARS Request No: 71-509801767 Customer Name: Year of Vehicle: 2006 Make: Chevrolet Model: Trailblazer Current Mileage: 14843 Vehicle ID No.: 1GNET13M162
What is customer seeking: repurchase
VEHICLE REPAIR HISTORY
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Window Rattle
Date: Mileage: Days Out: Description of Repair:
14/06/06 4170 1 no problems found could not duplicate concern
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Window Rattle
Date: Mileage: Days Out: Description of Repair: .
17/08/06 6210 1 no problems found could not duplicate concern
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Window Rattle
Date: Mileage: Days Out: Description of Repair:
15/11/06 8613 1 no problems found could not duplicate concern
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Window Rattle
Date: Mileage: Days Out: Description of Repair:
18/12/06 9733 1 heard noise does not rattle when glass is all the way down weather
strip repaired Normal noise from glass rubbing on felt
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Window Rattle
Date: Mileage: Days Out: Description of Repair:
05/04/07 14207 6 replaced both front window regulators
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Speaker
Date: Mileage: Days Out: Description of Repair:
04/05/06 2907 * rattle in rt side speaker ( door assembly on both rt and lt)
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Speaker
Date: Mileage: Days Out: Description of Repair:
18/12/06 9733 * speaker rattle POSS blown electrical repair
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Speaker
Date: Mileage: Days Out: Description of Repair:
121/12/06 9853 1 replaced right front door speaker

Team Manager Approval:

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Speaker
Date:Mileage:Days Out:Description of Repair:26/02/07119361special ordered parts to fix concern
CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Speaker
Date: Mileage: Days Out: Description of Repair:
28/02/07 12006 1 parts came in replaced radio / windshield pillar
INTERN REAPIR COMPLETED:
Date:         Mileage:         Days         Out:         Description         of         Repair:           07/23/07         16392         4         accessory jack for cell phone loose –(diagnosed as requested found no
condition that merited a repair) no repairs completed
Left door glass rattles ( excessive clearance) replaced front door window channel – road tested for window rattle lubed window channels rattle still there Replaced If window
channel run weather-strip and inner sealing strip
Right front window rattles (excessive clearance) replaced front door
channel weather-strip and sealing
OTHER SYMPTOM/CONCERN: Air bag light on
Date:       Mileage:       Days Out:       Description of Repair:         04/05/06       2907       1       wiring and connector seat system repaired
04/05/06 2907 I winng and connector seat system repaired
OTHER SYMPTOM/CONCERN: wind noise
Date: Mileage: Days Out: Description of Repair: .
04/05/06 2907 * door assembly
OTHER SYMPTOM/CONCERN: wind noise
Date: Mileage: Days Out: Description of Repair:
05/04/07 14207 * glass loose in run channel no noise at this time
OTHER SYMPTOM/CONCERN: blown fuse
Date: Mileage: Days Out: Description of Repair:
18/12/06 9733 * 2 blown fuses replaced both
OTHER SYMPTOM/CONCERN: compass inop
Date: Mileage: Days Out: Description of Repair:
16/01/07 10782 1 compass out of calibration re calibrated compass
OTHER SYMPTOM/CONCERN: seat creeks and rattles
Date: Mileage: Days Out: Description of Repair:
16/01/07 10782 * no problems found
OTHER SYMPTOM/CONCERN: interior trim
Date: Mileage: Days Out: Description of Repair:
05/04/07 14207 * replaced trim panel
OTHER SYMPTOM/CONCERN: seat belt
Date: Mileage: Days Out: Description of Repair:
Team Manager Approval: Date:

<u>AVM and/or DEALER RECOMMENDATION(s)</u>: the story is when the window is part way down the window rattles and they have already shown the cust that they all do that.. This is the norm for this veh I don't know what was going on with the other repairs I don't know what was going on with the speaker, I think that maybe some of that would be from the window rattle and the dlr has determined that they showed her two or three other veh with the rattle if the window is part down.

### <u>CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRS attempt to call cust to make an offer of 2 car</u> payments and 12/12 SC

Decision reached by CRM: Arbitrate case: Settle case:

### 09/05/2007 12:56

(FAX)

Revised 6/9/2006

### ADR REPURCHASE CHECKLIST Effective date: 08/26/2004

Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)

PRA FORM (Voluntary Repurchase only)

Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates

Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade

Incentive Acknowledgement Form

Signed Bill of Sale on original vehicle

 $\boxtimes$  Copy of the title or registration, if unobtainable, then copy of Title Need current registration in CA

Agreement to Arbitrate

Repair Orders (**KY and FL only**)

Invoice for any conversion package (if applicable)

Receipts for any after-market items (if applicable)

BBB ruling/lemon law ruling and/or BBB settlement letter (if applicable)

Signed customer acceptance of decision for Mandatory Repurchases

Financial Institution information including: account #, phone # & Institution name

Overallowance/Incentives/Negative Equity Form

ACV on trade-in documented

Copy of the Customer Claim Form (CCF) only on Mandates

Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

09/05/2007	12:56
------------	-------

(FAX)

Mandat	ory	Rep	urchase
--------	-----	-----	---------

✓ BBB Case

OR

Straight

□ State Case

COMPLIANCE DATE _____September 30, 2007

ADR REQUEST NUMBER 71-535473201

CUSTOMER NAME

LAST SIX OF VIN

ADR CRM _____ Retta Reaume _____ EXT. 11563

AVM PHONE

DATE ACCEPTANCE RECEIVED August 30/07

NUMBER OF DAYS FOR COMPLIANCE 30 days

TEAM MANAGERS SIGNATURE _____

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

**COMMENTS/REASON FOR EXCEPTION:** 

File will be returned without all information above completed.

09/05/2007 12:57

(FAX)

2006 G6 - GT COUPE 40U IVORY WHITE 192 EBONY ORDER NO. JFWC7S/TDC STOCK NO VIN 1G2 ZH17 88 64	/V6G	GENERAL M 100 RENAI DETROIT VEHICLE T	
**************************************	* * * * * * * * * *	*******	********16*080815
MODEL & FACTORY OPTIONS 2ZH37 G6 - GT COUPE AP3 REMOTE VEHICLE STAPTER SYSTEM	MSRP 22330.00	INV AMT 20655.25	RETAIL - STOCK INVOICE 09/16/05
AYO FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	690.00	572.70	EXP I/T 09/22/05
FE9 50-STATE EMISSIONS FR9 AXLE RATIO 3.29 LX9 ENGINE, 3.5L V6 SFI MX0 AUTOMATIC TRANSMISSION PED PREMIUM VALUE PACKAGE INCLUDES * (4) 17" CHROMETECH WHEELS	N/C N/C	N/C N/C	INT COM 09/22/05 PRC EFF 09/14/05 KEYS G0311 G0311
LX9 ENGINE, 3.5L V6 SFL MY0 AUTOMATIC TRANSMIGSION	N/C	N/C	WFP-S QTR OPT-1
PED PREMIUM VALUE PACKAGE INCLUDES * (4) 17" CHROMETECH WHEELS	1550.00	1286.50	EANK: GMAC - 010 CHG-TO 08-081
			SHIP WT:3408HP:32.9GMS:23845.35SUPPLR:24915.02
R9N LEATHER PACKAGE: * LEATHER APPOINTED SEATING * 6-WAY POWER DRIVER SEAT * HEATED FRONT SEATS * LEATHER WRAPPED STEERING WHL * STEERING WHEEL RADIO CONTROLS * LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE		1132.95	MRM: 27405.00 DAN: 01 MEMO 1239.00
UE1 ONSTAR SYSTEM -INCLUDES 1 YEAR SAFE & SOUND			
VK3 LICENSE PLATE BRACKET, FRONT 1SZ PREMIUM PACKAGE DISCOUNT	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

FOTAL MODEL & OPTIONS	26280.00	23933.75	ACT 231	23770.35
DESTINATION CHARGE	625.00	625.00	H/B 261	788.40
DEALER CO-OP ADVERTISING		262.80	ADV 261	262.80

CALDWELL CLASSIC CHEVROLET BUICK PON

REMIT TO GMAC NO. 010 VIN 1G2ZH178864 \$ 24821.55 INV 2AD52535612 DUE 09/22/05 DEALER 08-081

9/05/2007 12:57		(FAX)	P.004/023
07/25/2007 12:2	5 7407320058	CALDCLASSIC	PAGE 05
GM CI	JSTOMER INCENTIVI	E AND ONSTAR ACKNOWLI	
CUSTOMEI VIN: //	RNAME:		· · · · · · · · · · · · · · · · · · ·
1. Customer Ince	ntiva		
(Bill of Sale ind		sted to the dealer named below and request that nt of this vehicle, (b) where permissible b f incentive, and final price with incentive appl	
	<u>icentive Program Reference</u> 201151/100/15/25/25/25/25/25/25/25/25/25/25/25/25/25	$ \begin{array}{c} \underline{Amount} \\ \hline 7SO_{\circ} \overset{ots}{\circ} \\ \hline 602 \overset{ots}{\circ} \\ \hline \end{array} \begin{array}{c} \underline{GM} \text{ Incentive Code} \\ \hline \\ \hline \\ \hline \end{array} \end{array} $	
	\$ 5	ount Received \$ /352,00	
a. I elect to r	Selection (Which may or may not t ing/leasing, otc) eccive	be in lieu of customer incentive programs; for e	example, Division
b. I elect to n	eceive	and/or	
		DGMENT FOR INCENTIVES AND ONS	TAR SERVICE -
a. <u>Vehicle In</u> identificati for persona	contive Acknowledgment I am the on number, which was sold/leased t	ultimate retail purchaser or lessee of the vehicle o me by the Dealer, named below. This vehicle work delivery on I ack nowledge t ision from any future claim or obligation for in	cle bearing this vehicle le was purchased/leased
b. under which	Is vehicle equipped with Terms and Conditions Acknowledge	OnStar? Yes No ment. I acknowledge that I have received the	· · ·
I understa	id that in order to cancel the OnS	tar service in my vehicle, I must press the bl 7827) or TTV 1 877 248 2080 and request the	ue OnStar button in at my Services be
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Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer

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The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement inderstanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof I agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge sipt of a copy of this Agreement. THIS ORDER VALID UNLESS SIGNED AND ACCEPTED by DEALET CONTROL TO BE REPRESENTATIVE. DEALER OR AUTHORIZED REPRESENTATIVE 04/19/2006 SIGNED:

1903-1 (1/00) © 2006 hts Reynolds and Royaekia Company

ñ DATE TO CHOCK www.mynoulde.com; 1-800-014-0020; br 1-800-031-0055

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#### 09/05/2007 12:58

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ALL WARRANTIES. IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS. NOT DEALERS, AND ONLY SUCH WANUFACTURER OR OTHER SUPPLIED SHALL IS LIABLE SOP PERFORMANCE UNDER SUCH WARRANTIES, INLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTHACT MACE OR & PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER, NETHER ASSUMES NOR AUTHOR WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A SHITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS UWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO A SERVICE SOLD BY DEALER AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A SHITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS UWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE CONTRACT OF THE WARRANTY SERVICE CONTRACT.

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CIENATURE OF MEMBER (BE note in clease over of the busine above) APP 825-0780064

COUNA MUTUAL GROUP, 2000, 02, 03, 05, ALL RIGHTS RESERVED

BYESVILLE

PAGE 02

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If you elect insurance, you authorize the credit union to add the charges for insurance to your loan each month.

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	OF OHIO - BUREAU OF MOTOR VEI CERTIFICATE OF REGISTRATION	HICLES	
PLATE NO.: REG. DATE: 09/ VALIDATION NO.: 709AIRS(IT OWNER NAME:	02/2006 EXP. DATE: 09/02/2007 ISSUE DATE VEHICLE OWNERSHIP:	AGENCY:	250351AH 3005 DC
OWNER ADDR.: CITY: BYESVILLI STATE OH ZIP: TAX DISTRICT: BYESVILLE COUNTY: GUERNSEY INSIDE CORP LIMIT: YES VEHICLE YEAR: 2006	VEHICLE CLASS: PASSENGER	OLD APP ( OLD PLAT TEMPORARY ADDRE	
BODY TYPE: 25	ODOMETER READING: 10 Make: Pont	STATE FEES:	\$31.00
CERTIFICATE TITLE NO.: YEH. SERIAL NO.: 1G2ZH178864 PURCHASE DATE: 04/20/2006 USED	PLATE TYPE: REG TYPE: RENEWAL SUSPENSION/REVOCATION: NO PRIOR OPERATION: YES	PERSONALIZED LOCAL TAX: REFL/CO. FEE; DEPUTY FEE;	\$35.00 \$5.00 \$0.00 \$3.50
	FEES PAID: YES	TOTAL FEES:	\$74.50

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.

It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.

PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.

ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license for 90 days on first offense, one year on second offense* Lose his or her license plates and vehicle registration*Pay reinstatement fees of \$75.00 on first offense, \$250.00 for second offense, and \$500.00 on any additional offense*Pay a \$50.00 penalty for any failure to surrender his or her driver license plates or registration AND*Be required to

09/05/2007 13:01 (FAX)

**BBB AUTO LINE** 

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

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

### AGREEMENT TO ARBITRATE

Date:	08/06/07	Case Number: PGM0747428
Customer:		
Business:	Pontiac/GMC	
Mfr-Info:	1712 OH 1G2ZH178864	

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

Model : G6 Year : 2006

All parties named above submit to arbitration the following:

*Power steering - intermittent failure, pulls to L or R

* Sound system - quit working (n/c) 🔀

* battery - going dead if not driven 2+ days (n/c)

* left door panel off track (n/c) * Hot/Burning Smell after driving 10+ miles - intermittent

* sound system speakers muffled (n/c)

3 * steering wheel volume control definet

The parties have come to agreement on the following: n/a

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

Consumer : Repurchase Manufacturer : Denial

*

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are: Purchase price: (reflects the deduction of a rebate, if applicable)

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

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

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(FAX)

**BBB AUTO LINE** 

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

Phone 800.955.5100 Fax: 703.247.9700

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Council of Better Business Bureaus, Inc.

### NOTICE OF HEARING/INSPECTION

Date:	08/07/07	Case Number:	PGM0747428
Customer:			
Business:	Pontiac/GMC		
Mfr-Info:	1712 OH 1G2ZH178864		

Arbitrator(s): Mr. Joseph A. Edminister

Hearing Date, Time, Place: 08/21/07 10am ET

BBB/Canton Regional,Inc. 1434 Cleveland Ave., NW P.O. Box 8017 Canton, OH447118017

Manner in Which	Parties Will Partic	ipate:		
Customer is being	g represented by :	<u>_yes_</u> Self	<u>no</u> Attorney	
Attorney Name:				
Attorney Phone N	lumber:			
Attorney Fax Nur	nber:			
Customer:	🖄 in person		□ by phone	🗆 in writing
Manufacturer:	□ in person		凶 by phone	□ in writing

### INSTRUCTIONS

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

Hearing Site Phone Number: 3304549401

Hearing Site Fax Number: 3304568957

Page 1 of 2

### PGM0747428-prlln-1

### REPURCHASE DECISION DWNED VEHICLE

CASE: PGM0747428	Customer:
VIN: 1G2ZH178864	Hearing Date: 08/21/07
Arbitrator: Joseph A. Edminister	Date: 08/25/07

#### Question 1

Vehicle (Year, Make, Model):

#### **Question 2**

The manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision, in accordance with the provisions of the applicable manufacturer *Program Summary* that set out the remedies to be included in a repurchase award: (Indicate with an "X")

a Under the lemon law

Х

- OR -

#### b Not under the lemon law

#### Question 3

The following shall be deducted from the amounts paid by the manufacturer:

a If any amount is to be paid by the consumer for the consumer's use of the vehicle, please provide a dollar amount or formula (being certain to reference the mileage used) for the Reasonable Allowance for Use:

None per Ohio law

The Manufacturer may deduct for any damage beyond normal wear and tear that is not caused by a vehicle nonconformity and that is not repaired by the customer prior to the completion of this transaction.

The manufacturer shall provide the customer with a written statement of all amounts that will be paid under this decision. If there is a dispute as to any amounts that should be paid by the manufacturer, the customer may submit a written request to BBB AUTO LINE asking that the arbitrator resolve the dispute. BBB AUTO LINE must receive the customer's request no later than 10 days after the customer receives the manufacturer's statement of amounts that will be paid.

The arbitrator's resolution of the dispute will be provided to the parties in the form of a decision that the customer may accept or reject, and a rejection will be considered to be a rejection of this repurchase decision. The manufacturer's time for performance under this decision shall be extended by the number of days it takes to resolve the dispute submitted by the customer as to any amounts that should be paid by the manufacturer.

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The vehicle shall have a current registration and be in a similar condition as it was at the time of the hearing,

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Page 2 of 2

PGM0747428-prlln-1

allowing for normal usage. The customer must also comply with all additional requirements in the section of the manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

If there is a lienholder, payment of any amounts due shall be made by the manufacturer to the customer and the lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: PGM0747428	Customer:
Arbitrator: Joseph A. Edminister	Date: 08/25/07

PGM0747428-PREAS-1



### REASONS FOR DEDISION FORM

CASE: PGM0747428	Customer:
VIN: 1G2ZH178864	Hearing Date: 08/21/07
Arbitrator: Joseph A. Edminister	Date: 08/25/07

Question 1

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

repurchase

b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, expla faw standards apply to the facts in this case)

Aarica Dubeck 2006 Pontiac G6-GT Coupe PGM0747428

### Introduction

a new 2006 Pontiac G6-GT on April 19, 2006 from Caldwell Classic in Caldwell, Ohio. The vehicle meets the requirements of the Ohio Lemon Law and is an eligible vehicle. The vehicle is under the General Motors New Vehicle Limited Warranty, 3 years/36,000 miles. The Agreement to Arbitrate contains the following concerns: 1. Power steering intermittent failure pulls left or right, 2. Sound system quit working, 3. battery going dead, 4. left door panel going off track, 5. hot burning smell, 6. sound system speakers muffled, 7. steering wheel volume control defunct. Customer is requesting repurchase. Manufacturer requests denial.

Repair Orders, Letters and Document

CVCS 19971 January 18, 2006, 11 miles. Driver side window inop (up-down reversed), Excessive battery draw. Reprogrammed radio and window. (This was prior to purchase)

CVCS 23199 July 17, 2006, 4992 miles. 4 days out of service. Steering/suspension. Customer states steering too easy. Recalibrate power steering module. Test drive OK.

Letter dated August 14, 2006 to dealer from customer. "Power steering problem second time in one month steering stopped working – totally freeze up."

CVCS 23750 September 14, 2006, 6487 miles. 23 days out of service. Customer states steering loses all power. Replaced steering column and column motor. Radio and CD inop. R&R radio. Pass door lock broken. Replaced. Battery dead. Replaced battery.

PGM0747428-PREAS-1

Letter dated September 14, 2006 GMC to customer. Provides steering coverage from date of expiration of warranty until April 19, 2013 or 100,000 miles. (Customer accepted)

Letter dated October 20, 2006 to dealer from customer. Steering pulls left -- right at times, not constant. Intermittent. Hot smell. After in garage four days battery was dead again. CD player acting up. Display went to all small lines, then came back. Speakers fade and rotate sound when turning. Mother will drop off car on October 25. (no RO for this date)

Vehicle was in an accident.

CVCB 189290 March 7, 2007. ? miles. Dunning Motors. Repair of damage from accident. No work was done on the steering system.

Letter dated May 28, 2007 to dealer. Steering problem is still occurring. Battery goes dead. Customer mentioned that she had vehicle back for a week and a half since October, after the accident.

CVCS 28452 May 30, 2007. 9861 miles. 33 days out of service. Battery goes dead after sitting one or two days. Replaced battery. Steering problem, steering left or right and can't control. Replaced body control module. Speakers sound muffled. Replaced all four speakers.

CVCS 29442 August 1, 2007. 12,389 miles. 16 days out of service. Battery goes dead. Amplifier has moisture in connector. Replace Amp and repair right side trunk. Steering wheel volume control not working. Replaced. Customer states she has no control of steering. Replace steering gear. Hot smell. Replace voltage regulator and connector per Bulletin #05-06-03-003C. Ordered BCM 6/18/07. Steering gear ordered. Steering wheel volume control ordered.

Document ID #1879716 re Electric Power Steering on Pontiac G6-GT (2005-2007)

### Testmony at the Arbitration

mother of customer, testified that a steering problem was first experienced on July13, 2006. One month later a problem with the steering occurred again, going left. The battery went dead after the vehicle was in the garage for two days. On August 16 the steering column was replaced and a new battery installed. An extended warranty on the steering was offered by GM and accepted. In October the steering pulled left again and the car had to be jumped twice. An accident damaging the front end occurred in March 2007. In May 2007 the steering acted up again PGM0747428-PREAS-1

and the battery went dead. She testified that the dealer replaced the BCM, installed new speakers and a new battery. In July the steering acted up again and the battery went dead. A steering part was ordered. On August 1 customer got in the car to take it to the dealer for service and the battery was dead. The dealer came to the location, jumped the battery, and took the vehicle to the service department. On Friday August 17 customer picked up the vehicle. It was driven to the arbitration site on August 21, 2007. She testified that she was told the battery problem resulted from water entering the trunk. Customer claims that the vehicle was out of service by reason of repair for sixty-nine (69) days. She testified that the remaining problems include the steering, the battery and the smell.

Ms Christine Putnam testified on behalf on the manufacturer GMC. She apologized to the customer for the problems she has experienced and pointed out that the vehicle is under the 3 year/36,000 mile warranty. Of the items on the ATA only the steering, the battery and the smell remain concerns. She went over the ROs and said that only two are within the Lemon Law period. She testified that the battery and the BCM have been replaced. The service department has corrected the water leakage in the trunk and replaced the amplifier. Tech service recommended installing a new regulator which relates to both the steering and battery problems. She concluded by stating that GMC says the vehicle has been repaired and is operating as designed. GMC requests denial of customer's request for repurchase.

In closing statements customer stated that the steering is a safety issue and that she and her daughter are afraid of driving the vehicle. Ms Putnam in closing pointed out that there is no impairment of the use or value of the vehicle and repeated the request for denial.

### Inspection and Test Drive

The vehicle was inspected at the BBB office in Canton Ohio. The vehicle mileage was 12,621. Both interior and exterior are in excellent condition. There is no evidence of any wear and tear. Because the vehicle was in an accident the exterior was examined closely but no sign of damage was apparent. The engine was started and a test drive was taken over several miles of city streets. No steering problem was noted in the short test drive. This problem has been reported as intermittent. Overall the vehicle performed according to specification.

### Discussion

The battery in the vehicle was dead on this vehicle before purchase and it went dead multiple times before the service department

(FAX)

(FAX)

discovered a tech report that pointed to a water problem on the right side of the trunk. The battery problem now appears to have been solved. The steering problem remains a concern and this arbitrator agrees that it is a safety issue. Steering was an issue on ROs and letters five or six times. The power steering system was the subject or repair four times; CVCS 23199, 23750, 28452 and 29422. The dealer replaced the entire steering column in August 2006 but the problem was reported soon after, in October 2006. Another letter dated May 28, 2007 stated a steering problem. A part identified as BCM was replaced in May of 2007 to address the problem but the steering continued to fail. It was the subject of a repair CVCS 29442 August 2007 when the steering gear was replaced and the voltage regulator and connector replaced. Document ID *1879716 discusses the problems with the Electric Steering on Pontiac G6-GT (2006-2007). Viewing this customer's experience with multiple repair attempts on the steering leads to the conclusion that the service department, especially in 2006, did not know what was wrong or how to fix it. The same can be said about the repeated battery failure, except that it was ultimately fixed by sealing the trunk to prevent water from entering.

Customer claims the vehicle has been out of service by reason of repair for 69 days. This arbitrator finds that number to be closer to 47. Conflicting testimony and unclear documents make it difficult to find the correct figure. However, this arbitrator concludes that the days out of service by reason of repair are close to sixty (60) and therefore clearly more that thirty (30).

### Conclusion and Decision

The Ohio Lemon law covers any "nonconformity" which it defines as a defect or condition that substantially impairs the use, value or safely of a motor vehicle to the consumer; and does not conform to the express written warranty of the manufacturer or distributor. The manufacturer is entitled to three repairs on any defect. If the defect remains or is likely to recur, then the customer may be entitled to relief. In this case the steering has been subject to repair more that three times and remains likely to recur in the future. Steering failure of any type can be a safety issue. There is a presumption that the manufacturer has had a reasonable number of repair attempts if a vehicle is out of service for a cumulative total of thirty or more calendar days. These facts applied to the applicable sections of the Ohio Lemon Law require a finding for the customer. Customer's request for repurchase is granted. The Manufacturer is hereby ordered to repurchase the subject vehicle.

Joseph A. Edminister #26783

P.019/023

Page 5 of 5

### PGM0747428-PREAS-1

#### Question 2

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

Power steering system. Four repair attempts.

### **Question 3**

Please indicate the cumulative number of days the vehicle was out of service for all problems Over 60

Question 4

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

### Yes

Question 5

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

### 12.621

CASE: PGM0747428	Customer:
Arbitrator: Joseph A. Edminister	······································
	Date: 08/25/07

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CO	uncu	of Bette	er Business (	Bureaus, Inc.						
				ACCEP	TANCE OR REJ	ECTION C	F DECISION			
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Dat	te:	08/28	/07		(	ase Number	: PGM0747428			
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Sig	atur	e(s) of	Titled Ow	mer(s):			Date	8/3	107	<b>i</b>

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

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Customer:	<b>SR #:</b> -71535473201	<b>BBB#:</b> 747428
		E E E MITTINE

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

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

Section 1	
Purchase Price	25905.14
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 26905.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -999.86
(If positive, look for Overallowance)	
If the Purchase Price is greater than the MSRP but there was no trade-in, have the	he Dealer explain why
the customer paid more than MSRP.	

### Section 2

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

Section 3	
Trade Allowance	0.00
(from Bill of Sale)	0.00
Payoff on Trade	- 0.00
(from Bill of Sale)	0.00
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	25905.14
(from Bill of Sale, before tax, tag, title, etc.)	20000.14
Incentives not included in the Purchase Price	- 1000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 24905.14
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	
If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found vorify	<del></del>

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

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(FAX)

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	GAP Con Registra	ntract tion Page	•	Effective: Date: 04/19/2006	
	x		• 	Expiration: Date: 04/19/2012	
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vered Vehic	6			Lender Name	]
EAR MAKE	MODEL		VIN 1G2ZH178864	CHAMPION FCU	
06 PONTIAC	G6 GT		16221178004		<u></u>
IRCHASE PRI	CETERM	COVERAG	EOPTIONS		
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Case Assessment By: Retta Reaume		Siebel/CARS Request #:71-535473201		
Customer				
Veh year:2006	Make:Pontiac	Model:G6		Current mileage:11000
Veh ID #:1G2ZH178864	In Service Date:04/19/06	Purchased:	New	If used:
What is the customer se	eking?would like GM to buy the	veh back		

# VEHICLE REPAIR HISTORY

# CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

#### CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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


#### **OTHER** SYMPTOM/CONCERN:

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

Team Lead Approval:

Total Days Out of Service:	(excluding c Collision Repairs)	days for custo	mer pay reasons such as	; Maintenance and
VEHICLE MEETS PRESUMPTION	N LEMON LAW?	YES:	NO:	
What is customer eligible for States lemon law requirement	• •			ies and the

#### DVM and/or DEALER RECOMMENDATION(s):

#### <u>CRS RECOMMENDATION & RATIONALE (EXPLAIN):CASE WAS CLOSED ON BBB END , CRS CALLED</u> <u>CUST TO VERIFY INFO CASE WAS CLOSED INELIGABLE DUE TO AGE AND MILAGE</u>

Decision reached by CRS:	Arbitrate case:	Settle case:	
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# **Overallowance/Negative Equity/Incentives Form (Non-Florida)**

	Customer:		SR #: -71535473201	<b>BBB#:</b> 747428
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

#### Section 1

Purchase Price	25905.14
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 26905.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -999.86
(If positive, look for Overallowance)	

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

# Section 2

Coolin 2	
Trade Allowance	0.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 0.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

# Section 3

**•**••••

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Trade Allowance	0.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4	
Purchase Price	25905.14
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 1000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 24905.14
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

Customer	Name:
----------	-------

Case Number: PGM0747428

vas still on lot for) first work order Did Not KNOW this until I started having problems.

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service: <u>Fol</u> (1

m) Date: 03/01/06 Mileage: 11 b) Date: 05/30/07 Mileage: 9861 (Not country repair from accident)

	-				
Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Power steering soes in and out	ves	CAldwell Classic	7/14/06	4992	З
Power steering goes in and out (Electrical) This is the MAIN issue with this car - you will just be driving with this car - you will just be driving		Child an ere of Otheres	8/15/06	6 L(S]	24
With this car - you will stertain sharp twhen changing lanes or certain sharp twins, steering freezest you just he turns, steering freezest you just he to hald an until it comes back.	ie.	Caldwell Classic	5 30 07		24
to hold an until it comes bact. This is quite scarry + dangerous.		Caldwell Classic	10/25/06	Sche dul accusent	id in by
2.	yes	Caldwell Classic	7/14/06	4992	3_
Steering is just NOT 1100 should		Caldwell Classic	8/15/06	6487	24
be aping an unit of the Anothing)		Caldwell Classic	5 3010		24
Rither Pight or left cause frement Braking abruptly can cause frement pull to right or left as well.	<b>6</b> **-0	Coldwell Classic	10/2:404	Schedul acciden	Corcar 10/24/1
3. Sound system failed		Caldwell Classic caldwell, oH	8/15/06	6487	24
Electrical) When battery would go dead (D system When battery make Noises, etc. would shuffle, make Noises, etc.	NO				
	Replaced				
They reprogrammed then ended up Replacing.					
4. Battery constantly going (Replace	2	Caldwell Charsie Caldwell, OH	2 June		
(Electrical) - If the can would	just	Caldwell Classic	2/1/06	н	bidn't
being driven, the battery would be dead. Washed + cleaned can had radio on while vaccuming out t	Fecently got back		8/15/06		24
clienting about Domin Battery Went dead, Had to get several jumpstails. Very annoying	again.	11	5130/07		a4
5. Left door panel off track + door (left) lock replaced	NO	Caldwell Classic Caldwell, OH	8/15/00	96487	24
+ door (left) lock repulced	(fixed)				
					1

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

Customer Name:

Vehicle Concerns.

Date: Feb. 1, 2006 Mileage: 11 First repair Attempt Last Repair Attempt Date: May 30, 2007 Mileage <u>9861</u> Total Days out of Service: <u>51</u> (Not counting repair from

Problems - describe each symptom (List primary prob. First)	Current YES OF ?	Servicing Dealer	Repair Date	Mileage Date	Daugs ou of service
6."Hot Smell"after driving for about 10+ miles Smells very "Hot"	YES	Caldwell Classic Caldwell,0H	7-14-06 8-15-06	{	3 24
7. Sound System Speakers muffled Certain times speakers would Sound muffled, fade, etc. They Replaced all	(Cixed)	Caldwell Classic Caldwell, OH	5-30-0	1 9361	a4
8. Volume Control on Steering wheel Not Working, they looked at + Ordered part on 7/9/07. Haven't heard a word back	YES	Caldwell Caldwell, OH	Due to Schedule WAiting for Call- back		
					Manna y ang _{kan} ana na ang kanana na ang kanana n

# Customer Claim Form

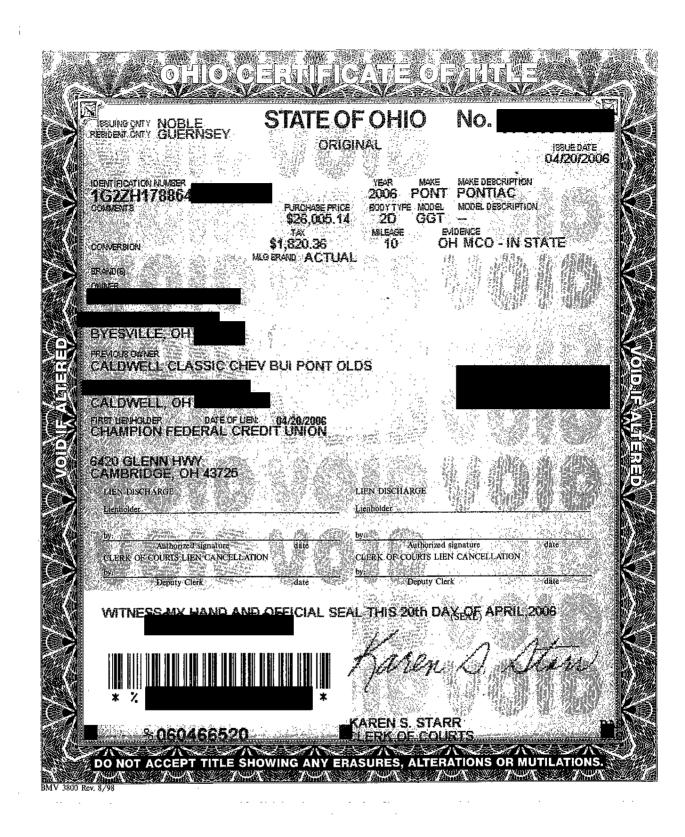
Contact Date: 07/12/07	Start Date:	Case Number :	PGM0747428
Have you contacted the mfr regard	ing your claim? 🖾 YES 🗖 🗄	NO	
Have you previously filed a claim or	h this vehicle with the $\mathbf{BBB}$ (	or another dispute resolution	m provider? 🗖 YES 🖾 NO 👘
If yes, name of provider:	Date:	Case Number:	
Titled Owner(s) Name&Add	<u>ress</u>		
BYESVILLE, OH			
Day Phone:	Evening Ph	ione: C	Cell Phone:
Fax Number:	E-mail Add		Cannot talk (Cannot talk While working
Customer Contact Info: May con	tact my mother as my contact person -	Y	(while working
Vehicle Information			
Name(s) of individual(s) or busine	ss that appear on vehicle ti	itle:	
Vehicle Use: BPersonal Business			usiness purposes: 257.
Transmission Type: Automatic	Number of vehicle	s owned or leased by the t	ousiness:
Make: Pontiac/GMC Mode		iel Year: 2006 Currer	
Vehicle Identification Number: 1			2 ,
Servicing Dealer/City/State : C			
Selling Dealer/City/State : C.	ALDWELL CHEVROLET, BU	JICK, OLD, CALDWELL, C	H
Insurance Carrier : <u>N</u>	lationwide	Policy Number:	
Has vehicle been in an accident/ha	d body damage? Yes <u>x</u> _No	Date of accident:	oct. 21, 2006
Description of Damage : Fr	ront grill and left rim are damage	ed	
Purchase/Lease Information	Complete left side if vehicle wa	s purchased or right side if the	ehicle was leased)
Purchase Date:04/19/06 Mileage at	purchase: > O Leas	se Date: Mileage	at lease:
Purchased As : 🖾 New 🗀 Used 🗆	Demo Leas	sed As : 🗆 New 🗆 Used 🛙	Demo
Purchased As : 🖾 New 🖾 Used 🖾 Is the vehicle in your possession?	yes Is th	he vehicle in your possession	5nc
Lienholder's Name: Champion F	Ederal Credit UnionLeas	sing Company's Name:	
Address: 6120 Glan	my Highway	Address:	
Address: <u>6420 Glan</u> City/St/Zip: <u>(ambr)</u> Phone: (74) - 422-	498, OH 43725	City/St/Zip:	
Phone: (74) - 422-	- 6713	Phone:	
Phone: (74) - 433- Lienholder Acct # : <u>778 - 60</u>	Leas	sing Company's Acet #:	

<u>Customer's Desired Outcome</u> (Describe what you want done to resolve your concern) The customer would like to have the vehicle Repurchased.

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

Date 7-17-07

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



							(FA	X)		P.005/0	23
05/2007	12:58								Ca	se 335	96
07/25/2 חאנעוו	887 12:25 <b>CLASS</b>	7407320058 ČC	4422 (74	0) 73 M	2-2324 ailing Ada	CALDCLASS: Caldwell, O. Toll Free (87 dreas: P.O. E a, Ohio 4372	6 = 02 hio 43 7) 425 Sox 72	-3935 8	P215 NL NO. D9/D2	PAGE 82	~
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The trait and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement inderstanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof ( agree to them as a part of this Agreement the same as if it were printed above my signature. I certify that I am at least 18 years old, and hereby acknowledge sipt of a copy of this Agreement. THIS UNDITLESANCE VALUE UNLESS STAMED AND ACCOUNTED by DEALER OF LAS. A THEOREM ATTIVE.

04/19/2006 100 AIGNED WED) DEALER OR AUTHORIZED REPRESENTATIVE DATE ACCEPTED BY PUNCHASER  $\heartsuit$ TO CROEN: 47652 hrr 1406 1968-1 (1/001 IN 2005 The Reynolds and Reynolds (20

. . .

09/05/2007 12:57			(FAX)
2006 G6 - GT COUPE 40U IVORY WHITE 192 EBONY ORDER NO. JFWC7S/TDC STOCK NO VIN 1G2 ZH17 88 64	).	DETROIT VEHICLE I	NVOTCE 2AD52535612
MODEL & FACTORY OPTIONS 2ZH37 G6 - GT COUPE AP3 REMOTE VEHICLE STARTER SYSTEM AY0 FRONT SIDE IMPACT AIR BAGS &	MSRP 22330.00 150.00 690.00	INV AMT 20655.25 124.50 572.70	RETAIL - STOCK INVOICE 09/16/05 SHIPPED 09/16/05 EXP I/T 09/22/05
HEAD-CURTAIN SIDE AIR BAGS FE9 50-STATE EMISSIONS FR9 AXLE RATIO 3.29 LX9 ENGINE, 3.5L V6 SFI MX0 AUTOMATIC TRANSMISSION PED PREMIUM VALUE PACKAGE INCLUDES	N/C N/C N/C 0.00	N/C N/C N/C 0.00	INT COM 09/22/05 PRC EFF 09/14/05 KEYS G0311 G0311 WFP-S QTR OPT-1 BANK: GMAC - 010
<ul> <li>* (4) 17" CHROMETECH WHEELS</li> <li>* AM/FM STEREO 6 DISC CD PLAYE (REPLACES STD/OPT/PKG RADIO)</li> <li>* SUNROOF, POWER TILT &amp; SLIDE</li> </ul>			SHIP WT: 3408 HP: 32.9 GMS: 23845.35 SUPPLR: 24915.02
R9N LEATHER PACKAGE: * LEATHER APPOINTED SEATING * 6-WAY POWER DRIVER SEAT * HEATED FRONT SEATS * LEATHER WRAPPED STEERING WHL * STEERING WHEEL RADIO CONTROL * LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE		1132.95	MRM: 27405.00 DAN: 01 MEMO 1239.00
UE1 ONSTAR SYSTEM -INCLUDES 1 YEAR SAFE & SOUND			
VK3 LICENSE PLATE BRACKET, FRONT 1SZ PREMIUM PACKAGE DISCOUNT	N/C 500.00-	N/C 415.00-	
DESTINATION CHARGE	26280.00 625.00	625.00	ACT 231 23770.35 H/B 261 788.40
DEALER CO-OP ADVERTISING		262.80	ADV 261 262.80
FOTAL MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREI	DIT	23698.20	PAY 310 24821.55
INVOICE DOES NOT REFLECT DEALER'S REBATES, ALLOWANCES, INCENTIVES, HO DEALER OF ADVERTISING MONIES, ALL O	ULTIMATE ( OLDBACK, H OF WHICH N	COST BECAUS FINANCE CRE	E OF MANUFACTURER DIT AND RETURN TO O VEHICLE.
THIS MOTOR VEHICLE IS SUBJECT TO A	SECURITY	INTEREST H	ELD BY GMAC.
CALDWELL CLASSIC CHEVROLET BUICK PO	ON VIN \$	4IT TO GMAC 1 1G2ZH1788 24821.55 II 2 09/22/05	64 NV 2AD52535612

P.003/023

# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

	<b>Customer and Vehicle</b>	Information	
Date	03/11/08	Service Request # 7	1-601277694
Customer Name		· · ·	
VIN	1G2ZH5487541		
In-Service Date	9/30/2005	Service Contract?	No
Current Mileage	25160	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
	Dealer and Claim In	<u> </u>	
Dealer Name	Suss Pontiac-GMC, Inc.		
			Terry
Dealer Svc Mgr	Anthony Ulibarri	DIr Warranty Admin:	Echelberger
	(303) 751-3400		303-306-
Dealer Phone	、 <i>,</i>	Dealer Fax	4054
Dealer BAC	116817		
	40 Destine 40405		
Dealer Division and Code	16-Pontiac-13485	_	
Repair Order Number	289773		
Repair Order Close Date	2/29/2008	—	
Labor Op. Code Z1242	Dollar Amt:	2050.63	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC) Failure Code (FC)	<u>MJ</u> 98		
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs:	<u>DO NOT</u> PUT IN HOURS DO NOT PUT IN COSTS		
Net Amount:		2050.63	
DO NOT H ROUTE THIS CLA	AIM	2000.00	
Authorization Code:	DO NOT PUT IN AN A	AUTH CODE	
Additional Comments for Deal	er:		
IF THIS CLAIM SHOULD RE.	JECT FOR ANY REASON, P	LEASE CONTACT ME AS	SAP
AND FAX A COPY OF THE R		<b>`</b>	
<i>R</i>	Retain Copy with Deale	r Repair Order	
	Internal PAR Info	rmation	
Complaint:	Stooring		
Causai	Steering		
Cause:	1.		
	n/a		
Correction:	-		
Justification:	Repair vehicle		
	1 -		
PAR CRS:	Alyson Hollar		

# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Additional Comments: n/a

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1301 So. Havana, Aurora, Colorado 80012 • (303) 751-3400

	FAX TRANSMITTAL
DATE: 3-7-	-08
TO: <u>Alliso</u>	Hollar
company: <u>G</u>	m. Product alligation
۰ ۱	
FAX #: 86	6 775 9478
FROM: Auth	ony Cliborni
FAX NUMBERS:	1301 S. HAVANA, AURORA, CO. 80012         PHONE:       (303) 751-3400         (303) 306-4010       FINANCE OFFICE         (303) 306-4030       BODY SHOP         (303) 306-4031       PARTS DEPT.         (303) 306-4059       OFFICE         (303) 306-4054       SERVICE
COMMENTS: Here is the	aper work for
please lef m.	· Know if any addetional information
is needed on	any questions arise.
	Thanks
	Anthony Ulibanai Serv. mgn 303-306-4026
10	303-306-4026
<u>12</u> Number of	of pages (includes this cover sheet)

Store 01 SERVC01 PORT 5043 3651 MAR 7, 2008 R/O CLOSE OUT ------_____ ..... 289773 TYPE SERVICE D# 1 PR 1 ST K | 11. ADVISOR 1218 X. R/O NO. 02/08/2008 12. DATE IN _____ ------ - - - - -13. TIME IN 11:25am 1. CUSTOMER 02/08/2008 14. DATE PR 15. TIME PR mq00:30 COMMERCE CITY CO 16. TAG NO. 432 PHONE (H) PHONE (B) 17. MI I/O 25160/25160 _____ * *** = = = = = _____ 18. PO NO. 1G2ZH548754 PROD DT 2. SERIAL# STK#50135 DEL 09/30/2005 19. COMMENTS LICENSE# 20. RECOMMEN PN G6 BLACK EBONY IMPRESS CLTH 05 DESC. PICKUP 21. JRNL PFX _____. 3. JOBS (J#) 1 2 3 STATUS B B B 22. _____ 0.00 0.00 685.08 4. LABOR 0.00 340.30 0.00 5. PARTS 0.00 925.00 0.00 6. SUBLET 0,00 100.25 7. G.O.G. 0,00 0.00 0.00 8. MISC 9. TAX 0.00 0,00 0.00 0,00 0.00 [W] 2050.63 [I] 0.00 ] TOTALS C 10. EST \$ { ------____ _ _ _ _ _ _ _ _ .

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (TAB)

FAX NO. :3033064054





BUICK-PONTIAC-GMC⁶²⁸⁹⁷⁷³ 1301 S. HAVANA AURORA, COLORADO 80012 Telephone (303) 306-4020





	9779			CRAFT		17	218	432	03/04/08		289773
			LABOR R/		LICENSE NO.		MILEAGE		BLACK/EBONY	атоск NO. 5013!	5
				KE / MODEL				10,100	DELIVERY DATE	DELIVERY M	
COMMERCE	<b>CITY, CO</b>				/ <u>G6/G6 (</u>	<u>5T 4D</u>	<u> </u>		09/30/05 SELLING DEALER NO.	PRODUCTIO	
			1 G	2 <u>Z H</u>	5487	<u>754</u>	NO.		F. O. DATE		
			F. T. E. NO	1			. NG.		02/08/08		
		BUSINESS PHONE	COMMEN	rs.		•••				MO:	25160
CI SI P R R R R O	USTOMER STEE USTOMER STAY EE HISTORY /S FAILED A /F LOWER CO EPLACED R/F ND ALIGNED OAD TEST AL Q-1A-E3530 2. ROAD TES	.9 ADD E2020 ALI	I POLLS HARD I O RUN-OFF INT( YF WHEEL WRM AND REPLAC IGN .5, CAMBEI	DITCH AN	ND BENT IEEL	8		<b>WARRANEY</b>			
ARTSQTY )8 # 1 )8 # 1	-	R 1776 1325 18 1325 1321 12 12 1556		KIT T ER-	Job # 1 1			WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY WARRANTY 0.00			
				JOB # 1	TOTAL LA	30R & P	ARTS	0.00			
R F	RENTAL PROVI	AL CAR CUSTOMER SATISFACTION DED	GOODWILL	TEGHOS	12 <b>4789</b> 8888			WARBANTY			
	(FP-NUMBE	R	DESCRIPTION-			-UNIT P	RICE-				
4K13Q1Y					JOB # 2 .	TOTAL P.	ARTS	0.00			
4K15QIY					JOB # 2 TOTAL LAI	TOTAL P	ARTS	0.00 0.00			
4- <b>3:#ZOPNZ</b>	RT BUMPER C	AIR PER ESTIMATE	REFINISH, RT	JOB # 2	JOB # 2 TOTAL LAI 1116 13	BOR & P.	ARTS ARTS	0.00			
# 3#ZOPNZ F A	RT BUMPER C AND REFINISH AS PER PREVI	COVER REPAIR AND	REFINISH, RT	JOB # 2 TECHCS FENDER P	JOB # 2 TOTAL LAI 1416 I3 ANEL REPA	BOR & P.	ARTS ARTS	0.00			
# 3#ZOPNZ F A A A A A A A A A A A A A A A A A	FRT BUMPER C AND REFINISH AS PER PREVI CAUSE EXTERI REMOVE AND F ADD MIX TIME ADD 1.4	COVER REPAIR AND IOUS COMPLAINT CA ROR DAMAGE REFINISH FRONT BA CODE AN. REFIN DE GE. TOTAL MIX	REFINISH, RT AUSED VEHICLE UMPER COVER A ISH RT. FRT. TIME .4 REPA	JOB # 2 FENDER P TO GO OF 0008 2.5 FENDER .9 IR BUMPER	JOB # 2 TOTAL LAI ANEL REPA F ROAD ADD AND FEND	IOTAL P. BOR & P. IR IR ER	ARTS ARTS	0.00			
# 3#ZOPNZ F A A A A A A A A A A A A A A A A A	FRT BUMPER C AND REFINISH AS PER PREVI CAUSE EXTERI REMOVE AND F ADD MIX TIME ADD 1.4	COVER REPAIR AND 1 IOUS COMPLAINT CA IROR DAMAGE REFINISH FRONT BU 5 CODE AN REFIN	REFINISH, RT AUSED VEHICLE UMPER COVER A ISH RT. FRT. TIME .4 REPA	JOB # 2 FENDER P. TO GO OF 0008 2.5 FENDER .9 IR BUMPER	JOB # 2 TOTAL LAI ANEL REPA F ROAD ADD AND FEND	IOTAL P. BOR & P. IR ER -UNIT P	ARTS ARTS RICE-	0.00			
# 3#ZOPNZ F A A A A A A A A A A A A A A A A A	FRT BUMPER C AND REFINISH AS PER PREVI CAUSE EXTERI REMOVE AND F ADD MIX TIME ADD 1.4	COVER REPAIR AND IOUS COMPLAINT CA ROR DAMAGE REFINISH FRONT BA CODE AN. REFIN DE GE. TOTAL MIX	REFINISH, RT AUSED VEHICLE UMPER COVER A ISH RT. FRT. TIME .4 REPA	JOB # 2 FENDER P TO GO OF 0008 2.5 FENDER .9 IR BUMPER	JOB # 2 TOTAL LAI ANEL REPA F ROAD ADD AND FEND	IOTAL P. BOR & P. IR IR ER -UNIT P TOTAL P	ARTS ARTS RICE - ARTS	0.00			
# 3#70PNZ F A A C G R A A A A A A A A A A A A A A A A A A	FRT BUMPER ( AND REFINISH AS PER PREVI CAUSE EXTERI ADD MIX TIME MIX TIME COU ADD 1.4 YFP-NUMBE #VEI 9773	COVER REPAIR AND LOUS COMPLAINT C/ ROR DAMAGE REFINISH FRONT BU E CODE AN. REFIN DE GE. TOTAL MIX ER	REFINISH, RT AUSED VEHICLE UMPER COVER A ISH RT. FRT. TIME .4 REPA -DESCRIPTION-	JOB # 2 FENDER P TO GO OF 0008 2.5 FENDER .9 IR BUMPER JOB # 3	JOB # 2 TOTAL LAI ANEL REPA F ROAD AND FEND JOB # 3	IOTAL P. BOR & P. IR IR ER -UNIT P TOTAL P	ARTS ARTS RICE - ARTS	0.00			

FAX NO. :3033064054





SUICK-PONTIAC-GMES289773 1301 S. HAVANA AURORA, COLORADO 80012 Telephone (303) 306-4020





		ADVISOR	TAG N		INVOICE DATE	INVOICE NO.
79779		BILL CRAFT		432	03/04/08	PNCS289773
		LABOR RATE	MR.EAGE	25,160		50135
		YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
COMMERCE CITY, CO		05/PONTIAC/	/G6/G6 GT 4DR		09/30/05	331
			5 4 8 7 5 4		SELLING DEALEH NO.	PRODUCTION DATE
		F.T.E.NO.	[R. Q. NQ.		R. O. DATE	1
					02/08/08	
	BUSINESS PHONE	COMMENTS				MO: 25160
			TOTAL - SUBLET	0.00		
			TUTAL - SUBLET	0.00		
.0.G. & SUPPLIES OB # 3 1.0 PAINT MU OB # 3 1.0 PAINT MU						
DB#3 1.0 PAINT MU DB#3 1.0 PAINT MU	ATERIALS @ ATERIALS @	/UNI /UNI		WARRANTY		
56 # 3 I.0 FAINT P		70114	TOTAL - GOG	0.00		
					l.	
DTALS						
*****	*****		TOTAL LABOR	0.00		
CACU CU	ЕСК СНЕСК#	*	TOTAL PARTS TOTAL SUBLET	0.00		
ÇAŞH CH	LCK	*	TOTAL G.O.G	0.00		
M/C-VISA	AMEX	*	TOTAL MISC CHG.	0.00		
	ARGE ACCOUNT	* *	TOTAL MISC DISC	0.00		
		*				
GMPP	EXT. WARR	···· *	TOTAL INVOICE \$	0.00		
C.	ASHIER'S INITIALS	*				
		*****				
RY OUR EXPRESS LUBE SER	ATCE					
NY QUESTIONS PLEASE CON	TACT US AT (303) 306-40	20				
CUSTOMER SIGNATUR			F **************			
******	** DUPLICAT	E INVOIC				
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					1	
					1	
PAGE 2 OF 2	OFFICE COPY		END OF INVOICE	] 09:44am		ERAINTINVE SP638980 Q (
			-		nevnolds and Kuvbeld	- COMPANYA 20030400 C (

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MAR 7, 2008 LABC	DR OPERATION R/O	289	73 Store 01	SERVCO	1 PORT 5010	3651
JOB#(1) OP/CODE LABOR(C/W/I) W BILLING TIME LABOR CHARGES COMPLAINT CUSTO SEE F	JRNL PFX (C) 6.70 581.02 DMER STATES THAT	(W) Veh:	(I) VLR LABOR RATE 86. NOTE ICLE PULSS HARD 7	.72 [°] FO LEFT	GRP AND BENT	
CAUSE P/S F R/F F CORRECTION REPLA MORE-> AND A	LOWER CONTROL ARM ACED R/F LOWER CO	I AN	DR/FWHEEL			
OTHER CHARGES 1. PARTS 2. SUBLET 3. G.O.G.	CUSTOMER 0.00 0.00 0.00		0.00 0.00	·	INTERNAL 0.00 0.00 0.00	
L# J# TECH Ni 1 1 4795 Mi 2 1 4795 Mi J TOTAL LABOR TIME	ICHAEL RANDELS ICHAEL RANDELS	F	W 02/25/08 16.3	0 8.00 0 18.50	0.00 0.00	TY P U U

(B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

DB#	(1)	OPERATION 00	5 PNZ			DESC.		EERING/SU			
			DESCRI	PTION	т	COST	QTY	PRICE		CWI	GRE
1	GM22730'	776	6.168	ARM	N	107.53	1	150.54	790.34	~	
2	GM89060	325	5.803	WHEEL K	N	106.67	1			W	
	GM89060		CORE H	RICE	N	50.00		50,00		W	
З	GM27428		5.875	STEM	Ν	1.19	1	1.67	1.67	W	
_	GM89060		CORE F	ETURN	N	50.00	l		-50.00	W	
-	GM22689		7,832	EMBLEM	N	20.96	1	29.34		W	
_	GMP3510		NUT		N	0.01	2		0.02	W	
_	GM10379		7.800	BRACKET	N	4.99	1			W	
8	GM10121		8.950	RETAINE	N	0.17	10	0.24	2.40	W	

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MAR 7, 2008 L	ABOR OPERATION R/O	2897	73	Store 0	1 :	SERVC0	1 POR	T 5010	3651
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CORRECTION RE	NTAL PROVIDED								
OTHER CHARGES	CUSTOMER 0.00 0.00 0.00		•	WARRANTY 0.00			INTE		
2. SUBLET 3. G.O.G.	0.00			925.00				0.00	
1 2 4795	NAME MICHAEL RANDELS MICHAEL RANDELS ME 0.00	F F	W W	02/22/08 8.0 02/25/08 16.3	00 10	8.00 18,50	0.00		TY P U U

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AR 7, 2008	SUBLET	R/O 2	289773			<b>_</b>	 365
JOB# (2) OPERATION 80FNZ00	3	_ #	DESC.	RENÏ	AL CAR		 
N T PO# VENDOR 1 N 289773 ENTERPRISE RE 2 N 289773A SUSS PONTIAC	NT ENTER	PKISE			37.00	PRICE 37.00 888.00	GRP
							 '

(E=ENTER) (C≖CHANGE) (P⇒PAGE)

ADDRESS CITYA STATE Commerce Corry	:30330640 24 day, R-eteder-e 4-4-0	354 35 201 8 -	HALF	NK AG	^{P9} R REN REEM 772	ENT
	Culora	EXPIRES	DATE			<u> </u>
10:65 AM VEH. NO. VEH. NO. VEH. NO. VEH. NO. MAKE BUICK LACKOSSE	WILL BETURN CAR	100 <u>4-10-10</u> IML	ВАТЕ; \$ <u>РЕН</u>	PLUS	<u>¢ Pi</u>	
289773 2-9-08 13-4-04		· · · · · · · · · · · · · · · · · · ·	MILES	¢.		
CREDIT CARD	MILEAGE IN	646	HOURS	0		
264WD58234	MILEAGE OUT	37779	24 DAYS	\$13700	888	00
NO SMOKING RETURN WI HALF TANK INSURANCE CO. AGENT 303-875-99		38425	WEEKS	@		
FARMERS INSUR STEPHEN HESCH			MONTHS	. @		
MILEAGE LIMITATION (SEE 4, ON REVERSE SIDE)MILE RADIUS BY	LEBSOR					·
REQUEST FOR PERMISSION FOR PERSON OTHER TH		DRIVE	· · · ·			71
I hereby request Lessor's permission to allow	Driver's Lic. No					
APPROVED BY LESSOR:			DAM	AGE		
NOT VALID UNLESS APPROVED BY LESSOR'S REPRESENTATIVE.			<u> Şub то</u>	)TAL		
The undersigned hereby acknowledges that the lessor is not providing collecting any charges therefor. In consideration of the foregoing acknowledge to pay for all loss and damage to the described automobile and to hold	any type of insi owledgment the	undersigned agroos		тах		i
a result of the lessee's usage thereof.				DUE -	888	00
CITY Commerce STATE CC	PHONE		'			
TERMS ON REVERSE SIDE • REM	TALS CASH		DRI	VE SAFELY	А.	

FORM SRA-22 (4-97)

Baynolds and Boynolds

Page 1 of 1

ARMS® - Automated Rental Management System (Patent Pending)



Rental Company:ENTERPRISE RENT-A-CAR Invoice: D451601-1207

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Rate:

\$37.00

%10.17

Rental Period: 2/8/08 to 2/9/08 (1 days)

Billed Period: 2/8/08 to 2/9/08 (1 days)

**Billing Detail:** 

Description

1 DAYS @

1 SALES TAX

TOTAL CHARGES:

Less Amount Received:

#### Bill To:

ATTN: WILLIAM CRAFT

RENTER INFORMATION: Renter:

RENTAL INFORMATION: Rental Branch Location: ENTERPRISE RENT-A-CAR (1207) 1898 SOUTH HAVANA AURORA, CO 800125012 (303) 695-6959

ADDITIONAL INFORMATION: AP# or RO#/PO# :RO289773/289773

Owner's Vehicle: 2005 PNG6 GT 4D Additional Driver:

Repair Facility: SUSS PONTIAC GMC** AURORA, CO 80012 (303) 751-3400

#### VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN
2/8/08 11:39 AM	2008	CHEV	COBA	1G1AL58F287197928

and a second second second second second second second second second second second second second second second

# **Rental Invoice**

Please Return This Portion with Remittance

Make Payment To: ENTERPRISE RENT-A-CAR (12DD) 7201 S FULTON ST CENTENNIAL,, CO 801123725 Federal ID:84-0783547

Total Charges:	\$40.76
Less Amount Received:	\$0.00
Total Amount Due	\$40.76

Please include on your check: ... invoice: D451601-1207

AMOUNT DUE...... \$40.76

Shokt Pay to Enterprise No tax

Amount:

\$37.00

\$3.76

\$40.76

\$0.00

MAR 7, 2008 LABOR OPERATION R/O 289773 Store 01 SERVC01 PORT 5010 3651 JØB#(3) OF/CODE 70PNZ REPAIR PER ESTIMATE LT/? LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR BILLING TIME 5.20 LABOR RATE 86.72 GRP NOTE LABOR CHARGES 450.94 COMPLAINT FRT BUMPER COVER REPAIR AND REFINISH, RT FENDER PANEL REPAIR AND REFINISH AS PER PREVIOUS COMPLAINT CAUSED VEHICLE TO GO OFF ROAD CAUSE CAUSE EXTERIROR DAMAGE CORRECTION REMOVE, REPIAR, REFINISH FRT COVER A0008 REPAIR, REIFNISH RT FENDER PANEL FRT A0680 _ _ _ _ _ _ _ * * - - - - - - -CUSTOMER INTERNAL WARRANTY OTHER CHARGES | 0.00 0.00 0_00 0_00 1. PARTS 0.00 2. SUBLET 0.00 100.25 0.00 0.00 3. G.O.G. 1 1 *** L# J# TECHNAMEF/H T DATE.... START FINSH HOURS ADJ...TY P1 3 1318JEFF GALLOWAYF W 03/04/08 8.00 14.00 5.60U2 3 1116KEVIN VANDERWALLF W 03/04/08 14.00 18.00 4.10UTOTAL LABOR TIME9.70INVENTORY COST170.31

. _____w*wmm-*_____ (B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E#ENTER) (J=JRNL PFX) (TAB) 

 MAR 7, 2008
 GOG AND SUPPLIES R/0 289773
 3651

 JOB# (3)
 OPERATION 70PNZ
 DESC. REPAIR PER ESTIMATE

 LN# QTY.. T DESCRIPTION......
 PRICE.. COST... EXT.PRC T/N CWI GRP

 1
 1.0 G PAINT MATERIALS
 74.180
 44.510
 74.18 N W

 2
 1.0 G PAINT MATERIALS
 74.180
 44.510
 74.18 N W

 2
 1.0 G PAINT MATERIALS
 26.070
 15.640
 26.07 N W

 GAS OIL AND GREASE ELEMENTS

 1. 1 OT GOODWRENCH OIL
 6. 6 SERVICE ATF

 2. 2 1 QT WARR GOODWRENCH OIL
 7. 7 FLUSH ATF

 3. 3 GOODWRENCH MOTOR OIL
 8.

 4. 4 1 QT GOODWRENCH ATF
 9.

 5. 5 1 QT WARR GOODWRENCH ATF
 10.

(E=ENTER) (A=ADD) (D=DELETE) (C=CHANGE) (T=TYPE) (P=PAGE)

# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Date	03/11/08	Service Request # 7	71-601277694
Customer Name			
VIN	1G2ZH548754		
In-Service Date	9/30/2005	Service Contract?	No
Current Mileage	25160	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
	Dealer and Claim I		
Dealer Name	Suss Pontiac-GMC, Inc.		
			Terry
Dealer Svc Mgr	Anthony Ulibarri	DIr Warranty Admin:	Echelberger
	(303) 751-3400	<b>-</b>	303-306-
Dealer Phone		Dealer Fax	4054
Dealer BAC	116817	_	
Declar Division and Orde	10 Dentis - 10105		
Dealer Division and Code Repair Order Number	16-Pontiac-13485 289773		
Repair Order Number	2/29/2008		
Labor Op. Code Z1242	Dollar Amt:	2050.63	
Labor Op. Code Z1242	Dollar Amt:	2000.00	
Cause Code (CC)	Donar Amt.		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET</b> <b>AMOUNT</b> Labor Hours and OLH:	<u><b>Do not</b></u> put in hours	;	
Parts and Labor Costs:	DO NOT PUT IN COSTS		
	<u>_</u>	2050.63	
Net Amount:			
DO NOT H ROUTE THIS CL		_	
<b>DO NOT H ROUTE THIS CL</b> Authorization Code:	DO NOT PUT IN AN	_	
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DO NOT H ROUTE THIS CL. Authorization Code: Additional Comments for Dea IF THIS CLAIM SHOULD RE AND FAX A COPY OF THE I	DO NOT PUT IN AN Iler: JECT FOR ANY REASON, REJECTION W/TRACKING Retain Copy with Deal	AUTH CODE PLEASE CONTACT ME AS FORM TO (866) 775-9478 er Repair Order	SAP
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# PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Additional Comments: n/a

North Ameri General Motors Disbursements PO Box 62530 Phoenix, AZ 8	(2613)	ations ATION Redact	GM ted PURSU/	ANT TO THE I	CHECK NO	
DATE 03/07/0	8		ACT (FOIA)	, 5 U.S.C. 552	2(B)(6) AMC CENTS ******	DUNT ********100.00
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VENDOR DUNS NO. BB 000 VENDOR NAME	0000044	1		American Opera Motors Corporation ements (2613) 62530 AZ 85082-2530	ations det Check NO PAYMENT DATE	
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBE	R % DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528X54	03/06/08	VH 1-A1HBHD 911.1-A1HBHD	00.000	100.0	.00	100.00
		δ _μ α.				
ACCEPT	ANCE OF THIS	CHECK CONSTITUTES FU VESTIONS CALL 800-462	LL RESOLUTION FOR	₩3		
REIMBU	RSEMENT	VESTIONS CALL 800-462		H3 100	.00 .00	100.00
\$3100 1			TOTAL			100.00

March 11, 2011



Service Request: 71-606840911 Customer Relationship Specialist: MJ Mason

Dear

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

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

We have reviewed your request for reimbursement on the power steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$100.00.

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

Sincerely,

Pontiac Customer Assistance Center

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

Milton IN POSTAL SERVICE MAR 3 1 2008 8880 -07 CUSTOMER LESISTANCE CENTER PONTIAC 7.0.Box 33172 DETROIT MICHIGAN 48232-5172 · أارتبال الماسال المسالل السياط الماسال المالية المقال المالية الم H 48232\$5172~8050 (* • -

March 15, 2008

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

Ref: G6 Power Steering Failure Service Request: 71-606840911 VIN 1G2ZH528X5

Dear Sirs:

Thank you for the reimbursement of \$100 in repair costs for the power steering failure of our 2005 Pontiac G6. Although this is welcomed, it falls far short of the cost incurred to repair this vehicle. The power steering has failed and been repaired twice. Receipts sent with my claim for power steering failure totaled \$544.13.

I've read this problem was being investigated by the NHTSA. My understanding is this often leads to a recall situation. I feel your reimbursement plan and warranty extension is nothing more than a ruche to persuade this government agency from not mandating a recall for safety reasons. By issuing this small portion of the costs you can easily claim you are dealing with and correcting your design problems.

This is the first Pontiac I have owned and rest assured it is the last. It is easy to see why the domestic auto manufactures are in trouble. I can't help but wonder how Honda, Nissan or Toyota would have dealt with this issue.

There is no need to respond to this letter unless you want to refund the remaining \$444.13 you owe.



cc: Connersville GM Supercenter 500 Eastern Ave Connersville IN 47331

> National Highway Traffic Safety Administration Office of Defect Investigation, NVS-210 400 7TH Street, SW Washington, DC 20590



March 6, 2008

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

Milton, IN

Service Request: 71-606840911 Customer Relationship Specialist: MJ Mason

Dear

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

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

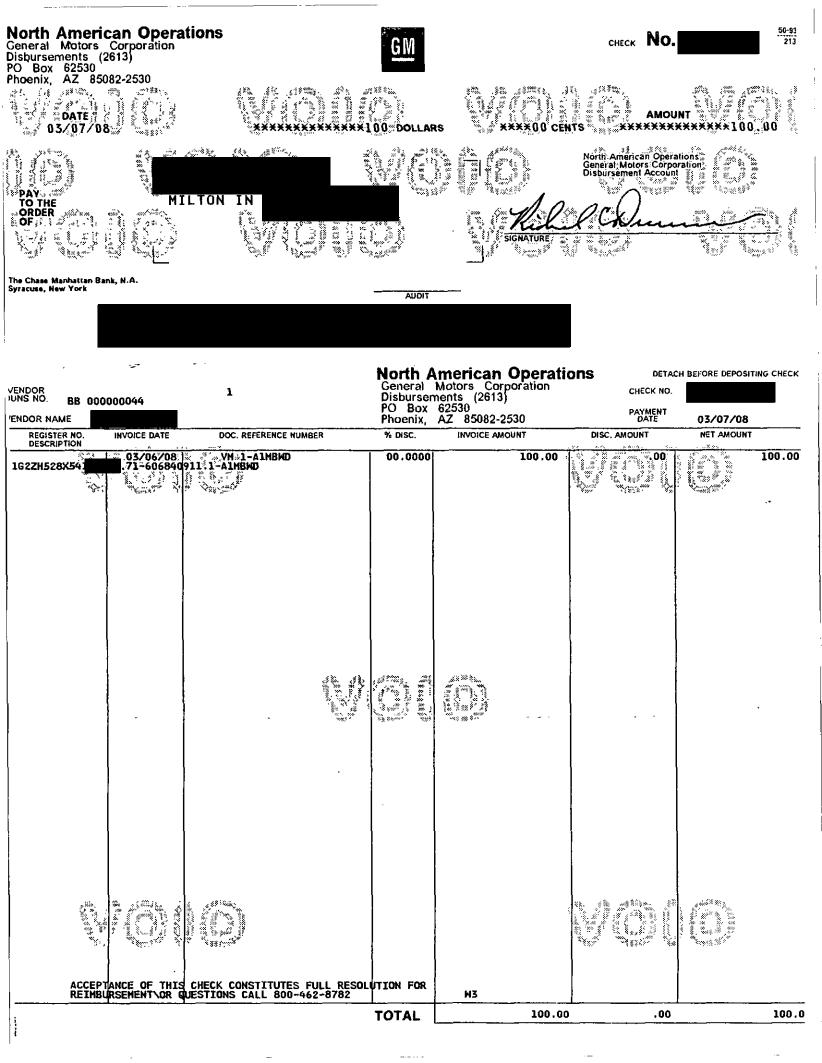
We have reviewed your request for reimbursement on the power steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$100.00.

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

Sincerely,

Pontiac Customer Assistance Center

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



December 2007



# Milton, IN

Dear

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

# Do not take your vehicle to your Pontiac dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM by December 31, 2008.

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson ^J General Director, Customer and Relationship Services

Enclosure 07126

#### CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

i.

### CUSTOMER REIMBURSEMENT CLAIM FORM

T	his section to be completed by	Claimant
Date Claim Submitted:	FED 18, 2008	
	ation Number (VIN): 1627	
Mileage at Time of Repa	ં <u>3</u> વ વહા ir: <u>અઝાહ</u> ર Date of Repair:_ ક્	0-19-07 3-14-07
Claimant Name (please	print):	
Street Address or PO Bo	ox Number:	
City: Million	State: INDIANA	ZIP Code
Daytime Telephone Nun	nber (include Area Code): _	
Evening Telephone Nurr	nber (include Area Code):	
Amount of Reimburseme	ent Requested: \$ 544.13	······
The following documents	ation must accompany this clain	n form.
Original or clear copy of	all receipts, invoices, and/or rep	pair orders that show:
<ul> <li>The Vehicle Identified</li> <li>What problem occurse</li> <li>The total cost of the representation</li> <li>Payment for the representation</li> </ul>	ress of the person who paid for ication Number (VIN) of the veh urred, what repair was done, wh e repair expense that is being cl pair in question and the date of pack of cancelled check, or copy	icle that was repaired. en it was done, and who did it. laimed. payment.
	cument attests that all attache for the expense I incurred for the	d documents are genuine and I erepair covered by this letter.
Claimant's Signature:		
Please I	mail this claim form and the requi	ired 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

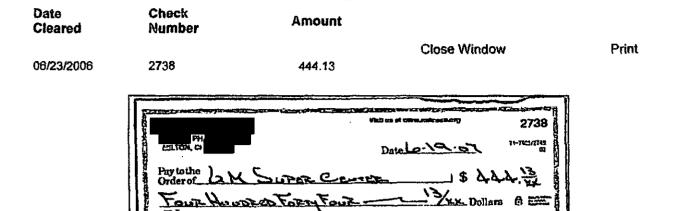
	Ontiac & Buick Inc. • Phone (765) 825-3102 • Fax (765) 827-6	6530
39981 39981 00/00/00	MILTON IN	DATE IN 06/19/07 TIME IN 01:27 CLOSED 06/19/07 WRITER 2683 WG
(1) CUSTOMER STATES POWER STEERING MESSAGE COMES ON / SOP FOUND FAILED TORQUE SENSOR REPLACED POWER STEERING MOTOR ASSEMBLY (39-0984 ME-) A	Labor T39 25805894 (MOTOR) Total Repair (Customer)	75.00 1 343.74 418.74
		RIGINAL
	RE FROM	
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby an tross made by the manufacture. The scien hereby correspy discisting all warranties including any implied warranty of menchantability of fitness for a particular purpose, and neither assumes nor authorities any person in connection with the sale of said products. Any implication contained herein does not apply where prohibited by law. X CUSTOMER SIGNATURE Page 1 of 1 Job 29014 29014 Customer Copy	etter expressed or implied. Suite assume for it any labelity O assume for it any labelity Suite Suite . 00 Tail	CUSTOMER           bor         75.00           rts         343.74           blet         .00           op Supplie         4.50           l/Grease         .00           b Total         423.24           x         20.89           tal (Cash)         444.13

	ersmille 🔊 🖾 Parts
	Pontiac & Buick Inc. • Phone (765) 825-3102 • Fax (765) 827-6530
NO     VN       YEAR297 GUZE     1 G-2 Z Hotel       1 G-2 Z Hotel     1 G-2 Z Hotel       WILESRO05     200/00/00       HILESRO05     200/00/00	MILTON IN WRITE N 08/16/07 THE N 08/21/07 WRITE 266.5
<ul> <li>(1) CUSTOMER STATES POWER STEERING INOP AND SERVICE STEERING MESSAGE CAME ON / ADVISE RAN DIAGNOSTIC, FOUND TORQUE SENSOR FAILURI REPLACE COLUMN AND CLEAR CODES, ALL OK AT PRESENT (46-3674 RP-)</li> </ul>	E7680 6G WM T46 18 E (F)15926870 (COLUMN) 1
(2) MISC DIAG (38-6243 RR-) A	Labor T38 100.00 Total Repair (Customer ) 100.00
	CRISCINAL CRISCINAL CONSCINAL CONSCINAL
DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacture. The seter hereby expressly disciains at warranties including any implied warranty of mechanization of theses for a particular purpose, and nector assumes nor authorizes any person incomection with the sete of setol products. Any britizion contextual herein does not apply where products by the. X CUSTOMER SIGNATURE Page 1 of 1 Job 29767 29767 Customer Copy	W/C     INT.     CUSTOMER       Labor     100.00       Parts     .00       Sublet     .00       Shop Supplie     .00       Oil/Grease     .00       Sub Total     100.00       Total     .00

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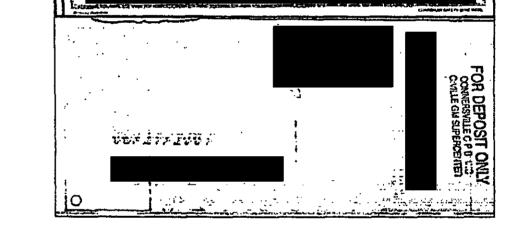
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### CLEARED CHECK

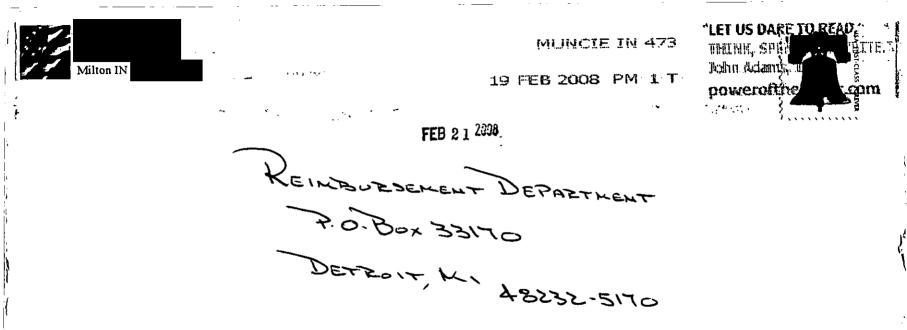


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### **CUSTOMER REIMBURSEMENT CLAIM FORM**

	This section to be completed by	Claimant
Date Claim Submitted:	FED 18, 2008	
17-Digit Vehicle Identif	cation Number (VIN): <u>\ してて</u>	H528X54
Mileage at Time of Rep	ર્ગ વેલ્ટ્ર bair: <u>4 રાહત</u> Date of Repair:	0-19-07 8-14-07
Claimant Name (please	e print):	
Street Address or PO E	Box Number:	
City: MILTON	State: INDIANA	ZIP Code
Daytime Telephone Nu	mber (include Area Code):	
Evening Telephone Nu	mber (include Area Code):	· · ·
Amount of Reimbursen	nent Requested: \$ 544.13	>
The following documer	tation must accompany this clai	m form.
Original or clear copy of	of all receipts, invoices, and/or re	pair orders that show:
<ul> <li>The Vehicle Ident</li> <li>What problem occ</li> <li>The total cost of t</li> <li>Payment for the r</li> </ul>	dress of the person who paid for ification Number (VIN) of the vel curred, what repair was done, whe he repair expense that is being c epair in question and the date of back of cancelled check, or cop	nicle that was repaired. nen it was done, and who did it. laimed. payment.
• -	ocument attests that all attache t for the expense I incurred for th	ed documents are genuine and I ne repair covered by this letter.
Please	e mail this claim form and the requ	lired documents to:
	Reimbursement Departm P.O. Box 33170 Detroit, MI 48232-5170	
Reimbursen	nent questions should be directed 1-800-204-0261	to the following number:
		·

0010290/GMR2V071129R15 Page 03 of 03 F

### CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

### If your claim is:

· Approved, you will receive a check,

- -

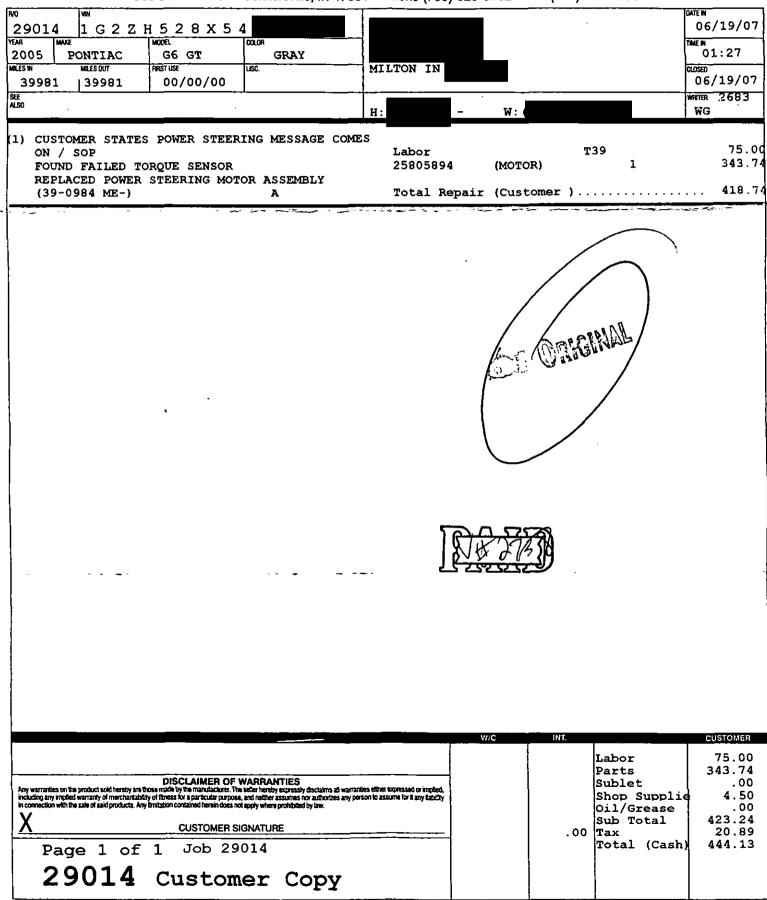
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

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

# 

Chevrolet Pontiac & Buick Inc.

500 Eastern Ave. • Connersville, IN 47331 • Phone (765) 825-3102 • Fax (765) 827-6530

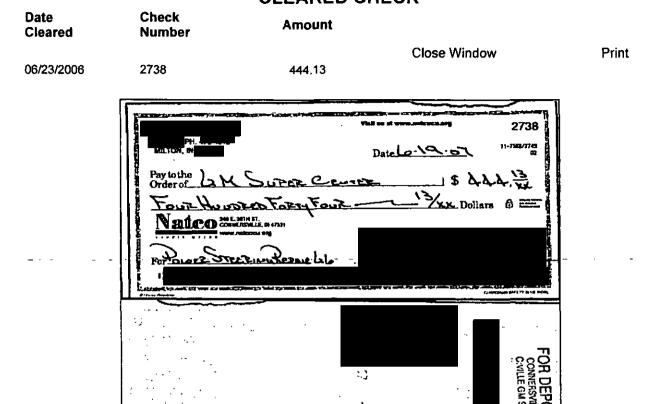


Chevrolet Pontiac & Buick Inc.

500 Eastern Ave. • Connersville, IN 47331 • Phone (765) 825-3102 • Fax (765) 827-6530

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including any in connection	implied warranty of merchantable with the sale of said products. An	Thy of filtness for a particular purpose by Imitation contained hortin does no CUSTOMER SI	sector hereby expressly disclaims all v , and neither assumes nor authorizes a l apply where prohibited by law.	warranties either expressed or implied, any person to assume for it any lightly		Parts Sublet Shop Suppl Oil/Grease Sub Total .00 Tax	.00
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# INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

March 11, 2011



Service Request: 71-606992627 Customer Relationship Specialist: Katrina Blake

Dear

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

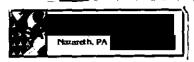
At Chevrolet, we believe our customers have the right to expect long-term, reliable performance from our products. There are, however, many variables that affect the life of the vehicle's parts and appearance. Unfortunately, there are times when we identify a motor vehicle defect and release a special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

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

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

Sincerely,

Chevrolet Customer Assistance Center



LEHICH WALLEY PA 180 LAS UND AT THENE, SP Rohn Rolan 28 FEB 2008 FM 4 T

Reinbursement Department PU Box 33170 HAI MAR 0 3 103

Dotroit, MI. 48232-5170

48232+5170

### CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: Aug. 16, 2007
17-Digit Vehicle Identification Number (VIN): 1G1ZT528X5F
Mileage at Time of Repair: <u>43,458</u> Date of Repair: <u>Aug 17, 2007</u>
Claimant Name (please print):
Street Address or PO Box Number:
City: Nazareth State: PA ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Amount of Reimbursement Requested: \$ 100.00
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>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)</li> </ul>
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

### 

0015129/GMR2V071129R07 Page 03 of 03

### **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).

# 

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

December 21, 2010



Service Request: 71-535490573 Customer Relationship Specialist: Sandra Fagan

### Dear

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

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

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

Sincerely,

Chevrolet Customer Assistance Center



### **AUTOMATIC COVER SHEET**

BUSINESS # (814) 886-4137

TOLL FREE # (888) 886-4137

FAX # (814) 886-8631

DATE: 10/16/07

ro: Wendy Rose FROM: Randy Cicinella

FAX# all the information I have

PAGES WERE SENT (INCLUDING COVER PAGE)

# **Condrin Chevrolet Buick, LLC**

Cresson, PA 16630 (814) 886-4137

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GM Vehicle Inquiry System - Line Comments

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## GM Vehicle Inquiry System Line Comments

Home - Back - Help

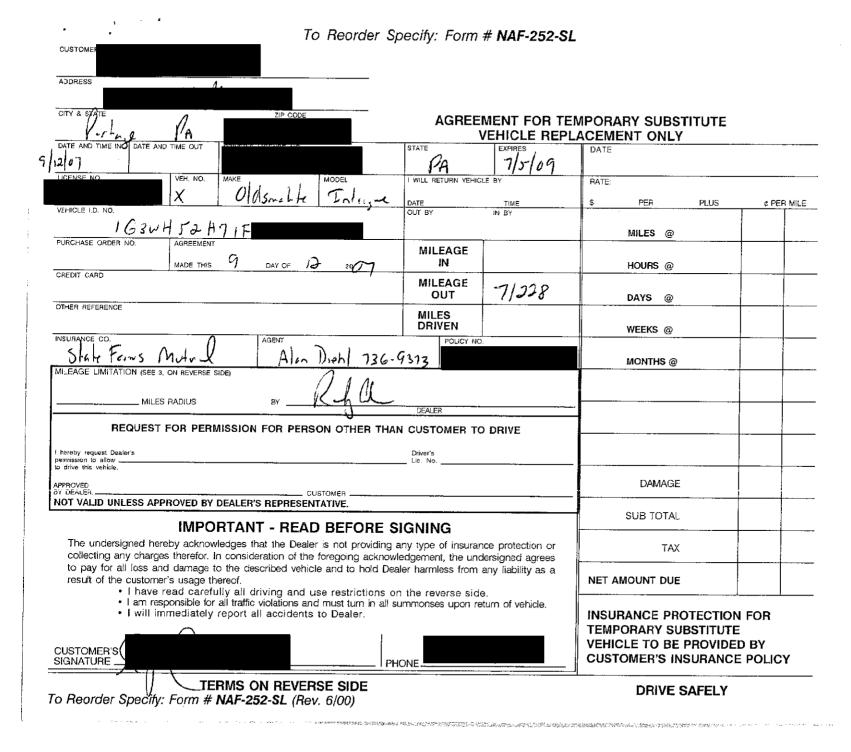
VIN: 1G1ZT51886F LINE COMMENTS **Repair Order Repair Order Date :** 07/10/2007 010280 **Odometer Reading :** Number : 12051 miles Serviced STAGERS CHEVROLET CO. **Selling Source :** 13 - CHEVROLET By: 528 MAIN ST PORTAGE, PA 15946-1538 Site Code : 13800 **Business Associate Code :** 113504 Cycle Cycle Case Type Date Labor Operation Nbr Part N9995 - CUSTOMER CONCERN NOT 08/03/2007 818 01 # DUPLICATED N/A steering locks up while driving found code b1325 in history could not duplicate condition contacted tech assist Comments

© 1998-2005 General Motors Corporation. All Rights Reserved.

Shagers opened tech case

8/17/2007

tita (materia Schwesser p.4



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MV--355 (4--05)

DEALER REGISTRATION PLATE PERMIT



	25.4	(Authorized User)		
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State Fa.ms Insurance Company Name 71208	Body Type	/ Vehicle	Identification Number	
State Fa.ms Insurance Company Name	Body Type	/ Vehicle	Identification Number	
State Fa.ms Insurance Company Name 71279 Mileage at time of toan of vel		/ Vehicle	Identification Number 8 3 4 Effective Date ime vehicle is returned	Date

- not to exceed 30 days.
- For loaning to the above prospective purchaser for a period not exceeding five days for the purpose of demonstrating the vehicle.
- For loaning to the above charitable organization for a period not exceeding five days.

NOTE: See reverse side if a truck is operated with this permit. *

DEALER NAME_	drin Chevrol	ket Brit	
ADDRESS 7887 Street or B.D. #	Adr. I Re.	my Hay	
Cression	PA	16630	(814 )816-4137
City	7 1 State	Zip	Area Telephone Code
DEALER SIGNATURE	all		_ DIN_ 859562
	J	(over)	
	For Applicab	le Rules and Re	egulations
	ORIG	NAL	

### LAW OFFICE OF KAREN L. MYERS, P.C. 1751 Lincoln Highway North Versailles, PA 15137

Karen L. Myers Gregory T. Artim e-mail: klmyerslaw@msn.com

Telephone: (412) 823-8003 Facsimile: (412) 828-8015

### **TELECOPIER COVER LETTER**

DATE: 90607
ТО:
COMPANY: GENERAL MOLORS CORD.
RECEIVING TELECOPIER FAX NUMBER: Slele-843-9481
FROM: SREGORY AREIMESQUIRE
We are transmitting pages ( including cover letter).

If transmission is not complete, please call immediately.

### SPECIAL INSTRUCTIONS:

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<u>CONFIDENTIALTYNOTE</u>: This Information is <u>LEGALLY PRIVILEGED</u> and <u>CONFIDENTIAL INFORMATION</u> intended only for the use of the individual named above. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this telecopy is strictly PROHIBITED. Immediately notify us by telephone if you have received this telecopy by error. Please return the original message to us at the address above via the United States Postal Service. Thank You. LAW OFFICE OF KAREN L. MYERS, P.C. 1751 Lincoln Highway North Versailles, PA 15137

Karen L. Myers Gregory T. Artim e-mail: klmyerslaw@msn.com

Telephone: (412) 823-8003 Facsimile: (412) 823-8015

September 26, 2007

****Via Telefax and Certified Mail**** General Motors Corporation Customer Assistance Center 100 Renaissance Center Detroit, Michigan 48243

Re:	Settlement Demand				
Our client:					
Vehicle:	2006 Chevrolet Malibu				
Date of Purch/Lease:	November 4, 2006				
VIN:	1G1ZT51886F				
Current Mileage:	15,500 approx.				
Our file No.	Crum				

To Whom It May Concern:

Please be advised that this office has been retained by regarding the above referenced vehicle which was obtained from Dean Patterson Chevrolet (Altoona, PA). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and non-conformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and non-conformities include, but are not limited to, the following:

- 1. Steering locking up while driving
- 2. Vibrations when braking
- 3. Shifting incorrectly
- 4. Any and all complaints actually made, whether contained on company invoices or otherwise.

General Motors Corporation September 26, 2007 Page 2

These non-conformities substantially impair the use, value and safety of the subject vehicle as defined under the Pennsylvania Lemon Law, the Magnuson-Moss Warranty Act and the Pennsylvania Uniform Commercial Code. These defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity.

Therefore, you (and the authorized dealer) arc hereby notified that **server** is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. We would like to be able to reach an amicable agreement within forty (40) days of this letter. However, if this is not possible, we have been directed by our client to commence formal legal proceeding.

Sincerely,

Gregory T. Artim Attorney at Law

GTA/tm Enclosures

without enclosures

TO:Fax Server P.4/14

101 Pleasant Valley Bivd. Altoona, PA 16602 www.deanpatterson.com	ean I				(814) 942-2222 (814) 946-0950
15658			IYUNC	1141	
Purchaser		a I		Date 1	1/04/2006
Co-Purchaser			E-Ma	il Address	
Street		· · · ·		County	· · · · · · · · · · · · · · · · · · ·
City PORTAGE State	PA Zip		Phon	e	
Year 2006 Make CHEVROLET	Model MALIBU	Type SDN	Colo	DARK BLU Mileag	e
Stock No. Serial No				Selling Price	24440.0
	1012 010001	· ·		Dealer Addendum	RI L
	· · · · · · · · · · · · · · · · · · ·	· <u> </u>		Total Price	24440.0
Trade Information Year 20	03	Make	CHEVROLET	-Non Taxable Allowance	9106.0
Model CAVALIER Type CP		Color	BLUE	-Rebate to Reduce Purchase Price	2000.0
Mileage 52049 Serial No	). 1G1JH12F337			-Total Non Taxable Allowance, Discount & Rebate	11106,0
Balance Owed To KEY BANK				Net Balanco	13334.0
Payoff Due Date	Balance D	ue 9106.0	0		
WARRANTIES ARE FURNISHED IN WRITING Any obligations to be filled after time of sale mus	. NO OTHER WARRANTY	APPLIES TO T	HIS VEHICLE	Gap Coverage	· 300.0
regulations, loaner vehicles are NOT available. It nor the manufacturer will be liable for failure to e conform to government and lending institutions' accepted by a manager of DEAN PATTERSON I and the Purchaser's credit as to any deferred bala	effect delivery and that all sal regulations. This order is not NC.,	es and "Spot De	liveries" must	Extended Service Plan	13634.0
has been approved by the Finance Company.				Sales Tax	13634.0
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Customer's Signature				Messenger Fee	2.(
Balance To Be				Payoff	9106.0
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SALESMAN CHECKLIST  Photocopy of Insurance Card Owner's Card (if trade) Buyer's Guide (if trade) Two Pay Stubs (FTB only) Social Security Card (FTB only) Driver's License Certified	DELIVERY OFFICE CHEC Credit Group Life Accident & Health Ins. Extended Warranty Undercoat Rustproofing Paint Sealant Club GW-MV DATE COSTED DATE		Agent Policy # 0 Eff. Date Comp. Ded. Verified By	INSURANCE INFOR THEAC 7/29/2006	MATION (814)736 Phone # 01/29/2 Exp. Date Coll. Ded. Spoke To 11/04/20

No. 0443003

TO:Fax Server

P.5/14 www.dmv.state.pa.us

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#### RETAIL INSTALMENT SALE CONTRACT

#### GMAC FLEXIBLE FINANCE PLAN

	Deal	er Number	Contract Number	
Buyer (and Co-E	Suyer) - Name and address (include count	y and zip oode)	Creditor (Seller name a	nd address)
PORTAGE F	PA		101 PLEASAN ALTOONA PA	
inder the agreeme	d Co-Buyer, if any), may buy the vehicle d ents on the front and back of this contra- shown below. We will figure the Finance C	ci. You agree to pa	y us, the Creditor, the Ar	g this contract, you choose to buy the vehicle on credit nount Financed and Finance Charge according to the
New or Used Ye	ar Make and Model	Vehicle	Identification No.	Primary Use for Which Purchased
WEN 20	CHEVROLET	16127516	186F	Dibersonal, family, or household Diagricultural
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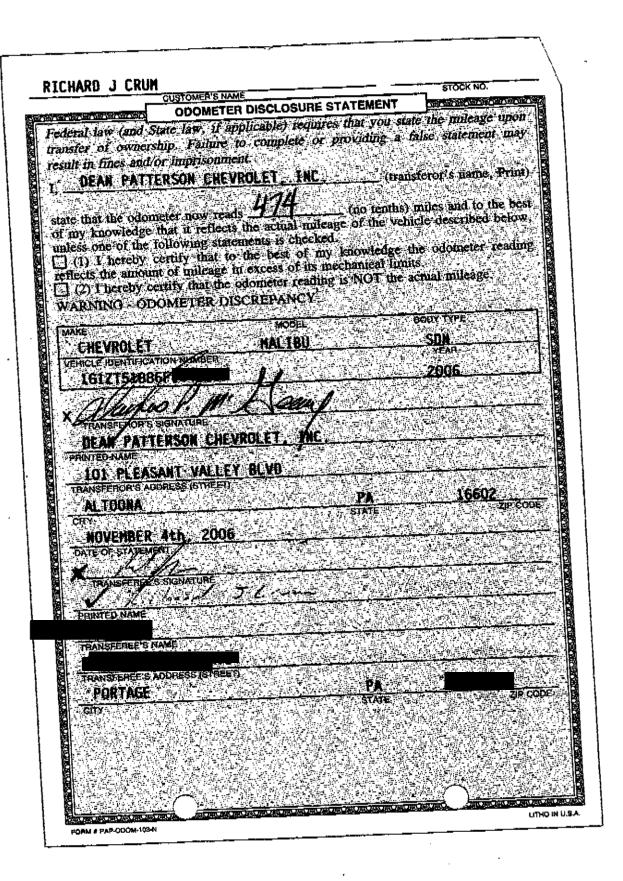
If you do not meet your contractual obligations, you may lose your motor vehicle.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within and the contract. Any change to the contract must be in within an other contract. Any change to the contract must be in within an other contract. Any change to the contract must be in within an other contract. Any change to the contract must be in within a contract. Any change to the contract must be in within a contract. Any change to the contract must be in within a contract. Any change to the contract must be in within a contract. Any change to the contract must be in within a contract. Any change to the contract must be in within a contract must be in within a contract.

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

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration puthorities.

Contract day athen the asks at a --------



SEP-26-2007	14:57	FROM:LAW	OFFICE	KAREN	MYE	412	823	8015
No.U443U89								

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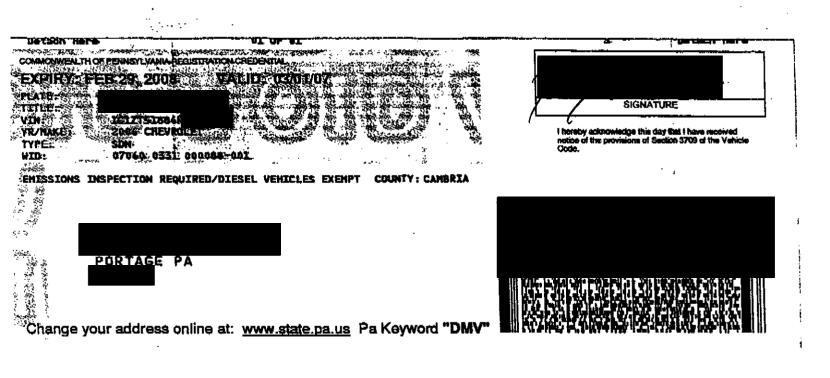
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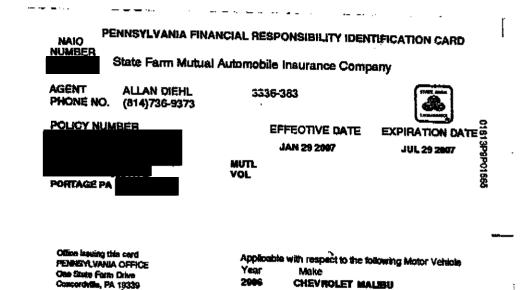
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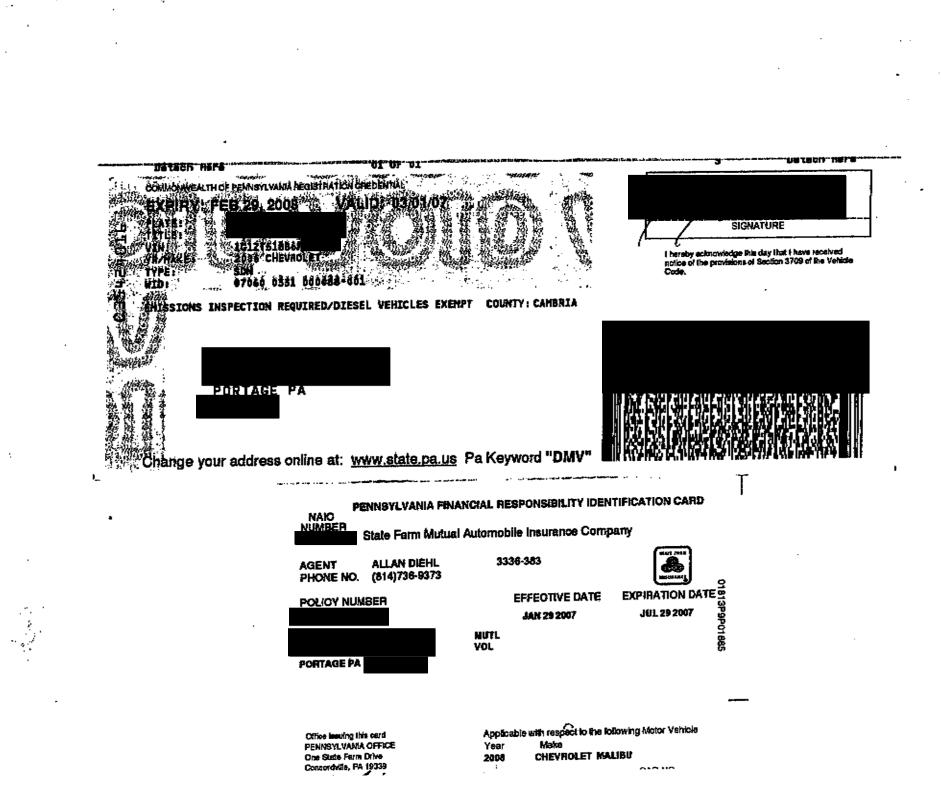
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SEP-26-2007 14:58 FROM:LAW OFFICE KAREN MYE 412 823 8015 TO:Fax Server

528 Main Street Portage, PA 15946 www.stagers.com	STAGER		E-m	Phone: 814-736-9686 Fax: 814-736-8888 ail: stagers@blaircon.net
AA MAKE 2006 CHEVROLET	MODEL MODEL MALIBU LT MALIBU LT BLUE 00/00/00	PORTAGE PA		07/10/07 Time in 11:01 CLOSED 07/10/07
EE LISO		H		WAITER 6259
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X Page 1 of	Disclassmer of warranties have made by the manufacture. The other handly expensive by of theses for a perfector purpose, and notifier manune by distribution contained herein does not upply when prohibit <u>CUSTOMER SIGNATURE</u> 1 Job 10280 Customer C			Lebor .0 Parts .0 Sublet .0 Tires .0 Oil/Grease .0 Sub Total .0 Tax .0 Total .0

#### FAGERS HEVROLET CO. Cier, evr RN) PWW&&#2995946

Phone: 814-736-968( Fax: 814-736-8888 E-mail: stagers@blaircon.ne

lines i			HEVROLET BL				DATE IN DATE IN	
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## **Stager Chevrolet, Co.**

Portage, PA 15946 (814) 736-9686

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# Stager Chevrolet, Co.

Portage, PA 15946 (814) 736-9686

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#### Privileged and Confidential Information

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

By: Dianna Barber for Mary Greer State: PA

Customer Name: Service Request: 71-535490573 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT51886F

In Service

Date: 11/04/06

Year, Make & Model: 2006 Chevrolet Malibu 2LT Lien holder: Other: Nuvell Credit Corp. Vehicle Purchased Used on: N/A Sale Type: Purchase BAC Code: 113456

Vehicle is: New

### VEHICLE REPAIR HISTORY

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

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

Brakes	<u>5</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/19/07	10080	1	10837	C/S vehicle shakes while braking. Found rotors out of round – machined front rotors.
				C/S vehicle does not seem to shift correctly – Could not duplicate condition at this time; readings and shift points in spec.
08/16/07	15621	*	13952	C/S there is brake pulsation. Front pads seized in caliper mounts, causing thickness variation in front brake rotors, rotors out of round – Turn rotors, lube slides, clean surface on both front brake rotors.
⊠ <u>Steerir</u>	<u>ng</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/10/07	10280	1	12051	C/S steering locks up while driving. Found code B1375 in history – <b>Could not duplicate condition</b> ; contacted Tech Assist, Case #9744764.
08/16/07	15621	2 (+6)	13952	C/S steering will lock up while driving down the road. System set code C0176, T/A case open from other dealer – 9744764; NOTE: customer explained to tech. and advisor that steering would lock up while driving down the road, between tech and T/A most likely suspect to cause customer concerns would be steering control motor – Remove & replace steering control motor in column.

Days out of service: 30 Repairs: 3 Time period: 12 months /12,000 miles If applicable, safety-related repairs N/A Safety-related time period N/A

Number of repair attempts in the presumption period:1Total days out of service during the presumption period:1Total days out of service during customer's ownership:4 (+6 on same RO)=10

### RECOMMENDATION AND RATIONALE

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

Repair history does not appear to meet presumption as there was only 1 repair visit during the presumption period. The steering concern which was presented just outside of the presumption mileage period, was subsequently addressed under warranty. Recommendation is for denial.

CRS FINAL OFFER:

DATE:

OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

PLAINTIFF'S FINAL DEMAND:

DATE:

AMOUNT TO CUST: \$

ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$

TEAM LEAD APPROVING:

Date:



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

VIA FAX ONLY

October 26, 2007

Gregory Artim, Esq. Law Office of Karen Myers, PC 1751 Lincoln Hwy North Versailles, PA 15137-2558

RE:

Service Request: 71-535490573 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51886F Customer Relationship Specialist: Daniel Villela

Dear Mr. Artim:

After careful research and evaluation of the above case by General Motors Corporation, our research indicates the following facts that lead to the denial of your request:

• We have factually investigated this matter and at this time have concluded that General Motors has fulfilled its obligations as contained in its written limited warranty.

General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

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

Sincerely,

General Motors Corporation

LG0007 V07092007









HUMMER













## **General Motors Business Resource Center**



### To: Debra

Company: Fax: 1-866-363-8691 Phone:

### From:

Fax: Phone: E-mail:

CC:

### NOTES:

2/015 Fax Server

TO:Fax Server

SEP-26-2007 14:55 FROM:LAW OFFICE KAREN MYE 412 823 8015

### LAW OFFICE OF KAREN L. MYERS, P.C. 1751 Lincoln Highway North Versailles, PA 15137

Karen L. Myers Gregory T. Artim

e-mail: klmyerslaw@msn.com

Telephone: (412) 823-8003 Facsimile: (412) 828-8015

#### **TELECOPIER COVER LETTER**

DATE TO: COMPANY: **RECEIVING TELECOPIER FAX NUMBER** FROM: We are transmitting pages ( including cover letter).

If transmission is not complete, please call immediately.

### SPECIAL INSTRUCTIONS:

**********************

<u>CONFIDENTIALTYNOTE</u>: This Information is <u>LEGALLY PRIVILEGED</u> and <u>CONFIDENTIAL INFORMATION</u> intended only for the use of the individual named above. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this telecopy is strictly PROHIBITED. Immediately notify us by telephone if you have received this telecopy by error. Please return the original message to us at the address above via the United States Postal Service. Thank You.

SEP-26-2007 14:55 FROM:LAW OFFICE KAREN MYE 412 823 8015

TO:Fax Server

P.2/14

LAW OFFICE OF KAREN L. MYERS, P.C. 1751 Lincoln Highway North Versailles, PA 15137

Karen L. Myers Gregory T. Artim

e-mail: klmyerslaw@msn.com

Telephone: (412) 823-8003 Facsimile: (412) 823-8015

September 26, 2007

****Via Telefax and Certified Mail**** General Motors Corporation Customer Assistance Center 100 Renaissance Center Detroit, Michigan 48243

> Re: Our client: Vehicle: Date of Purch/Lease: VIN: Current Mileage: Our file No.

Settlement Demand

2006 Chevrolet Malibu November 4, 2006 1G1ZT51886F 15,500 approx.

To Whom It May Concern:

Please be advised that this office has been retained by regarding the above referenced vehicle which was obtained from Dean Patterson Chevrolet (Altoona, PA). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and non-conformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and non-conformities include, but are not limited to, the following:

- 1. Steering locking up while driving
- 2. Vibrations when braking
- 3. Shifting incorrectly
- 4. Any and all complaints actually made, whether contained on company invoices or otherwise.

4/015 Fax Server

TO:Fax Server

P.3/14

General Motors Corporation September 26, 2007 Page 2

These non-conformities substantially impair the use, value and safety of the subject vehicle as defined under the Pennsylvania Lemon Law, the Magnuson-Moss Warranty Act and the Pennsylvania Uniform Commercial Code. These defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity.

Therefore, you (and the authorized dealer) are hereby notified that **set of the set of t** acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. We would like to be able to reach an amicable agreement within forty (40) days of this letter. However, if this is not possible, we have been directed by our client to commence formal legal proceeding.

Sincerely,

Gregory T. Artim Attorney at Law

GTA/tm Enclosures

cc:

without enclosures

9/28/2007 3:06:26 PM PAGE 5/015 Fax Server

SEP-26-2007 14:55 FROM:LAW OFFICE KAREN MYE 412 823 8015 TO:Fax Server P.4/14

101 Picasant Valley Bivd. Altoona, PA 16602 www.deanpatterson.com	lean F		erso Hyuni		(8,14) 942-2222 (814) 946-0950
15658				· · · · ·	
Purchaser		u .		Date 11	/04/2006
Co-Purchaser			E-Ma	il Address	
Street				County	
City PORTAGE State	PA Zip		Phon	e	
Year 2006 Make CHEVROLET		Type SDN	Color	DARK BLU Mileage	
Stock No. Serial I	· · · · · · · · · · · · · · · · · · ·	-71- 004		Selling Price	24440.0
Stock No. Senar	No. 161ZT51886F			Dealer Addendum	24540.0
		,		Total Price	24440.0
Trade Information Year	2003	Make	CHEVROLET	-Non Taxable Allowance	9106.0
	:Р	Color	BLUE	-Rebate to Reduce Purchase Price	2000.0
Mileage 52049 Serial	No. 161JH12F337			-Total Non Taxable Allowance, Discount & Rebate	
Pelence Owed To	191301221337		·······		11106.0
ALT BARK		· ·		Net Balance	13334.0
Payoff Due Date	Balance D	4100.		<u> </u>	
WARRANTIES ARE FURNISHED IN WRIT: Any obligations to be filled after time of sale a	nust be listed on a separate "WI	E OWE'' slip. D	ue to insurance	Gap Coverage Extended Service Plan	<u>· 300.0</u>
regulations, loaner vehicles are NOT available nor the manufacturer will be liable for failure	It is agreed, however, that neit to effect delivery and that all sal	her DEAN PAT les and "Spot D	TERSON, INC.	Extended Service Fian	N/
conform to government and lending institution accepted by a manager of DEAN PATTERSO	is' regulations. This order is not	valid unless sig	ned and		
and the Purchaser's credit as to any deferred t	alance,	•		Taxable Amount	13634.0
has been approved by the Finance Company.		•	•	Sales Tax	
				License Fee	6 (
				Title Fee	22.5
				Lien Fee	5,0
ACTUAL APPROXIMATE PAYME	NT RANGE \$	o 1	Per Month.	PA Tire Tax	5.0
				TriVin Online Fee	N,
By agreeing to purchase, I fully u trade-in allowance and rebates, e		is (payment	s, interest,	Dealer Online Service Fee	N.
All rebates assigned to dealer un		•		Documentation Fee	55.0
Customer's Signature				Messenger Fee	2.0
Balance To Be		·····		Payoff	9106.0
	onths At 527.8	3	Per Month	Credit Insurance	N.
Salesman Signature				TOTAL	2d.
Accepted By				-Taxable Allowance	<u>23</u> 673.
		· ·		-Partial Payment/ Note	500.
				BALANCE TO FINANCE	
SALESMAN CHECKLIST	DELIVERY OFFICE CHE	CKLIST		INSURANCE INFORM	
Photocopy of Insurance Card	Credit Group Life		ComparAL2	A# 'DIEAC"	(814)736
Owner's Card (if trade)	Extended Warranty		Agent Policy # 0		"hone # 01/29/2 Exp. Date
Buyer's Guide (if trade)	Undercoat		Eff. Date	()20,2000	Coll. Ded.
<ul> <li>Two Pay Stubs (FTB only)</li> <li>Social Security Card (FTB only)</li> </ul>	Paint Sealant     Club		Comp. Ded. Verified By	S	poke To
Driver's License	GW-MV DATE		verned by		11/04/20
Certified	COSTED DATE		Cust. Sign.x		Date

9/28/2007 3:06:26 PM PAGE 6/015 Fax Server

SEP-26-2007 14:55 FROM:LAW OFFICE KAREN MYE 412 823 8015

### No. 0443083

TO:Fax Server

P.5/14 www.dmv.state.pa.us

MV.	- 1 (5-05)								I. TAX / F	EES
	KE OF VEHICLE	VEHICLE IDENT REQUIRED, TA		ABER (VIN). IF	TRACING	BODY T BUS, ET	YPE (BDN, TK, C.)	MODEL YEAR	PUBCHASE PRICE	FURE SALV
	HEVROLET	ង	17151886	RE.			SON	2006	LESS	22740.00
	TING 🗀 D	L TYPE: C GASOLIN IESEL C ELECTRIC ( IYBRID C OTHER	E	om≃eranda. Secision	AUTHORI INSPECTI	ON MECHANIC	PHINE NAME		TRADE-IN	9106.00.
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_	ST NAME (OR FULL BUS			FIRST NAM		ddle initial	PURCH	CQUIRED/ ASED	X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	818.04
R	-PURCHASER						DEAU	ER ID NOMBER PLICABLE)	LESS TAX CREDIT	
2 51	REET			cr	TY STA	TE	ZIP	COUNTY CODE	1. SALES TAX	•N/A
	OTE: If a co-purchase	PORT	AGE PA	and you wan	t the title to be list	ed as "Joint ]	Tenants With			<u>  818.04</u>
R	light of Survivorship" ( ill be issued as "Tenal state )	On death of one own nts in Common" (On	ner, title goes death of one	to surviving or owner, interes	wher.) CHECK HE st of deceased owr	HE L. Other her goes to his	vise, the ture s/her heits or	REFER TO COUNTY CODES LISTING ON MEVERSE SIDE OF YELLOW COPY	dentities from 1 to 25 of 0	
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NUUN	C. OF ITS MECHANIC				IS NOT THE ACTUA WARNING: ODO DISCREPAN			TENTH	3 2.	1
NFORMATION		AND STATE LAWS R TRANSFER OF OWN NT MAY RESULT IN FI	ERSHIP FAILU			G A FALSE				22,50
-	ST LIEN DATE: 11	/04/2006+	IF NO LIÊN, ĈH		D LIEN DATE:		+ IF NO	LIEN, CHECK	LA. LIEN FÉÉ	5.00
하는		UVELL CRED			REET				4. REGISTRATION OR PROCESSING FEE	
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	FINANCIAL INSTITUTION		IN IS REQUIRE			IECK HERE	NOTE: FIN IS R	EQUIRE 2003	5. DUPLICATE PEG.	
	MAKE OF VEHICLE	CP V	N			<u> </u>	MODEL YEAR		NO. OF CARDS	
	BODY TYPE (SDN. BUS, PASSENGER TAXI/BUS			SCHOOL	OLITI MASS	OTRER	SEATING CAPAC	UTY	- TRANSFER	
	MOTORCYCLE MOTOR DRIVEN	CYUNDEB CAPACITY SOCC OR LESS		NO HORSE	POWER 15 OR MAX DESIGN SPEEL 25 MPH OR LESS		VER 5.0		7. INCREASE	<u>- 6,0</u>
	CYCLE MOPED	PEDALS AUTOMATIC TRANSMISSION		]NO	DESIGNED/ALTERE		YES NO		FEE 8.	<b>*/</b>
LONG C		CHASSIS MER			BODY MAKE: REQ. REGISTE	AED GROSS W	T. ONELUDING	DAD)		· •/
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Ġ.	TRUCK TRACTOR		GROSS COMBIN			COMBINATION TRANSFER & RE		<u> </u>	(ADD 1 THRU 8) Sond One Check	
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HOLL POLL POLL POLL POLL POLL POLL POLL					WHOM SIGN		<u>161</u>	JH12F337	RELATIONSHI	P TO APPLICANT
Х <mark>Р</mark> А		PLATE	TURE OF PE IS BEING TRAI APPLICANT);	rson from NSFERRED (IF	OTHER SIGN	nene				
	INSURANCE COMPAN			NAIC NO.	ATTACH	IO. (OR BINDER)	, j,			DATE 01/29
Ì	STATE FAI			11 DAY	04 YE	azikib .	EAN PATT		EVROLET INC	SENT NO. 85-68830
	ISSUING AGENT INFORMATION	I HAVE CHECKED T ISSUED TEMPORAR COMPLIANCE WITH AND DEPARTMENT	O DETERMINE Y REGISTRAT ALL APPLICABL REGULATIONS.	E PROVISIONS	S OF THE VEHICLE		AUTO	****/-		PHÓNE NO. 14 942-22
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#### 9/28/2007 3:06:26 PM PAGE 7/015 Fax Server

#### SEP-26-2007 14:56 FROM:LAW OFFICE KAREN MYE 412 823 8015

TO:Fax Server

### RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

	Daniar	Number	Contract Number	
Buver (and Co-Buver) - Ner	ne and address (include county s		Creditor (Seller name /	und addreas)
PORTAGE PA			DEAN PATTER 101 PLEASAN ALTCONA PA	SON CHEVROLET, INC. T VALLEY BLVD 16602
inder the agreements on the	, if any), may buy the vehicle dea front and back of this contract. w. We will figure the Finance Cha	You agree to pay u	s, the Croditor, the A	ng this contract, you choose to buy the vehicle on credit mount Financed and Finance Charge according to the
New or Used Year	Make and Model		ntification No.	Primary Use for Which Purchased
NEW 2006 CHE	VROLET	1612751886	F	Differsonal, family, or household Diagricultural
	2003 Make CHEVROL	ET Model	CAVALIER	· · · · · · · · · · · · · · · · · · ·
FÉD	ERAL TRUTH-IN-LENDING DIS	CLOSURES		Insurance. You may buy the physical clamage
credit as a yearly credit rate. yc 17.95 % s_1.66	RGE     Financed       Joltar     The amount of restilt provided to you or on your       will cost     you or on your       J33.82     \$ 23173.54		Total Sale Price The total cost of your purchase on credit, including your downpayment of s 2500,00 js 40507,35	insurance this contract réquires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision, to buy or not buy othar insurance will not be a factor in the credit approval process. If any insurance is checked below, policies or certificates from the named insurance companies will deporties the terms and conditions.
Your Payment Schedule Y		mante	Or #3	Check the insurance you want and sign below:
of Payments of Payme	nta Are Di		Follows	Optional Credit Insurance.
	, de l'adual à contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la contra de la con			Term N/A
payment that is late. Other late, figured based on a full Prepayment. If you pay of Security Interest. You and Additional Information: nonpayment, default, any (	heavy commercial motor vehicle rivide, the charge will be 2% point calendar month for any part of a f all your debt early, you will not a giving a security interest in the See this contract for more required repayment in full before	r month of the part of a month that is more the have to pay a penalty vehicle, being purchas information including	the payment that is nan 10 days. 	Term.       H/A         Premium:       Credit Life \$N/A         Credit Life \$N/A       N/A         Gredit Disability \$N/A       N/A         (Insurance Company)       N/A         M/A       (Home Office Address )
ITEMIZATION OF AMOU			s 24449_00 (1)	Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to
2 Total downpayment = Gross trade-in \$ = net trade-in \$	It negative enter "0" and see in 105.00 -payoff by seller 5 0.00 + cash 5	e 4H below) 9105,00 500,00		buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unleas
+ other (describe)		2000.00	\$ 2500.00 (2) \$ 21940.00 (3)	insurance pays the unpaid part of the amount financed if you die. This insurance pays only the
i keep part of these and	g amounts paid to others on your sunts.): redit insurance paid to the insu- lea	uranoe	\$ <u></u>	amount you would owe if you paid all your payments on time. Credit disability insurance pays the soheduled payments due under this contract while you are disabled. This insurance does not cove any increase in your payment of in the number of payments, The policies or certificates issued by, the
	s M/A s N/A id to the insurance company	k <u>s ₩/A</u> Ts ₩/A	-	rearred insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions.
C Official tees paid to		\$ 2,00		Ottier Insurance.
		* <u>823.04</u> 40:TIRE TAX = *6_00	5.00	I N/A Stype of Insurance Term
F Government certific (includes \$ 5,0	pate of title fees Usecurity interest recording fee) for must identify who is paid and	s		Premium \$
describe purpose.)	·		<b>.</b> .	Home Office Address)
to DEAN PA	TTERS tor NOTARY FEE	s <u> </u>		l want the insurance checked above.
	RE tor GAP PROT	s <u>300,00</u> s %/A		X Buyer Signature Date
to N/A H Net trade-in pays	for N/A	\$₩/A		Co-Buyer Signature Date
Total other charges (	and amounts paid to others on yo		s 1233.54 (	T ANY INSURANCE REFERRED TO IN T
5 <u>Amount financed (3</u> 6 <u>Finance charge</u> 7 <u>Total of payments</u>		······································	\$ 14833.82 ( \$ 38007.36 (	6)   CONTRACT DOES NOT INCLUDE COVERA
	· · · · · · · · · · · · · · · · · · ·			

If you do not meet your contractual obligations, you may lose your motor valide.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be to within another parts ion it. No oral changes are binding. Suyer Signs X If any part of this contract is not valid, all other parts stay valid. We may delay or ratrain from enforcing any of our rights under this contract without losing frem. For example, we may extend the time for making some payments without extending the time for making others.

J

You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vahicle registration outhorities.

Constants for athen increases ------

SEP-26-2007 14:56 FROM:LAW OFFICE KAREN MYE 412 823 8015 TO:Fax Server 1 . •

HARD J CRUM	TOMER'S NAME	STOCK NO.
	THE READ BLOCK OCHDE STATEMENT	
leral law (and State isfer of ownership.	law, if applicable) requires that you sta Failure to complete or providing a prisonment.	
DEAN PAITERS	DN CHEVROLET INC	「ちょうち」 スリン うちんせつび うみ うんだいち げっとう しょうみ 一番
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allaho	Mr A cent	
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101 PLEASANT	VALLEY BLVD	
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SEP-26-2007	14:57	FROM:LAW	OFFICE	KAREN	MYE	412	823	8015	
No.U443U89									www

P.8⁄14

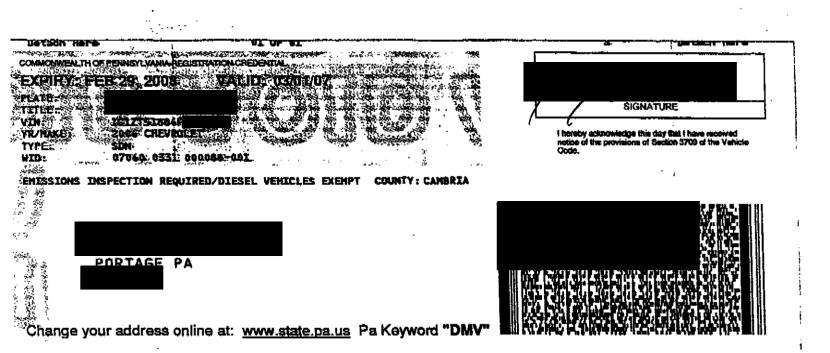
	EP-26-200 1044308		57 FROM:	LAW OF	FICE	KAREN M	YE 41	2 82	23 8015	TC www.dmv.sta	):Fax Serv M <b>te.pa.us</b>
ŴV	- 1 (5-05)	·							<u> </u>	I, TAX / F	253
	KE OF VEHICLE	VEHIC	LE EXENTIFICATION	NUMBER (VIN).	F TRACING	iec iec	20Y TYPE (\$ 18, ETC.)	NN, TK,	MODEL YEAR	- 1997年1月1日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日日	
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	ST NAME (OR FULL B			9490ST 1	LAME	MIDDLE INF	TIAL	PURCH		X 6% (.06) BALES TAX *X 7% (.07) *(\$49 note on reverse)	818.04
яĽ	S-PURCHASER							(# AF	ER IN NORRER TUCARLES		M/A
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۳ð	THEET P.O.	BOX 242	510	P* 7222			6TA1	E	ZIP	4. REGISTRATION OR PROCEEDING FOR	
	RNANCIAL INSTITUTIO IF THIS IS AN CLT, CH MAKE OF VEHICLE		MUTE AN IS REAL	53.3H12F		CHECK HE			2003	S. DUPLICATE MAD.	
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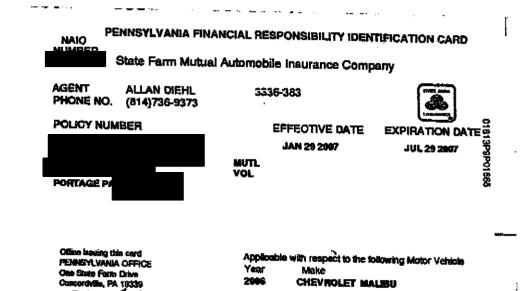
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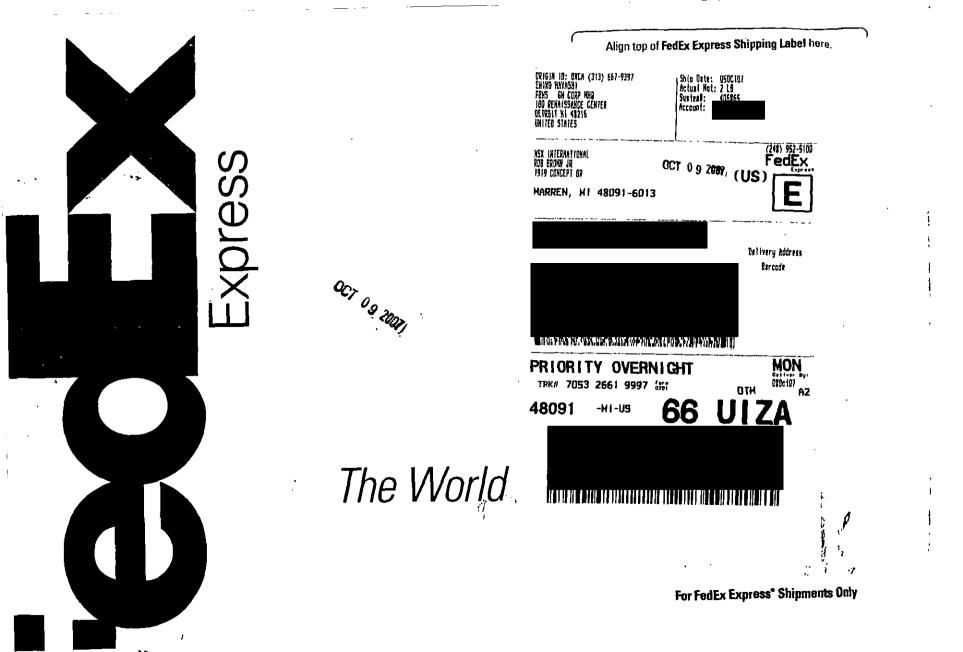
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2006 MALIBU SEDAN 2LT 25U DARK BLUE METALLIC 83C TITANIUM ORDER NO. JNZCB9/TRE STOCK P VIN 1G1 ZT51 88 6F		CHEVROLET GENERAL M 100 RENAI DETROIT VEHICLE I	OTORS COR SSANCE CE MI 4	PORATION NTER 8243-1114
MODEL & FACTORY OPTIONS 1ZT69 MALIBU SEDAN 2LT LX9 3.5L V6 ENGINE MX0 4-SPEED AUTO TRANSMISSION NE1 50-STATE EMISSIONS VK3 FRONT LICENSE PLATE BRACKET	MSRP 20925.00 N/C N/C N/C 0.00	INV AMT 19355.63 N/C N/C	RETAIL - INVOICE SHIPPED EXP I/T INT COM PRC EFF KEYS G21 WFP-F QT BANK: GM CHG-TO SHIP WT: HP: GMS:	STOCK 11/04/05 11/20/05 11/21/05 11/04/05 89 G2189 R OPT-1 AC - 103 02-141 3196 32.9 19427.88
			SUPPLR : MRM : DAN : MEMO	21550.00

TOTAL MODEL & OPTIONS	20925.00	19355.63	ACT 231	19352.88
DESTINATION CHARGE	625.00	625.00	н/в 261	627.75
LAM DEALER CONTRIBUTION		209.25	ADV 261	209.25
LAM GROUP CONTRIBUTION		209.25	EXP 65A	209.25

COUNTRY CHEVROLET-OLDS INC

REMIT TO GMAC NO. 103 VIN 1G1ZT51886F: \$ 20399.13 INV 1AD76709921 DUE 11/21/05 DEALER 02-141



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LAW OFFICE OF KAREN L. MYERS, P.C. 1751 Lincoln Highway North Versailles, PA 15137

CERTIFIED MAIL 7004 2890 0000 AIR FORCE ON OCT 09 2007 General Motors Corporation **Customer Assistance Center** S. Dorden and the 100 Renaissance Center Detroit, Michigan 48243 RETURN RECEIPT NETOIN REIPT REQUESTED hind and the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first of the first 46243\$1114 CO52

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### LAW OFFICE OF KAREN L. MYERS, P.C. 1751 Lincoln Highway North Versailles, PA 15137



Karen L. Myers Gregory T. Artim e-mail: klmyerslaw@msn.com

Telephone: (412) 823-8003 Facsimile: (412) 823-8015

September 26, 2007

****Via Telefax and Certified Mail**** General Motors Corporation Customer Assistance Center 100 Renaissance Center Detroit, Michigan 48243

> Re: Our client: Vehicle: Date of Purch/Lease: VIN: Current Mileage: Our file No.

### Settlement Demand

2006 Chevrolet Malibu November 4, 2006 1G1ZT51886F

To Whom It May Concern:

Please be advised that this office has been retained by regarding the above referenced vehicle which was obtained from Dean Patterson Chevrolet (Altoona, PA). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and non-conformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and non-conformities include, but are not limited to, the following:

- 1. Steering locking up while driving
- 2. Vibrations when braking
- 3. Shifting incorrectly
- 4. Any and all complaints actually made, whether contained on company invoices or otherwise.

General Motors Corporation September 26, 2007 Page 2

These non-conformities substantially impair the use, value and safety of the subject vehicle as defined under the Pennsylvania Lemon Law, the Magnuson-Moss Warranty Act and the Pennsylvania Uniform Commercial Code. These defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity.

Therefore, you (and the authorized dealer) are hereby notified that **Description** is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. We would like to be able to reach an amicable agreement within forty (40) days of this letter. However, if this is not possible, we have been directed by our client to commence formal legal proceeding.

Sincerely,

Gregory T. Artim Attorney at Law

GTA/tm Enclosures

cc:

without enclosures

101 Pleasant Valley Blvd. Altoona, PA 16602 www.deanpatterson.com

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Dean Patterson

Telephone(814) 942-2222Fax(814) 946-0950

15658

Purchaser		Date 11	/04/2006
Co-Purchaser	E-Ma	il Address	
Street Street	······	County	
City PORTAGE State PA Zip	Phone	e	
Year 2006 Make CHEVROLET Model MALIBU Type SON	Color	DARK BLU Mileage	)
Stock No. Serial No. 161ZT51886F		Selling Price	24440.0
500 A 101 500 1012 151800r		Dealer Addendum	N/
و ۱۹۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰ - ۲۰۰۰		Total Price	24440.0
Trade Information Year 2003 Make	CHEVROLET	-Non Taxable Allowance	9106.0
Model CAVALIER Type CP Color	BLUE	-Rebate to Reduce Purchase Price	2000.0
Mileage 52049 Serial No. 161JH12F337		-Total Non Taxable Allowance, Discount & Rebate	
Palance Owed To			11106.0
	· · · · · · · · · · · · · · · · · · ·	Net Balance	<u> </u>
Payoff Due Date Balance Due 9106.0			
WARRANTIES ARE FURNISHED IN WRITING. NO OTHER WARRANTY APPLIES TO T Any obligations to be filled after time of sale must be listed on a separate "WE OWE" slip. Du	e to insurance	Gap Coverage	300.0
regulations, loaner vehicles are NOT available. It is agreed, however, that neither DEAN PAT nor the manufacturer will be liable for failure to effect delivery and that all sales and "Spot De	FERSON, INC.	Extended Service Plan	<u>N/</u>
conform to government and lending institutions' regulations. This order is not valid unless sig	ned and	· · · · ·	
accepted by a manager of DEAN PATTERSON INC., and the Purchaser's credit as to any deferred balance,		Taxable Amount	
has been approved by the Finance Company.	•	Sales Tax	13634.0
		License Fee	818_0
		Title Fee	6.C
•	•	Lien Fee	22.5
	•	PA Tire Tax	<u>5.(</u> 5.(
ACTUAL APPROXIMATE PAYMENT RANGE \$ to P	er Month.	TriVin Online Fee	<u> </u>
By agreeing to purchase, I fully understand all conditions (payments	s, interest,	Dealer Online Service Fee	N/
trade-in allowance and rebates, etc.) of the sale.		Documentation Fee	55,(
All rebates assigned to dealer unless otherwise indicated.	· · · · · · · · · · · · · · · · · · ·	Messenger Fee	2.(
Customer's Signature		Payoff	9106.(
Balance To Be		Credit Insurance	N/
	Per Month	NOTARY FEE	20.(
Salesman Signature	······	TOTAL	23673.
Accepted By		-Taxable Allowance	N,
		-Partial Payment/ Note	500.0
		BALANCE TO FINANCE	23173.
SALESMAN CHECKLIST DELIVERY OFFICE CHECKLIST	12	INSURANCE INFORM	AATION
Photocopy of Insurance Card Credit Group Life Credit Group Life Credit & Health Ins.	ComparALP/ Agent	H DIERC"	(814)736 hone # 01/29/2
Owner's Card (if trade)     Extended Warranty       Undercoat	Policy # 07	/29/2006 E	xp. Date
Buyer's Guide (if trade)	Eff. Date	C	oll. Ded.
Social Security Card (FTB only)	Comp. Ded. Verified By	5	poke To
Driver's License	{		11/04/20
Costed Date	Cust. Sign.x		Date

### No. 0443003

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www.dmv.state.pa.us

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	¢	D-PURCHASER		<b></b>								OA/2006 ER IJ/NOMBER PLICABLE)	LESS TAX CREDIT	
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	es NC	state.). DTE: IF THE VEHICLE IS TO B	e used as a	DAILY RENT/	N. OR LEASED	VEHICLE, CHE	CK THIS BLOC	<u>* 🗌 . IF BLOC</u>	X IS CHEC	KED, COM	PLETE AND A	TTACH FORM MY-IL	TC (PTA) NO	
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		INSURANCE COMPANY STATE FAR	NAME			NAIC NO.		POLICY NO. ( ATTACH BINE	DER)				1 07/29/2005	DATE 01/29/
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#### RETAIL INSTALMENT SALE CONTRACT

#### **GNAC FLEXIBLE FINANCE PLAN**

	lember	Contract by	
Dealer N Buyer (and Co-Buyer) - Name and address (include county ar		Contract Number reditor (Seller name at	nd address)
County and County and and address (and do county an		•	
	1		ON CHEAROLET, INC. VALLEY BLVD
PORTAGE PA		ALTOONA PA 1	
You, the Buyer (and Co-Buyer, if any), may buy the vehicle desc	ribed below for cash	or on credit. By signin	g this contract, you choose to buy the vehicle on credit
under the agreements on the front and back of this contract. I payment schedule shown below. We will figure the Finance Char	fou agree to pay us, ge on a daily basis.	, the Creditor, the An	Nount Financed and Finance Charge according to the
New or Used Year Make and Model	Vehicle Iden	tification No.	Primary Use for Which Purchased
NEW 2006 MALIBU	161ZT51886F		Cipersonal, tamily, or household agricultural business
Your trade-in is a: Year 2003 Make CHEVROLE		AVALIER	
FEDERAL TRUTH-IN-LENDING DISC			Insurance. You may buy the physical damage
		Iotal Sale Price	insurance this contract requires (see back) from
PERCENTAGE CHARGE Financed T	e emount you - 1	The total cost of our purchase on	anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain
The cost of your amount the credit provided to you	i have made all	credit, including	credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval
rate. you. behalf.		s 2500,00 is	process.
	38007.36	40507 36	If any insurance is checked below, policies or certificates from the named insurance companies with
Your Payment Schedule Will Be:			describe the terms and conditions.
Number Amount When Paym		Oras	Check the insurance you want and sign below:
72 s 527.88 Monthly beginning 12/	04/2005	Follows	Optional Credit Insurance.
		1	Term_N/A
Late Charge. If a payment is not received in full within 10 charge. If the vehicle is a heavy commercial motor vehicle, t	days after it is due, y	ou will pay a late	Credit Disability (Buyer Only)
payment that is tate. Otherwise, the charge will be 2% per n	nonth of the part of th	e payment that is	Term
late, figured based on a full calendar month for any part of a n		n 10 days.	Premium: N/A
Prepayment. If you pay off all your debt early, you will not he Security Interest. You are giving a security interest in the ve		d	Gradit Disability S N7A
Additional Information: See this contract for more in	formation including	information about	Insurance Company)
nonpayment, default, any required repayment in full before the	scrieoused date, and	Becunty Interest.	A/A
ITEMIZATION OF AMOUNT FINANCED			(Home Office Address )
		24440.00(1)	Credit life insurance and credit disability insurance
1 Cash price (including any accessories, services, and taxes 2 Total downpayment = {If negative enter *0* and see line -			are not required to obtain credit. Your decision to buy or not buy credit life insurance, and credit
Gross trade-in \$ 9105.00 -payoff by seller \$	9105.00		disability insurance will not be a factor in the oradil approval process. They will not be provided unless
<u>e net trade-in \$ 0.00 + cash \$</u> + other (describe) REBATE \$	500.00 2000.00 s	2500.00 (2)	you, sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount
+ other (describe) REBATE. \$ 3 Unpaid balance of cash price (1 minus 2)	<u>2000.00</u> 3	21940.00(3)	financed if you die. This insurance pays only the
4 Other charges including amounts paid to others on your b	ehalt (Seller may		amount you would owe if you paid all your payments on time. Credit disability insurance pays the
keep part of these amounts.): A 'Cost of optional credit insurance paid to the insura	· · ,		scheduled payments due under this contract while you are disabled. This insurance does not cover
company or companies			eny increase in your payment or in the number of payments. The policies or certificates issued by the
Life S N/A Disability S N/A	A/K		named insurance companies may turther limit the
B Other insurance paid to the insurance company			coverage that credit life or credit disability insurance provides. See the policies or certificates for
(describe)			coverage limits and other terms and conditions.
C Official fees paid to government agencies	<u> </u>		Other Insurance.
	TIRE TAX -	5.00	0_H/AK/A
IRANS=\$6.00	· <u>····································</u>	<u></u> =	Type of Insurance Term
F Government certificate of title fees (includes \$ 5, 00 security interest recording fee)	\$ 27.50	•	
G Other cflärgest(Seller must identify who is paid and	- <u></u>		N/A (Insuffance Compatity)
describe purpose.)		•	H/A (Home Office Address).
	\$ <u>1/A</u> \$20.00		
to DEAN PATTERS to ROTART FEE	s <u>55.00</u>		I want the insurance checked above.
to GAP CARE for GAP PROT	\$ 300.00		Buyer Signature Date
to N/A tor N/A to N/A for N/A	s W/A s H/A		X
to N/A for N/A H Net trade-in payoff to N/A	\$ <u> </u>	•	Co-Buyer Signature Date
Total other charges and amounts paid to others on your	hebalt	s 1233.54 (4)	
5 Amount financed (3 + 4)		s 23173.54 (5) s 14833.82 (8)	ANY INSURANCE REFERRED TO IN TH CONTRACT DOES NOT INCLUDE COVERAG
6 Finance charge	<u> </u>	\$ 38007.35 (7)	FOR PERSONAL LIABILITY AND PROPERT
7 Total of payments - time belance (5 + 6)	· · · · · ·		DAMAGE CAUSED TO OTHERS.

If you do not meet your contractual obligations, you may loss your motor vehicle.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writton souther must be in writton souther must be in writton souther must be in writton and the must sign it. No oral changes are binding. Contract must be in write a subtract of this contract must be in write a subtract of the contract must be in write a subtract is not valid, it. No oral changes are binding.
Buyer Signs X
Co-Buyer Signs X
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from entorcing any of our rights under this contract without losing them.
For example, we may extend the time for making some payments without extending the time for making others.

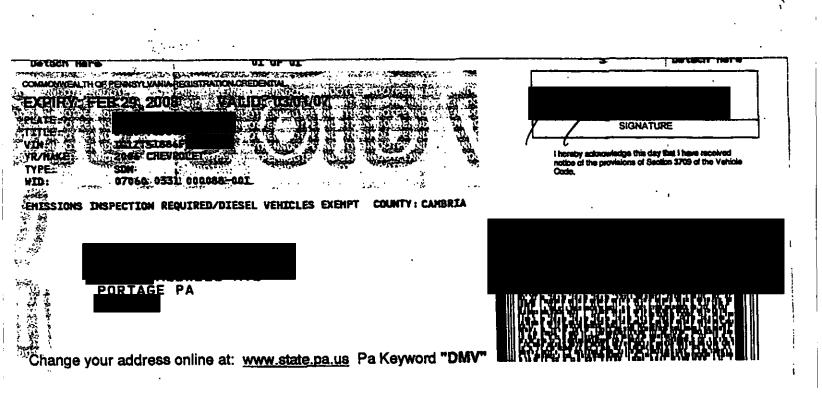
You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.

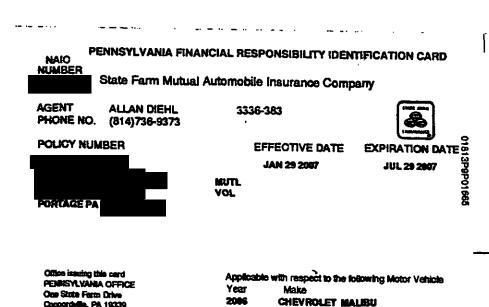
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	I SO IOOI DISCUSSION	RE STATEMENT		
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DEAN PATTE	RSON CHEVROLET. H			Sec. 20.
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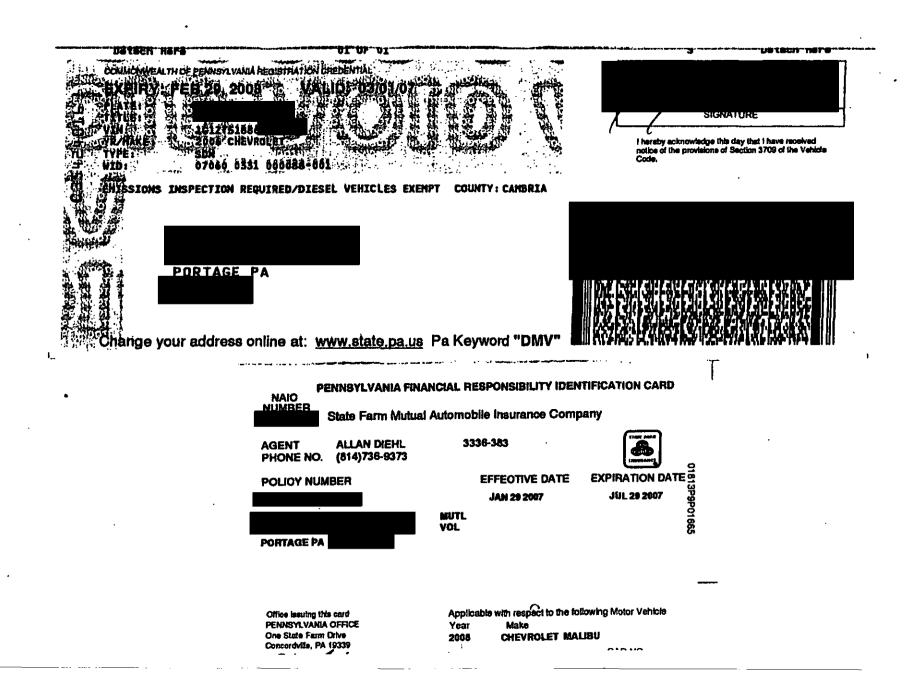




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# stager Chevrolet, C.

 Phone: 814-736-968( Fax: 814-736-888( E-mail: stagers@blaircon.ne

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Phone: 814-736-9686 Fax: 814-736-8888 E-mail: stagers@blaircon.net

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- ARCTIC CAT PRE-OWNED

10/4/07

Mary Greer,

Per Pat S., I am faxing you the requested information for Any service repair orders will follow. If you have any questions, please Contact me at EXT-206.

6 pages total

Thank you

-fax- 866-393-8081 phone - 866-790-5600 × 11135

101 Fleasant Valicy, Doubsard r Altoona, Psinsylvania (16602)6412 r Phone: 814.942.2222 r Jolf Free: 866 492.4222 r Fax: 814.946.3985

End YOUR Search at DeanPatterson.com!

TRIM M.

RON



General Motors Corporation Business Resource Conter PO Box 33170 Detroit, MI 48232-5170

#### VIA FAX ONLY

October 3, 2007

Patricia Sheffer, Controller DEAN PATTERSON CHEVROLET 101 Pleasant Valley Blvd Altoona, PA 16602-6412

RE:

Service Request: 71-535490573 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51886F Customer Relationship Specialist: Mary Greer

Dear Ms. Sheffer:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation





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Copyright 2004 General Motors Acceptance Corporation	<ol> <li>All Rights Reserved.</li> </ol>	Ť	RIPLICATE ORIGINAL - (	DEALER'S COPY

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

#### DEAN PATTERSON

PAGE 06/06

### RETAIL INSTALMENT SALE CONTRACT

#### FINANCE PLAN

Deater Number	Contract Number
Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
PORTAGE PA	DEAR PAILERSON CHEVROLT, THE TOT PLEASANT VALLEY BEVD ALTOBNA PA 16002
You, the Buyer (and Co-Buyer, If any), may buy the vehicle described below for c under the agreements on the front and back of this contract. You agree to pay payment schedule shown below. We will figure the Finance Charge on a daily basi	US the Cleation the Amount Stranged and Eingnood Charge assertion to the
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#### DEAN PATTERSON

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PAGE 05/06

#### RETAIL INSTALMENT SALE CONTRACT

FINANCE PLAN

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Donfar Number	Contract Number
Buyer (and Co-Buyer) - Name and address (include county and hip code)	Crodilor (Seller nettig and address)
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	DEAN PATURROM CHENROLT, TNI TOT PELASANT VALLEY DEVD
PORTAGE PA	ALTONNA PA 16002
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to DEAN PATTERS for DOC FEE \$ 55.00	

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## **General Motors Business Resource Center**



## To: Patricia Sheffer, Controller

Company: Fax: Phone:

## 814-946-3985

## From: Mary Greer

Fax: 866-393-8081 Phone: 866-790-5600 X 11135 E-mail:

cc:

NOTES:

#### **10/04/2007 08:56 8149463985**

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DEAN PATTERSON

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- TRMME

RON.

<u>GM</u>

Conord Maton Corporation Business Resource: Corner PO Box 33176 Deroit, Mi 48232-9170

VIA FAX ONLY

October 3, 2007

Patricia Sheffer, Controller DEAN PATTERSON CHEVROLET 101 Pleasant Velley Blvd Altoona, PA 16602-6412

RE:

Service Request: 71-535490573 2006 Chevrolet Malibu Vehicle Identification Number: 1G1ZT51886F Customer Relationship Specialist: Mary Greer

Dear Ms. Sheffer:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Scivice and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

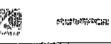
Sincerely,

General Motors Corporation



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DEAN PATTERSON PAGE 01/06 10/04/2007 00:56 8149463985 Dean Patterson 🐲) Cadillac, 🖛 ARCTIC CAT CHEVROLET 🖂 mazpa: 🝘 HYUNDAI PRE-OWNED 10/4/07 Per Pat S., I am faxing you the requested information for Any service repair orders will follow. If you have any questions, please contact me at EXT- 206. 6 pages total Thank you -fax- 866-393-8081 Phone - 866-790-5600 × 11135

101 Pleasant Valley Doubleard & Alloma, Pennsylvania 16602 6412 o Phone: 814.942.2222 - Yoll Free: 866 492,4222 o Fax: 814.046.0065

End YOUR Search at DeanPatterson.com!

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

December 23, 2010



Service Request: 71-539876849 Customer Relationship Specialist: Josephine Woodfine

#### Dear

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

#### Privileged and Confidential Information

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

By: Sheila McCarthy State OR

Customer Name

Service Request: 71-

GM Legal File No.: {Number}

Vehicle ID No 1G1ZT52855F In Service Date: 03/19/2005 Year, Make & Model: 2005 MALIBU LS SEDAN

Vehicle is: USED BAC Code: 112174 Vehicle Purchased on: at odometer

Lien holder WFS FINANCIAL

Sale Type: PURCHASE

## VEHICLE REPAIR HISTORY

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

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

□ Brakes

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02/26/07	861817	2	34426	CUSTOMER STATES THAT IS A WHISTLING NOISE WHEN TURNING AND BRAKING SEE INT STEERING SHAFT 2786 CONFIRMED SQUEAL NOISE COMING FROM FRONT BRAKES /FOUND ROTORS AND PADS GLAZED-INSTALL BG BRAKE QUIET KIT. DEGLAZE PADS AND ROTORS. LUBE CALIPER PINS AND HARDWARE

🗌 <u>Engine</u>	e/Fuel/Ex	<u>(haust</u>		
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/09/06	755663	1	23020	CUSTOMER STATES THAT THE VEHICLE IDLES ROUGH, WHEN IN PARK MOSTLY
				SCAN TEST, ALL SYSTEMS PASSED. INSPECT IGNITION WIRING. OK
				-REPROGRAMMED PCM WITH UPDATE FOR IDLE STABILITY
2/26/07	861817	*	34426	CUSTOMER STATES WHEN AT IDLE THERE IS A METAL RUMBLING NOISE IN ENGINE/ EVERYTIME IDLING
				2786 CONFIRMED SERPENTINE BELT TENSIONER PULLEY BEARING NOISEY- REPLACED BELT TENSIONER.
05/31/07	896402	2	39223	WILL HESITATE ON START UP AT TIMES WARM OR COLD SCAN TEST, ALL SYSTEMS PASSED.
				-REPROGRAMMED PCM WITH UPDATES FOR HESITATION AND STARTING
05/31/07	896402	*	39223	GROWLING NOISE FROM UNDER HOOD/ ENGINE AREA INSPECTED NO ABNORMAL NOISES HEARD AT THIS TIME. COULD NOT DUPLICATE AT THIS TIME.

539876849

□ <u>Electri</u>	<u>cal</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/09/06	755663	*	23020	CUSTOMER STATES THAT THE VEHILCE SEEMS TO HAVE DELAYED REACTION AFTER TURNING THE KEY TO START. DOESN'T START RIGHT UP UNABLE TO DUPLICATE COMPLAINT AT THIS TIME
02/26/07	861817	*	34426	CUSTOMER STATES THAT THERE IS A BURNT RUBBER SMELL NOTICED FROM OUTSIDE OF VEHICLE AFTER TURNED VEHICLE OFF. COULD NOT CONFIRM ANY ABNORMAL SMELL AT THIS TIME.

Suspension
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Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/09/06	834616	1	30947	CUSTOMER STATES THERE IS A KNOCK WHEN MAKING LEFT HAND TURNS (LES SCHWAB SAID THERE WAS AN ISSUE WITH BEARING OR STUT?) BULLETIN APPLIES #06-02-32-007 ORDERED STEERING GEAR
12/18/06	837179	1	37360	KNOCK WHEN MAKING LEFT TURNS BULLETIN APPLIES #06-02-32-007 SPECIAL ORDER PART STEERING FEAR AND ALIGN SUSPENSION AFTER REPAIR -REPLACED STEERING GEAR PER BULLETIN ALIGNED FRON T SUSPENSION.
05/31/07	896402	2	39223	CLUNK IN STEERING ON TURNS/ RIGHT OR LEFT VERIFY CONCERN ISOLATE NOISE TO STEERING GEAR ASSEMBLY -REPLACED STEERING GEAR ALIGNED SUSPENSION
07/26/07	918448	2	42175	CUSTOMER STATES THAT THERE IS A CLUNKING NOISE IN STEERING, LEFT & RIGHT/ ALL SPEEDS PERFORMED BULLETIN 06-02-32-007B REPOSTIONED INTERMEDIATE SHAFT ADDED FORM TO RESERVOIR AND LUBRICATED INTERMEDIATE SHAFT –REPLACED STEERING GER ASSEMBLY PERFORMED TOE SET ALIGNMENT AFTER REPAIRS ON STEERING GEAR.

## THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 4 or more attempts Time period 12 months / 12000 Does Lemon Law state nonconformity must continue to exist? YES

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

Number of repair attempts in the presumption period:	0
Total days out of service during the presumption period:	0
Total days out of service during customer's ownership:	11 days

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

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

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

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

## RECOMMENDATION AND RATIONALE

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

Vehicle does not qualify for repurchase under Oregon State laws; repairs were made outside of presumption period. First non-conformity repaired at 30,000 miles. Three (3) repairs to replace steering gear (bulletin issued). Also (2) repairs for engine noise

Problem appears to be fixed). Over 6 month period, vehicle out of service 10 days. CRS recommends cash offer of \$1,200 + \$1,000 (fees)

## REASON FOR REMOVAL

{TEXT}

**CRM FINAL OFFER:** {CASH/REP/TRADE}: **DATE:** {Date} **OFFER TO CUST:** \${Amount} **ATTORNEY FEES:** \${Amount} **OR INCLUSIVE OFFER: \$**{Amount} PLAINTIFF'S FINAL {CASH/REP/TRADE}: **DATE:** {Date} **AMOUNT TO CUST: \$**{Amount} **DEMAND: ATTORNEY FEES:** \${Amount} **OR INCLUSIVE OFFER:** \${Amount}

TEAM MANAGER APPROVING:

{Name}

Date: {Date}



General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

#### VIA FAX ONLY

September 17, 2007

Joshua Trigsted, Esq. Weisberg & Meyers LLC 100 Kerr Pkwy Apt 29 Lake Oswego, OR 97035-1410

RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52855F Customer Relationship Specialist: Hallie Cooper

Dear Mr. Trigsted:

We regret that your client(s) is dissatisfied with his 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$2,200.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.











HUMMER





December 23, 2010 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

Odometer

Client's Signature

Client's Signature

Date

Date















General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

#### VIA FAX ONLY

October 8, 2007

Joshua Trigsted, Esq. Weisberg & Meyers LLC 100 Kerr Pkwy Apt 29 Lake Oswego, OR 97035-1410

RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52855F Customer Relationship Specialist: Hallie Cooper

Dear Mr. Trigsted:

On September 17th and September 27, 2007, General Motors Corporation's made two offer's to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. If your client agrees with the terms of **our final** offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (5) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation









HUMMER





Weisberg & Meyers, LLC 2833 North Central Ave #613 Phoenix, AZ 85004



AUG 2 2 7097

General Motors Corporation c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren MI 48091

### 4809186013 0037

## hand Markellin Mathemathallin Michaeld

## WEISBERG & MEYERS, LLC

ATTORNEYS FOR CONSUMERS 100 SW Kerr Pkwy, #29 Lake Oswego OR 97035 503-376-6774 866-775-3666 (Toll Free) 866-565-1327 Facsimile www.attorneysForConsumers.com

EXTENSION: 216 E-MAIL: <u>JTRIGSTED@ATTORNEYSFORCONSUMERS.COM</u> WRITER LICENSED IN: OREGON

August 16, 2007

General Motors Corporation c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren MI 48091

Re:v. General Motors CorporationOur Client:General Motors CorporationYour Client:General Motors CorporationVehicle:2005 Chevrolet MalibuVIN:1G1ZT52855EOur File Number:O070015R

Dear Sir/Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Federal Magnuson-Moss Warranty Act, the State Lemon Law and/or the Uniform Commercial Code with regard to the above-listed vehicle.

Having been formally notified of our representation, we respectfully demand you not contact our client for any reason. Instead, please direct all future contact and correspondence to this office. We reserve the right to seek injunctive relief against you should you fail to honor these directives.

Enclosed please find the sales and repair records in our client's possession. As these records show, our client paid an extraordinary sum of money for a vehicle riddled with numerous non-conformities that cause a substantial impairment of the use, value and/or safety of the vehicle. The primary non-conformities include but are not limited to:

- 1. Defective steering/suspension system,
- 2. Defective engine,
- 3. Persistent noises, and,

ARIZONA * CALIFORNIA * COLORADO * FLORIDA * ILLINOIS MISSOURI * OREGON * NEW MEXICO * TEXAS * WASHINGTON

#### Any additional complaints actually made, whether contained on your company's 4. invoices or otherwise.

These non-conformities constitute violations of both Federal and State law, as do the inordinate amount of unsuccessful repair attempts to cure the same. Specifically, when you chose to bind our client to a written warranty limiting all remedies to repair or replacement of defective parts, you undertook the legal obligation to perform effective repairs within a reasonable opportunity. The inordinate amount of incompetent repairs within the applicable warranty period shows you failed to satisfy this obligation. Under basic principles of good faith, this means your limited remedy failed of its essential purpose. This failure caused harm for which our client intends to seek redress.

To avoid any litigation, we respectfully demand you take this vehicle back, return all funds paid towards the vehicle, cancel all applicable contracts, and provide compensation for the damages sustained to date, including our client's attorneys' fees pursuant to the fee-shifting provisions of the Magnuson-Moss Warranty Act and/or Lemon Law. In exchange for meeting this demand, our client will waive all loss of use and aggravation and inconvenience damages sustained to date.

This letter also constitutes notice under U.C.C. § 2-711(3) of our client's security interest in the vehicle for return of the total amount above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client has the right to hold the vehicle and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. In addition, although our client needs return of the monies listed above before substitute goods can be acquired, our client reserves the right to mitigate all parties damages by cover and reserves the right to claim such damages here. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies. If the seller (or, if applicable the assignee, or any creditor subject to the FTC Holder Rule) has filed a financing statement covering the goods, I demand, pursuant to U.C.C § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9404(1) for any loss caused our client by your failure. Please also consider this letter prior direct written notification of the defects within our client's vehicle and of our client's intent to pursue a claim pursuant to the State Lemon Law. If and only if you-have "final opportunity rights" under said statute, and wish to exercise said rights, you are hereby directed to contact this office within fourteen (14) days.

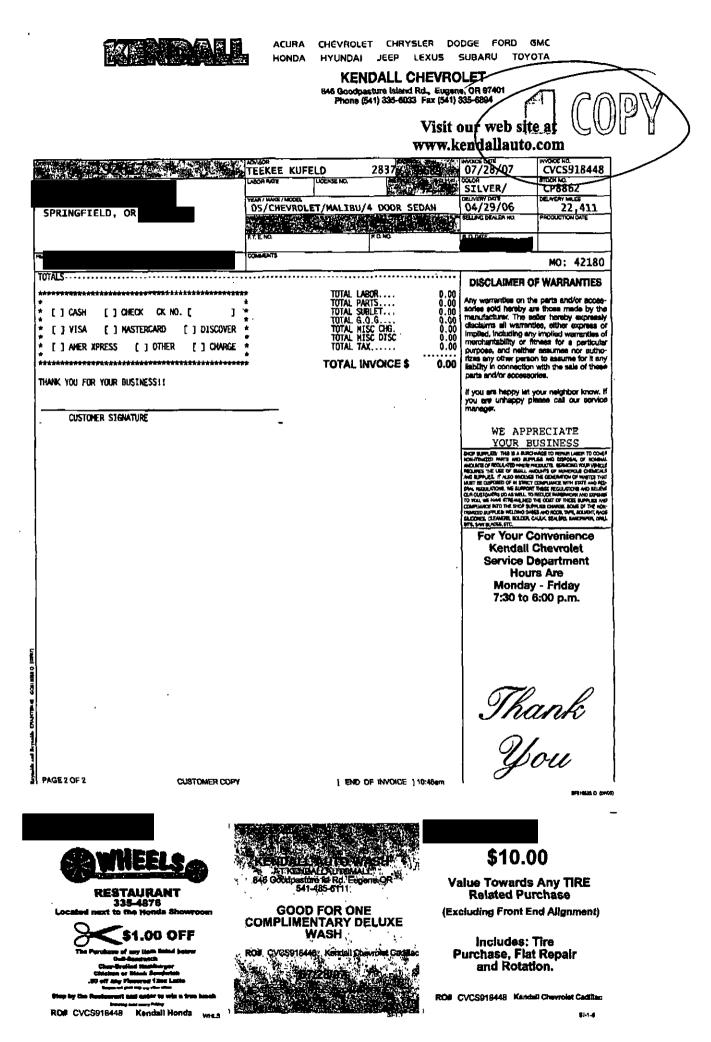
In conclusion, I urge you to realize a quick resolution of this matter will save all parties a great deal of time, money and effort. To this end, although I believe the above demands are reasonable, our client remains open-minded to a diminution in value settlement, or any other suggestions for an equitable resolution you may have. I thus encourage you to contact this office at your earliest convenience with an offer for resolution. Should you fail to do so in a timely manner, I will

assume you do not seek amicable resolution and will file a claim in a court of law seeking all actual and exemplary damages available.

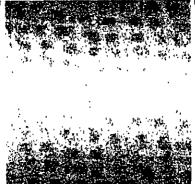
Best regards NN Joshuz Trigsted Actorney at Law

JT/kl w/enclosures .

cc:



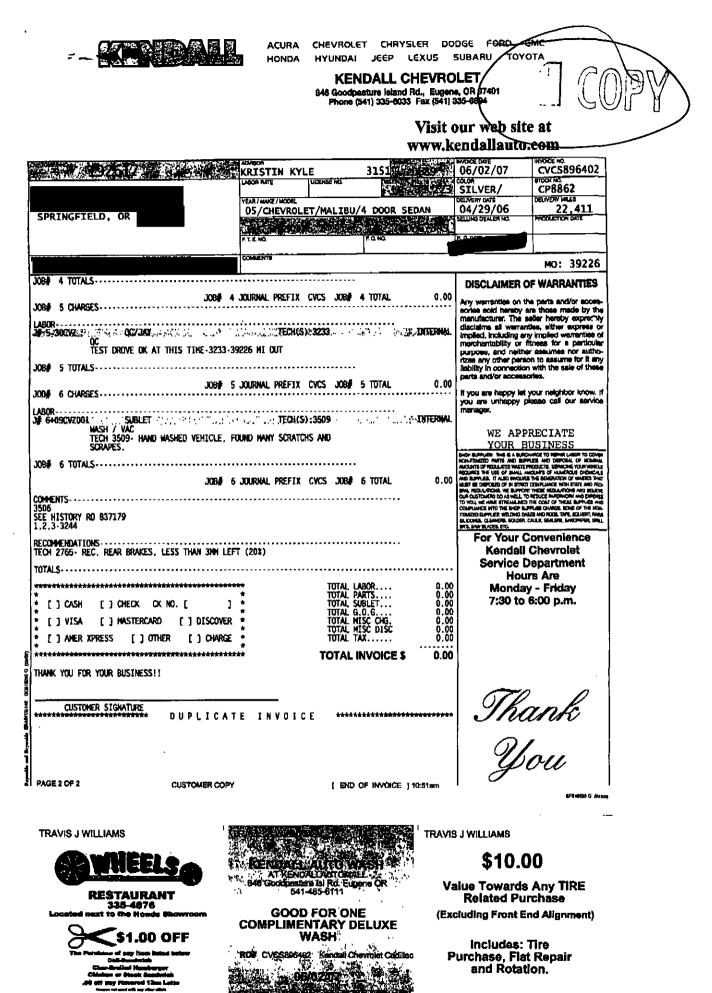
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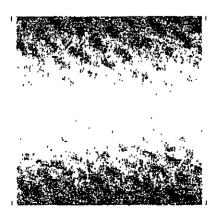
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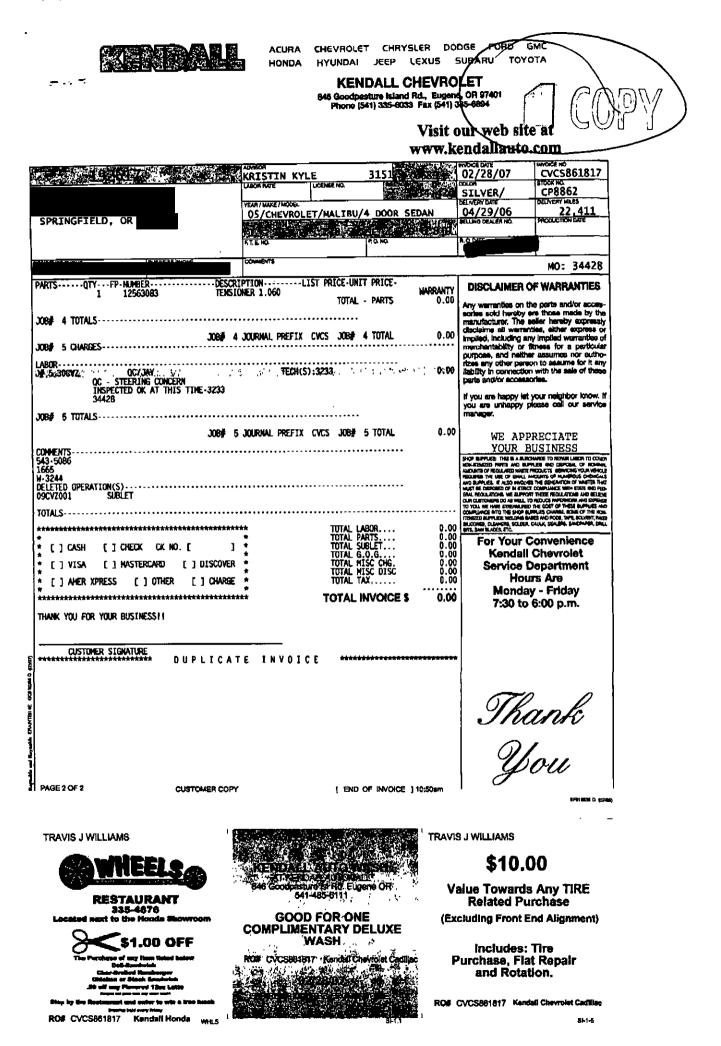
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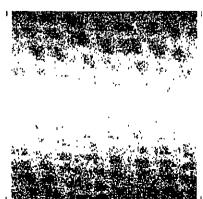


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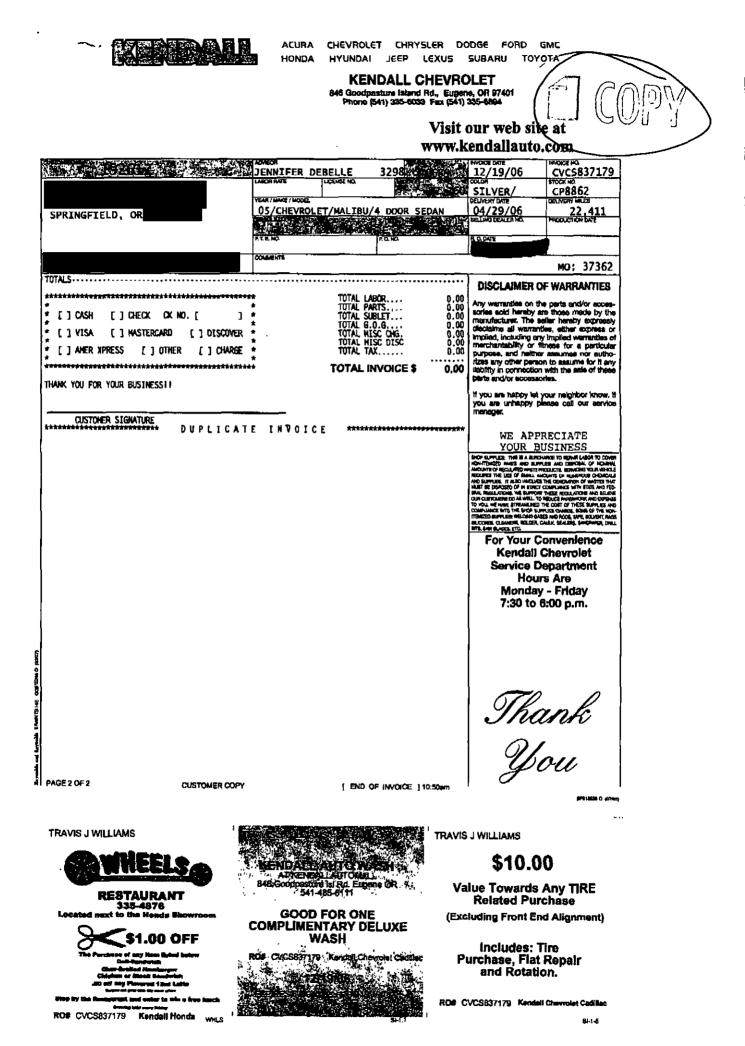
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[ OPT#1 ] KRISTIN KYLE JOB# 1 CHARGES	••••••	DISCLAIMER OF WARRANTIES	
LABOR SHELAOSGN2-MAXIM STEERING/SUSP/ALIGN KNOCK WHEN MAKING LEFT TURNS BUILLETIN APPLIES #06-02-32-007 SOP STEERING GEAR AND ALIGN SUSP (2786 - 77RS) REPLACE STEERING GEA TECH 3070- ALIGNED FRONT SUSPENS PARTS	AR PER BULLETIN. ION, .7HR. OUT MIL. 37363	merchantability or fitness for a particular purpose, and neither assumes nor autho- rizes any other perion to assume for it any lability noonection with the sets of these	
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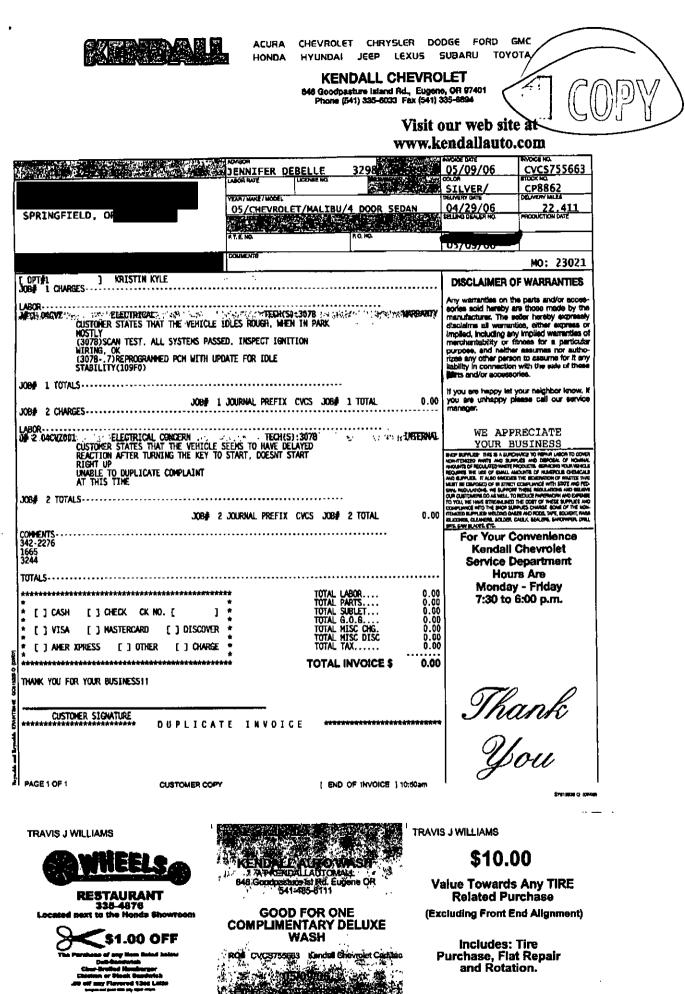
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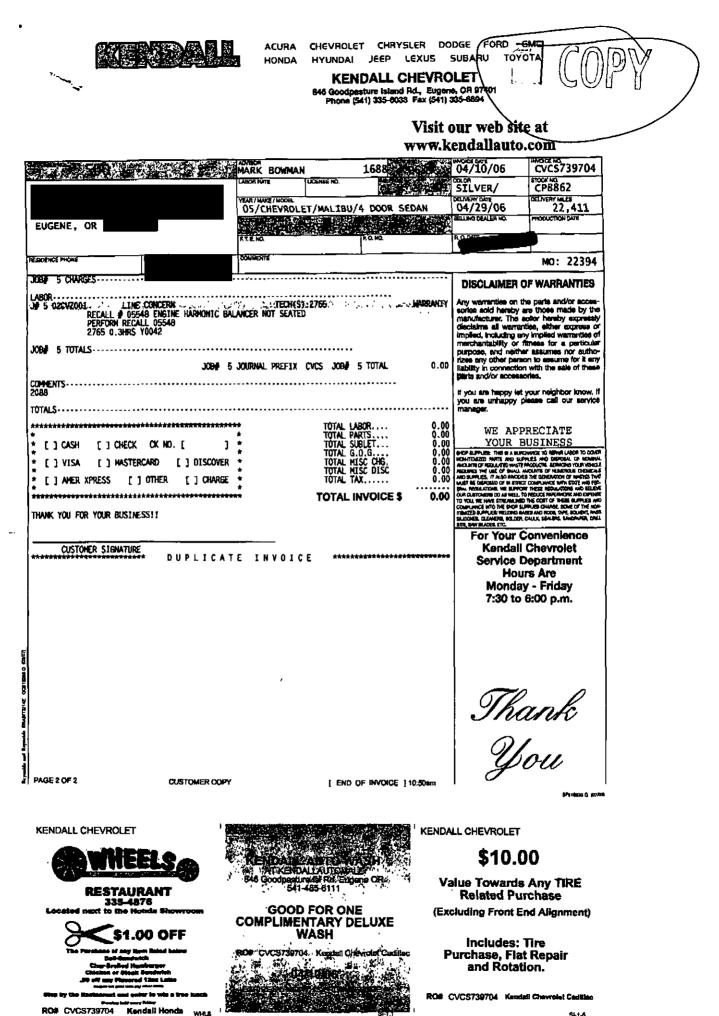
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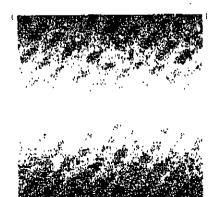
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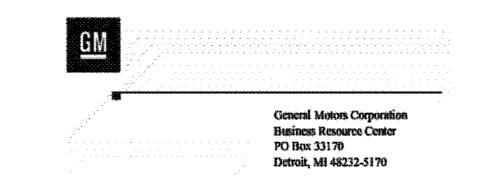
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KENDALL CHEVROLET 846 Goodpaxture Island Rd., Eugene, OR 97401 Phone (541) 335-6033 Fax (541) 335-6884

### Visit our web site at www.kendallauto.com

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VIA FAX ONLY

August 24, 2007

Tony Bowling KENDALL CHEVROLET PO BOX 1318 EUGENE, OR 97440-1318

RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52855F Customer Relationship Specialist: Sheila McCarthy

Dear Mr. Bowling:

This is a letter of notification regarding a not-in-suit-matter or law suit involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents are needed within 24 hours:

•All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, Actual Cash Value statement of any trade, and application of title.

•Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons. Please cross reference GMVIS to ensure all documents are obtained

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

If any questions should arise please feel free and contact me at 1-866-790-5600 ext. 11097 In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation













RCMPR010 CURRENT VEHICLE DELIVERY/INCENTIVE INQUIRY 08/29/07

PROCESSING SOURCE: BARS 11:31:43 VIN: 1G1ZT5285 5F SELLG SCE: 13 MDL YR: 05 ORD NO: HXKXBP PAGE NO: 1 ODATE: 02/01/05 ORDER FAN: 000820524 OTYPE: 050 DLVY SS/SITE CD: 13 23823 DDATE: 03/19/05 DLVY FAN: 000820524 DTYPE: 020 SRVC TYPE: MILEAGE: DLVY DOE: 03/19/05 ORDER BY: ALAMO CANC: CANC DOE:

TRADE: DLVY TO: ALAMO RENT A CAR TRD DOE: PO BOX 22776 SRVC IN: FORT LAUDERDALE FL 33335 SRVC OUT: CANC SRVC IN: --INCENTIVES--CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT

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COMMAND ===> ____

NO MORE RECORDS

PF01=HELP 02=CURR INV 03=PRV SCRN PF07=PGUP 08=PGDN

RCMPR028 VEHICLE EVENT SELECTION 08/29/0 PROCESSING SOURCE: BARS 11:33:1 PAGE NO:

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COMMAND ===> ____ PF01=HELP 03=PRV SCRN

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COMMAND ===> ____ PF01=HELP 03=PRV SCRN NO MORE RECORDS



Concrete Address Compressions Recorder Represent Capital NO 888 30170 \$24871988, NEE 488,23,245 6748

### VIA FAX ONLY

September 26, 2007

Joshua Trigsted, Esq. Weisberg & Meyers LLC 100 Kerr Pkwy Apt 29 Lake Oswego, OR 97035-1410

#### RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: IG1ZT52855F Customer Relationship Specialist: Hallie Cooper-

Dear Mr. Trigsted:

On September 17, 2007 we communicated to you General Motors Corporation's offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10)calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

### General Motors Corporation



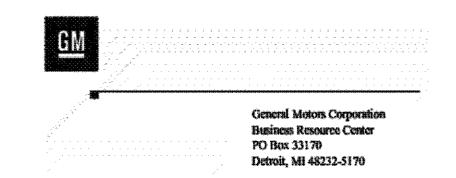












VIA FAX ONLY

August 24, 2007

Joshua Trigsted, Esq. Weisberg & Meyers LLC 100 Kerr Pkwy Apt 29 Lake Oswego, OR 97035-1410

RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52855F Customer Relationship Specialist: Sheila McCarthy

Dear Mr. Trigsted:

This is to advise that General Motors is in receipt of the above referenced case dated August 16, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.



Copy of owner's current title and/or registration Other: Release of Lien

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${\times}$

Finance agreement Buyer's agreement

General Motors Corporation c/o MSX International, ATTN: BRC Legal 1919 Concept Drive Warren, MI 48091

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

Sincerely,

General Motors Corporation









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### **RELEASE OF LIEN INFORMATION**

Ι	,
I(Client's Name)	(Client's Social Security Number)
hereby authorize	
hereby authorize(Lien holder Name	
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information regarding	g my loan account #
	g my loan account # (Account Number)
with	
(Lien holder Name)	
to General Motors Corporation, including b loan payoff amount, and per diem information	out not limited to a complete payment history of my account, a ion.
Date	
VEH	ICLE INFORMATION
The current vehicle mileage is	Date mileage read:
Signature	Signature

















General Motors Corporation Business Resource Center PO Box 33170 Detroit, MI 48232-5170

### VIA FAX ONLY

September 27, 2007

Joshua Trigsted, Esq. Weisberg & Meyers LLC 100 Kerr Pkwy Apt 29 Lake Oswego, OR 97035-1410

RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52855F Customer Relationship Specialist: Hallie Cooper

Dear Mr. Trigsted:

We regret that your client(s) is dissatisfied with his 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$3,200.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.











HUMMER





December 23, 2010 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

Odometer

Date

Client's Signature

Date

















Concrete Address Compressions Recorder Represent Capital NO 888 30170 Extrait, ME 48.23.2-5 5748

### VIA FAX ONLY

October 8, 2007

Joshua Trigsted, Esq. Weisberg & Meyers LLC 100 Kerr Pkwy Apt 29 Lake Oswego, OR 97035-1410

RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: IG1ZT52855F Customer Relationship Specialist: Hallie Cooper

Dear Mr. Trigsted:

On September 17th and September 27, 2007, General Motors Corporation's made two offer's to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

For your convenience, enclosed with this letter is another copy of General Motors Corporation's offer. We ask that you discuss General Motors Corporation's offer with your client at your earliest opportunity. If your client agrees with the terms of our final offer, please have the offer letter executed where indicated and faxed to the number on the fax cover sheet. If your client does not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (5)calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

### **General Motors Corporation**







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Concrete Address Compressions Recorder Represent Capital 1931 8588 33170 \$24871988, NEE 488,23,245 6748

### VIA FAX ONLY

September 27, 2007.

Joshua Trigsted, Esq. Weisberg & Meyers LLC 100 Kerr Pkwy Apt 29 Lake Oswego, OR 97035-1410

RE:

Service Request: 71-539876849 2005 Chevrolet Malibu Vehicle Identification Number: 1G1ZT52855F Customer Relationship Specialist: Hallie Cooper-

Dear Mr. Trigsted:

We regret that your client(s) is dissatisfied with his 2005 Chevrolet Malibu and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, Chevrolet Division of General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$3,200.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.













September 27, 2007 Page 2

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

cc: FILE

LG0044 V07022006

Attach.

Odometer

Date

Client's Signature

Date





N Nordera









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# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

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

### Northeast Region Enhanced Dealership Empowerment Process

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

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

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

AVM's Name & Phone	
	PAT DUBAY - 1-585-750-6482
Service Manager's Name & Phone	JOHN SEE - 716-691-7800 ×337
Dealership Name & BAC	DONDAVIS AUTOWORED INC. 115805
Customer Name (Mr., Ms., Mrs., Last, First, MI)	
Customer Complete Mailing Address	NORTH TONAWANDA
Daytime phone number	NEW YORK
Evening phone number	
FULL VIN	16221,51924
Current Mileage	16276528754 24881 mi
Short explanation as to why the goodwill tool was offered to the customer (Specific information required)	Customer had numerus Ispiret and is writed if it continues after 3/36 he will inme sousier septim bills based in history of fits subicle.
f subsequent owner, indicate ate & mileage at time of urchase	priginal anna.

Revised 10-1-05

9						
		undatory Deduc	tible	M	andatory Deducti	ble
	\$50	\$100	\$200	\$50	\$100	\$200
	<u> </u>					

# Model years 2003 – Current

Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Class	fication
Guide, Rate Classes 1 -8.	

In service up to 12 months and 12,000 miles.

Note: GMPP Major Guard, Value Guard, & Basic Guard <u>36/45,000, 36/54,000, & 48/48,000</u> plans are <u>unavailable</u> for Rate Classes 3A, 4A, 6 & 7 vehicles, which are currently the 2006 LaCrosse, 2006 Lucerne, 2006 Rainier, 2006 Rendezvous, 2006 Terraza, H3, and all Cadillac vehicles.

	🔲 Major Guard	Value Guard	Basic Guar	ď
36 Months	48 Months	60 Months	72 Months	84 Months
45,000	48,000	40,000	48,000	56,000
54,000	60,000	50,000	60,000	70,000
60,000	72,000	60,000	72,000	84,000
75,000	80,000	75,000	90,000	
100,000	100,000	90,000	100,000	
		100,000		
		Available Deductible	•	
	50	<b>\$100</b>	\$200	

	Мос	lel years 2003 –	Current, 0-3	6,000 Odomete	r miles	
		ajor Guard	🔲 Value Gua	rd 🗌 Ba	sic Guard	
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
12,000	24,000	24,000	32,000	40,000	48,000	56,000
15,000	30,000	30,000	40,000	50,000	60,000	70,000
18,000	36,000	36,000	48,000	60,000	72,000	
20,000	40,000	45,000	60,000	75,000		
	50,000	54,000	72,000			
		60,000				
		75,000				
		A	vailable Deduc	tible		
		\$0	<b>1</b> \$100	\$200		

	Model y	vears 2003 – Cu	irrent, 36,001 –	50,000 Odome	ter miles	
	🗌 🗌 Ma	jor Guard	🔲 Value Guar	d 🗌 Basi	c Guard	
12 Months	24 Months	36 Months	48 Months	60 Months	72 Months	84 Months
12,000	24,000	24,000	32,000	40,000	48,000	56,000
15,000	30,000	30,000	40,000	50,000		
18,000	36,000	36,000	48,000		1	
20,000	40,000	45,000				
	50,000	54,000				
		Ma	ndatory Deduct	tible		
		\$50	<b>\$100</b>	\$200		

December 27, 2010



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

Dear

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

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

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

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### **INFORMATION Redacted PURSUANT TO THE FREEDOM OF**

# INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) General Motors Dealership Empowerment Process

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

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

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

Region	NEast	SEast	NCentral	SCentral 🛛	Western
Service Manager Name & Ph Number Dealership Name, Location & BAC Number	817 69	Chevrolet			
CAC Case (SR) Number (if known) Customer Name (Mr., Ms., M Last, First, MI) Customer <u>Complete</u> Mailing		ROOK TX			
Address					
Daytime Phone Number					
Evening Phone Number FULL VIN	ĪG	1ZS51F76F			
Current Milcage	35250	5			
District Service Manager's Name & Phone Number	817	MARTINEZ 771 2201		EALER FOR NO	NISE IN STEERING
Customer's Concern(s) And Business Reason(s) For Of Goodwill to this loyal, appreciative, deserving cus	fering THE CUS tomer PRO INTH ELE	RE HAS BEEN R FOMER IS COMI BLEMS WITH TI ERNET AND DIS	EPAIRS TO STEP PLETELY HAPP TE STEERING, H COVERED THES NG IN HIS CAR A PERIOD UP, I O	WITH CAR EX E HAS INVESTI E AND OTHER AND IS FEARFU FFERED A COM	
Additional Information Su RO #s Or Used Vehicle Pu Information (date & milea purchase, and seller)	irchase	534766 52265	2 496191		

# Component Coverage Letter

Component Cov	erage Letter				
Definition:	A letter that covers a specific component for a defined period of time and				
	mileage.				
Purpose:	To restore a customer's confidence in a component as a result of an				
1 11 10 0000	unsatisfactory service experience.				
When to use:	The customer has concerns regarding repeat failure(s) of a specific				
	component				
	> The customer has concerns about potential out of warranty expenses				
	on a specific component				
When NOT to use:	> For the "complete vchicle"				
	For a system ("electrical system")				
	> The vehicle has a salvage or branded title				
	> Wear and maintenance items (tires, brake pads, wiper blades, etc.)				
	> If customer has pursued third party intervention (BBB or legal)				
	In conjunction with other goodwill tools				
Parameters of use:	Can be written up to and not to exceed 84 months/100,000 miles				
Farameters of use.	from the original in-service date				
	• For Diesel Engines, it can be written up to and not to exceed				
	84 months/150,000 miles from the original in-service date				
	• For <u>Cold Start Knock</u> , it should be written for 72/100,000. If				
	it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued				
	(only exception).				
	<ul> <li>NOT transferable to subsequent owners (except cold start knock)</li> </ul>				
	<ul> <li>Electrical components MUST be specific (alternator, radio), N.</li> </ul>				
	the entire system				
	Match terms to the customer's ownership cycle				
	Preferred over GMPP due to cost & focus application				
	> A catastrophic engine failure within the warranty period - customer				
Examples:	is offered a 84/100,000 component letter				
	The second alternator failure within the warranty period - customer				
	is offered a 72/75,000 component letter				
Time limit (months):	Mileage limit:				
72	75,000				
Specific component(	s) (i.e. transmission): NENTS AND LINKAGE				
STEERING COMPC					

December 27, 2010



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

#### Dear

Chevrolet is pleased to provide service coverage for the steering on your 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZS51F76F This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 29, 2011, or 75,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER Component Service Coverage

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

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

December 27, 2010



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

Dear

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

December 27, 2010



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

#### Dear

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

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

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

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

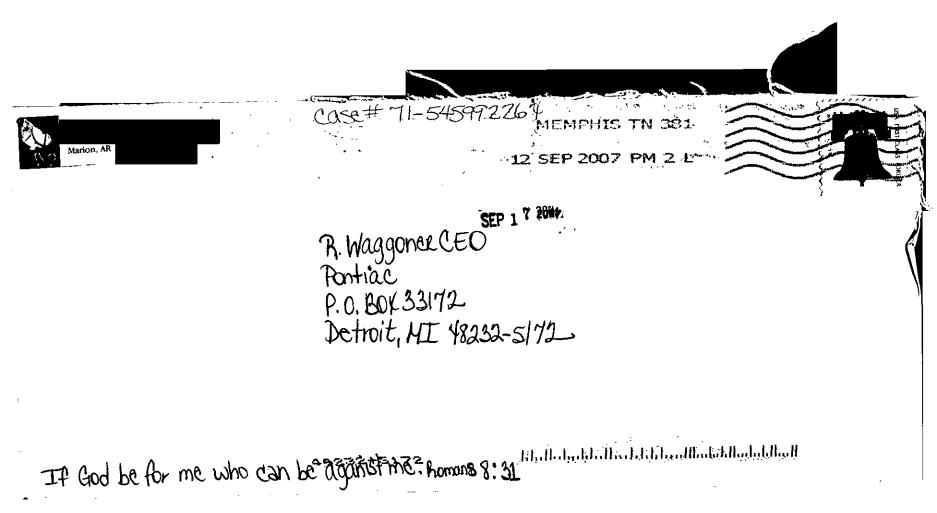
Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER Component Service Coverage

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

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



# Mr. Waggoner,

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

Thanks and best regards,



December 27, 2010



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

### Dear

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

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

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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