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

December 20, 2010

[redacted]
Columbus, OH [redacted]

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

Dear [redacted]

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[redacted]. This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty 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:[redacted] **VIN:1G2ZG528X54**[redacted]
Make/Model/Year: Pontiac/G6/2005 **In Service**: 12/18/04 **Mileage**: 35,970
Received Date: 07/01/07 **Day 15 Date:** **Goes Active:**
Primary Concern: power steering clunk

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

☒ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** /
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** /
- ☐ **Dealer Sales Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time:** /

☒ **Repair Orders Requested:** **Received:**

☒ **Sales Documents:** **Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment** (by Day 14)**:**
- **Lemon Law Eligible:** **Yes** ☐ **No** ☒
- **Presumption:** **Yes** ☐ **No** ☒

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

☒ **Settlement / Goodwill Offered Date:**

☒ **All Documents Attached** (by Day 15)

☐ **Arbitration Date:**

☒ **Closing Activities:**
- **Settlement** **Completion Date/Time:** /
- **Executive Summary** **Completion Date/Time:** /
- **Close Siebel** **Completion Date/Time:** /

AVM: Whitfield, Kenneth **Node/Box:** 630092 8197
Service Dealer: COLE-VALLEY MOTOR COMPANY **Svc Mgr:**
Selling Dealer: **Contact:**

NOTES:

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

VEHICLE REPAIR HISTORY

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

Date:	RO#:	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:

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

Revised by c.mallett 09/07/06

Cole Valley

PONTIAC - CADILLAC

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

WARREN, OHIO 44482

TELEPHONE: (330) 372-1665

DATE 7/5/07

TIME 11:05

PLEASE FORWARD THE FOLLOWING 4 PAGES TO:

NAME Rita

COMPANY

FAX NUMBER 866-893-7513

IF YOU DO NOT RECEIVE ALL PAGES OF THIS FAX, PLEASE CONTACT:

SENDER- George Shewen

COMMENTS

PONTIAC CADILLAC

[redacted]

WARREN , OH [redacted]

Cole Valley
PONTIAC - CADILLAC

Rt. 5 (Elm Rd.) & Rt. 82
P.O. Box #1500
WARREN, OH 44482
TELEPHONE (330) 372-1665
YOUNGSTOWN 545-1133
Toll Free 1-800-686-5AVE

ALL REPAIRS MUST BE MASTER CARD, VISA, AMERICAN EXPRESS, SOHIO OR CASH.
DEALER CODE 43-23503

SERVICE ADVISOR DANIEL HOWELL

REPAIR ORDER WRITTEN	CUSTOMER NOTIFIED DATE	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
29APR05	29APR05	1178P	1G2ZG528X54[redacted]	[redacted]	[redacted]		29APR05	244930

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PER LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:33	09:01	05	PONTIAC G6	[redacted]	0.00	18DEC04	27	27

MILEAGE IN	MILEAGE OUT	LICENSE NO.
4942	4942	1178P

	TECH	TYPE	HOURS	ESTIMATE	NET UNIT	TOTAL
A CHANGE OIL & OIL FILTER / LUBE FRONT SUSPENSION , CK ALL FLUID LEVELS , BELTS , HOSES , LIGHTS ECT.						
CAUSE: CUSTOMER SATISFACTION						
Z7410 FREE OIL CHANGE						
	29	WP4	0.40			(N/C)
1 25010792 OIL FLTR						(N/C)
5 1052764 10W30 OIL						(N/C)
FC: 98						
PART#: 1052764						
COUNT: 6						
CLAIM TYPE:						
AUTH CODE: G						
MJ						
B ROTATE TIRES ONLY.						
9A ROTATE TIRES ONLY.						
	43	CPQS	0.50		13.95	13.95
C CAMP 04088 WATER INTRUSION						
CAUSE: CAMPAIGN						
Y0014 REPROGRAM BCM						
	29	WP4	0.20			(N/C)
FC: 98 PART#: COUNT: 0						

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

ESTIMATE

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

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

X_____

Cole Valley
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Rt. 5 (Elm Rd.) & Rt. 82
P.O. Box #1500
WARREN, OH 44482
TELEPHONE (330) 372-1665
YOUNGSTOWN 545-1133
Toll Free 1-800-686-5AVE

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DEALER CODE 43-23503

SERVICE ADVISOR ABRAHAM TAYLOR

REPAIR ORDER WRITTEN	CUSTOMER NOTIFIED DATE	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
08DEC04	08DEC04	1178P	1G2ZG528X54[redacted]				08DEC04	237604

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
14:08	14:14	05	PONTIAC G6		0.00		157	157

MILEAGE IN	MILEAGE OUT	LICENSE NO.
5	5	1178P

DESCRIPTION	TOTAL
A CLEAN INSERTS ON FRONT AND BACK SEAT CUSHIONS AND SEAT BACKS	
CAUSE: BULLETIN	
Y0020 CLEAN INSERTS ON FRONT AND BACK SEAT CUSHIONS AND SEAT BACKS	
157 WP4 0.30	(N/C)

** PRE-INVOICE **

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

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PLEASE EXCUSE OUR MESS AS WE ADD ON OUR SERVICE FACILITY TO BETTER SERVE YOUR NEEDS AND SCHEDULES.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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X

[redacted]
WARREN , OH [redacted]

SERVICE ADVISOR DANIEL HOWELL

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PONTIAC - CADILLAC

Rt. 5 (Elm Rd.) & Rt. 82
P.O. Box #1500
WARREN, OH 44482
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DEALER CODE 43-23503

REPAIR ORDER WRITTEN	CUSTOMER NOTIFIED DATE	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
29APR05	29APR05	1178P	1G2ZG528X54[redacted]	[redacted]	[redacted]		29APR05	244930

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:33	09:01	05	PONTIAC G6	[redacted]	0.00	18DEC04	27	27

MILEAGE IN	MILEAGE OUT	LICENSE NO.
4942	4942	1178P

TECH	TYPE	HOURS	LB/QUAN	RET/UNIT	TOTAL
CLAIM TYPE:					
AUTH CODE:					
MJ					

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	13.95
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	13.95
LESS INSURANCE	0.00
SALES TAX	0.91
PLEASE PAY THIS AMOUNT	14.86

ESTIMATE
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WE WANT TO BE YOUR FULL SERVICE DEALER!
CALL DALE, DAN OR SKIP FOR SERVICE AND CALL
BOB OR JAY AT OUR FULL SERVICE BODY SHOP!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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X_____

2163750172 129750

[redacted]

INVOICE

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

PAGE 1

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 33 DOROTHY M KUSEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	2005	PONTIAC G6	1G2ZG528X54[redacted]	[redacted]	30648/30648	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18DEC2004			WAIT		0.00	CASH	16FEB2007

R.O. OPENED	READY	OPTIONS:
07:34 16FEB07	09:43 16FEB07	DLR:NOD

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A OWNER STATES CHECK STEERING --CLUNKING W/ TURNING--AGAIN...			
SOP ORDERED BOTH LOWER CONTROL ARMS--PLAY			
71 CP 0.00		0.00	0.00
ORDERED BOTH LOWER CONTROL ARMS/PLAY IN BOTH LO WER BALL JOINTS			
**********			
B DRIVERS/S VANITY MIRROR--HINGES BREAKING...			
CAUSE: CRACKED			
C2021 REPLACED LEFT/S SUNVISOR			
MIRROR/LIGHTED/COVER-CRACKED			
71 WP 0.60			(N/C)
1 15803238 F-SS-MIR-IL			(N/C)
FC: 1K			
PART#: 15803238			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
VE			
**********			
C OWNER STATES INDICATOR LIGHT FOR FOG LAMP DOES NOT COME ON...			
CAUSE: INTERNAL FAILURE			
N2232 SWITCH FOG LAMP REPLACE			
71 WP 0.50			(N/C)
1 15850573 SWITCH			(N/C)
FC: 6C			
PART#: 15850573			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
OJ			
**********			

PAID FEB 16 2007 VISA

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

All parts sold or used are subject to the Magnuson-Moss Act and the merchandise purchased is under **LIMITED WARRANTY** by the manufacturer. The terms of this warranty are available for inspection.

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 shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X [redacted]
Customer Signature

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

SERVICE FILE COPY

2163750172 129750

[redacted]

INVOICE

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

PAGE 2

HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 33 DOROTHY M KUSEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	2005	PONTIAC G6	1G2ZG528X54[redacted]	[redacted]	30648/30648	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV DATE
18DEC2004			WAIT		0.00	CASH	16FEB2007

R.O. OPENED	READY	OPTIONS:
07:34 16FEB07	09:43 16FEB07	DLR:NOD

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
D 3000 MILE SERVICE....RESET/TOP OFF....			
3K LUBE/INSPECT SUSPENSION,SET TIRE PRESSURES,INSPECT BELTS/HOSES,CHECK FLUIDS,FILL WASHER FLUID,CHANGE OIL AND FILTER			
71 CPC 0.30		15.70	15.70
1 PF47F FILTER	4.00	4.00	4.00
5 OIL	1.85	1.85	9.25
**********			
E ****ADD ADDITIVE****...			
BG110 BG			
71 CP 0.00		0.00	0.00
1 BG110	8.50	8.50	8.50
**********			
SHOP CHARGE/HAZARDOUS WASTE DISPOSAL			0.79

ATTENTION-YOUR "COMPLETE SATISFACTION" IS OUR GOAL.IF YOU ARE NOT "COMPLETELY SATISFIED" CONTACT OUR SERVICE DEPARTMENT AT (216) 661-5060....THANK YOU!

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

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X
Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	15.70
PARTS AMOUNT	21.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.79
TOTAL CHARGES	38.24
LESS INSURANCE	0.00
SALES TAX	2.87
PLEASE PAY THIS AMOUNT	41.11

SERVICE FILE COPY

2163750172 129872

[redacted]

INVOICE

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

WARREN OH [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 33 DOROTHY M KUSEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	2005	PONTIAC G6	1G2ZG528X54[redacted]	[redacted]	30806/30806	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18DEC2004			WAIT		0.00	CASH	21FEB2007

R.O. OPENED	READY	OPTIONS:
07:36 21FEB07	08:59 21FEB07	DLR:NOD

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A OWNER STATES CLUNKING W/ TURNING--RATTLE OVER BUMPS..SOP--BOTH CONTROL ARMS...

CAUSE: PLAY IN BOTH LOWER BALL JOINTS

E3530 ARM ASSEMBLY, FRONT CONTROL LOWER RIGHT

REPLACE

74 WP 1.10 (N/C)

1 22730776 ARM (N/C)

FC: 2W

PART#: 22730776

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

NE

E3531 ARM ASSEMBLY, FRONT CONTROL LOWER LEFT

REPLACE

74 WP 1.10 (N/C)

1 22730775 ARM (N/C)

FC: 2W

PART#: 22730775

COUNT: 1

CLAIM TYPE:

AUTH CODE: B

NE

****

ATTENTION-YOUR "COMPLETE SATISFACTION" IS OUR GOAL.IF YOU ARE NOT "COMPLETELY SATISFIED" CONTACT OUR SERVICE DEPARTMENT AT (216) 661-5060....THANK YOU!

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X [redacted] Customer Signature

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

SERVICE FILE COPY

2163750172 FC 127689

[redacted]

INVOICE

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

WARREN OH [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 86 VINCENT A HALODA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	2005	PONTIAC G6	1G2ZG528X54[redacted]	[redacted]	26765/26765	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
18DEC2004			WAIT		0.00	CASH	14NOV2006

R.O. OPENED	READY	OPTIONS:
13:02 14NOV06	13:52 14NOV06	DLR:NOD

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STATES RIGHT FRONT RADIO SPEAKER POP/RATTLE NOISE...SOP
CAUSE: DEFECTIVE SPEAKER
R0942 SPEAKER, RADIO FRONT DOOR RIGHT REPLACE
71 WP 0.70 (N/C)
1 15220247 SPEAKER (N/C)
FC: 6C
PART#: 15220247
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NX

****

B STATES PASSANGER SUNVISOR MIRROR COVER LOOSE
CAUSE: COVER CRACKED AT PIVOT
C2020 REPLACE RIGHT SIDE SUNSHADE...
71 WP 0.30 (N/C)
1 15803238 F-SS-MIR-IL (N/C)
FC: 1K
PART#: 15803238
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VE

****

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All parts sold or used are subject to the Magnuson-Moss Act and the merchandise purchased is under **LIMITED WARRANTY** by the manufacturer. The terms of this warranty are available for inspection.

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 shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X [redacted]
Customer Signature

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

SERVICE FILE COPY

2163750172 126962

[redacted]

INVOICE

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

WARREN OH [redacted]
HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 33 DOROTHY M KUSEK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	2005	PONTIAC G6	1G2ZG528X54[redacted]		25683/25684	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18DEC2004			WAIT		0.00	CASH	17OCT2006

R.O. OPENED	READY	OPTIONS:
08:14 17OCT06	09:22 17OCT06	DLR:NOD

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A SOP--STEERING MAKING A CLUNKING NOISE W/ DRIVING OR SIDE BY SIDE.....
CAUSE: INTERNAL RACK NOISE
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE
71 WP 1.40 (N/C)
1 15858368 GEAR (N/C)
CORE CHARGE W (N/C)
-1 15858368 CORE RETURN (N/C)
FC: 6C PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
NE

****

B OWNER STATES RIGHT FRONT SPEAKER--RATTLING....
SOP ORDERED TIGHT FRONT SPEAKER
71 CP 0.00 0.00 0.00
ORDERED RIGHT FRONT SPEAKER--CRACKLING

****

ATTENTION-YOUR "COMPLETE SATISFACTION" IS OUR GOAL. IF YOU ARE NOT "COMPLETELY SATISFIED" CONTACT OUR SERVICE DEPARTMENT AT (216) 661-5060....THANK YOU!

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

All parts sold or used are subject to the Magnuson-Moss Act and the merchandise purchased is under **LIMITED WARRANTY** by the manufacturer. The terms of this warranty are available for inspection.

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 shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

X [redacted]

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

SERVICE FILE COPY

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

VEHICLE REPAIR HISTORY

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

Date:	RO#:	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:

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

Revised by c.mallett 09/07/06

Decision reached by CRS: **Arbitrate case:** ☐ **Settle case:** ☐

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

Haydocy AUTOMOTIVE

PONTIAC 09-683 | GMC TRUCK 21-404 | BUICK 41-431 | Oldsmobile 09-215

3895 W. BROAD STREET
COLUMBUS, OHIO 43228-1303
(614) 279-8880

FAX

DATE: 7/5/07

TO: Rita Realme

COMPANY/DEPARTMENT: GM Legal

FAX NO: 866-893-7513

No. of pages to follow:

FROM: Don Wright

DEPARTMENT: Service

PHONE: 614-279-8880 FAX NO: 614-255-5890 -

MESSAGE: Requested RO's for [redacted]

VIN 54[redacted] - I have [redacted] case #

71-534213416

07/05/2007 SUMMARY HISTORY DISPLAY 3100
11:29:33 PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. 1G2ZG528X54[redacted]
TOTAL R/O'S 2 TOTAL SERV. DAYS 1 MAKE PN PONTIAC

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	248739	07/02/2007	35994	A	406			
				T	460	1	W 07PNZ	BRAKES MISC
2	248702	07/02/2007	35993	A	406			
				T	455	1	W 09PNZ	STEERING MISC

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	ADVISOR ROBERT CALENDINE 406	TAG NO. 7263	INVOICE DATE 07/03/07
[redacted] COLUMBUS, OH [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 35,993	COLOR SILVER/
	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 6 CYL		DELIVERY DATE 12/18/04
	VEHICLE I.D. NO. 1 G 2 Z G 5 2 8 X 5 4 [redacted]		SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/02/07
RESIDENCE PHONE [redacted]	COMMENTS		

LABOR & PARTS

J# 1 09PNZ STEERING MISC HOURS: 0.50 TECH(S):456 38.30

CUST STATES THAT THERE IS A KNOCKING NOISE WHEN TURNING
STEERING WHEEL
EXCESSIVE CLEARANCE AT I SHAFT
FC--NM/93
LUBED I SHAFT PER DOC.#1973984.NOISE LESS BUT STILL PRESENT
REPLACED INTERMEDIATE SHAFT.RETEST NO NOISE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	22687711	SHAFT KIT 6.526	94.03	94.03	131.64	131.64
			JOB # 1 COST TOTAL		94.03		
			JOB # 1 TOTAL PARTS				131.64
			JOB # 1 TOTAL LABOR & PARTS				169.94
			R/O TAX				0.00
			R/O TOTALS				169.94

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	169.94
CLAIM TOTALS	169.94

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.685
07/03/2007 WARRANTY NEW CLAIM
1007

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
248702	07/02/2007	1G2ZG528X54[redacted]	6	09683	35993	XXX-XX-0011

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE:WORK: [redacted] HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NM	1	22687711	131.64	93	E7700	.5			38.30

LN-TOT: 169.94 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CUST STATES THAT THERE IS A KNOCKING NOISE WHEN TURNING STEEEXCESSIVE CLEARANCE AT I SHAFT FC--NM-93 LUBED I SH AFT PER DOC.#1973984.NOISE LESS BUT STILL PRESENT

R.O. TOTAL: 169.94

12 MONTHS OR 12,0
COMES FIRST ON GM
NO LABOR GUARANTE

THE SELLER, HAYDC
HEREBY EXPRESS
TIES, EITHER EXPRI
IMPLIED WARRANTY
FOR A PARTICULAR I
GMC BUICK SUZ
AUTHORIZES ANY O
ANY LIABILITY IN CO

Reynolds and Reynolds ERMNTANE 02227615 0 (05/05)

K SUZUKI
Street P.O. Box 28125
Columbus, Ohio 43228
4) 279-8880 Toll Free: 1-800-233-5700
www.haydocy.com

SUZUKI

SCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
ERVICE RIVER DOOR WATER	MI CA	39.95 0.00	06PNZ30K	30K SERVICE	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. S E R V I C E STATE REG# 0

CALL WHEN READY ☐ YES ☐ NO

VEHICLE I.D. NO. 1G2ZG528X54[redacted]
YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 6 CYL
PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 248702
[redacted]
COLUMBUS, OH [redacted]
CUSTOMER NO. 97077 | SERVICE CONTRACT | DELIVERY DATE 12/18/04 | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 07/02/07
COLOR SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 7263
TURBO | MMC PNZZ | AIR COND. | P.S. | TRANS | MILEAGE 35,993 | ADVISOR NO. 406 | ADVISOR ROBERT CALENDINE
RESIDENCE PHONE | BUSINESS PHONE [redacted]
TIME RECEIVED 09:15am | DATE/TIME PROMISED 07/02/07 02:30pm | PRIORITY 3
APPOINTMENT ☐ Yes ☒ No | LABOR RATE

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 los 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 unavailabilit of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicl herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is herab acknowledged on above vehicle to secure the amount of repairs thereto. Customer acknowledges receipt of a copy hereof and the accuracy c the description.

X

JOB ORIGINAL CUSTOMER ESTIMATE: TOTAL

X

09PNZ STEERING MISC

CUST STATES THAT THERE IS A KNOCKING NOISE WHEN TURNING STEERING WHEEL

NM/93 E7400 .5

4/55

TERMS:

STRICTLY CASH, UNLESS ARRANGEMENTS MADE

12 MONTHS OR 12,000 MILES GUARANTEE WHICHEVER COMES FIRST ON GM PARTS AND LABOR.

NO LABOR GUARANTEE ON REBUILT OR USED PARTS.

ALL PARTS REMOVED WILL BE RETURNED UNLESS INSTRUCTED OTHERWISE. ☐ DISCARD

ESTIMATE

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

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE

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

ORG. ESTIMATE	CUST. ACCEPTANCE	AUTH. ADDITIONS	DATE
$	INITIAL HERE	$	TIME BY

THE SELLER, HAYDOCY PONTIAC-GMC BUICK SUZUK HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHE EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANT OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PUR POSE AND HAYDOCY PONTIAC-GMC BUICK SUZUKI NE THER ASSUMES NOR AUTHORIZES ANY OTHER PERSON T ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH TH SALE.

JW
Start 7-2-07

Reynolds and Reynolds ERMINTROCE 0C227614 Q (3/96)

248702

NOTE OF PRIOR BODY DAMAGE: LF ☐ RF ☐ LR ☐ RR ☐

JUL 212.

JUL 211.

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 248704	TIME	OFF 7 12 10
.5	WAM	455		ON

TOTALS

TOTALS

73984

12 34

PONTIAC

Guardian Maintenance

HAYDOCY AUTOMOTIVE INC.
3895 West Broad St.
COLUMBUS, OHIO 43228
PHONE (614) 279-8880
WATS 1-800-233-5700

BUICK GMC TRUCKS SUZUKI

TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS FORM. **KEEP TOP SHEET AS YOUR COPY.**
2. PLACE YOUR KEYS IN THIS ENVELOPE.
3. LOCK YOUR VEHICLE AND LEAVE IT IN THE PARKING LOT.
4. BE SURE TO LEAVE A PHONE NUMBER WHERE YOU CAN BE REACHED.
5. DROP ENVELOPE IN DESIGNATED DROP BOX OR CHUTE.

NAME: [redacted] LICENSE PLATE: [redacted]

ADDRESS: [redacted] Mileage: 35980

CITY: Columbus OH Zip: 43215 Make & Model: GG Pontiac

Phone number where you can be reached: [redacted] Year: 2005 Color: Silver

Second Phone Number: [redacted] What time will you call for your vehicle? 10 a.m. / p.m.

PLEASE COMPLETE THE FOLLOWING SERVICES:

Hearing & clunking coming from underneath
may be accontrol arm again! almost
out of warranty

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED.
All other parts will be tendered to you unless specified otherwise. _____ DISCARD REPLACED PARTS.

ESTIMATE

You have the right to an estimate of the cost of repairs or services which you are requesting. Your bill will not be higher than the estimate by more than ten percent unless you approve a larger amount before repairs are finished. You can choose the kind of estimate you want to receive by signing your name under one of the following choices and indicating a telephone where you can be reached if necessary.

If Written Estimate Is Desired Customer Must Return to Sign and Receive Copy of Estimate

(a) WRITTEN ESTIMATE _____ CUSTOMER SIGNATURE

(b) ORAL ESTIMATE _____ CUSTOMER SIGNATURE

(c) NO ESTIMATE _____ CUSTOMER SIGNATURE

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

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PLEASE SIGN: X [redacted] DATE: _____

Form: EARLY-98-OH (1/05)

TOTALS

TOTALS

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.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
97077	ROBERT CALENDINE 406	7280	07/03/07	PNWS248739

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		35,994	SILVER/	

[redacted]
COLUMBUS, OH [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/G6 6 CYL	12/18/04	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z G 5 2 8 X 5 4 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/02/07

RESIDENCE PHONE [redacted]

COMMENTS

LABOR & PARTS----------

J# 1 07PNZ BRAKES MISC HOURS: 2.20 TECH(S):460 168.52

CUSTOMER STATES A SQUEAK/CREAK NOISE FROM RIGHT REAR WHEN DRIVING/TURNING INTO PARKING SPACES. ROBIN DROVE W/CUSTOMER.
FC-NU/00R00
TEST DRIVE AND CHECKED REAR END NOISE.PADS CREAKING IN CALIPER SLIDES.TURNED ROTORS AND ESTIMATE REPLACING PADS
BRAKE PADS DECLINED

JOB # 1 TOTAL LABOR & PARTS 168.52

R/O TAX 0.00
R/O TOTALS 168.52

12 MONTHS OR 12,000 MILES GUARANTEE WHICHEVER COMES FIRST ON GM PARTS AND LABOR.
NO LABOR GUARANTEE ON REBUILT OR USED PARTS.

THE SELLER, HAYDOCY PONTIAC-GMC BUICK SUZUKI HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND HAYDOCY PONTIAC-GMC BUICK SUZUKI NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE.

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	168.52
CLAIM TOTALS	168.52

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.691
07/03/2007 WARRANTY NEW CLAIM
1536

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
248739	07/02/2007	1G2ZG528X54[redacted]	6	09683	35994	XXX-XX-0011

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE;WORK: [redacted] HOME:

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		NU				00R00	H0132	2.2			168.52

LN-TOT: 168.52 TECH SSN: [redacted] AUTH CODE: AUTH. AUTHOR.:
COMMENTS: CUSTOMER STATES A SQUEAK-CREAK NOISE FROM RIGHT REAR WHEN DRFC-NU-00R0
0 TEST DRIVE
AND CHECKED REAR END NOISE.PADS CREAKING IN CALIP

R.O. TOTAL: 168.52

Reynolds and Reynolds SHWRTWVE OC227616.O (5/05)

 CUSTOMER COPY-W [END OF INVOICE] 03:36pm

Haydocy

PONTIAC-GMC BUICK SUZUKI
3895 W. Broad Street P.O. Box 28125
Columbus, Ohio 43228
(614) 279-8880 Toll Free: 1-800-233-5700
www.haydocy.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
05PNZ36K 38PNZ04088	36K SERVICE DRIVER DOOR WATER	MI CA	39.95 0.00	06PNZ30K	30K SERVICE	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **S E R V I C E** STATE REG# 0

CALL WHEN READY ☐ YES ☐ NO

VEHICLE I.D. NO. 1G2ZG528X54 [redacted]

YEAR/MAKE/MODEL 05/PONTIAC/G6/G6 6 CYL

PRODUCTION DATE | STOCK NO. | LICENSE NO. | R.O. NO. 2487

CUSTOMER NO. 97077 | SERVICE CONTRACT | DELIVERY DATE 12/18/04 | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 07/02/

COLOR SILVER/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 728

[redacted]

COLUMBUS, OH [redacted]

TURBO | M/MC PNZZ | AIR COND. | P.B. | TRANS | MILEAGE 35,994 | ADVISOR NO. 406 | ADVISOR ROBERT CALENDIN

RESIDENCE PHONE | BUSINESS PHONE [redacted]

TIME RECEIVED 05:33pm | DATE/TIME PROMISED 07/03/07 12:00pm | PRIORITY 3

APPOINTMENT ☐ Yes ☒ No

LABOR RATE

C# [redacted]

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 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 unavailat of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vel herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is he acknowledged on above vehicle to secure the amount of repairs thereto. Customer acknowledges receipt of a copy hereof and the accurac the description.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X [redacted]

LINE W 07PNZ **BRAKES MISC**

CUSTOMER STATES A SQUEAK/CREAK NOISE FROM RIGHT REAR WHEN DRIVING/TURNING INTO PARKING SPACES. ROBIN DROVE W/CUSTOMER.

H0132 1.3
.9

TERMS:

STRICTLY CASH, UNLESS ARRANGEMENTS MAD
12 MONTHS OR 12,000 MILES GUARANTEE WHICHEV
COMES FIRST ON GUARANTEED PARTS AND LABOR.
NO LABOR GUARANTEE ON USED OR USED PARTS.
ALL PARTS REMOVED WILL BE RETURNED, UNLE
INSTRUCTED OTHERWISE. ☐ DISCARD

420

ESTIMATE

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

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQU AN ESTIMA

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

ORG. ESTIMATE	CUST. ACCEPTANCE	AUTH. ADDITIONS	DATE
$	INITIAL HERE	$	TIME BY

THE SELLER, HAYDOCY PONTIAC-GMC BUICK SUZ
HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITH
EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRA
OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR P
POSE AND HAYDOCY PONTIAC-GMC BUICK SUZUKI
THER ASSUMES NOR AUTHORIZES ANY OTHER PERSON
ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH
SALE.

Call.

Pre Invoiced

L R

.544 .548
.535 .533
.465

Reynolds and Reynolds ERAUTWO2E DC2276914 O (03/06)

PAGE 1 OF 1

2487

NOTE OF PRIOR BODY DAMAGE: LF ☐ RF ☐ LR ☐ RR ☐

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

Help

OPER NO | COST

JUL 3 7.9

~~Rear Brake Pads 59.95~~
~~Replace Pads + Turn Rotors 2.0 120.00~~
~~200.00~~

STRAIGHT TIME (HRS.) W
FLAT RATE PRICE 2.2
R.O. NO. / EMP NO. / OPER NO. 96 34823
TIME ON wt
OFF 7/3

TOTALS

TOTALS

H0120	Rotor Asm-Front Right - Replace	Use Published Labor Operation Time
H0121	Rotor Asm -- Front Left Replace	Use published labor operation time
H0127	Rotor Asm-Front Both - Replace	Use Published Labor Operation Time
H0130	Rotor Asm-Rear Right - R&R or Replace	Use Published Labor Operation Time
H0131	Rotor Asm-Rear Left - Replace	Use Published Labor Operation Time
H0137	Rotor Asm-Rear Both - Replace	Use Published Labor Operation Time
H0122	Brake Rotor Refinishing -- Front	Use Published Labor Operation Time
H0132	Brake Rotor Refinishing -- Rear	Use Published Labor Operation Time
H0192	Brake Drum Refinishing -- Front	Use Published Labor Operation Time
H0202	Brake Drum Refinishing -- Rear	Use Published Labor Operation Time

WORKSHEET -- BRAKE LATHE CALIBRATION

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

BRAKE LATHE CALIBRATION CHECK SHEET

Dealer Code: _____

Date: 7-3-07

Lathe Type: Brewell

Lathe Model: 92

What is the Lathe's Run Out? _____

[redacted]

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): .472 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Rear (OLR) .544 inch/mm Right Rear (ORR) .548 inch/mm
- REFINISHED measured thickness after refinish: Left Rear (RLR) .535 inch/mm Right Rear (RRR) .533 inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement

_____

_____

_____

Pad Replacement:

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

_____

_____

_____

LATERAL RUN OUT (LRO) DOCUMENTATION

Front Rotor (required when front rotor labor operation is used):

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

[redacted]

Rear Rotor (required when rear rotor labor op

- LRO measurement after rotor refinish/replace: Left Rear (LLR) .001 Rear (LRR) .001 inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used: Left _____ Right _____ (Example: 801-03)

Feedback Pri

Document ID# 1972099

<- Back Forward ->

[redacted]

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

Issued by: **Certificate No. 1G1ZU64865F**[redacted]

Chevrolet

Issue Date: December 27, 2010

Issued exclusively for: [redacted]

Tacoma, WA[redacted]

Valid through: August 15, 2008

Amount: **One Thousand Five Hundred Dollars and Zero Cents**
******$1,500.00******

December 27, 2010

[redacted]
Tacoma, WA [redacted]

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

Dear [redacted]

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[redacted], 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 www.gm.com to view our products.

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

Sincerely,

Chevrolet Customer Assistance Center

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

GMAC
P.O. Box 2150
GREELEY, CO 80632

ADDRESS SERVICE REQUESTED

PRESORTED FIRST CLASS

Healer

016H26512582
$00.360
08/24/2007
Mailed From 97302
US POSTAGE

SEP 05 2007

Pontiac Division
PO BOX 436008
Pontiac, MI 48343

czg

F-CDSM1 48343

GMAC

P.O. Box 2150 Greeley CO 80632

1-800-200-4622

August 24, 2007

[redacted]

Bend, OR [redacted]

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

Dear [redacted]

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. Brigette

Customer Service Specialist

czg
PRODCOMP\prodcoc!

GMAC

P.O. Box 2150 Greeley CO 80632

1-800-200-4622

August 24, 2007

Pontiac Division

PO BOX 436008
Pontiac, MI
48343

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

Customer: [redacted]

Bend, OR [redacted]

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. Gigette

Customer Service Specialist

czg
PRODCOMP\prodcodl

GMAC

P.O. Box 2150 Greeley CO 80632

1-800-200-4622

PRODUCT COMPLAINT FACT SHEET

Customer: [redacted]

Telephone: [redacted]

Account Number: [redacted]

Due: 8/21/07

OSB: $3,941.88

Dealer: Murray & Holt Motors, Inc.

Vehicle: ☐ **Retail** ☒ **Lease**

☒ **New** ☐ **Used**

Description: N05 Pontg6

COMPLAINT RE: ☐ **Dealer** ☒ **Product** ☐ **Other** ☐ **GMAC**

TYPE OF WARRANTY: ☒ **New** ☐ **Outside** ☐ **Dealer** ☐ **None**

WARRANTY STILL IN FORCE? ☒ **YES** ☐ **NO**

HAS CS RETAINED AN ATTORNEY? ☒ **YES** ☐ **NO**

NAME OF ATTORNEY: 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.

czg
PRODCOMP\prodfact

WILL CUSTOMER CONTINUE PAYMENTS: ☒ **YES** ☐ **NO**

Customer Referred to:

☒	**Dealer**	Murray and Holt Motors
☒	**Manufacturer**	Pontiac
☐	**O/S Warranty Co**	
☐	**Arbitration**	
☐	**CS Attorney**	

CALL TAKEN BY: Ida Berg **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

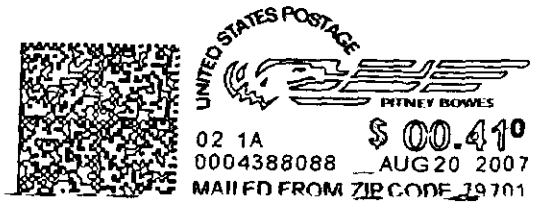
czg
PRODCOMP\prodfact

GMAC

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

ADDRESS SERVICE REQUESTED

[redacted]



AUG 28 2007

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

rck

48343$6008

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

August 20, 2007

[redacted]

Bend, OR [redacted]

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

Dear [redacted]

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

Roxie Kelsey

RCK
PRODCOMP\prodcocl

GMAC

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.: 085-9081-89413
Vehicle: N05 Pontg6
VIN: 1G2ZH528954[redacted]

Customer: [redacted]
Bend, OR[redacted]

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

RCK
PRODCOMP\prodcodl

GMAC

P.O. Box 12699 Glendale AZ 85318-2699

1-800-200-4622

PRODUCT COMPLAINT FACT SHEET

Customer: [redacted]

Telephone: [redacted]

Account Number: [redacted]

Due: 8/21/07

OSB: $3,941.88

Dealer: Murray & Holt Motors, Inc.

Vehicle: ☐ **Retail** ☒ **Lease**

☒ **New** ☐ **Used**

Description: N05 Pontg6

COMPLAINT RE: ☐ **Dealer** ☒ **Product** ☐ **Other** ☐ **GMAC**

TYPE OF WARRANTY: ☒ **New** ☐ **Outside** ☐ **Dealer** ☐ **None**

WARRANTY STILL IN FORCE? ☒ **YES** ☐ **NO**

HAS CS RETAINED AN ATTORNEY? ☐ **YES** ☒ **NO**

NAME OF ATTORNEY:

SUMMARY OF COMPLAINT: [redacted] called saying the problem is in the power sterring. It went out while traveling 50 miles per hour and his wife was almost killed. A diagnostic test was finally done and 11 error coeds showed up, 3 pertaining to power steering. [redacted] has GM case # 71-546512643 and case # 10199326 that is with nhtsa.gov.

WILL CUSTOMER CONTINUE PAYMENTS: ☐ **YES** ☐ **NO**

Customer Referred to:

☒ **Dealer**

☒ **Manufacturer**

☐ **O/S Warranty Co**

☐ **Arbitration**

☐ **CS Attorney**

CALL TAKEN BY: Ida X Berg **DATE:** August 20, 2007

RCK
PRODCOMP\prodfact

ACTION REQUESTED: [redacted] is request a call back.

RCK
PRODCOMP\prodfact

December 27, 2010

[redacted]
Bend, OR [redacted]

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

Dear [redacted]

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Pontiac Customer Assistance Center

JIM CAUSLEY PONTIAC - GMC

38111 GRATIOT CLINTON TWP, MI 48036
(586) 465-8441
Fax: (586) 463-0477
Tax ID: 381545370

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

NUMBER OF PAGES 9

TO: GM Product Allegation

ATTN: Thaddeus Kinzer

REGARDING: [redacted]

FROM: Don Kersey
JIM CAUSLEY-BODY SHOP

848879

848879

PONTIAC-GMC TRUCK
JIM CAUSLEY, INC.

38111 GRATIOT AVE. • CLINTON TWP., MI. 48036-3592
Phone: (586) 465-8465
REQUEST A SERVICE APPOINTMENT AT:
www.jimcausley.com
DEALER REGISTRATION NO. F-100453

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/07/07	843917	29893	1155	1921	W	55PNZ	ELEC INSTRUMENT WORK
08/22/06	828341	8645	1153	1936	W	40PNZ	ENG MECHANICAL WORK

BODY

SALESPERSON NO. 1002

VEHICLE ID NO. 1G2ZG558064[redacted]

[redacted]
WASHINGTON, MI[redacted]

YEAR / MAKE / MODEL: 06/PONTIAC/G6/G6 SEDAN
STOCK NO. 7931
LICENSE NO.
R. O. NO. 848879
CUSTOMER NO. 77299
SERVICE CONTRACT: VIP PREFFERED PLAN
DELIVERY DATE 01/03/06
DELIVERY MILES 25
SELLING DEALER NO.
R. O. DATE 07/30/07
COLOR: STEALTH GRAY/EBON
CONTRACT NO.
EXPIRATION DATE 01/03/09
EXPIRATION MILES 36,000
TAG NO. 230
TURBO | W / MC PNZZ | AIR COND. | P. S. | TRANS | MILEAGE 36,716
ADVISOR NO. 1223
PRODUCTION DATE

RE[redacted]
BUSINESS PHONE
TIME RECEIVED 08:59am
LABOR RATE

DATE / TIME PROMISED 08/07/07 06:00pm
PRIORITY 2

APPOINTMENT ☐ Yes ☒ No
Advisor: GRETCHEN PIOTROWSKI

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary materials 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 delay in part shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets highways or elsewhere for the purpose of testing and/or inspection. An express garage keeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garage keeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or [redacted] released the vehicle to me.

X [redacted]
CUSTOMER SIGNATURE

ORIGINAL ESTIMATE: PARTS | LABOR | TOTAL
TOTAL HOURS
AUTHORIZED ADDITIONS: PARTS | LABOR | TOTAL
HOURS

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01PNZ00LOF	LUBE/OIL/FILTER	MI	27.00
01PNZ30K	30,000 MAINTANCE	MI	0.00
01PNZ15K	15,000 SERVICE	MI	0.00
01PNZROT	ROTATE TIRES	MI	14.95

CONTACT YOUR SERVICE ADVISOR:
_____ @ jimcausley.com

DEDUCTIBLE $. | OTHER R.O. NO. + | AMOUNT $.
INSURANCE COMPANY | FILE NUMBER
ADDRESS | SIGNATURES
ASSURED | CLAIMANT
TYPE OF RELEASE
Noted Prior Damage:
Ft. End ☐ Rt. Fend. ☐ Rt. Door(s) ☐ Rt. Q. ☐ Rt. Door's ☐ Rt. Q. ☐ Rear End ☐
L.Q. ☐ L. Door(s) ☐ L. Fend. ☐ Roof ☐ Interior ☐ Glass ☐ Other ☐

JOB | LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: PARTS 0.00 LABOR 0.00 TOTAL 0.00

X _____

COMMENTS : TOW IN

1 C 61PNZ **BODY WORK** Rob
REPAIR PER ESTIMATE
No Power Steering
Checked with Tech 2 found code DTC U2111
Used Diagnostic Flow Chart Document ID 1326540
to step 10 which says replace Power Steering
Control Module

2 C 62PNZ **PAINT SHOP WORK**
REPAIR PER ESTIMATE
See attached
Flow Chart
Module is part
of Electronic
Power Steering Motor
& Controller Assy

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO
CALL WHEN READY ☐ YES ☐ NO

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.
REPAIRS PROPERLY COMPLETED AND CHECKED BY:
X _____

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: [redacted]
Address: [redacted] WASHINGTON, MI [redacted]
Telephone: Home Phone:([redacted]

Mitchell Service: 910410

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

Drive Train: 3.5L Inj 6 Cyl 4A FWD

Line Item	Entry Number	Labor Type	Operation	Line Item Description		Part Type/ Part Number		Dollar Amount	Labor Units
1	AUTO	BDY	OVERHAUL	FRT BUMPER COVER ASSY					2.8 #
2	000008	BDY	REMOVE/REPLACE	FRT BUMPER COVER		19120467	GM PART	398.08	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	FRM*	REPAIR	UNIBODY STRUCTURE		Existing			6.0*
7	931104	MCH	ADD'L LABOR OP	FRONT END ALIGNMENT		Sublet		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	R FRONT COMBINATION LAMP ASSEMBLY		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 PART	149.04	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 PART	352.33	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	REMOVE/INSTALL	L FRT OTR BELT MOULDING					0.8 #
25	000545	BDY	REMOVE/REPLACE	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

Mitchell Data Version: JUL_07_A
UltraMate Version: 6.0.026

Date: 8/21/2007 03:13 PM
Estimate ID: 3982
Estimate Version: 0
Preliminary
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 B(	Existing		1.0*

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

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Body	10.0	36.00	0.00	15.00	375.00
Refinish	10.5	36.00	0.00	0.00	378.00
Frame	7.0	50.00	0.00	0.00	350.00
Mechanical	7.9	78.01	0.00	43.95	660.23
Non-Taxable Labor					1,763.23
Labor Summary	35.4				1,763.23

II. Part Replacement Summary		Amount
Taxable Parts		1,795.97
Sales Tax	@ 6.000%	107.76
Total Replacement Parts Amount		1,903.73

III. Additional Costs		Amount
Taxable Costs		210.00
Sales Tax	@ 6.000%	12.60
Non-Taxable Costs		304.50
Total Additional Costs		527.10

IV. Adjustments	Amount
Customer Responsibility	0.00

I.	Total Labor:	1,763.23
II.	Total Replacement Parts:	1,903.73
III.	Total Additional Costs:	527.10
	Gross Total:	4,194.06
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.

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

Mitchell Data Version: JUL_07_A
UltraMate Version: 6.0.026

Document ID# 1326540
2006 Pontiac G6
1G2ZG558064[redacted]

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 messages 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 received, the receiver module sets a DTC 21xx where xx is equal to the 2-digit identification number of the transmitter module.

The DTC descriptors listed below provide a method for determining which module is not communicating. A module with 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.

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

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.

Test 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	Action	Yes	No
Schematic Reference: Data Link Connector Schematics *Connector 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	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. Attempt to communicate with the body control module (BCM). Were you able to communicate with the BCM?	Go to Step 4	Go to Step 3
3	1. Turn the ignition OFF. 2. Disconnect the harness connectors from the BCM. 3. Test the following circuits of the BCM harness connector for the indicated condition. Refer to Circuit Testing and Wiring Repairs in Wiring Systems. • Switched and constant B+ supply circuits, for power • Ground circuits, for continuity • All communications circuits, for continuity Did you find and correct the condition?	Go to Step 11	Go to Step 9
4	Attempt to communicate with all of the modules on the vehicle. Were you able to communicate with all of the modules?	Go to Testing for Intermittent Conditions and Poor Connections in Wiring Systems	Go to Step 5
	Test the following circuits of the modules that do not communicate:		

[redacted]

5	• Switched B+ supply circuits • Constant B+ supply circuits • Ground circuits Did you find and correct the condition?	Go to Step 11	Go to Step 6
6	Is the non-communicating module the powertrain control module (PCM) on a vehicle equipped with the 3.5L (LX9) VIN 8 engine?	Go to Step 7	Go to Step 8
7	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. Did you find and correct the condition?	Go to Step 11	Go to Step 8
8	1. Refer to Data Link References to identify the GMLAN buss or busses that the modules use to communicate and make a note. 2. 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 . 3. Disconnect the harness connectors from the non-communicating modules. 4. 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. Did you find and correct the condition?	Go to Step 11	Go to Step 9
9	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. Did you find and correct the condition?	Go to Step 11	Go to Step 10
10	**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	--
11	1. Make sure that the scan tool has been cycled OFF for at least 15 seconds in order to reset it. 2. Install the scan tool, if necessary. 3. Turn ON the ignition, with the engine OFF. 4. Retrieve DTCs from the module that was not communicating.	Go to the Diagnostic	

	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	1. Attempt to communicate with all the modules on the vehicle. 2. Continue diagnosing or clearing the DTCs until all the modules have been diagnosed and all the DTCs have been cleared. Does DTC U2105-U2177 set in any module?	Go to Step 2	System OK

Jim Causley PONTIAC GMC TRUCK
A DIVISION OF JIM CAUSLEY, INC.
38111 GRATIOT • 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 #: 860-775-9477

FROM: Nicole

RE:

COMMENTS:
RO 848879

NUMBER OF PAGES TRANSMITTED (INCLUDING THIS PAGE) 10

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 PIOTROWSK 1223 230 09/14/07 PNCB848879

[redacted] 36,716 STEALTH GRA 7931

WASHINGTON, MI [redacted] 06/PONTIAC/G6/G6 SEDAN 01/03/06 25

1 G 2 Z G 5 5 8 0 6 4 [redacted]

07/30/07

[redacted]

LABOR & PARTS----------

J# 1 61PNZ BODY WORK HOURS: TECH(S):1984 WARRANTY

REPAIR PER ESTIMATE

REPLACE PWR STEERING CONTROL MODULE - PER ESTIMATE

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
JOB # 1	1	19151158	FASCIA 7.831		WARRANTY
JOB # 1	1	22689321	EMBLEM 7.832		WARRANTY
JOB # 1	1	22624987	ABSORBER 7.840		WARRANTY
JOB # 1	1	25832756	SHIELD 8.153		WARRANTY
JOB # 1	1	15881658	HEADLAMP 2.725		WARRANTY
JOB # 1	1	15162675	CAPSULE A 2.725		WARRANTY
JOB # 1	1	15217067	TRAY 2.333		WARRANTY
JOB # 1	1	15775370	MOTOR 6.605		WARRANTY
JOB # 1	1	15243287	GRILLE 1.266		WARRANTY
JOB # 1	1	15255733	SHIELD 8.153		WARRANTY
JOB # 1	1	89060324	WHEEL KIT 5.803		WARRANTY
JOB # 1	1	89024127	MOLDING 12.112		WARRANTY
JOB # 1	1	15255732	SHIELD 8.153		WARRANTY
JOB # 1	2	15247800	NOZZLE 10.156		WARRANTY
JOB # 1	1	15876265	LATCH 8.080		WARRANTY
JOB # 1	1	22706425	HUB 6.311		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 62PNZ PAINT SHOP WORK HOURS: TECH(S):1978

REPAIR PER ESTIMATE

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

J# 3+64PNZ BODY SHOP MECHANICAL HOURS: TECH(S):1924

REPAIR PER ESTIMATE

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET-----	PO#--------	VEND INV#-	INV.DATE-	DESCRIPTION----------		
JOB # 1	139215	24096	07/30/07	TOWING INV 24096		WARRANTY
JOB # 1	139308	255478	08/06/07	WHEEL INV# 255478		WARRANTY
JOB # 1	139661	173351	09/07/07	MOUNT/BALANCE INV# 173351		WARRANTY
JOB # 1	139771	D989180	09/13/07	CAR RENTAL INV# D989180		WARRANTY
JOB # 1	139787	E	09/14/07	CREDIT WHEEL INV#255478		WARRANTY
				TOTAL - SUBLET		0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------

TOW IN

 [CONTINUED ON NEXT PAGE]

77299

[redacted]

WASHINGTON, MI [redacted]

GRETCHEN PIOTROWSK 1223 230 09/14/07 PNCB848879

36,716 STEALTH GRA 7931

06/PONTIAC/G6/G6 SEDAN 01/03/06 25

1 G 2 Z G 5 5 8 0 6 4 [redacted]

07/30/07

[redacted]

TECHNICIAN CERTIFICATION----------

1984	JEFFREY L GARDNER	M195436
1924	ROBERT KITCHEN	M186084

TOTALS----------

IF YOUR VEHICLE IS A 2004 THRU CURRENT MODEL
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER.
IF FOR ANY REASON YOU CANNOT GIVE US A
"COMPLETELY SATISFIED SCORE"
PLEASE CALL YOUR SERVICE ADVISOR AT (586)-465-8465

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

CUSTOMER SIGNATURE

SEP 14, 2007 R/O CLOSE OUT Store 01 SERVC01 PORT 5015 3651

X. R/O NO. 848879 TYPE BDY SHOP D# 2 PR 2 ST K

1. CUSTOMER [redacted]
WASHINGTON MI [redacted]
PHONE(B) PHONE(H) [redacted]

2. SERIAL# 1G2ZG558064[redacted] PROD DT
LICENSE# [redacted] DEL 01/03/2006
DESC. PN G6 STEALTH GRAY EBONY 06

11. ADVISOR 1223
12. DATE IN 07/30/2007
13. TIME IN 08:59am
14. DATE PR 09/13/2007
15. TIME PR 06:00pm
16. TAG NO. 230
17. MI I/O 36716/
18. PO NO.
19. COMMENTS Y
20. RECOMMEN
21. JRNL PFX PICKUP
22.

3. JOBS (J#)	1	2	3			
STATUS	F	F	F			
4. LABOR				0.00	1916.24	0.00
5. PARTS				0.00	1767.04	0.00
6. SUBLET				0.00	1237.50	0.00
7. G.O.G.				0.00	0.00	0.00
8. MISC				0.00	0.00	0.00
9. TAX				0.00	0.00	0.00
10. EST $ [0.00] TOTALS [C]				0.00 [W]	4920.78 [I]	0.00

(S=SAVE)(I=INVOICE)(CR=CONS REACH)(W=CLAIMS)(A=ACCEPT PAYMENT)(TAB)

SEP 14, 2007 PARTS DISPLAY R/O 848879 Store 01 SERVC01 PORT 5015 3651

J#	PART-NO.....	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	GM19151158	FASCIA 7.831	N	216.76	1	303.46	303.46	W	
1	GM22689321	EMBLEM 7.832	N	18.58	1	26.01	26.01	W	
1	GM22624987	ABSORBER 7.840	N	79.47	1	111.26	111.26	W	
1	GM25832756	SHIELD 8.153	N	37.71	1	52.79	52.79	W	
1	GM15881658	HEADLAMP 2.725	N	132.12	1	184.97	184.97	W	
1	GM15162675	CAPSULE A 2.72	N	89.43	1	125.20	125.20	W	
1	GM15217067	TRAY 2.333	N	22.00	1	30.80	30.80	W	
1	GM15775370	MOTOR 6.605	N	200.83	1	281.16	281.16	W	
1	GM15243287	GRILLE 1.266	N	28.78	1	40.29	40.29	W	
1	GM15255733	SHIELD 8.153	N	19.33	1	27.06	27.06	W	
1	GM89060324	WHEEL KIT 5.80	N	161.37	1	225.92	225.92	W	

BILL TYPE		COST	PRICE
CUSTOMER		0.00	0.00
WARRANTY		1262.18	1767.04
INTERNAL		0.00	0.00
TOTALS		1262.18	1767.04

(E=ENTER) (P=PAGE) (T=TRANSFER) (F=FORWARD) (S=SP ORD)

SEP 14, 2007 PARTS DISPLAY R/O 848879 Store 01 SERVC01 PORT 5015 3651

J#	PART-NO.....	DESCRIPTION...	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	GM89024127	MOLDING 12.112	N	51.10	1	71.54	71.54	W	
1	GM15255732	SHIELD 8.153	N	20.49	1	28.69	28.69	W	
1	GM15247800	NOZZLE 10.156	N	9.12	2	12.77	25.54	W	
1	GM15876265	LATCH 8.080	N	29.11	1	40.75	40.75	W	
1	GM22706425	HUB 6.311	N	136.86	1	191.60	191.60	W	

BILL TYPE		COST	PRICE
CUSTOMER		0.00	0.00
WARRANTY		1262.18	1767.04
INTERNAL		0.00	0.00
TOTALS		1262.18	1767.04

(E=ENTER)(P=PAGE)(T=TRANSFER)(S=SP ORD)

SEP 14, 2007 SUBLET DISPLAY R/O 848879 3651

J#	T	PO#.....	VENDOR.....	DESCRIPTION.....	COST....	PRICE...	CWI	LP	GRP
1	N	139215	UTICA VANDYKE T	TOWING INV 24096	302.50	302.50	W	L	
1	N	139308	TRANSWHEEL CORP	WHEEL INV# 255478	145.00	179.00	W	P	
1	N	139661	LESLIE TIRE SER	MOUNT/BALANCE INV	18.50	18.50	W	P	
1	N	139771	ENTERPRISE RENT	CAR RENTAL INV# D	916.50	916.50	W	L	
1	N	139787	TRANSWHEEL CORP	CREDIT WHEEL INV#	-145.00	-179.00	W	P	

BILL TYPE		COST	PRICE
CUSTOMER		0.00	0.00
WARRANTY		1237.50	1237.50
INTERNAL		0.00	0.00
TOTALS		1237.50	1237.50

(E=ENTER) (P=PAGE) (S=SUBLET PO)

Transwheel - void

CHECK# 56303

56303

AMOUNT

$302.50

M CAUSLEY, INC.
D. ID. # 38-1545370

AUTHORIZED SIGNATURE

AUTHORIZED SIGNATURE

NAME

UTICA
INV
CTR

DATE

08/01/07

CA VAN DYKE TOWING
43500 Utica Rd.
STERLING HEIGHTS, MI 48313
(586) 739-2580

Road Service

AFTER INVENTORY

	TIME A.M. P.M.	REQUESTED BY	P.O. NO.
NAME		PH [redacted]	
ADDRESS			
CITY		STATE	ZIP
LOCATION OF VEHICLE			
YEAR, MAKE, MODEL		COLOR	DRIVER
STATE [redacted]	VEHICLE I.D. NO. [redacted]		REGISTERED OWNER

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH	FINISH	FINISH
START	START	START
TOTAL	TOTAL	TOTAL

REASON FOR TOW

- ☐ ACCIDENT
- ☐ ARREST
- ☐ UNREGISTERED
- ☐ TOW ZONE
- ☐ SNOW REMOVAL
- ☐ ABANDONED
- ☐ STOLEN CAR
- ☐ BREAK DOWN
- ☐ LOCK OUT
- ☐ START
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ IMPOUNDED
- ☐

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ DUNNAGE BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY

VENDOR CRA/O 30250
INV DATE 13215

TYPE OF TOW

- ☐ SLING/ HOIST TOW
- ☐ FLAT BED/ RAMP
- ☐ WHEEL LIFT
- ☐

TOWED PER ORDER OF

- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☐ OWNER
- ☐ DEALER

VEHICLE TOWED TO

FIRST TOW

SECOND TOW

STORAGE FROM

TO DAYS @ $

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO.

☐ CREDIT CARD ☐ VISA ☐ AMEX EXP. DATE

CC NO.

TOWING CHARGE	
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	
MISCELLANEOUS	30250
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	

OPERATOR'S SIGNATURE DATE

TRUCK NO.

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

21036

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You

PRODUCT 2525

REMITTANCE ADVICE
DETACH AND RETAIN

Jim Causley

PONTIAC-GMC TRUCK
JIM CAUSLEY, INC.
38111 GRATIOT AVE.
CLINTON TWP., MI 48036-2592
(586) 465-8465
www.jimcausley.com

CHECK NO.	NET AMOUNT	
56303		$302.50

ALIGNMENTS*BATTERIES
BRAKES*SHOCKS*STRUTS
REG.#F-145135
FED ID#38-2652652
TIRE SCRAP#H-3-50-50606

LESLIE TIRE

DAILY
7:00AM TO 6:00PM
SATURDAY
7:00AM TO 3:00PM
SUNDAY
CLOSED

HERCULES TIRES

RETAIL
144 N.B. GRATIOT
MT. CLEMENS, MI. 48043
(586)463-0922

RETAIL/COMMERCIAL
4520 HIGHLAND ROAD
WATERFORD, MI. 48328
(248)673-8473

COMMERCIAL
41220 EXECUTIVE DRIVE
HARRISON TWP, MI. 48045
(586)469-3799

INVOICE [redacted] 173351
PAGE 1
TIME CLOSED: 08:21:10

CUSTOMER: [redacted]
10101
CLINTON TWP., MI [redacted]

WORK: [redacted] 0
SALESMAN: 00004
INVOICE DATE: 09/07/07

VEHICLE:
PO NUMBER: BODY SHOP
2006 PONT G 6
LICENSE: [redacted] MI
VIN: ZZZZZZZZZZZZZZZZZ
TERMS:

PRODUCT	LCT	DESCRIPTION	QUANTITY	PRICE	EXTENSION
100	0	PASSENGER DISMT/MT	1	10.00	10.00
115	0	PASSENGER TIRE BALANCE	1	8.50	8.50

LABOR: 18.50
INVOICE TOTAL: 18.50

ON ACCOUNT A/R 18.50

242
9/10/07
R.84889

VENDOR _____ CR A/C 300 18.50
INV. _____ DATE _____ P.O. 139661
RO NO. _____ AMT. _____

09/9/07 JH 18.50

WARNING: FOR YOUR SAFETY, YOU SHOULD TIGHTEN ALL LUG NUTS AFTER DRIVING 100 MILES

PRINT NAME [redacted] **SIGNATURE** [redacted]

LESLIE TIRE SERVICE INC. CERTIFIES THAT THEY DO CARRY PUBLIC LIABILITY, PROPERTY DAMAGE AND WORKMAN'S COMPENSATION INSURANCES, AND PAYS SUCH TAXES, ASSESSMENTS OR CONTRIBUTIONS AS REQUIRED BY LAW. THE FULL AMOUNT OF THIS INVOICE SHALL BE DUE AND PAYABLE AT THE OPTION OF THE SELLER UPON DEFAULT HEREUNDER OR UPON DEFAULT ON ANY OTHER OBLIGATION OF BUYER TO SELLER.

ALL CLAIMS MUST BE ACCOMPANIED BY THIS BILL

A LATE CHARGE OF 1-1/2% PER MONTH, 18% PER ANNUM WILL BE ADDED TO UNPAID BALANCES. ALL INVOICES DUE "NET 10th"

AUDITOR'S COPY

20MMIFAL06

Enterprise

OWNER OF VEHICLE: ENTERPRISE LEASING COMPANY OF DETROIT
BRANCH ADDRESS: 27 S. GRATIOT 586-954-3700
MOUNT CLEMENS MI 48036-3596

MO 8:00A- 6:00P TU 8:00A- 6:00P
WE 8:00A- 6:00P TH 8:00A- 6:00P
FR 8:00A- 6:00P SA 9:00A-12:00P
2031 SU CLOSED

RENTAL AGREEMENT NO. D 989180

RENTAL TYPE D | RENTER # 286066 | ID # 011

0220 PM 8/03/07

[redacted]

DAY = 24 HOUR PERIOD
NO CHARGE FOR MILES

ROCHESTER HILLS MI [redacted]

[redacted]

STATE MI EXPIRES 1/25/09

ORIGINAL VEHICLE

COLOR GRAY | PLATE BJH0464
MODEL RJ7 | VIN 528643

MILEAGE IN 43465 OUT 42555
DRIVEN

BILL TO Y COMPANY CAUSLEY PONTIAC* JIM- BODY SHOP*
ATTN *DON B/S MGR*
PHONE 586-465-1281 EXT
RO#848879
VIN# KNADC125156390924E

HOURS @ 10.00/HOUR
DAYS @ 22.17/DAY

ADDITIONAL AUTHORIZED DRIVER(S): EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL
NO OTHER DRIVER PERMITTED

WHILE IN ONE OF MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF I AM [redacted] AND I ACCEPT THE FOLLOWING TERMS AND CONDITIONS OF THIS [redacted] BY AN UNAUTHORIZED DRIVER WILL AFFECT

RENTER [redacted]

PERMITTED USE: [redacted] OF RENTAL AND THE FOLLOWING STATE(S)
MI ONLY

23.50/DAY

(ADDITIONAL FEES AND OTHER COSTS MAY AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT)

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY SET FORTH IN (2) ABOVE
RENTER [redacted]

RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT RATE SHOWN IN COLUMN TO RIGHT. RENTER IS RELIEVED OF DAMAGE RESPONSIBILITY UP TO AMOUNT INITIALED BELOW, PROVIDED, HOWEVER, DW AVAILABILITY IS NOT INSURANCE
RENTER: X
$ ALL DAMAGE

DW 13.99/DAY

RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI)
RENTER: X [redacted]

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT RATE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE, ITEM 1 AND PARAGRAPH 18
RENTER: X

PAI 2.00/DAY

RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) SEE PARAGRAPH 3
RENTER [redacted]

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT RATE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE, ITEM 1 AND PARAGRAPH 3, PARAGRAPH 18
RENTER: X

SLP 9.99/DAY

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

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CUR[redacted]PIRED, REVOKED, CANCELLED OR SURRENDERED.

RENTER [redacted] DATE 8/03/07
DRIVER'S LIC. # EMPL # 709DJ

FUEL @ 4.49/GALLON

TAX 6.0 %

REPLACEMENT VEHICLE

8/15/2

[redacted]

DATE	TIME	DEPOSIT(S) AMOUNT	PAID BY	
8/04/07		50.00	CASH	8/03/2007

3946

Farm Bureau
11/000

Causley #39 Days @ $23.50 = 916.50

BY LAW, 257.401 OF THE MICHIGAN COMPILED LAWS PROVIDES THAT THE RENTAL VEHICLE OWNER (INTERPRETED) IS LIABLE ONLY UP TO $20,000 BECAUSE OF BODILY INJURY OR DEATH TO ONE PERSON IN ANY ONE ACCIDENT AND $40,000 BECAUSE OF BODILY INJURY OR DEATH TO TWO OR MORE PERSONS IN ANY ONE ACCIDENT, AND ONLY IF THE RENTED VEHICLE IS OPERATED BY THE RENTER, OTHER AUTHORIZED DRIVER, OR BY THE RENTER'S SPOUSE, FATHER, MOTHER, BROTHER, SISTER, SON, DAUGHTER, OR OTHER IMMEDIATE FAMILY MEMBER AND THAT THE RENTER MAY BE LIABLE TO THE OWNER UP TO THESE AMOUNTS AND TO AN INJURED PERSON FOR AMOUNTS AWARDED IN EXCESS OF THESE AMOUNTS

TOTAL CHARGES
DEPOSITS
REFUNDS
AMOUNT DUE

CLOSED BY

PAID BY	CASH	CHECK	CHARGE
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY

TIONAL PRODUCTS NOTICE: IR CONTRACT OFFERS FOR ADDITIONAL CHARGE, AS TIONAL PRODUCTS: DAMAGE IVER; PERSONAL ACCIDENT SURANCE; AND SUPPLEMENTAL BILITY PROTECTION. BEFORE CIDING WHETHER TO PUR ASE ANY OF THESE PRODUCTS, U MAY WISH TO DETERMINE HETHER YOUR PERSONAL SURANCE OR CREDIT CARD OVIDES YOU COVERAGE DUR- G THE RENTAL PERIOD. THE RCHASE OF ANY OF THESE TIONAL PRODUCTS IS NOT QUIRED TO RENT VEHICLE.

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information

Date	09/17/07	**Service Request #**	**71-547341262**
Customer Name	[redacted]		
VIN	1G2ZG558064[redacted]		
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 Information

Dealer Name	Jim Causley		
Dealer Svc Mgr	Don Kersey	**Dlr 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**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	$4920.78

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP

AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO ( ) -

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:

Collision

Cause:

Steering failure

Correction:

Repair

Justification: Power steering failure resulting in collision

PAR CRS: Thaddeus Kinzer

Additional Comments:

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	09/17/07	**Service Request #**	**71-547341262**
Customer Name	[redacted]		
VIN	1G2ZG558064[redacted]		
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 Information			
Dealer Name	Jim Causley		
Dealer Svc Mgr	Don Kersey	**Dlr Warranty Admin:**	Nicole Vivier
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Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH: **DO NOT** PUT IN HOURS

Parts and Labor Costs: **DO NOT** PUT IN COSTS

Net Amount: $4920.78

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP

AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO ( ) -

Retain Copy with Dealer Repair Order

Internal PAR Information	
Complaint:	Collision
Cause:	Steering failure
Correction:	Repair
Justification:	Power steering failure resulting in collision
PAR CRS:	Thaddeus Kinzer
Additional Comments:	

Jim Causley PONTIAC GMC TRUCK
A DIVISION OF JIM CAUSLEY, INC.
38111 GRATIOT • 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 #: 860-775-9477

FROM: Nicole

RE:

COMMENTS:
RO 848879

NUMBER OF PAGES TRANSMITTED (INCLUDING THIS PAGE) 2

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 PIOTROWSK 1223 230 09/14/07 PNWB848879

[redacted] 36,716 STEALTH GRA 7931

WASHINGTON, MI [redacted] 06/PONTIAC/G6/G6 SEDAN 01/03/06 25

1 G 2 Z G 5 5 8 0 6 4 [redacted]

07/30/07

[redacted]

LABOR & PARTS----------

J# 1 61PNZ BODY WORK HOURS: TECH(S):1984 1916.24

REPAIR PER ESTIMATE

REPLACE PWR STEERING CONTROL MODULE - PER ESTIMATE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		19151158	FASCIA 7.831	216.76	216.76	303.46	303.46
JOB # 1	1		22689321	EMBLEM 7.832	18.58	18.58	26.01	26.01
JOB # 1	1		22624987	ABSORBER 7.840	79.47	79.47	111.26	111.26
JOB # 1	1		25832756	SHIELD 8.153	37.71	37.71	52.79	52.79
JOB # 1	1		15881658	HEADLAMP 2.725	132.12	132.12	184.97	184.97
JOB # 1	1		15162675	CAPSULE A 2.725	89.43	89.43	125.20	125.20
JOB # 1	1		15217067	TRAY 2.333	22.00	22.00	30.80	30.80
JOB # 1	1		15775370	MOTOR 6.605	200.83	200.83	281.16	281.16
JOB # 1	1		15243287	GRILLE 1.266	28.78	28.78	40.29	40.29
JOB # 1	1		15255733	SHIELD 8.153	19.33	19.33	27.06	27.06
JOB # 1	1		89060324	WHEEL KIT 5.803	161.37	161.37	225.92	225.92
JOB # 1	1		89024127	MOLDING 12.112	51.10	51.10	71.54	71.54
JOB # 1	1		15255732	SHIELD 8.153	20.49	20.49	28.69	28.69
JOB # 1	2		15247800	NOZZLE 10.156	9.12	18.24	12.77	25.54
JOB # 1	1		15876265	LATCH 8.080	29.11	29.11	40.75	40.75
JOB # 1	1		22706425	HUB 6.311	136.86	136.86	191.60	191.60

JOB # 1 COST TOTAL 1262.18

JOB # 1 TOTAL PARTS 1767.04

JOB # 1 TOTAL LABOR & PARTS 3683.28

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	139215	24096	07/30/07	TOWING INV 24096	302.50
JOB # 1	139308	255478	08/06/07	WHEEL INV# 255478	179.00
JOB # 1	139661	173351	09/07/07	MOUNT/BALANCE INV# 173351	18.50
JOB # 1	139771	D989180	09/13/07	CAR RENTAL INV# D989180	916.50
JOB # 1	139787	E	09/14/07	CREDIT WHEEL INV#255478	-179.00

TOTAL - SUBLET 1237.50

COMMENTS----------

TOW IN

TECHNICIAN CERTIFICATION----------

1984 JEFFREY L GARDNER M195436

R/O TAX 0.00

R/O TOTALS 4920.78

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
848879	4920.78
CLAIM TOTALS	4920.78

APPROVED BY SIGNATURE

 [CONTINUED ON NEXT PAGE]

77299 GRETCHEN PIOTROWSK 1223 230 09/14/07 PNWB848879

[redacted] 36,716 STEALTH GRA 7931

WASHINGTON, MI [redacted] 06/PONTIAC/G6/G6 SEDAN [redacted] 01/03/06 25

1 G 2 Z G 5 5 8 0 6 4 [redacted]

07/30/07

[redacted]

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.224
09/14/2007 WARRANTY NEW CLAIM
1610

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
848879	07/30/2007	1G2ZG558064[redacted]	6	07100	36716	XXX-XX-2435

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE:WORK: HOME: [redacted]

LN	JOB CT	CC PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01	OJ 17	15775370	1767.04	6C	A0001			3153.74	

LN-TOT: 4920.78 TECH SSN: AUTH CODE: AUTH. AUTHOR.:
COMMENTS: REPAIR PER ESTIMATE NA
REPLACE PW

R STEERING CONTROL MODULE - PER ESTIMATE
MEMO PART NUMBERS: 19151158 22689321 22624987 25832756 15881658 15162675
15217067 15243287 15255733 89060324 89024127 15255732 15247800 15876265 22706425

R.O. TOTAL: 4920.78

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

Issued by: **Certificate No. 1G1ZS51F36F**[redacted]

Chevrolet

Issue Date: December 27, 2010

Issued exclusively for: [redacted]

Cawood, KY [redacted]

Valid through: September 17, 2008

Amount: **One Thousand Seven Hundred Dollars and Zero Cents**
******$1,700.00******

December 27, 2010

[redacted]
Cawood, KY [redacted]

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

Dear [redacted]

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[redacted] 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 www.gm.com to view our products.

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

Sincerely,

Chevrolet Customer Assistance Center

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Felicia Williams State: Kentucky

Customer Name: [redacted]

Service Request: 71-548171858

BBB Case No.: CHV0751092

Vehicle ID No.: 1G1ZS51F36F[redacted]

In Service Date: 12/6/2005

Vehicle is: New

BAC Code: 163189

Year, Make & Model: 2006 Chevrolet Malibu

Mileage at Time of BBB Filing (odometer)

Vehicle Purchased Used on: n/a at odometer {odometer}

Lien holder: GMAC☐ Other☐: {Name}

Sale Type: Purchase ☒ Lease☐ Other☐ : {Type}

DVM Name:Nancy Baird

Phone/Cell Number: 678-240-9848

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:	RO #:	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:	RO #:	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 [redacted] 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. [redacted] concern was slack in the tie rods. Both inner tie rods were replaced. [redacted] 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 applicable): $**{Amount}	

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

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

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 5, 2007

Scott Estep
800-334-2406 EXT 515
Kentucky

Re: [redacted]
CHV0751092
2006 Chevrolet Malibu
VIN # 1G1ZS51F36F[redacted]

To Whom It May Concern:

Manufacturer's Position:

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

All of the concerns that [redacted] 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. [redacted] 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. [redacted] 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. [redacted] vehicle is outside of the manufacture warranty by mileage. We would like to offer [redacted] a $1600 owner loyalty certificate. I was unable to reach Mr. [redacted] to make offer. I will continue to make attempts to contact [redacted] to make the offer.

Sincerely,

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

P.O. BOX 431 HARLAN, KY 40831
CHEVROLET 25-498 OLDSMOBILE 09-071
BUICK 51-745 PONTIAC 12-140
Phone: 606-573-3530
Fax: 606-573-3544

CREECH CHEVROLET OLDS-BUICK-PONTIAC INC.

Fax

To: Felicia

From: Roger Hall

Fax: 866-485-4469

Date: 8-29-07

Phone:

Pages: 3 w/ cover

Re:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Comments:

WORK ORDER

[redacted]
CAWOOD, KY [redacted]

CREECH
CHEVROLET-OLDSMOBILE-BUICK-PONTIAC INC.
415 South Main Street - P.O. Box 431
Harlan, Kentucky 40831
(606) 573-3530

SERVICE HISTORY

Park Location

R.O.	Mileage	Date	Type	Op Code	Description	Op Code	Description	Op Code	Description
64654	33173	070907	MW	E9740	GEAR	MOUNT	BALANCE	L1020	CAP
59487	16921	081406	BW	C9748	MIRROR				
57800	11605	050906	MW	E7680	COLUMN	C8800	COIL	Z7903	RENTAL UNIT
55224	8	120605	BW	J6354	REFLASHED				
54231	1	100605	PD	PDI	'PDI				

Service Advisor: ROGER HALL | Salesman ID: TONYC | Page: 1

Job #	Mileage	P.O. #	Cust ID	Phone	Del Date	Labor Rate	Veh	R.O. #
*	33191		CASH	[redacted]	12/06/2005			64837

Vehicle ID #	Stock ID	Description	Pol	License	Date In	X-Ref
1G1ZS51F36F[redacted]		2006 CHEVROLET MALIBU LS		[redacted]	07/20/2007	

Estimate	Authorized Additions	Date	Time	Person	Phone	Phone When Ready	Time In	Date Promised	Time Promised
						000-000-0000	07:46	07/20/2007	17:00

********** CSI PERIOD ********** Mileage Out

Line	Type	Complaint	Tech	Skill
1	MW	CHECK TIE RODS FOR SLACK		01

Cause:
Correction: replaced both inner Tie Rods

E8040 .9
E8041 .9
#56

DISCLAIMER OF WARRANTIES

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

"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."

Supplies - An environmental charge equivalent to 3% of the total labor charge is included for recycling of waste supplies used on your vehicle. Maximum charge is $10.00.

TERMS STRICTLY CASH: UNLESS PRIOR ARRANGEMENTS MADE

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

Signed By X

WORK ORDER

[redacted]
CAWOOD, KY [redacted]

CREECH
CHEVROLET-OLDSMOBILE-BUICK-PONTIAC INC.
415 South Main Street - P.O. Box 431
Harlan, Kentucky 40831
(606) 573-3530

SERVICE HISTORY

Park Location

R.O.	Mileage	Date	Type	Op Code	Description	Op Code	Description	Op Code	Description
59487	16921	081406	BW	C9748	MIRROR				
57800	11605	050906	MW	E7680	COLUMN	C8800	COIL	Z7903	RENTAL UNIT
55224	8	120605	BW	J6354	REFLASHED				
54231	1	100605	PD	PDI	'PDI				

Service Advisor: ROGER HALL | Salesman ID: TONYC | Page: 1

Job #	Mileage	P.O. #	Cust ID	Phone	Del Date	Labor Rate	Veh	R.O. #
*	33173		CASH	[redacted]	12/06/2005			64654

Vehicle ID #	Stock ID	Description	Pol.	License	Date In	X-Ref
1G1ZS51F36F[redacted]		2006CHEVROLET MALIBU LS		[redacted]	07/09/2007	

Estimate	Authorized Additions	Date	Time	Person	Phone	Phone When Ready	Time In	Date Promised	Time Promised
						000-000-0000	11:20	07/09/2007	17:00

********** CSI PERIOD ********** Mileage Out

Line	Type	Complaint	Tech	Skill
1	MW	CHECK FOR CLUNK IN STEERING		01

Cause:
Correction: Replc. Steering Gear.

Yes 1.0 - E9740

G 117 CRTT 1
15858368 Gear Kit

DISCLAIMER OF WARRANTIES

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

"This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance."

Supplies - An environmental charge equivalent to 3% of the total labor charge is included for recycling of waste supplies used on your vehicle. Maximum charge is $10.00.

TERMS STRICTLY CASH: UNLESS PRIOR ARRANGEMENTS MADE

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

Signed By X

P.O. BOX 431 HARLAN, KY 40831
CHEVROLET 25-498 OLDSMOBILE 09-071
BUICK 51-745 PONTIAC 12-140
Phone: 606-573-3530
Fax: 606-573-3544

CREECH CHEVROLET OLDS-BUICK-PONTIAC INC.

Fax

To: Felicia

From: Roger Hall

Fax: 866-485-4469

Date: 8-22-07

Phone:

Pages: 9 w/ cover

Re:

☐ Urgent ☒ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

•Comments:

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

Customer Name and Address
[redacted]
CAWOOD, KY [redacted]

Home Phone	Ready	Ext Warr:	Policy	Deduct	Service Advisor
[redacted]	000-000-0000			.00	ROGER HALL

Ro Date	Del Date	Prom Date	Post Date	Xref Ro	Ro#
07/09/2007	12/06/2005	07/13/2007	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[redacted]		2006CHEVROLET MALIBU LS	[redacted]	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 1.0 Amount 16.00

Invoice Date	Time	Post Date	Time
07/13/2007	11:29	07/14/2007	15:03

Wins Data: Claim Type N | Claim No | Comp Code NE | Fail Code 2W
Fail Part No 15858368 | Auth Code | Person Code | Sp Claim Type

Part No	Desc	List	Net	Qty	Amt
0015524 15858368	GEAR	272.35	217.33	1	217.33

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	MC	01	0.0	0.0	32.00	Y

Flag Total: Time .0 Amount .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	59.00	4	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
[redacted]
CAWOOD, KY [redacted]

Home Phone	Ready	Ext Warr:	Policy	Deduct	Service Advisor
[redacted]	000-000-0000			.00	ROGER HALL

Ro Date	Del Date	Prom Date	Post Date	Xref Ro	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
1G1ZS51F36F[redacted]		2006CHEVROLET MALIBU LS	[redacted]	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 .9 Amount 14.40

Invoice Date	Time	Post Date	Time
08/14/2007	09:58	08/15/2007	17:00

Wins Data: Claim Type N Claim No Comp Code O7 Fail Code 3A
Fail Part No 15944072 Auth Code Person Code Sp Claim Type

	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 **** <<<<<<<<<< C A S H >>>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY 181.20 TOTAL EXT WARR .00

	Oper/Code	Desc	FC	Tech	Type	Skl	Time	Oth Time	Amt	Drive
0000000	L1020	CAP			MW	01	0.5	0.0	29.77	Y

Flag Total: Time .0 Amount .00

Invoice Date	Time	Post Date	Time
07/13/2007	15:07	07/14/2007	15:03

Wins Data:	Claim Type	Claim No	Comp Code	Fail Code
	N		OJ	6C
	Fail Part No	Auth Code	Person Code	Sp Claim Type
	10372246			

	Part No	Desc	List	Net	Qty	Amt
0000949	10372246	CAP	18.98	13.28	1	13.28

A:00009.49 N:00013.28 T:00043.05

00000.00	Labor Amount:	32.00
00000.00	Parts Amount:	
00157.16	Oth Taxable:	236.00
00000.00	Oth N Taxable:	
	Misc. Charges:	.96
	Sales Tax:	14.22
	Deductible:	
	Pay This Amount:	283.18

**** POSTED **** <<<<<<<<<< C A S H >>>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY 319.91 TOTAL EXT WARR .00

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

Customer Name and Address
[redacted]
CAWOOD, KY [redacted]

Home Phone	Ready	Ext Warr:	Policy	Deduct	Service Advisor
[redacted]	000-000-0000			.00	SR6868

Ro Date	Del Date	Prom Date	Post Date	Xref Ro	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[redacted]		2006CHEVROLET MALIBU LS	[redacted]	16921	0

Line Complaint
1 CHECK FOR LH SUN VISOR FLAP FOR BEING BROKE ----WARRANTY---
Cause
VISOR BROKE

Oper/Code	Desc	FC	Tech	Type	Skl	Time	Oth Time	Amt	Drive
0000660 C9748	MIRROR		71	BW	01	0.3	0.0	17.86	Y

Flag Total: Time .0 Amount .00

Invoice Date	Time	Post Date	Time
09/01/2006	08:10	09/16/2006	10:45

Wins Data: Claim Type N | Claim No | Comp Code MA | Fail Code 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	2	46.62

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 **** <<<<<<<<<< C A S H >>>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY 64.48 TOTAL EXT WARR .00

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

Customer Name and Address
[redacted]
CAWOOD, KY [redacted]

Home Phone	Ready	Ext Warr:	Policy	Deduct	Service Advisor
[redacted]	000-000-0000			.00	SR6868

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
*		CASH	42.00	

Vehicle Id No	Stk Id	Veh Desc	License	Miles In	Miles Out
1G1ZS51F36F[redacted]		2006CHEVROLET MALIBU LS	[redacted]	11605	0

Line Complaint
1 POWER STEERING LIGHT COMES ON ----WARRANTY---
HARD TO STEER
Cause
PER CUSTOMER

Oper/Code	Desc	FC	Tech	Type	Skl	Time	Oth Time	Amt	Drive
0002240 E7680	COLUMN		55	MW	01	1.4	0.0	83.34	Y

Flag Total: Time .0 Amount .00

Invoice Date	Time	Post Date	Time
05/16/2006	13:17	05/23/2006	13:40

Wins Data: Claim Type N Claim No Comp Code OG Fail Code 93
Fail Part No 88967179 Auth Code Person Code Sp Claim Type

Part No	Desc	List	Net	Qty	Amt
0020463 88967179	S/COL REM	359.00	286.48	1	286.48

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 .0 Amount .00

Invoice Date	Time	Post Date	Time
05/16/2006	13:17	05/23/2006	13:40

Wins Data: Claim Type N Claim No Comp Code WK Fail Code 6D
Fail Part No 15784597 Auth Code Person Code Sp Claim Type

	Part No	Desc	List	Net	Qty	Amt
0003632	15784597	COIL	63.72	50.84	1	50.84

A:00036.32 N:00050.84 T:00104.42

Line Complaint
* 3 RENTAL ----WARRANTY---
Cause
RENTAL

Oper/Code	Desc	FC	Tech	Type	Skl	Time	Oth Time	Amt	Drive
0000000 Z7903	RENTAL UNIT			MW	01	0.0	0.0	90.00	Y

Flag Total: Time .0 Amount .00

Invoice Date	Time	Post Date	Time
05/16/2006	13:17	05/23/2006	13:40

Wins Data: Claim Type N Claim No Comp Code MJ Fail Code 98
Fail Part No Auth Code Person Code Sp Claim Type

A:00000.00 N:00000.00 T:00090.00

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 **** <<<<<<<<<< C A S H >>>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY 564.24 TOTAL EXT WARR .00

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

Customer Name and Address
STOCK # C6 0810

,

Home Phone	Ready	Ext Warr:	Policy	Deduct	Service Advisor
000-000-0000	000-000-0000			.00	SR6868

Ro Date	Del Date	Prom Date	Post Date	Xref Ro	Ro#
12/06/2005	00/00/0000	12/07/2005	12/17/2005		55224

Job	Po No	Cust#	Rate	Parking Loc
*		CASH	42.00	

Vehicle Id No	Stk Id	Veh Desc	License	Miles In	Miles Out
1G1ZS51F36F[redacted]		2006 CHEV MALIBU	0	8	0

Line Complaint
1 SERVICE ENGINE LIGHT ON ----WARRANTY---
Cause
EVAP CODE- P0420
Story Lines
CAT. EFFICIENCY- P0420
LOW EFFICIENCY - BANK 1

Oper/Code	Desc	FC	Tech	Type	Skl	Time	Oth Time	Amt	Drive
0001400 J6354	REFLASHED		54	BW	01	0.7	0.0	38.02	Y

Flag Total: Time .0 Amount .00

Invoice Date	Time	Post Date	Time
12/07/2005	08:47	12/17/2005	09:26

Wins Data:	Claim Type	Claim No	Comp Code	Fail 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:
00000.00	Oth N Taxable:
	Misc. Charges:
	Hazardous Waste:
	Sales Tax:
	Deductible:
	Pay This Amount:

**** POSTED **** <<<<<<<<<< C A S H >>>>>>>>>>

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

,

Home Phone	Ready	Ext Warr:	Policy	Deduct	Service Advisor
000-000-0000	000-000-0000			.00	SR6868

Ro Date	Del Date	Prom Date	Post Date	Xref Ro	Ro#
10/06/2005	00/00/0000	10/06/2005	10/09/2005		54231

Job	Po No	Cust#	Rate	Parking Loc
*		CASH	42.00	

Vehicle Id No	Stk Id	Veh Desc	License	Miles In	Miles Out
1G1ZS51F36F[redacted]	C60810	2006 CHEV MALIBU	0	1	0

Line Complaint
1 PRE DELIVERY INSPECTION --PRE DEL INSP-
Cause
PRE DELIVERY INSPECTION

Oper/Code	Desc	FC	Tech	Type	Skl	Time	Oth Time	Amt	Drive
0002860 PDI	'PDI		52	PD	01	1.3	0.0	70.60	Y

Flag Total: Time Amount
.0 .00

Invoice Date	Time	Post Date	Time
10/06/2005	15:57	10/09/2005	14:50

	Part No	Desc	List	Net	Qty	Amt
0000305	1051515	OPTIKLEEN	6.10	4.27	1	4.27

A:00003.05 N:00004.27 T:00074.87

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 **** <<<<<<<<<< C A S H >>>>>>>>>>

TOTAL INTERNAL .00 TOTAL 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)

Fax

To:	Pamela S	**From:**	Ken Hocker
Fax:	866-508-1973	**Date:**	10/5/07
Phone:	209-835 4500	**Pages:**	
Re:	[redacted]	**CC:**	

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

•Comments:

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SACRAMENTO CA [redacted]	TRACY CHEVROLET BUICK GLDS 3488 AUTO PLAZA WAY TRACY CA 95376

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2006	PONTIAC G6	18188	1G2ZG58B264[redacted]	☐ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 500.00
13.99 %	$ 9658.36 (e)	$ 19658.16	$ 29297.52 (e)	is $ 29797.52 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
72 Payments	405.71	Monthly, Beginning 07/26/2006
N/A Payments	N/A	Monthly, Beginning
One Final Payment	405.71	06/26/2012

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price** $ 17999.00 (A)
   A. Cash Price of Motor Vehicle and Accessories $ 17999.00
      1. Cash Price Vehicle
      2. Cash Price Accessories $ N/A
      3. Other (Nontaxable)
         Describe N/A $ N/A
         Describe N/A $ N/A
   B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   C. Smog Fee Paid to Seller $ N/A (C)
   D. Sales Tax (on taxable items in A+B+C) $ 1398.41 (D)
   E. Optional DMV Electronic Filing Fee* $ N/A (E)
   F. (Optional) Service Contract* $ N/A (F)
   G. (Optional) Service Contract* $ N/A (G)
   H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
      (see downpayment and trade-in calculation)
   I. (Optional) Gap Contract (to whom paid)* N/A $ 500.00 (I)
   J. Other (to whom paid)* $ N/A (J)
      For
   Total Cash Price (A through J) $ 19542.41 (1)
2. **Amounts Paid to Public Officials**
   A. License Fees ESTIMATED $ 173.00 (A)
   B. Registration/Transfer/Titling Fees $ N/A (B)
   C. California Tire Fees* $ 8.75 (C)
   D. Other N/A $ N/A (D)
   E. Other N/A $ N/A (E)
   Total Official Fees (A through E) $ 181.75 (2)

STATEMENT OF INSURANCE

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 broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	Mos.	$ N/A
$ N/A	Ded. Collision	Mos.	$ N/A
Bodily Injury $ N/A	Limits	Mos.	$ N/A
Property Damage $	Limits	Mos.	$ N/A
Medical		Mos.	$ N/A
		Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A (a)

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.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X N/A
Co-Buyer X [redacted]
Seller X

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

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends 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 marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible 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 disability insurance. DISABILITY INSURANCE MAY

C. Net Trade-In (A less B) (Indicate if a negative number) $ _____ (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ N/A (E)

F. Other N/A $ N/A (F)

G. Cash $ 500.00 (G)

Total Downpayment (C through G) $ 500.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. **Amount Financed** (5 less 6) $ 19638.16 (7)

*Seller may keep part of these amounts.

tion contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1I. See your gap contract for details on the protection it provides. It is a part of this contract.

Term N/A Mos. N/A

Name of Gap Contract

You want to buy a gap contract.

Buyer X [redacted]

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company N/A

Term N/A Mos. or N/A Miles

1.G Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [redacted] Co-Buyer X _____

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

X [redacted]

Buyer Signs

X _____

Co-Buyer Signs

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

Representations of Buyer: 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 payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.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 refund the difference to you.

Buyer X [redacted] Co-Buyer X _____

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 indebtedness evidenced by this agreement.

If 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 city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, 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 make a unilateral change.

Buyer Signature X [redacted] **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 law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give

[redacted]
SACRAMENTO CA [redacted]
HOME [redacted] BUS [redacted]

VIN
1G2ZG558384[redacted]

DUE BILL

WORK PROMISED TO BE PERFORMED AT TIME OF SALE

DATE	DESCRIPTION OF CAR	LICENSE NO.	CUSTOMER'S NAME	SALESPERSON	STOCK NO.
06/11/2006	2006 PONTIA G6	[redacted]	[redacted]	MARIO RAMO	P16066

PRESENT THIS ORDER WHEN WORK IS TO BE COMPLETED

1. SOLD AS EQUIPPED
2. CNA GAP (500.00)
3. NO OTHER PROMISES NOTHING ELSE IMPLIED
4.
5.
6.
7.

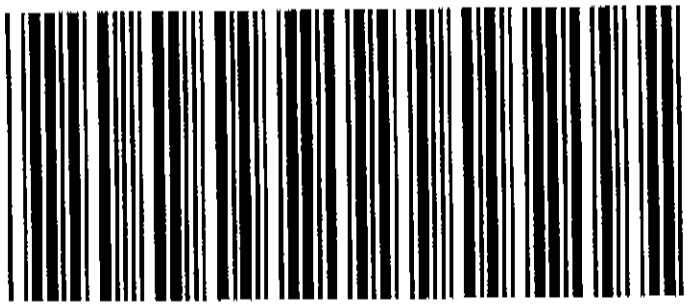
NOTE: THE ABOVE PROMISED WORK IS THE ONLY WORK TO BE PERFORMED FREE OF CHARGE. ANY ADDITIONAL WORK WILL BE CHARGED FOR IN ACCORDANCE WITH THE TYPE OF WARRANTY ISSUED AT TIME OF SALE, AND WILL BE CASH ON DELIVERY. ALL WORK MUST BE DONE IN OUR SHOP. WE SUGGEST YOU MAKE A SERVICE APPOINTMENT IN ADVANCE PRIOR TO DROPPING OFF THE VEHICLE.

Customer [redacted] **Sales Mgr.**

DUE TO INSURANCE REGULATIONS - NO LOAN CARS AVAILABLE

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)912-9660



504798479

To: Tracy Chevrolet
Attention: SPECIAL FINANCE

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

Applicant(s) and Collateral

Application Number:504798479
Applicant: [redacted]
Co-Applicant:

Collateral: 2006 PONTIAC G6
Value: $17,500.00
Mileage: 17,464

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

STATE OF CALIFORNIA DMV DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

28906698

REPORT OF SALE—USED VEHICLE

DATE SOLD (MO./DAY/YR.)	DATE OPERATED (MO./DAY/YR.)	NRM/IND
06/11/06	06/11/06	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
PONTIAC	2006	~~4D~~ SD	GAS	2	

VEHICLE IDENTIFICATION NUMBER: 1G2ZG558364[redacted]

M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER:

LAST REGISTERED IN STATE OF	YEAR REGISTERED	LICENSE NUMBER	COUNTY OF RESIDENCE
		[redacted]	SACRAMENTO

IF REVIVED JUNK OR SALVAGE—DISMANTLER NOTICE OF ACQUISITION NUMBER

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW — DRIVER LICENSE/ID CARD NO. [redacted]

(1) LAST FIRST MIDDLE — DRIVER LICENSE/ID CARD NO.

X ☐ AND ☐ OR (2)

BUSINESS OR RESIDENCE ADDRESS	APT. NUMBER	CITY	STATE	ZIP CODE
714 WATT AVE		SACRAMENTO	CA	95864

MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)	APT. NUMBER	CITY	STATE	ZIP CODE

DEALER'S NAME: TRACY CHEVROLET BUICK OLDS — BY: Kimi Chenes

ADDRESS: 3400 AUTO PLAZA WAY — CITY: TRACY

DEALER'S NUMBER: 21259 — SALESPERSON'S NUMBER: D2889434

SIGNATURE OF PURCHASER(S) [redacted] (2) X

REMINDERS TO PERSONS PREPARING THIS REPORT

P16066
17999/179
Americredit

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

REG 51 (REV. 4/94) — DMV copy —

Seller

PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		
PRINT NAME	SIGNATURE	DATE	DL, ID OR DEALER #
	X		

MAILING ADDRESS	CITY	STATE	ZIP	DAYTIME PHONE #
3400 AUTO PLAZA WAY	TRACY	CA	95376	(209)835-4500

Power of Attorney

SECTION 5: Power of Attorney

I/We [redacted] (PRINT NAME(S)) appoint TRACY CHEVROLET BUICK OLDS (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney — DATE
X

Signature required by person appointing Power of Attorney — DATE 04/13/2006
X

REG 262 (REV. 9/2003)

AmeriCredit Contract Status

P16066- AMR1062706

POSTED JUN 2 2006

Applicant Information

Applicant Name:	[redacted]
Reference #:	504798479
Status:	**Funded**

Vehicle Information

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

Financing Information

Product:	Retail
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:	(209)473-3199	Lender Cust. Service Number:	

Back to Contract Status

205 18943.16 P16066

808 75.-

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[redacted]

V6 3.5 Liter ..... N/A
Automatic ..... N/A
FWD ..... N/A

*** Equipment ***

Air Conditioning ..... N/A
Power Steering ..... N/A
Power Windows ..... N/A
Power Door Locks ..... N/A
Tilt Wheel ..... N/A
Cruise Control ..... N/A
AM/FM Stereo ..... N/A
Single Compact Disc ..... N/A
Dual Front Air Bags ..... N/A
No Cassette ..... N/A
Alloy Wheels ..... N/A

Total Value without mileage ..... N/A
Mileage adjustment (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

CVIS99177

CVIS99177

REPAIR ORDER INVOICE

CHEVROLET · BUICK · Oldsmobile · DAEWOO

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

BAR # AF173084 EPA # CAL000144559

0101ICVIS99177

CUSTOMER NO. 50	ADVISOR GARY WILSON 850	TAG NO. 066	INVOICE DATE 04/12/06	INVOICE NO. CVIS99177
TRACY CHEV BUICK OLDS DAEWOO 3400 AUTO PLAZA WAY P.O. BOX 1048 TRACY, CA 95304	LICENSE NO. [redacted]	MILEAGE 17,646	COLOR CHARCOAL/	STOCK NO. P16066
	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES 17,464
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. SRDHH99265467	P. O. NO.	R. O. DATE 04/12/06	
RESIDENCE PHONE	BUSINESS PHONE 209-835-4500	COMMENTS		MO: 17646

LABOR & PARTS

J# 1 80CVZZDTL U/CAR DETAIL HOURS 3.00 TECH(S) 775 155.00
PERFORM USED CAR DETAIL
PERFORMED SERVICE
COMPLETED DETAIL AS NEEDED.

JOB # 1 TOTAL LABOR & PARTS 155.00

J# 2 80CVZZLOF U/CAR LOF HOURS 0.30 TECH(S) 130 14.00
PERFORM USED CAR LOF
PERFORMED SERVICE
COMPLETED LOF AS NEEDED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	25010792	OIL FLTR 1.836	4.76	4.76

JOB # 2 TOTAL PARTS 4.76

JOB # 2 TOTAL LABOR & PARTS 18.76

J# 3 80CVZZSAFE U/CAR SAFETY HOURS 1.00 TECH(S) 130 92.00
PERFORM USED CAR SAFETY INSPECTION & PROVIDE P&A FOR
ADDITIONAL SERVICES & REPAIRS NEEDED
PERFORMED SERVICE
COMPLETED SAFETY AS NEEDED.

JOB # 3 TOTAL LABOR [illegible]

GM CERTIFIED

G.O.G. & SUPPLIES

JOB # 2 5.0 QTS 10W30 MOTOR OIL @ 2.110 /UNIT 10.55

TOTAL - GOG 10.55

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	C2	GM CERTIFIED 125		125.00
JOB # 2	A4	HAZ WASTE OIL AND FILTER		3.00
JOB # 3	A11	SHOP SUPPLIES		50.00

TOTAL - MISC 178.00

TOTALS

CONTROL#	ACCOUNT#	AMOUNT..
P16066		

TOTAL LABOR....	261.00
TOTAL PARTS....	4.76
TOTAL SUBLET...	0.00
TOTAL G.O.G....	10.55
TOTAL MISC.CHG.	178.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**454.31**

Rev

APPROVED BY SIGNATURE

PAGE 1 OF 1 ACCOUNTING COPY-I [END OF INVOICE] 05:23pm

ALL PARTS NEW UNLESS SPECIFIED

JN 12, 2006 F&I - DEAL WORKSHEET CA.1 Store 01 FANDI01 PORT 5006 4770

[redacted]

. DEAL NO	23515	13 WARR PREM		2006 PONT G6 4 DOOR SEDAN	
2 DEAL DATE	06/11/2006	14 TOC		25 TAX RATE	7.75
3 STOCK NO	P16066 5	15 AFTERMARKET		26 LUX TAX (Y/N)	N
4 PRICE	17999.00	16 SMOG FEE	0.00	27 SIMP INT (Y/N)	N
5 TERM	72	17 SMOG CERT	8.00	28 1 PAY DAYS	0
6 RATE/APR	13.99	18 TIRE FEE		29 MSRP	
7 AOR	8.05	19 GAP PREM	500.00	30 COUNTY CODE	SA
8 DAYS	45	20 LIC FEE	179.00	PYMT DATE	07/26/2006
9 TRADE #1	0.00	21 OVER RIDE LIC FEE	N	OPEN RO#	
0 PAYOFF #1		22 MISC LIC	8.00	STATUS C	
1 CASH DOWN	500.00	23 DOC FEE	45.00		
2 REBATE		24 UPFIT			

ADDL COMMANDS	I/I#=INSURANCE	X/X#=LEASE CONV	<F12>=CLOSE DEAL
=CREDITMASTER	J=DEAL REVIEW	Z=MINI QUICK QUOTE	SH<F9>=SALES MGR REVIEW
=CREDIT REPORT	L=CLEAR DEAL	<F10>=DEAL RECALL	SH<F10>=DISP GROSSES
D#=DESK DEALS	N=ROLL PAYMENT	<F11>=STORE DEAL	<CTRL>I=MO PYMTS (INS)
=DEALERLINK	Q/Q#=BANK SELECT	E=DELIVER DEAL	<CTRL>O=MO PYMTS (TERM)

LINE#)(M=MODIFY)(COMMAND) NO CR
IFT F1=FKEYS BANK= MONTHLY PYMT (6) 406.73

App DD #129384

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Pam Saunders State: CA

Customer Name: [redacted]

Service Request: 71-553074383

BBB Case No: PGM0752398

Vehicle ID No.: 1G2ZG558364[redacted]

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: 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.

☒ **STEERING**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/06	173353	4	26,094	C/S: clunk in steering when turning outside ship says the tie rod end is separating. C: inspected and verified the right side outer tie rod end separating. **C: Installed new tie rod end, aligned to specifications.**
12/05/06	173460	2	26,137	C/S: clunk noise when turning left or right. C: found steering rack inoperative. **C: removed and replaced steering rack. Aligned to specifications.**
04/26/07	178869	6	32,4999	C/S: noise when making right turns, clunk sound. C: road tested and found noise coming from tires. 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.
05/31/07	180083	1	33,649	C/S: deep clunk in steering, low speed maneuvers, customer went for test drive with Doug. C: found steering rack inoperable, **C: removed and replaced steering rack.**
09/05/07	183832	1	37,852	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. **C: Lubed per bulletin and replaced bolt coupler bolt that was found to be cracked on disassembly.**

☐ **TRANSMISSION**

Date:	RO #:	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

having. Checked transmission fluid, normal - scanned for codes, none came up. Checked transmission mounts ok, no work needed at this time.

☐ **REMOTE KEYS**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/12/07	181682	*	35,997	C/S: remote will not unlock doors. C: found the remote lost its memory. Reflashed remotes and rechecked, operating as designed. C: estimate to supply extra key and remote, will need to order parts if customer desired.
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 applicable): $**	

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

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

Section 2

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

Section 3

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

Section 4

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

Revised 06/04/07

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

Voluntary Repurchase

147847

☐ BBB Case Straight

COMPLIANCE DATE 04/12/08

ADR REQUEST NUMBER 71- 553074383

CUSTOMER NAME [redacted]

LAST SIX OF VIN [redacted]

ADR CRS Pam Saunders EXT. 11240

DVM Mark Erwin PHONE 650-207-3529

DATE ACCEPTANCE RECEIVED 10/30/07 - original
02/12/08 – offer straight

NUMBER OF DAYS FOR COMPLIANCE 45

TEAM LEAD'S SIGNATURE _____

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

COMMENTS/REASON FOR EXCEPTION: see previous Morley # 143321

Per settlement: 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.

Customer has agreed to a usage fee of $3,000.00.

File will be returned without all information above completed.

03/28/08

ADR REPURCHASE CHECKLIST

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

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

VIN

1G2ZG558364 [redacted]

Reacquired Vehicle Disclosure Center

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

Vehicle Info

***VIN:**	1G2ZG558364[redacted]	**MSRP:**	22530.0	***TAC #:**	NA
Year:	2006	**Make:**	Pontiac	**Model:**	G6

Vehicle Comments & TAC Explanation:
Dealer did not consult TAC

***Date Reviewed with Customer:** 03/26/2008 ***Repurchase Mileage:** 37750
Original Purchase Date: 06/11/2006 *** Original Purchase Condition:** Used

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	CA		
*** Primary Owner:**					
*** Address**					
*** City**	Sacramento	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**	[redacted]	*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Clunk noise heard in steering that lead to failure and replacement of steering rack.

UCC Codes (M0306) Steering - Gear / Rack and Pinion - Inoperative
(M0110) Steering - General - Noise

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	AmeriCredit	**Account #:**	[redacted]
Contact or Attention:	Special Finance				
Address	P. O. Box 78143				
City	Phoenix	**State**	AZ	**ZIP Code:**	85062
Day Phone:	209-473-3199	**Fax:**	877-912-9660	**E-mail:**	www.americredit.c..

Original Selling Dealer

*** Dealer #:**	112152	**Dealer Name:**	TRACY CHEVROLET-BUICK-OLDSMOBILE GEO		
Region:	10	**District:**	1152		
*** Phone:**	(209) 835-4500	**Fax:**	(209) 835-6246		
*** Contact Name:**	Mark Guardado	*** Contact Title:**	Sales Manager	**E-Mail:**	

Repurchasing Dealer: -

*** Dealer #:**	235180	**Dealer Name:**	HUBACHER CADILLAC, INC.		
Region:	10	**District:**	9152		
*** Phone:**	916-561-5151	**Fax:**	(916) 929-3641		
*** Contact Name:**	Jerry Barsotti	*** Contact Title**	General Manager	**E-Mail:**	Jerry_Barsotti@Hu..

Repair

*** Contact Name:**	Dan Nelson	*** Contact Title:**	Service Manager

Vehicle Location: -

Reacquired Vehicle Disclosure Center

Case Number: 147847
Originator Name: Pamela Saunders pamela_saunders@gmexpert.com
Created Date: 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:** 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 date of purchase.

Disposition:

*** Processing Instructions:** Auction

Transaction Details

Group	Responsible	Formula	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
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

OLD

2006 G6 - 6CYL SEDAN
59U GRANITE METALLIC /V6G
19B EBONY
ORDER NO. HZWT57/FDR STOCK NO.
VIN 1G2 ZG55 83 64[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD51350773

**********16*23048S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2ZG69 G6 - 6CYL SEDAN	20930.00	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 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	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	
TOTAL	22530.00	19461.56	PAY 310 19461.56

****

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

****

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

BRALEY & GRAHAM BUICK, PONTIAC, GMC

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

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number | Contract Number | R.O.S. Number | Stock Number P16056

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SACRAMENTO CA [redacted] SACRAMENTO	TRACY CHEVROLET BUICK GMC 3000 AUTO PLAZA WAY TRACY CA 95376

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

New / Used	Year	Make / Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2006	CONTINENTAL	16	1G2[redacted]	☐ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The total amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment.
13.99 %	$ 9659.36 (e)	$ 19638.16	$ 29297.52 (e)	$ [illegible] (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment	N/A	
One Payment	486.91	
N/A Payments	N/A	Monthly, Beginning [illegible]
N/A Payments	486.91	Monthly, Ending [illegible]
One Last Payment	N/A	

Late Charge: If a payment is not received in full within 10 days after it is due, you will pay a late charge of $5.00 or 5% of the payment, whichever is less.

Prepayment: If you pay off early, you may not be entitled to a refund of part of the finance charge.

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

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price		$ 17997.00 (A)
A. Cash Price of Motor Vehicle and Accessories		
1. Cash Price Vehicle	$ 17997.00	
2. Cash Price Accessories	$ N/A	
3. Other (Not taxable)		
Describe: N/A	$ N/A	
Describe: N/A	$ N/A	
B. Document Preparation Fee (not a governmental fee)	$ 45.00	(B)
C. Smog Fee Paid to Seller	$ N/A	(C)
D. Sales Tax (on taxable items in A+B+C)	$ 1358.41	(D)
E. Optional DMV Electronic Filing Fee	$ N/A	(E)
F. (Optional) Service Contract	$ N/A	(F)
G. (Optional) Service Contract	$ N/A	(G)
H. Prior Credit or Lease Balance Paid by Seller to		
N/A	$ N/A	(H)
(see downpayment and trade-in calculation)		
I. (Optional) Gap Contract (to whom paid) N/A	$ 500.00	(I)
J. Other (to whom paid)	$ N/A	(J)
For		
Total Cash Price (A through J)		$ 19942.41 (1)
2. Amounts Paid to Public Officials		
A. License Fees ESTIMATED	$ 179.00	(A)

STATEMENT OF INSURANCE

Notice: No person may require you to purchase or furnish the insurance in this contract from any person he chooses. In California, insurance covering any property, including any motor vehicle, or any other insurance covering any liability, or any other insurance covering any other thing of value, you are not required to buy any other insurance as a condition of credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
N/A Ded. Comp. Fire, Theft		N/A
N/A Ded. Collision		N/A
N/A Liability, or Medical Expense		N/A
N/A Property Damage		N/A
N/A Uninsured Motorist		N/A
N/A Other		N/A
Total Vehicle Insurance Premiums		N/A

UNLESS A CHECK IS MADE IN THE BOX BELOW, THIS AGREEMENT DOES NOT PROVIDE PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE PAYMENT FOR SUCH COVERAGES IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance the contract requires (sole cost) from anyone you choose and we must accept it if it is reasonable. If you buy it through us, it will cost you $ [illegible] for the term of this contract.

Buyer X N/A

Co-Buyer X N/A

☐ Physical Damage Insurance Provided by Creditor

Insurance is provided by one or more insurance companies. Insurance may be obtained from the named insurance company in any agent authorized and acceptable to us.

Application for Optional Credit Insurance

Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

	Term	Premium
Credit Life N/A	N/A	N/A
Credit Disability N/A	N/A	N/A
Total Credit Insurance Premiums		N/A (b)

Insurance Company Name

Home Office Address

Credit life insurance and credit disability insurance are not required to obtain credit. You decide to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends 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 marked

For _____ $ _____ (7)

Total Cash Price (A through J) $ 19942.41 (1)

2. Amounts Paid to Public Officials

A. License Fees ESTIMATED $ 179.00 (A)

B. Registration/Transfer/Titling Fees $ N/A (B)

C. California Tire Fee $ 8.75 (C)

D. Other N/A $ N/A (D)

E. Other N/A $ N/A (E)

Total Official Fees (A through E) $ 187.75 (2)

3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance Column a + b) $ N/A (3)

4. Smog Certification or Emissions Fee Paid to State $ 8.00 (4)

5. Subtotal (1 through 4) $ 20128.16 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ $ N/A (A)

Model _____ Lic. _____ Vin _____

B. Less Prior Credit or Lease Balance $ N/A (B)

C. Net Trade-In (A minus B) (Not to exceed the Trade-In Allowance) $ N/A (C)

D. Deferred Downpayment $ N/A (D)

E. Other N/A $ N/A (E)

F. Other $ N/A (F)

G. Cash $ 500.00 (G)

Total Downpayment (C through G) $ 500.00 (6)

If negative, enter zero (0) and the amount less than zero as a positive number on line 11 above

7. Amount Financed (5 minus 6) $ 19628.16 (7)

Seller may keep part of this amount.

Not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends 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 checked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible 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 disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS. Refer to "Total Disabilities Not Covered" in your policy for details.

You want to buy the credit insurance.

Date _____ X N/A Buyer signature _____ Age _____

X N/A Co-Buyer signature _____ Age _____

OPTIONAL GAP CONTRACT: [illegible]

Buyer [redacted]

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THE RETAIL INSTALLMENT SALES CONTRACT AND THE LOAN.

Finance Charge N/A

Amount $ N/A Insurance Charge $ N/A

Total $ N/A Payment $ N/A

Installments N/A N/A

Total this year $ _____ Total to date $ _____

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ Name of autobroker receiving fee, if applicable

N/A

OPTIONAL SERVICE CONTRACT (S): You want the purchase of the service contract which we tell you the company name, the term(s) shown below, the charge(s) shown below, and the [illegible]

N/A

X N/A Buyer _____ Date _____ Miles _____

Co-Buyer N/A Date _____ Miles _____

Buyer N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [redacted] Buyer X

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the entire agreement between you and us relating to the sale of the vehicle. Any promises or agreements not in this contract are not part of this contract. Only we can change this contract if we agree in writing. No other person can change this contract. [redacted]

X _____ Co-Buyer's Sign _____

OR NOT: If you pay to finance charge, total amount financed, item 7, as paid in full on or before _____ Year _____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER [redacted] STANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

SS X [redacted] X

Representations of Buyer: 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 payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 6.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 [redacted] refund the difference to you.

Buyer X [redacted] Co-Buyer X _____

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 indebtedness evidenced by this agreement.

If 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 city attorney, the district attorney, or [illegible]

WARNING

YOUR PRESENT POLICY MAY NOT COVER YOU UPON DAMAGE OR MAY NOT PROVIDE FOR FULL PAYMENT OF COSTS FOR THE VEHICLE BEING PURCHASED IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE OR COLLISION COVERAGE MAY BE AVAILABLE FROM YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE MAY NOT START THROUGH THE DEALER PROCESS UNTIL THE DEALER FINALLY SELLS THE VEHICLE. THIS LIMITED BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD. FOR ADVICE ON POLICY COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

[redacted]

Rep[redacted]

[redacted]

Notice to Buyer

(1) Do not sign this agreement before you read it or if it contains any blank space 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 balance owing under this agreement.

[redacted]

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

[redacted]

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date

Co-Buyer Signature X Date

GUARANTY

[redacted]

Guarantor X 06/11/2006 Date 06/11/2006

N/A

Address N/A

Seller Signature 06/11/2006 Date By

JN 12, 2006 F&I - DEAL WORKSHEET CA.1 Store 01 FANDI01 PORT 5006 4770

IERO,TONYA 2006 PONT G6 4 DOOR SEDAN

. DEAL NO	23515	13 WARR PREM			25 TAX RATE		7.75
2 DEAL DATE	06/11/2006	14 TOC			26 LUX TAX (Y/N)		N
3 STOCK NO	P16066 5	15 AFTERMARKET			27 SIMP INT (Y/N)		N
4 PRICE	17999.00	16 SMOG FEE		0.00	28 1 PAY DAYS		0
5 TERM	72	17 SMOG CERT		8.00	29 MSRP		
6 RATE/APR	13.99	18 TIRE FEE			30 COUNTY CODE		SA
7 AOR	8.05	19 GAP PREM		500.00			
8 DAYS	45	20 LIC FEE		179.00	PYMT DATE	07/26/2006	
9 TRADE #1	0.00	21 OVER RIDE LIC FEE		N	OPEN RO#		
0 PAYOFF #1		22 MISC LIC		8.00	STATUS C		
1 CASH DOWN	500.00	23 DOC FEE		45.00			
2 REBATE		24 UPFIT					

ADDL COMMANDS	I/I#=INSURANCE	X/X#=LEASE CONV	<F12>=CLOSE DEAL
=CREDITMASTER	J=DEAL REVIEW	Z=MINI QUICK QUOTE	SH<F9>=SALES MGR REVIEW
=CREDIT REPORT	L=CLEAR DEAL	<F10>=DEAL RECALL	SH<F10>=DISP GROSSES
D#=DESK DEALS	N=ROLL PAYMENT	<F11>=STORE DEAL	<CTRL>I=MO PYMTS (INS)
=DEALERLINK	Q/Q#=BANK SELECT	E=DELIVER DEAL	<CTRL>O=MO PYMTS (TERM)

LINE#) (M=MODIFY) (COMMAND) NO CR
IFT F1=FKEYS BANK= MONTHLY PYMT (6) 406.73

App DD #129884

[redacted]

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.

********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

REGISTRATION CARD VALID FROM: 06/08/2007 TO: 06/08/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
PONT	2006	2005	EC	2006	120	11	[redacted]

BODY TYPE MODEL	MP	MQ	VEHICLE ID NUMBER
SD	G	NT	1G2ZG558364[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	06/08/07	34	06/08/07	8	L4056069

PR EXP DATE: 06/08/2007

REGISTERED OWNER

[redacted]

AMOUNT PAID $ 168.00

AMOUNT DUE $ 168.00

AMOUNT RECVD
CASH :
CHCK : 168.00
CRDT :

SACRAMENTO
CA [redacted]

LIENHOLDER
AMERICREDIT FNCL SVCS
PO BX 182673

ARLINGTON
TX 76096

H05 B59 SG 0016800 0138 CS H05 060807 11 5NKP334 776

BBB AUTO LINE

February 12, 2008

[redacted]
SACRAMENTO CA [redacted]

Re:caset PGM0752398[redacted] vs Pontiac/GMC Division 1G2ZG558364[redacted]

Dear [redacted]

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 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

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

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

71-553074383

Customer Claim Form

Contact Date: 09/01/07 Start Date: 09/04/07 Case Number : PGM0752398

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
SACRAMENTO CA [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone:
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Number of vehicles registered in California by vehicle owner/lessee:
Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 37750
Vehicle Identification Number: 1G2ZG558364[redacted]
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
Purchased As : ☐ New ☒ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: AmeriCredit
Address: P.O. Box 183593
City/St/Zip: Arlington, TX 76096
Phone: ( ) -
Lienholder Acct # :

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

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

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.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name: [redacted]

Case Number: PGM0752398

First Repair Attempt (any reported problem) Date: 12/01/06 Mileage: 26094
Last Repair Attempt (last reported problem) Date: _____ Mileage: _____
Total Days out of Service: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Bad Tie Rod and Steering Rack	yes				

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

AMERICREDIT

BILLING STATEMENT

PAYMENT ADDRESS ONLY P.O. BOX 78143 PHOENIX, AZ 85062-8143

CORRESPONDENCE ADDRESS * P.O. BOX 183593 ARLINGTON, TX 76096

Customer Service
(800) 411-2884
www.americredit.com

Account Number: [redacted]

//BWNCCPL
//037280453040110 3//
+ 0156453 0000040110 09AMER 0006164 P3 P6

[redacted]
Sacramento, CA [redacted]

Payment Due

Past due payments:	$0.00
Late fees:	$0.00
Current payment due:	$406.91
Total amount due:	$406.91

Due Date
October 26 2007

* **NOTE:** Send all communication and notices to the correspondence address above. Remember to send payments to the payment address only.

Statement Date	Vehicle	Payments Received	Current Balance
10/07/07	2006 Pontiac	15 of 72	$16,957.73 *

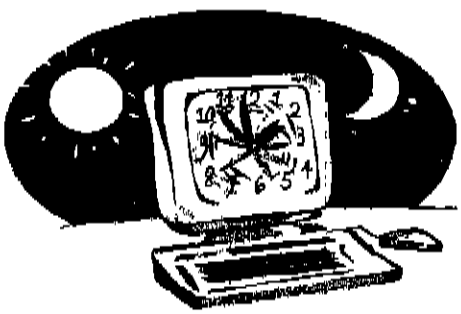
Transaction Summary

Date	Activity	Amount
Oct 05 2007	Payment received. Thank you]	-$406.91
	Loan payment: -$406.91 ($190.02 principal + $216.89 interest)	
Oct 05 2007	Late fee payment	-$19.00
	Past due amount	$0.00
	Current payment due	$406.91
	Total amount due	$406.91

Important Notice About Your Insurance
Our records indicate that we have not received valid insurance for your account. You are required by your Motor Vehicle Contract to maintain automobile insurance. Please have your insurance company send a copy of your policy to the address on the reverse side of this statement under 'Insurance Information'. If you have any questions regarding your insurance coverage, please contact the Insurance Service Center at (800) 360-6406 and enter the following access code: 2931994.

* Current balance above does not reflect the payoff amount for your account. Please see reverse side for details.

Important Messages



View your account information 24/7

Want convenient access to your account information **24 hours a day, 7 days a week**? You've got it with *My Account* online! By registering for *My Account* you can:

- **Make a payment online***
- **View your current balance**
- **Update your contact information**
- **Request a payoff and more**

Visit **www.americredit.com** today to sign up for ***My Account***!

* A Western Union fee may apply.

SC0113-00K

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

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

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

Section 2

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

Section 3

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

Section 4

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

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 12, 2007

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

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

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

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number P16056

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SACRAMENTO CA 95864 SACRAMENTO	TRACY CHEVROLET BUICK OLDS 3400 AUTO PLAZA WAY TRACY CA 95376

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2006	PONTIAC 06	18186	1G2ZG558364 [redacted]	X personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of 300.00
13.99 %	$ 9659.36 (e)	$ 19638.16	$ 29297.52 (e)	$ 29797.52 is (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
71 Payments	406.91	Monthly, Beginning 07/26/2006
N/A Payments	N/A	Monthly, Beginning
One Final Payment	406.91	06/26/2012

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information. See this contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price**
   A. Cash Price of Motor Vehicle and Accessories $ 17999.00 (A)
      1. Cash Price Vehicle $ 17999.00
      2. Cash Price Accessories $ N/A
      3. Other (Nontaxable)
         Describe N/A $ N/A
         Describe N/A $ N/A
   B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   C. Smog Fee Paid to Seller $ N/A (C)
   D. Sales Tax (on taxable items in A+B+C) $ 1398.41 (D)
   E. Optional DMV Electronic Filing Fee* $ N/A (E)
   F. (Optional) Service Contract* $ N/A (F)
   G. (Optional) Service Contract* $ N/A (G)
   H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
      (see downpayment and trade-in calculation)
   I. (Optional) Gap Contract (to whom paid) N/A $ 500.00 (I)
   J. Other (to whom paid)* _____ $ N/A (J)
      For _____
   Total Cash Price (A through J) $ 19942.41 (1)
2. **Amounts Paid to Public Officials**
   A. License Fees ESTIMATED $ 179.00 (A)

STATEMENT OF INSURANCE

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 broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
N/A Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
N/A Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A Limits	N/A Mos.	$ N/A
Property Damage $ N/A Limits	N/A Mos.	$ N/A
Medical	N/A Mos.	$ N/A
	N/A Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A (6)

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.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X N/A
Co-Buyer [redacted]
Seller

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

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends 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 marked

For _____ $ _____ (J)

Total Cash Price (A through J) $ 19942.41 (1)

2. **Amounts Paid to Public Officials** EST IMATED
   - A. Liconse Fees $ 179.00 (A)
   - B. Registration/Transfer/Titling Fees $ N/A (B)
   - C. California Tire Fees* $ 8.75 (C)
   - D. Other N/A $ N/A (D)
   - E. Other N/A $ N/A (E)

   Total Official Fees (A through E) $ 187.75 (2)

3. **Amount Paid to Insurance Companies** $ N/A (3)
   (Total premiums from Statement of Insurance column a + b)*
4. **Smog Certification or Exemption Fee Paid to State** $ 8.00 (4)
5. **Subtotal** (1 through 4) $ 20138.16 (5)
6. **Total Downpayment**
   - A. Agreed Trade-In Value Yr _____ Make _____ $ N/A (A)
     Model _____ Odom _____
     VIN _____
   - B. Less Prior Credit or Lease Balance $ N/A (B)
   - C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
   - D. Deferred Downpayment $ N/A (D)
   - E. Manufacturer's Rebate $ N/A (E)
   - F. Other N/A $ N/A (F)
   - G. Cash $ 500.00 (G)

   Total Downpayment (C through G) $ 500.00 (6)
   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)
7. **Amount Financed** (5 less 6) $ 19638.16 (7)

*Seller may keep part of these amounts.

not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends 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 marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible 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 disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS. (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

X N/A
Date Buyer Signature Age

X N/A
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1.I. See your gap contract for details on the protection it provides. If is a part of this contract.

Term 72 Mos. LAP
Name of Gap Contract

You wa[redacted]

Buyer X [redacted]

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
Installments of $ N/A $ N/A
from this Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**
N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F and/or 1.G above.

1.F Company N/A
Term N/A Mos. or N/A Miles
1.G Company N/A
Term N/A Mos. or N/A Miles
Buyer X N/A

NOTICE OF RESCISSION RIGHTS
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a finan[redacted]

Buyer X [redacted] Co-Buyer X

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

X
Buyer Sign[redacted]
X
Co-Buyer Sign[redacted]

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year _____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X

Representations of Buyer: 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 payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.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 refund the difference to you.

Buyer X [redacted] Co-Buyer X

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 indebtedness evidenced by this agreement.

If 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 city attorney, the district attorney, or an investigator for the Department

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE HAS READ AND UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X

Representations of Buyer: 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 payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.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 refund the difference to you.

Buyer X [redacted] Co-Buyer X

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 indebtedness evidenced by this agreement.

If 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 city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, 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 if it is an unfair or [redacted]

Buyer Signature X [redacted] 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 law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this [redacted] for legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.

Buyer Signatu[redacted] Date 06/11/2006 Co-Buyer Signature X Date

Co-Buyer and Other [redacted] A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X Address

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.
Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X Date 06/11/2006 Guarantor X Date 06/11/2006
N/A Address N/A Address

Seller Signs Date 06/11/2006 By X

Braley &
Graham

2200 Fulton Avenue
Sacramento, CA 95825

(916) 481-2200
www.braleygraham.com

9-6-07

GM BUSINESS RESOURCE CENTER

ATTENTION: PAM SAUNDERS 866-508-1973

RQ # 71-553074383

FOLLOWING ARE YESTERDAYS

REPAIR ORDER + INVOICE.

SINCERELY,

Dan Nelson

PNCS183832

Braley & Graham

2200 Fulton Avenue
Sacramento, CA 95825

www.braleygraham.com
(916) 481-2200

B.A.R. # AF-140529
E.P.A. # CAD 058948035

BUICK PONTIAC GMC Truck

PNCS183832

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 86736	ADVISOR ED MCNANNA 378		TAG NO. 2239	INVOICE DATE 09/05/07	INVOICE NO. PNCS183832
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 37,852	COLOR GRANITE MET	STOCK NO.
SACRAMENTO, CA [redacted]	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6			DELIVERY DATE 06/06/05	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P. T. E. NO.	P. O. NO.		R. O. DATE 09/05/07	
[redacted]	BUSINESS PHONE	COMMENTS			MO: 37852

[IN SERVICE DATE] 05/17/05

LABOR & PARTS---------- WARRANTY

J# 1 15BUZ--STRGDIAG STEERING DIAGNOSIS UNITS: TECH(S):68

CLUNK NOISE WHEN TURNING RIGHT-SEE HISTORY-MAKING SAME NOISE
ROAD TESTED AND VERIFIED CONCERN.FOUND GM BULLETIN REGUARDING CONCERN
LUBED PER BULLETIN AND REPLACED THE COUPLER BOLT THAT WAS FOUND TO BE CRACKED ON DISASSEMBLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	12346241	LUBRICANT 8.800		WARRANTY
JOB # 1	1	7845238	BOLT 6.525		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

ESTIMATE----------

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

COMMENTS----------
WAITER

TOTALS----------

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

****
* 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. *
****
* 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 *
* [redacted] *

CUSTOMER SIGNATURE

 ACCOUNTING COPY [END OF INVOICE] 12:16pm

CAUSE	CORRECTION
	Steering Check found coupler bolt broken Extract broken piece install new bolt tube R+R OK

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. NO. 183832	TIME	OFF
W		EST. NO. 68 / OPER. NO.		ON

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Pam Saunders State: CA

Customer Name: [redacted]

Service Request: 71-553074383

BBB Case No: PGM0752398

Vehicle ID No.: 1G2ZG558364[redacted]

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)

Vehicle Purchased Used on: N/A at odometer N/A

Lien holder: GMAC☐ Other☐: Other
DVM Name: Mark Erwin
Phone/Cell Number: 650-207-3529

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.

☒ **STEERING**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/01/06	173353	4	26,094	C/S: clunk in steering when turning outside ship says the tie rod end is separating. C: inspected and verified the right side outer tie rod end separating. **C: Installed new tie rod end, aligned to specifications.**
12/05/06	173460	2	26,137	C/S: clunk noise when turning left or right. C: found steering rack inoperative. **C: removed and replaced steering rack. Aligned to specifications.**
04/26/07	178869	6	32,4999	C/S: noise when making right turns, clunk sound. C: road tested and found noise coming from tires. 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.
05/31/07	180083	1	33,649	C/S: deep clunk in steering, low speed maneuvers, customer went for test drive with Doug. C: found steering rack inoperable, **C: removed and replaced steering rack.**
09/05/07	183832	1	37,852	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. **C: Lubed per bulletin and replaced bolt coupler bolt that was found to be cracked on disassembly.**

☐ **TRANSMISSION**

Date:	RO #:	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

having. Checked transmission fluid, normal - scanned for codes, none came up. Checked transmission mounts ok, no work needed at this time.

☐ **REMOTE KEYS**

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/12/07	181682	*	35,997	C/S: remote will not unlock doors. C: found the remote lost its memory. Reflashed remotes and rechecked, operating as designed. C: estimate to supply extra key and remote, will need to order parts if customer desired.
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 applicable): $**	

TEAM LEAD APPROVING:	Pam Saunders	Date: 10/04/07

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.**

ADR REPURCHASE CHECKLIST

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

- [x] Cover sheet denoting a **Request #** and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
- [x] PRA FORM (Voluntary Repurchase only)
- [x] Both VINS on Trade Repurchase Or vehicle order number. Need order # or VIN on all cases except Mandates
- [x] Invoice on original vehicle (from BARS)-old VIN & new VIN if a trade
- [ ] Incentive Acknowledgement Form
- [x] Signed Bill of Sale on original vehicle
- [x] 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)**
- [x] BBB ruling/lemon law ruling and/or BBB settlement letter **(if applicable)**
- [ ] Signed customer acceptance of decision for Mandatory Repurchases
- [x] Financial Institution information including: account #, phone # & Institution name
- [x] Overallowance/Incentives/Negative Equity Form
- [ ] ACV on trade-in documented
- [x] Copy of the Customer Claim Form (**CCF**) only on Mandates
- [ ] Applicable Attorney Information: Firm Name, Contact Person, Federal Tax I.D., Phone #

143321

Voluntary/ Mandatory Repurchase

☐ **BBB Case** **Trade**

COMPLIANCE DATE 01/15/08

ADR REQUEST NUMBER 71- 553074383

CUSTOMER NAME [redacted]

LAST SIX OF VIN [redacted]

ADR CRS Pam Saunders **EXT.** 11240

DVM Mark Erwin **PHONE** 650-207-3529

DATE ACCEPTANCE RECEIVED 10/30/07

NUMBER OF DAYS FOR COMPLIANCE 45

TEAM LEAD'S SIGNATURE _____

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

COMMENTS/REASON FOR EXCEPTION: Per settlement

Customer has been advised that she is responsible for any additional options not on the original vehicle and the taxes on these options.

GM to pay tax, title, and fees on the new vehicle. Both parties agreed to a usage fee of $3,000.00.

File will be returned without all information above completed.

Case Number: 143321
Originator Name: Gina Kulakowski 866-790-5700 21221 gina_kulakowski@gmexpert.com
Created Date: 12/05/2007

Vehicle Info

***VIN:**	1G2ZG558364[redacted]	**MSRP:**	22530.0	***TAC #:**	NA
Year:	2006	**Make:**	Pontiac	**Model:**	G6

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

***Date Reviewed with Customer:**	10/30/2007	***Repurchase Mileage:**	37750
Original Purchase Date:	06/11/2006	*** Original Purchase Condition:**	Used

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	CA		
*** Primary Owner:**					
*** Address**					
*** City**	Sacramento	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**	[redacted]	*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
M0105				

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	AmeriCredit	**Account #:**	[redacted]
Contact or Attention:	Special Finance				
Address	P.O. Box 78143				
City	Phoenix	**State**	AZ	**ZIP Code:**	85062
Day Phone:	209-473-3199	**Fax:**	877-912-9660	**E-mail:**	www.americredit.c..

Original Selling Dealer

*** Dealer #:**	112152	**Dealer Name:**	TRACY CHEVROLET-BUICK-OLDSMOBILE GEO		
Region:	10	**District:**	1152		
*** Phone:**	(209) 835-4500	**Fax:**	(209) 835-6246		
*** Contact Name:**	Mark Guardado	*** Contact Title**	Sales Manager	**E-Mail:**	

Repurchasing Dealer: -

*** Dealer #:**	112191	**Dealer Name:**	MIKE DAUGHERTY CHEVROLET		
Region:	10	**District:**	1351		
*** Phone:**	(916) 482-1600	**Fax:**	(916) 482-1662		
*** Contact Name:**	Tim Deklotz	*** Contact Title**	General Manager	**E-Mail:**	

Repair

*** Contact Name:**	Dan Nelson	*** Contact Title**	Service Manager

Vehicle Location: -

Repurchase
*** Reason** steering - Inoperable

Transaction Details:

Siebel Request #:	71-553074383	*** Disposition:**	Auction
State:	CA	*** Type:**	Trade - New Finance
Source:	ADR BBB Mediated		
Replacement VIN:	1G1ZJ57B18F[redacted]	Year: 2008 Make: Chevrolet Model: Malibu	
Order #:	MMRC3R		
MSRP:	24080.0		

Repurchase: Pam Saunders is the Owning CRS, ext. 11240
Customer has been advised that she is responsible for any additional options not on her original vehicle and the taxes 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	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	3,000.
Sales Tax	GM	NA	Sales Tax	0
State/Gov Fees	GM	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0

1G2ZG558364[redacted] - old
1G1ZJ57B18F[redacted] - new

OLD

2006 G6 - 6CYL SEDAN
59U GRANITE METALLIC /V6G
19B EBONY
ORDER NO. HZWT57/FDR STOCK NO.
VIN 1G2 ZG55 83 64[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD51350773

**********16*23048S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2ZG69 G6 - 6CYL SEDAN	20930.00	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 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	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 [redacted]
DESTINATION CHARGE	625.00	625.00	
TOTAL	22530.00	19461.56	PAY 310 19461.56

****

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

****

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

BRALEY & GRAHAM BUICK, PONTIAC, GMC

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

New

2008 MALIBU 2LT
58U BLACK GRANITE METALLIC /L4G
19C EBONY
ORDER NO. MMRC3R/SRE STOCK NO.
VIN 1G1 ZJ57 B1 8F[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD17198291

**********13*06654S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - SOLD
1ZH69 MALIBU 2LT	21985.00	20775.83	INVOICE 12/03/07
CF5 SUNROOF, POWER TILT AND SLIDE	800.00	664.00	SHIPPED 12/03/07
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	EXP I/T 12/16/07
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	INT COM 12/17/07
PCU PREMIUM AUDIO PACKAGE:	550.00	456.50	PRC EFF 12/03/07
* AM/FM STERO W/6-DISC CHANGER			KEYS G3223 G3223
* PREMIUM SOUND SYSTEM			WFP-F QTR OPT-1
			BANK: GMAC - 085
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	CHG-TO 06-654
YF5 50-STATE EMISSIONS	N/C	N/C	
58U BLACK GRANITE METALLIC	95.00	78.85	SHIP WT: 3392
			HP: 19.3
			GMS: 22072.28
			SUPPLR: 23058.78
			MRM: 24080.00
			DAN: ROMER
			MEMO 1021.50

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
TOTAL	24080.00	23093.78	PAY 310	23093.78

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 22061.10

****

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

****

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

MIKE DAUGHERTY CHEVROLET

REMIT TO GMAC NO. 085
VIN 1G1ZJ57B18F[redacted]
$ 23093.78 INV 1AD17198291
DUE 12/17/07 DEALER 06-654

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SACRAMENTO CA [redacted] SACRAMENTO	TRACY CHEVROLET BUICK GMC 3488 AUTO PLAZA WAY TRACY CA 95376

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2006	PONTIAC G6	18188	1G2ZG58B354 [redacted]	☐ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 500.00 is
13.99 %	$ 9659.36 (e)	$ 19618.16	$ 29277.52 (e)	$ 29777.52 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	
One Payment of	N/A	
75 Payments	405.91	Monthly, Beginning 07/26/2006
N/A Payments	N/A	Monthly, Beginning
One Final Payment	405.91	06/26/2012

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price** $ 17999.00 (A)
   A. Cash Price of Motor Vehicle and Accessories $ 17999.00
      1. Cash Price Vehicle $ N/A
      2. Cash Price Accessories
      3. Other (Nontaxable) N/A $ N/A
         Describe N/A $ N/A
         Describe
   B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   C. Smog Fee Paid to Seller $ N/A (C)
   D. Sales Tax (on taxable items in A+B+C) $ 1398.41 (D)
   E. Optional DMV Electronic Filing Fee* $ N/A (E)
   F. (Optional) Service Contract* $ N/A (F)
   G. (Optional) Service Contract* $ N/A (G)
   H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
      (see downpayment and trade-in calculation)
   I. (Optional) Gap Contract (to whom paid)* N/A $ 595.00 (I)
   J. Other (to whom paid)* $ N/A (J)
      For
   Total Cash Price (A through J) $ 19542.41 (1)
2. **Amounts Paid to Public Officials** ESTIMATED
   A. License Fees $ 175.00 (A)
   B. Registration/Transfer/Titling Fees $ N/A (B)
   C. California Tire Fees* $ 5.75 (C)
   D. Other N/A $ N/A (D)
   E. Other N/A $ N/A (E)
   Total Official Fees (A through E) $ 180.75 (2)

STATEMENT OF INSURANCE

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 broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Premium
N/A Ded. Comp., Fire & Theft	___ Mos.	$ N/A
$ N/A Ded. Collision	___ Mos.	$ N/A
Bodily Injury $ N/A Limits	___ Mos.	$ N/A
Property Damage $ ___ Limits	___ Mos.	$ N/A
Medical ___	___ Mos.	$ N/A
	___ Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A (a)

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.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X N/A
Co-Buyer X [redacted]
Seller X [redacted]

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

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.		$ N/A
Credit Disability	N/A Mos.		$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends 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 marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible 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 disability insurance. DISABILITY INSURANCE MAY

C. Net Trade-In (A less B) (Indicate if a negative number)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ N/A (E)

F. Other N/A $ N/A (F)

G. Cash $ [illegible] (G)

Total Downpayment (C through G) $ [illegible] (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6) $ [illegible] (7)

*Seller may keep part of these amounts.

tion contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

Term N/A Mos. N/A

Name of Gap Contract

You want to buy a gap contract

Buyer X [redacted]

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

Installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 1.F and/or 1.G above.

1.F Company N/A

Term N/A Mos. or N/A Miles

1.G Company N/A

Term N/A Mos. or N/A Miles

Buyer X N/A

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

X [redacted]
Buyer Signs

X
Co-Buyer Signs

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a financial institution will apply.

Buyer X [redacted] Co-Buyer X

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A, Year ____. SELLER'S INITIALS ____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X

Representations of Buyer: 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 payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in Item 6.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 refund the difference to you.

Buyer X [redacted] Co-Buyer X

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 indebtedness evidenced by this agreement.

If 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 city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, 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 [redacted] seller to make a unilateral change.

Buyer Signature X [redacted] 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 law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date ____ Co-Buyer Signature X ____ Date ____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X ____ Address ____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give [illegible] other Guarantors; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract

DMV
A Public Service Agency

28906698

REPORT OF SALE—USED VEHICLE

DATE SOLD (MO./DAY/YR.) 06/11/06		DATE OPERATED (MO./DAY/YR.) 06/11/06			NRM/IND
MAKE PONTIAC	YEAR MODEL 2006	BODY TYPE ~~4-B~~ SD	MOTIVE POWER GAS	NUMBER OF AXLES 2	UNLADEN WEIGHT
VEHICLE IDENTIFICATION NUMBER 1G2ZG558354 [redacted]			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
LAST REGISTERED IN STATE OF			YEAR REGISTERED	[redacted]	COUNTY OF RESIDENCE SACRAMENTO

IF REVIVED JUNK OR SALVAGE—DISMANTLER NOTICE OF ACQUISITION NUMBER

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW — DRIVER LICENSE/ID CARD NO. [redacted]

(1) [redacted] LAST FIRST MIDDLE — DRIVER LICENSE/ID CARD NO.

X ☐ AND ☐ OR (2)

BUSINESS OR RESIDENCE ADDRESS 714 WATT AVE	APT. NUMBER	CITY SACRAMENTO	STATE CA	ZIP CODE 95864
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)	APT. NUMBER	CITY	STATE	ZIP CODE

DEALER'S NAME TRACY CHEVROLET BUICK OLDS — BY Kmi Chenen

ADDRESS 3400 AUTO PLAZA WAY — CITY TRACY

DEALER'S NUMBER 21259 — SALESPERSON'S NUMBER D2889434

SIGN [redacted]

(1) [redacted] (2) X

REMINDERS TO PERSONS PREPARING THIS REPORT

P16066
17999/179
Americredit

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

REG 31 (REV. 4/94) — DMV copy —

Seller

PRINT NAME	SIGNATURE X	DATE	DL ID OR DEALER #
PRINT NAME	SIGNATURE X	DATE	DL ID OR DEALER #
MAILING ADDRESS 3400 AUTO PLAZA WAY	CITY TRACY	STATE CA	ZIP 95376 — DAYTIME PHONE # (209)835-4500

Power of Attorney

SECTION 5 POWER OF ATTORNEY

I/We RAY JEFF HAMPTON JR (PRINT NAME(S)) appoint TRACY CHEVROLET BUICK OLDS (PRINT NAME(S)) as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

Signature required by person appointing Power of Attorney X — DATE

Signature required by person appointing Power of Attorney X — DATE 06/13/2006

REG 262 (REV. 3/2003)

JN 12, 2006 F&I - DEAL WORKSHEET CA.1 Store 01 FANDI01 PORT 5006 4770

2006 PONT G6 4 DOOR SEDAN

IERO,TONYA

. DEAL NO	23515	13 WARR PREM		25 TAX RATE	7.75
? DEAL DATE	06/11/2006	14 TOC		26 LUX TAX (Y/N)	N
3 STOCK NO	P16066 5	15 AFTERMARKET		27 SIMP INT (Y/N)	N
4 PRICE	17999.00	16 SMOG FEE	0.00	28 1 PAY DAYS	0
5 TERM	72	17 SMOG CERT	8.00	29 MSRP	
6 RATE/APR	13.99	18 TIRE FEE		30 COUNTY CODE	SA
7 AOR	8.05	19 GAP PREM	500.00		
8 DAYS	45	20 LIC FEE	179.00	PYMT DATE	07/26/2006
9 TRADE #1	0.00	21 OVER RIDE LIC FEE	N	OPEN RO#	
0 PAYOFF #1		22 MISC LIC	8.00	STATUS	C
1 CASH DOWN	500.00	23 DOC FEE	45.00		
2 REBATE		24 UPFIT			

ADDL COMMANDS	I/I#=INSURANCE	X/X#=LEASE CONV	<F12>=CLOSE DEAL
=CREDITMASTER	J=DEAL REVIEW	Z=MINI QUICK QUOTE	SH<F9>=SALES MGR REVIEW
=CREDIT REPORT	L=CLEAR DEAL	<F10>=DEAL RECALL	SH<F10>=DISP GROSSES
D#=DESK DEALS	N=ROLL PAYMENT	<F11>=STORE DEAL	<CTRL>I=MO PYMTS (INS)
=DEALERLINK	Q/Q#=BANK SELECT	E=DELIVER DEAL	<CTRL>O=MO PYMTS (TERM)

NO CR
MONTHLY PYMT (6) 406.73

LINE#) (M=MODIFY) (COMMAND)
IFT F1=FKEYS BANK=

App DD #129884

[redacted]

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.

********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

REGISTRATION CARD VALID FROM: 06/08/2007 TO: 06/08/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
PONT	2006	2005	EC	2006	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
SD	G	NT	1G2ZG558364[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	06/08/07	34	06/08/07	8	[redacted]

PR EXP DATE: 06/08/2007

REGISTERED OWNER
[redacted]

AMOUNT PAID
$ 168.00

AMOUNT DUE
$ 168.00

AMOUNT RECVD
CASH :
CHCK : 168.00
CRDT :

SACRAMENTO
CA [redacted]

LIENHOLDER
AMERICREDIT FNCL SVCS
PO BX 182673

ARLINGTON
TX 76096

H05 B59 5G 0016800 0138 CS H05 060807 11 5NKP334 776

BBB AUTO LINE

October 30, 2007
Re:caset PGM0752398:[redacted] vs Pontiac/GMC Division 1G2ZG558364[redacted]

[redacted]
SACRAMENTO CA [redacted]

Dear [redacted]

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.

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

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

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

AMERICREDIT

BILLING STATEMENT

PAYMENT ADDRESS ONLY: P.O. BOX 78143, PHOENIX, AZ 85062-8143

CORRESPONDENCE ADDRESS *: P.O. BOX 183593, ARLINGTON, TX 76096

//BWNCCPL
//037280453040110 3//
+ 0156453 000040110 09AMER 0066164 P3 PL
[redacted]
Sacramento, CA [redacted]

Customer Service
(800) 411-2884
www.americredit.com

Account Number: [redacted]

Payment Due

Past due payments:	$0.00
Late fees:	$0.00
Current payment due:	$406.91
Total amount due:	$406.91

Due Date
October 26 2007

* **NOTE:** Send all communication and notices to the correspondence address above. Remember to send payments to the payment address only.

Statement Date	Vehicle	Payments Received	Current Balance
10/07/07	2006 Pontiac	16 of 72	$16,957.73 *

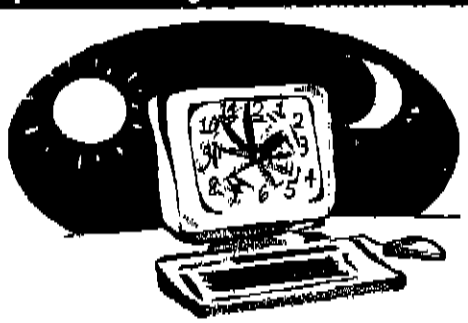
Transaction Summary

Date	Activity	Amount
Oct 05 2007	Payment received. Thank you]	-$406.91
	Loan payment: -$406.91 ($190.02 principal + $216.89 interest)	
Oct 05 2007	Late fee payment	-$19.00
	Past due amount	$0.00
	Current payment due	$406.91
	Total amount due	$406.91

Important Notice About Your Insurance
Our records indicate that we have not received valid insurance for your account. You are required by your Motor Vehicle Contract to maintain automobile insurance. Please have your insurance company send a copy of your policy to the address on the reverse side of this statement under 'Insurance Information'. If you have any questions regarding your insurance coverage, please contact the Insurance Service Center at (800) 360-6406 and enter the following access code: [redacted]

* Current balance above does not reflect the payoff amount for your account. Please see reverse side for details.

Important Messages



View your account information 24/7

Want convenient access to your account information 24 hours a day, 7 days a week? You've got it with *My Account* online! By registering for *My Account* you can:

- Make a payment online*
- View your current balance
- Update your contact information
- Request a payoff and more

Visit www.americredit.com today to sign up for *My Account*!

* A Western Union fee may apply.

SC0113-00K

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

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

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

Section 2

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

Section 3

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

Section 4

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

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

71-553074383

Customer Claim Form

Contact Date: 09/01/07 Start Date: 09/04/07 Case Number : PGM0752398

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
SACRAMENTO, CA [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone:
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Number of vehicles registered in California by vehicle owner/lessee:
Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 37750
Vehicle Identification Number: 1G2ZG558364[redacted]
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
Purchased As : ☐ New ☒ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: AmeriCredit
Address: P.O. Box 183593
City/St/Zip: Arlington, TX 76096
Phone: ( ) -
Lienholder Acct # :

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

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

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.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name: [redacted]

Case Number: PGM0752398

First Repair Attempt (any reported problem) Date: 12/01/06 Mileage: 26094
Last Repair Attempt (last reported problem) Date: _____ Mileage: _____
Total Days out of Service: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Bad Tie Rod and Steering Rack	yes				

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

Braley &
Graham

2200 Fulton Avenue
Sacramento, CA 95825

(916) 481-2200
www.braleygraham.com

9-5-07

GM BUSINESS RESOURCE CENTER
FAX # 866-508-1973

ATTENTION: PAM SAUNDERS

RE: REQ # 71-553074383

COPIES OF ALL REPAIR ORDERS
IN FILE.

CAR IN SHOP TODAY FOR
NOISE - REPAIRING AS PER TSB
06-02-32-007B ISSUED RECENTLY
FOR NOISE. IN STEERING.
DID NOT RETAIL TO THIS CUSTOMER.

THANKS,
DAN NELSON

SEP 5, 2007 SUMMARY HISTORY DISPLAY Store 01 SERVC01 PORT 5007 3100

```
| CUSTOMER NAME [redacted]                    SERIAL NO. 1G2ZG558364[redacted]|
| TOTAL R/O'S   7      TOTAL SERV. DAYS 20    MAKE PN  PONTIAC          |
|-----------------------------------------------------------------------|
|LN# 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  3 C 20BUZ-1      TRIM & CHASSIS  |
|                    T    84  4 W 61BUZ        RENTAL        |
| 3 180083  05/31/2007 33649 A    378                                  |
|                    T    68  1 W 15BUZ--STRGDIAG STEERING DIAGNOS|
| 4 178869  04/26/2007 32499 A    378                                  |
|                    T    68  1 W 15BUZ--STRGDIAG STEERING DIAGNOS|
| 5 173460  12/05/2006 26137 A    378                                  |
|                    T    68  1 W 15BUZ--STRGDIAG STEERING DIAGNOS|
|                    T    52  2 W 60BUZ        MEMO          |
|                    T    52  3 W 61BUZ        RENTAL        |
```

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

```
SEP 5, 2007   SUMMARY HISTORY DISPLAY        Store 01 SERVC01  PORT 5007  3100
-----------------------------------------------------------------------------
| CUSTOMER NAME [redacted]                  SERIAL NO. 1G2ZG558364[redacted]
| TOTAL R/O'S   7        TOTAL SERV. DAYS 20     MAKE PN  PONTIAC          |
|---------------------------------------------------------------------------|
|LN# RO.NO.   RO. DATE.. MILES.  ADV/TECH J# T OPERATION CODE. DESCRIPTION.....|
| 6 173353   12/01/2006  26094 A     378                                   |
|                        T     44  1 W 15BUZ--STRGDIAG STEERING DIAGNOS|
|                        T     68                                |
|                        T     68  2 W 60BUZ          MEMO          |
| 7 150407   06/07/2005     2 A     82                              |
|                        T     82  1 W 45BUZ-8N/CPDI   N/C PDI DEPT    |
|                        T    324  2 W 45BUZ-DETAIL    DETAIL          |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
|                                                                        |
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Braley & Graham

PNCS173353

2200 Fulton Avenue
Sacramento, CA 95825

www.braleygraham.com
(916) 481-2200

B.A.R. # AF-140529

BUICK PONTIAC GMC Truck

E.P.A. # CAD 058948035

PNCS173353

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
86736	ED MCNANNA 378	2081	12/04/06	PNCS173353

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		26,094	GRANITE MET	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/PONTIAC/G6/G6	06/06/05	10

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z G 5 5 8 3 6 4 [redacted]		

F. T. E. NO.	P. O. NO.	P. O. DATE
		12/01/06

[redacted]
SACRAMENTO, CA [redacted]

[redacted] BUSINESS PHONE

COMMENTS

MO: 26094

LABOR & PARTS----------
J# 1 15BUZ--STRGDIAG STEERING DIAGNOSIS UNITS: TECH(S):44 68 WARRANTY
CLUNK IN STEERING WHEN TURNING-OUTSIDE SHOP SAYS THE
TIE ROD IS SEPERATING
INSPECTED AND VERIFIED THE RIGHT SIDE OUTER TIE ROD END
SEPERATING
INSTALLED NEW TIE ROD END,ALIGNED TO SPEC

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-				
JOB # 1	1	22687089	ROD KIT 6.233	WARRANTY
JOB # 1	1	Z5000	UP/CHARGE	WARRANTY
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2+60BUZ MEMO UNITS: TECH(S):68 WARRANTY
PARTS UPCHARGE

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

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------			
JOB # 1	22744	12/04/06 ENTERPRISE	WARRANTY
		TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES----------
JOB # 2 UPCHARGE WARRANTY
TOTAL - GOG 0.00

COMMENTS----------
GM WARRANTY PAYING RENTAL CAR

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 10:21am

CAUSE	CORRECTION	FLAGS
Worn Tie Rod End - Stop / Time Rod End Left Side -		
	68 Replace left Outer tie Rod Lock + W Adj Toe +	

STRAIGHT TIME (PRS)	FLAT RATE PRICE	R.O. NO. 173353	TIME	OFF	-15.3
W	00	44		ON	-14.9

STRAIGHT TIME (PRS)	FLAT RATE PRICE	R.O. NO. 173353	TIME	OFF	8.6
101	W	68		ON	7.6

Braley & Graham

PNCS173460

2200 Fulton Avenue
Sacramento, CA 95825

www.braleygraham.com
(916) 481-2200

B.A.R. # AF-140529
E.P.A. # CAD 058948035

BUICK PONTIAC GMC Truck

PNCS173460

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 86736	ADVISOR ED MCNANNA 378	TAG NO. 2126	INVOICE DATE 12/06/06	INVOICE NO. PNCS173460
[redacted] SACRAMENTO, CA [redacted]	LABOR RATE / LICENSE NO.	MILEAGE 26,137	COLOR GRANITE MET	STOCK NO.
	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6		DELIVERY DATE 06/06/05	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 12/05/06	
[redacted] BUSINESS PHONE	COMMENTS			MO: 26137

LABOR & PARTS----------

J# 1 15BUZ--STRGDIAG STEERING DIAGNOSIS UNITS: TECH(S):68 WARRANTY

CLUNK NOISE WHEN TURNING LEFT OR RIGHT
FOUND STEERING RACK INOP
REMOVE AND REPLACE STEERING RACK

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
JOB # 1	1	15858368	GEAR 6.508		WARRANTY
JOB # 1	-1	15858368	CORE RETURN		WARRANTY
JOB # 1	1	Z5000	UP/CHARGE		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2+50BUZ MEMO UNITS: TECH(S):52 WARRANTY

PARTS UPCHARGE

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

J# 3+61BUZ RENTAL UNITS: TECH(S):52 WARRANTY

CUSTOMER REQUEST FOR SHUTTLE TRANSPORTATION PER WARRANTY POLICY

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET-----	PO#--------	VEND INV#-	INV.DATE-	DESCRIPTION----------		
JOB # 1	22748	D520543	12/06/06	ENTERPRISE		WARRANTY
					TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES----------

JOB # 2 UPCHARGE		WARRANTY
	TOTAL - GOG	0.00

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 10:18am

CAUSE	CORRECTION	FLAGS
	R front fork stamping chunk	
	68 Replace R/S Rack	
	Align	
	Camber Rear	
	Fit Tow	
	R front	

STRAIGHT TIME HRS.	FLAT RATE PRICE	R. O. NO. 173460	TIME	OFF	9:6
2.4	W	EXPIR. OPER. NO. 68		ON	7:6

CSC

PNWS178869

Braley & Graham

2200 Fulton Avenue
Sacramento, CA 95825

www.braleygraham.com
(916) 481-2200

B.A.R. # AF-140529
E.P.A. # CAD 058948035

BUICK PONTIAC GMC Truck

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

PNWS178869

CUSTOMER NO. 86736	ADVISOR ED MCNANNA 378		TAG NO. 2684	INVOICE DATE 05/01/07	INVOICE NO. PNWS178869
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,499	COLOR GRANITE MET	STOCK NO.
SACRAMENTO, CA [redacted]	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6			DELIVERY DATE 06/06/05	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 04/26/07	
[redacted]	BUSINESS PHONE	COMMENTS			MO: 32499

[IN SERVICE DATE] 05/17/05

LABOR & PARTS---------- 0.00

J# 1 15BUZ--STRGDIAG STEERING DIAGNOSIS HOURS: TECH(S):68

NOISE WHEN MAKING RT TURNS CLUNK SOUND
ROAD TESTED AND FOUND NOISE COMING FROM TIRES.INSPECTED AND
FOUND THE RIGHT FRONT TIRE AT 12 PSI AND ALL OTHERS ABOVE 40
ADJUSTED TIRES PRESSURES TO CORRECT SETTINGS.RD TESTED-OK

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS----------
WAITER

 SERVICE FILE COPY-W [END OF INVOICE] 02:25pm

CAUSE	CORRECTION	FLAGS
	68 R test noise on R turns could not duplicate 40lbs LF 12lbs RF air to 35lbs on hoist no damage found	

STRAIGHT TIME	FLAT RATE PRICE	R.O. NO. 178869		TIME	OFF	
W		BY NO. 68	OPER NO.		ON	9.5

Braley & Graham

PNCS180083

2200 Fulton Avenue
Sacramento, CA 95825

www.braleygraham.com
(916) 481-2200

B.A.R. # AF-140529

BUICK PONTIAC GMC Truck

E.P.A. # CAD 058948035

PNCS180083

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 86736	ADVISOR ED MCNANNA 378		TAG NO. 2059	INVOICE DATE 05/31/07	INVOICE NO. PNCS180083
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 33,649	COLOR GRANITE MET	STOCK NO.
SACRAMENTO, CA [redacted]	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6			DELIVERY DATE 06/06/05	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 05/31/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 33649

[IN SERVICE DATE] 05/17/05

LABOR & PARTS----------

J# 1 15BUZ--STRGDIAG STEERING DIAGNOSIS UNITS: TECH(S):68 WARRANTY

DEEP CLUNK NOISE IN STEERING-LOW SPEED MANUEVERS-CUST WENT
FOR TEST DRIVE WITH DOUG
FOUND STEERING RACK INOP
REMOVE AND REPLACE STEERING RACK

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
JOB # 1	1	15858368	GEAR 6.508		WARRANTY
JOB # 1	-1	15858368	CORE RETURN		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

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

```
*************************************************************
* 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.                 *
*************************************************************
* 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

CAUSE	CORRECTION	FLAGS
	✓ check on Turns / Slow Grind noise & Replace steering gear ✓ Align- mdy Caster Camber Toe Adj R-front OK	

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 180083	TIME	
1.7		68	1.2	OFF 9.7 ON 8.5

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO. 180083	TIME	
W	d ing	68	.3	OFF 10.0 ON 9.7

PNCS181682

Braley & Graham

2200 Fulton Avenue
Sacramento, CA 95825

www.braleygraham.com
(916) 481-2200

B.A.R. # AF-140529
E.P.A. # CAD 058948035

BUICK PONTIAC GMC Truck

PNCS181682

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO. 86736	ADVISOR ED MCNANNA 378		TAG NO. 3158	INVOICE DATE 07/12/07	INVOICE NO. PNCS181682
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 35,997	COLOR GRANITE MET	STOCK NO.
SACRAMENTO, CA [redacted]	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6			DELIVERY DATE 06/06/05	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 07/12/07	
[redacted]	BUSINESS PHONE	COMMENTS			MO: 35997

[IN SERVICE DATE] 05/17/05

LABOR & PARTS

J# 1 40BUZ TRANSMISSION UNITS: TECH(S):84 WARRANTY

THUNK NOISE FROM TRANS AREA WHEN PUTTING INTO GEAR OR
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

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 20BUZ TRIM & CHASSIS UNITS: TECH(S):84 WARRANTY

REMOTE WILL NOT UNLOCK DOORS
FOUND THE REMOTE LOST ITS MEMORY
REFLASHED REMOTES AND RECHECKED-OK

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 20BUZ-1 TRIM & CHASSIS UNITS: TECH(S):84 0.00

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

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 61BUZ RENTAL UNITS: TECH(S):84 WARRANTY

OVERNIGHT TRANSPORTATION PER WARRANTY POLICY

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION

JOB # 1 181682 D525698 07/12/07 ENTERPRISE RENT A CAR WARRANTY

TOTAL - SUBLET 0.00

ESTIMATE

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

COMMENTS

ENTERPRISE RENTAL (GM WARR.) @ $42.00/DAY PO#25153 BC 07/12/07

 SERVICE FILE COPY [CONTINUED ON NEXT PAGE] 03:43pm

CAUSE	CORRECTION	FLAGS
(88) 7/12/07 Line 1 Quad trans fluid level and condition all in good shape. Ask for any codes none found road tested 4/4OK, trans operation as designed could not find any problems at this time. (Line 2 Ask Remote operation is fine (need to hold buttons down)		

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO. 181682	TIME	OFF	
W	0.5	SUP NO. / OPER NO. 84	0.5	ON	12 13.5 / 12 13.0

Braley & Graham

PNCS182920

2200 Fulton Avenue
Sacramento, CA 95825

www.braleygraham.com
(916) 481-2200

B.A.R. # AF-140529

BUICK PONTIAC GMC Truck

E.P.A. # CAD 058948035

PNCS182920

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER NO.	ADVISOR	TAC NO.	INVOICE DATE	INVOICE NO.
86736	DAN LANDERHOLM 40	3486	08/10/07	PNCS182920
[redacted] SACRAMENTO, CA [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 37,099		COLOR GRANITE MET	STOCK NO.
	YEAR / MAKE / MODEL 06/PONTIAC/G6/G6		DELIVERY DATE 06/06/05	DELIVERY MILES 10
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 3 6 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R. T. E. NO. / P. O. NO.		R. O. DATE 08/10/07	
[redacted] BUSINESS PHONE	COMMENTS			MO: 37099

```
[ IN SERVICE DATE ]   05/17/05
LABOR & PARTS-----------------------------------------------------------------
J# 1 20BUZ          TRIM & CHASSIS      UNITS:       TECH(S):52                WARRANTY
          CUSTOMER STATES-INSTALL SPECIAL ORDER PART-KEYLESS ENTRY
          REMOTE INOP
          REFER TO RO# 181682
          REPLACED AND PROGRAMED ONE RKE TRANSMITTER

PARTS------QTY---FP-NUMBER--------------DESCRIPTION-------------------UNIT PRICE-
JOB # 1       1     22733523             TRANSMITT 10.485                 WARRANTY
                                                        JOB #  1 TOTAL PARTS      0.00

                                                   JOB #  1 TOTAL LABOR & PARTS   0.00
-----------------------------------------------------------------------------------
COMMENTS----------------------------------------------------------------------
WAIT

TOTALS------------------------------------------------------------------------

*************************************************************
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* PLEASE LET US KNOW. THERE ARE SEVERAL COUPONS AND         *
* OFFERINGS GOING OUT EVERY MONTH. DON'T MISS OUT!!!        *
```

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

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 01:38pm

ADR REPURCHASE CHECKLIST

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

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

Voluntary/ Mandatory Repurchase

147847

☐ **BBB Case** **Straight**

COMPLIANCE DATE 04/10/08

ADR REQUEST NUMBER 71- 553074383

CUSTOMER NAME [redacted]

LAST SIX OF VIN [redacted]

ADR CRS Pam Saunders **EXT.** 11240

DVM Mark Erwin **PHONE** 650-207-3529

DATE ACCEPTANCE RECEIVED 10/30/07 - original
02/12/08 – offer straight

NUMBER OF DAYS FOR COMPLIANCE 45

TEAM LEAD'S SIGNATURE _____

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

COMMENTS/REASON FOR EXCEPTION: see previous Morley # 143321

Per settlement: 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.

Customer has agreed to a usage fee of $3,000.00.

File will be returned without all information above completed.

03/27/08

VIN

1G2ZG558364[redacted]

Reacquired Vehicle Disclosure Center

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

Vehicle Info

***VIN:**	1G2ZG558364[redacted]	**MSRP:**	22530.0	***TAC #:**	NA
Year:	2006	**Make:**	Pontiac	**Model:**	G6

Vehicle Comments & TAC Explanation:
Dealer did not consult TAC

***Date Reviewed with Customer:** 03/26/2008 ***Repurchase Mileage:** 37750
Original Purchase Date: 06/11/2006 *** Original Purchase Condition:** Used

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	CA		
*** Primary Owner:**					
*** Address**					
*** City**	Sacramento	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**	[redacted]	*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Clunk noise heard in steering that lead to failure and replacement of steering rack.

UCC Codes (M0306) Steering - Gear / Rack and Pinion - Inoperative
(M0110) Steering - General - Noise

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	AmeriCredit	**Account #:**	[redacted]
Contact or Attention:	Special Finance				
Address	P. O. Box 78143				
City	Phoenix	**State**	AZ	**ZIP Code:**	85062
Day Phone:	209-473-3199	**Fax:**	877-912-9660	**E-mail:**	www.americredit.c..

Original Selling Dealer

*** Dealer #:**	112152	**Dealer Name:**	TRACY CHEVROLET-BUICK-OLDSMOBILE GEO		
Region:	10	**District:**	1152		
*** Phone:**	(209) 835-4500	**Fax:**	(209) 835-6246		
*** Contact Name:**	Mark Guardado	*** Contact Title**	Sales Manager	**E-Mail:**	

Repurchasing Dealer: -

*** Dealer #:**	235180	**Dealer Name:**	HUBACHER CADILLAC, INC.		
Region:	10	**District:**	9152		
*** Phone:**	916-561-5151	**Fax:**	(916) 929-3641		
*** Contact Name:**	Jerry Barsotti	*** Contact Title**	General Manager	**E-Mail:**	Jerry_Barsotti@Hu..

Repair

*** Contact Name:**	Dan Nelson	*** Contact Title**	Service Manager

Vehicle Location: -

Reacquired Vehicle Disclosure Center

Case Number: 147847
Originator Name: Pamela Saunders pamela_saunders@gmexpert.com
Created Date: 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:** 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 date of purchase.

Disposition:

*** Processing Instructions:** Auction

Transaction Details

Group	Responsible	Formula	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
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

OLD

2006 G6 - 6CYL SEDAN
59U GRANITE METALLIC /V6G
19B EBONY
ORDER NO. HZWT57/FDR STOCK NO.
VIN 1G2 ZG55 83 64[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD51350773

**********16*23048S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2ZG69 G6 - 6CYL SEDAN	20930.00	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 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	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	
TOTAL	22530.00	19461.56	PAY 310 19461.56

****

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

****

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

BRALEY & GRAHAM BUICK, PONTIAC, GMC

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

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE INTEREST FINANCE CHARGE

Dealer Number _____ Contract Number _____ R.O.S. Number _____ Stock Number P16056

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] SACRAMENTO CA [redacted] SACRAMENTO	TRACY CHEVROLET BUICK GMC 3400 AUTO PLAZA WAY TRACY CA 95376

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

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2005	PONTIAC G6	Tales	1G2ZG58B3[redacted]	☐ Personal, family, or household ☐ Business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total price of your purchase on credit, including your down payment of $ [illegible]
13.93 %	$ 9659.36 (e)	$ 19638.16	$ 29297.52 (e)	$ [illegible] (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	
One Payment of	N/A	
48 Payments	$ 488.31	Monthly Beginning [illegible]
N/A Payments	$ N/A	Monthly Beginning [illegible]
One Final Payment	$ 488.31	[illegible]

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of [illegible] of the payment that is late.

Prepayment: If you pay off all your debt early, you may be entitled to a refund of part of the finance charge.

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

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

ITEMIZATION OF THE AMOUNT FINANCED

1. Total Cash Price
   A. Cash Price of Motor Vehicle and Accessories $ 17999.00 (A)
      1. Cash Price of Vehicle $ N/A
      2. Cash Price of Accessories $ N/A
      3. Other (Nontaxable) N/A $ N/A
         Describe N/A $ N/A
   B. Document Preparation Fee (not a governmental fee) $ 85.00 (B)
   C. Smog Fee Paid to Seller $ N/A (C)
   D. Sales Tax on taxable items (A+B+C) $ 1395.41 (D)
   E. Optional DMV Electronic Filing Fee $ N/A (E)
   F. (Optional) Service Contract $ N/A (F)
   G. (Optional) Service Contract $ N/A (G)
   H. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (H)
   (less downpayment and trade-in calculation)
   I. (Optional) Gap Contract (to whom paid) N/A $ 500.00 (I)
   J. Other (to whom paid) _____ $ N/A (J)
   For _____
   Total Cash Price (A through J) $ 19912.41 (1)
2. Amounts Paid to Public Officials
   A. License Fees ESTIMATED $ 179.00 (A)

STATEMENT OF INSURANCE

Notice: No person may require you to purchase insurance in connection with the purchase of a motor vehicle or obtain insurance through a particular insurance company, agent or broker. Your decision to buy or not buy other insurance or to obtain credit life and credit disability insurance will not be a factor in the credit approval process.

Vehicle Insurance

	Term	Amount
N/A Ded. Comp. Fire & Theft	Mos.	N/A
N/A Ded. Collision	Mos.	N/A
N/A Liability	Mos.	N/A
N/A Bodily Injury	Mos.	N/A
N/A Property Damage	Mos.	N/A
N/A	Mos.	N/A
N/A	Mos.	N/A
Other Insurance Purchased		N/A

Unless a charge is included in this agreement for public liability or property damage insurance, payment for such coverage is not provided in this agreement.

You may buy the insurance from any company you choose who is acceptable to us. You are not required to buy any insurance from Seller.

Buyer _____ Date _____

Seller [redacted]

Any insurance purchased elsewhere must be acceptable to us. Insurance from the dealer/creditor company will usually be more expensive.

Application for Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

	Term	Premium
Credit Life N/A	Mos.	$ N/A
Credit Disability N/A	Mos.	$ N/A
Total Credit Insurance Premium		$ N/A (5)

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. The insurance may not pay all you owe on the contract if you make late payments. Credit disability insurance does not cover any increase in your payment or the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is given above.

You are applying for the credit insurance marked

For

1. Total Cash Price (A through G) $ 19942.41 (1)
2. Amounts Paid to Public Officials ESTIMATED
   A. License Fees $ 179.00 (A)
   B. Registration/Transfer/Titling Fees $ N/A (B)
   C. California Tire Fees $ 8.75 (C)
   D. Other N/A $ N/A (D)
   E. Other N/A $ N/A (E)
   Total Official Fees (A through E) $ 187.75 (2)
3. Amount Paid to Insurance Companies
   (Total premiums from Statement of Insurance column 4 + b) $ N/A (3)
4. Smog Certification & Estimated Fee Paid to Seller $ 8.00 (4)
5. Subtotal (1 through 4) $ 20138.16 (5)
6. Total Downpayment
   A. Agreed Trade-In Value Yr. Make Model VIN $ N/A (A)
   B. Less Trade-In Credit Balance $ N/A (B)
   C. Net Trade-In (A minus B) (not less than zero) $ N/A (C)
   D. Cash Downpayment $ N/A (D)
   E. Manufacturer's Rebate $ N/A (E)
   F. Other N/A $ N/A (F)
   G. Cash $ 500.00 (G)
   H. Total Downpayment (C through G) $ 500.00 (6)
   (If negative, enter zero and Seller is unable sell that car at a profit, enter one in above)
7. Amount Financed (5 less 6) $ 19638.16 (7)
   Seller may keep part of these amounts.

BUYER MAY BE REQUIRED TO PLEDGE COLLATERAL FOR THE LOAN, AND WILL BE REQUIRED TO MAKE MONTHLY PAYMENTS ON BOTH THE RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan N/A
Amount N/A Insurance Premiums N/A
Date N/A Payoff N/A
Insurance Co. N/A
Date the Loan Is Expected to Fund

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us, unless the following box is checked.

☐ Name of autobroker receiving fee, if applicable.
N/A

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer, sign here, the provisions of the Rescission Rights section, on the back of this contract, shall be waived and if Seller is unable to assign this contract to a fin[redacted]
Buyer [redacted] Co-Buyer X

Option N/A: pay AT THE INSURANCE AND AMOUNT FINANCED, ITEM 7, IS paid in full on or before [redacted] SELLER'S INITIALS

BY THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AT THE TIME THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE [redacted] DERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

BY X [redacted] X

Representations of Buyer: 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 payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.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 [redacted] d the difference to you.

Buyer [redacted] Co-Buyer X

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 indebtedness evidenced by this agreement.

If 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 city attorney, the district attorney, or the [illegible]

not pay all you owe on the contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends 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 marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible 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 disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS. (Refer to "Total Disabilities Not Covered" in your policy for details.)

You want to buy the credit insurance.

X N/A

Signature Buyer's Signature Age

N/A

Date Date Signature Co-Buyer's Signature

OPTIONAL GAP CONTRACT: [illegible]

Term [redacted]

You want [redacted]

Buyer X

OPTIONAL SERVICE CONTRACT(S): You want to purchase a service contract(s) under which we will pay company set or the same as shown in Item 6 Paragraph [illegible] charge(s) shown in Item 6 Paragraph [illegible] above.

N/A

Term N/A Miles

Cost N/A

Buyer N/A

HOW THIS CONTRACT CAN BE CHANGED: [illegible] contains the entire agreement between you and us. It can only be changed by a written agreement signed by you and us. [illegible]

[redacted]

Buyer X Co-Buyer X

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. UNDER UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER WHOLLY OR TO THE AMOUNT OF THE UNPAID BALANCE. IN THE EVENT OF A LOSS, IF THERE IS SUCH COVERAGE, YOU MAY NOT RECEIVE FOR YOUR PROTECTION. IF YOU DO NOT HAVE FULL COVERAGE, YOU MAY BE LIABLE TO THE DEALER FOR THE AMOUNT OF THE DAMAGE TO OUR VEHICLE. YOU SHOULD CONTACT YOUR INSURANCE AGENT.

[redacted]

[redacted]

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 indebtedness evidenced by this agreement.

[redacted]

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 law does not provide for a cooling off period for vehicle sales. The terms of your deal are set when the contract is signed. Once the vehicle is delivered, you may change your mind. Once the vehicle is delivered, you should be aware that it is illegal to drive it off the lot with plates on it.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT WE GAVE IT TO YOU AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED IN COPY WHEN YOU SIGNED IT.

[redacted]

Buyer Signature X Buyer Signature X

Date

[redacted]

GUARANTY

[redacted]

Guarantor 06/17/2006 Date 06/17/2006

N/A

Address

[redacted]

Seller Signature 06/17/2006 Date By

JN 12, 2006 F&I - DEAL WORKSHEET CA.1 Store 01 FANDI01 PORT 5006 4770

IERO,TONYA 2006 PONT G6 4 DOOR SEDAN

. DEAL NO	23515	13 WARR PREM		25 TAX RATE	7.75
! DEAL DATE	06/11/2006	14 TOC		26 LUX TAX (Y/N)	N
; STOCK NO	P16066 5	15 AFTERMARKET		27 SIMP INT (Y/N)	N
! PRICE	17999.00	16 SMOG FEE	0.00	28 1 PAY DAYS	0
; TERM	72	17 SMOG CERT	8.00	29 MSRP	
5 RATE/APR	13.99	18 TIRE FEE		30 COUNTY CODE	SA
7 AOR	8.05	19 GAP PREM	500.00		
3 DAYS	45	20 LIC FEE	179.00	PYMT DATE	07/26/2006
9 TRADE #1	0.00	21 OVER RIDE LIC FEE	N	OPEN RO#	
) PAYOFF #1		22 MISC LIC	8.00	STATUS	C
1 CASH DOWN	500.00	23 DOC FEE	45.00		
2 REBATE		24 UPFIT			

ADDL COMMANDS	I/I#=INSURANCE	X/X#=LEASE CONV	<F12>=CLOSE DEAL
=CREDITMASTER	J=DEAL REVIEW	Z=MINI QUICK QUOTE	SH<F9>=SALES MGR REVIEW
=CREDIT REPORT	L=CLEAR DEAL	<F10>=DEAL RECALL	SH<F10>=DISP GROSSES
D#=DESK DEALS	N=ROLL PAYMENT	<F11>=STORE DEAL	<CTRL>I=MO PYMTS (INS)
=DEALERLINK	Q/Q#=BANK SELECT	E=DELIVER DEAL	<CTRL>O=MO PYMTS (TERM)

LINE#) (M=MODIFY) (COMMAND) NO CR
IFT F1=FKEYS BANK= MONTHLY PYMT (6) 406.73

App DD #129384

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.

********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

REGISTRATION CARD VALID FROM: 06/08/2007 TO: 06/08/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
PONT	2006	2005	EC	2006	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE ID NUMBER
SD	G	NT	1G2ZG558364[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE	06/08/07	34	06/08/07	8	[redacted]

PR EXP DATE: 06/08/2007

REGISTERED OWNER
[redacted]

AMOUNT PAID
$ 168.00

AMOUNT DUE
$ 168.00

AMOUNT RECVD
CASH :
CHCK : 168.00
CRDT :

SACRAMENTO
CA [redacted]

LIENHOLDER
AMERICREDIT FNCL SVCS
PO BX 182673

ARLINGTON
TX 76096

H05 B59 5G 0016800 0138 CS H05 060807 11 5NKP334 776

BBB AUTO LINE

February 12, 2008

[redacted]
SACRAMENTO CA [redacted]

Re:caset PGM0752398: [redacted] vs Pontiac/GMC Division 1G2ZG558364 [redacted]

Dear [redacted]

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

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

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

71-553074383

Customer Claim Form

Contact Date: 09/01/07 Start Date: 09/04/07 Case Number : PGM0752398

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]

SACRAMENTO, CA [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone:
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☐Business☐Both Percentage of time vehicle used for business purposes:
Transmission Type: Number of vehicles registered in California by vehicle owner/lessee:
Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 37750
Vehicle Identification Number: 1G2ZG558364[redacted]
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
Purchased As : ☐ New ☒ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: AmeriCredit
Address: P.O. Box 183593
City/St/Zip: Arlington, TX 76096
Phone: ( ) -
Lienholder Acct # :

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

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

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.

Signature of Titled Owner(s): _____ Date_____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUTO LINE Arbitration Rules.

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

Customer Name: [redacted]

Case Number: PGM0752398

First Repair Attempt (any reported problem) Date: 12/01/06 Mileage: 26094
Last Repair Attempt (last reported problem) Date: _____ Mileage: _____
Total Days out of Service: _____

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Bad Tie Rod and Steering Rack	yes				

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

AMERICREDIT

BILLING STATEMENT

PAYMENT ADDRESS ONLY P.O. BOX 78143 PHOENIX, AZ 85062-8143

CORRESPONDENCE ADDRESS * P.O. BOX 183593 ARLINGTON, TX 76096

Customer Service
(800) 411-2884
www.americredit.com

Account Number: [redacted]

#BWNCCPL
#0372804530401103#
[redacted]
Sacramento, CA[redacted]

Payment Due

Past due payments:	$0.00
Late fees:	$0.00
Current payment due:	$406.91
Total amount due:	$406.91

Due Date
October 26 2007

* **NOTE:** Send all communication and notices to the correspondence address above. Remember to send payments to the payment address only.

Statement Date	Vehicle	Payments Received	Current Balance
10/07/07	2006 Pontiac	15 of 72	$18,957.73 *

Transaction Summary

Date	Activity	Amount
Oct 05 2007	Payment received. Thank you]	-$406.91
	Loan payment: -$406.91 ($190.02 principal + $216.89 interest)	
Oct 05 2007	Late fee payment	-$19.00
	Past due amount	$0.00
	Current payment due	$406.91
	Total amount due	$406.91

Important Notice About Your Insurance
Our records indicate that we have not received valid insurance for your account. You are required by your Motor Vehicle Contract to maintain automobile insurance. Please have your insurance company send a copy of your policy to the address on the reverse side of this statement under 'Insurance Information'. If you have any questions regarding your insurance coverage, please contact the Insurance Service Center at (800) 360-6406 and enter the following access code: [redacted]

* Current balance above does not reflect the payoff amount for your account. Please see reverse side for details.

Important Messages

View your account information 24/7

Want convenient access to your account information 24 hours a day, 7 days a week? You've got it with *My Account* online! By registering for *My Account* you can:

- Make a payment online*
- View your current balance
- Update your contact information
- Request a payoff and more

Visit www.americredit.com today to sign up for *My Account*!

* A Western Union fee may apply.

SC0113-00K

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

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

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

Section 2

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

Section 3

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

Section 4

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

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 PONTIAC/GMC DIVISION
59U GRANITE METALLIC /V6G GENERAL MOTORS CORPORATION
19B EBONY 100 RENAISSANCE CENTER
ORDER NO. HZWT57/FDR STOCK NO. DETROIT MI 48243-1114
VIN 1G2 ZG55 83 64[redacted] VEHICLE INVOICE 2AD51350773
**********16*23048S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2ZG69 G6 - 6CYL SEDAN	20930.00	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 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	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	
TOTAL	22530.00	19461.56	PAY 310 19461.56

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

REMIT TO GMAC NO. 085
BRALEY & GRAHAM BUICK, PONTIAC, GMC VIN 1G2ZG558364[redacted]
$ 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 regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider?
☐ YES ☒ NO
If yes, name of provider: _____ Date:_____
Case Number: _____

Titled Owner(s) Name&Address

[redacted]
VACAVILLE, CA [redacted]
Day Phone: [redacted] Evening Phone: [redacted] Cell Phone: [redacted]
Fax Number: E-mail Address: [redacted]
Customer Contact Info:

Vehicle Information
Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☐Business ☐Both
Percentage of time vehicle used for business purposes:
Transmission Type:
Number of vehicles registered in California by vehicle owner/lessee:
Make: Pontiac/GMC Model: Sierra [redacted] Model Year: 2007 Current Mileage: 6000
Vehicle Identification Number: 2GTEX63867[redacted]
Servicing Dealer/City/State : Michael Stead Buick Pontiac GM,
Selling Dealer/City/State : Michael Stead Buick Pontiac GMC, Walnut Creek, CA
Insurance Carrier : Farmers Insurance 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: 04/05/07 Mileage at purchase: 1
Purchased As : ☒ New ☐ Used ☐ Demo
Is the vehicle in your possession? yes
Lienholder's Name: None
Address: _____
City/St/Zip: _____
Phone: ( ) -
Lienholder Acct #:

Lease Date: Mileage at lease:
Leased As : ☐ New ☐ Used ☐ Demo
Is the vehicle in your possession?
Leasing Company's Name:
Address:
City/St/Zip:
Phone:
Leasing Company's Acct #:

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

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

Customer Claim Form

Customer Name: [redacted]

Case Number: PGM0755337

Vehicle Concerns

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

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

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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: [redacted]
71-553074383
2006/Pontiac/G6
VIN # 1G2ZG558364[redacted]

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: [redacted]
71-553074383
2006/Pontiac/G6
VIN # 1G2ZG558364[redacted]

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	[redacted]	Olivia Costello

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:	Date:
1G2ZG558364[redacted]	April 9, 2009

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$17,999.00	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$179.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Tire Fees	$8.75	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$1,398.41	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$4,386.02	7	Other-Explain	$0.00
8	Denominator	100,000	8	Smog Fee	$8.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Doc Fee	$45.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$24,024.18**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$3,000.00	11			11		
12			12	*** Usage/Depreciation**	**$3,000.00**	12	*** Usage/Depreciation**	**$3,000.00**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$24,016.18**	22	**Total Deductions**	**$3,000.00**	22	**Total Deductions**	**$3,000.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$21,024.18**	24	**Total Refund to Customer**	**-$3,000.00**
25	**OR**		25	Loan Payoff good thru 4/25/08	$16,196.53	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$4,827.65**	26	(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	0	28	**Total Repurchase**	**$21,024.18**	28	**Total Repurchase**	**-$3,000.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$21,024.18**	31	**Projected Loss**	**-$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	
		ACV=actual cash value		Form Rev. 04/28/2006	

PONTIAC

Thursday, April 10, 2008

[redacted]

Sacramento, CA [redacted]

BBB Arbitration Decision - Straight

Subject: Repurchase of 2006 Pontiac G6
VIN: 1G2ZG558364[redacted]
Ref SR: 71-553074383 V-147847

Dear [redacted]

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

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. *I* can be reached at 866-802-6625 x 1187 if you have any questions or concerns. [redacted]

April 10, 08

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)

GM DealerWorld - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address [redacted] Go Links

Vehicle Identifier

Vehicle Category: GM, New
Division: Pontiac
VIN: 1G2ZH158964[redacted]

Customer Information

Plan Customer: Individual
Customer Type: Owner
[redacted]
Lewiston, Minnesota, United States [redacted]
Home Phone:
Primary Language: English
Secondary Language:

Sales Information

Dealer Code: 32888
Action: Add Protection Plan
Odometer: 21000
Delivery Date: 01/03/2008

Plan Lienholder

Lienholder Type: Other
Pontiac
P.O. Box 33172
Detroit, Michigan - 48232

Protection Plans

Plan Purchase Date: 01/03/2008
In Service Date: 01/03/2008

Plan Type: Major Guard Retail
Term: 48
Mileage Limit: 72000
Deductible: 0
Rental Type: Standard
Plan Price: $ 0.00
Tax: $ 0.00
Total: $ 0.00

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GM DealerWorld - Microsoft Internet Explorer

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Address https

GM DealerWorld - Microsoft Internet Explorer

GM OrderWORKBENCH Close Window

Transaction Details

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

VIN: 1G2ZH158964[redacted]
Dealer Code: 32888
Transaction Date: 01/03/2008
Transaction Type: GM Protection Plan
Transaction Messages:
1097 - GMPP sent to MIC

Status: Pending
User ID: [redacted]
User Role: Central Office Administrator
Timestamp Date: 2008-01-11-10.49.48.730395

Done Internet

HOME ADD ORDERWorkb PLAN & FORECA

Report Veh Information

Vehicle & C

This screen is th submit a request customer inform report.

Vehicle Identif
Vehicle Categ
GM, New
Division*:
Pontiac
VIN*:
Full VIN

Dealer Identifi
Division*:
Pontiac

Sales Informat

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January 12, 2011

[redacted]
Lewiston, MN [redacted]

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

Dear [redacted]:

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

- 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 www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

January 12, 2011

[redacted]
Lewiston, MN [redacted]

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

Dear [redacted]

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

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

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

Sincerely,

Pontiac Customer Assistance Center

January 31, 2011

[redacted]
North Wales, PA[redacted]

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

Dear [redacted]

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

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

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

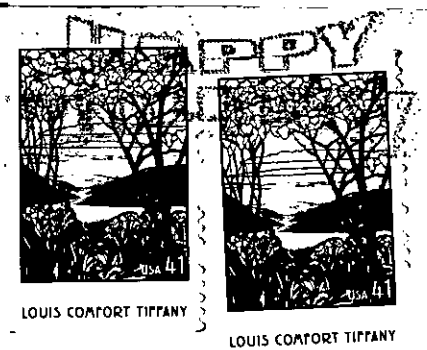
Sincerely,

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.

[redacted]
North Wales, PA
[redacted]

PHILADELPHIA PA 191
15 DEC 2007 PM 5 T



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

DEC 18 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/14/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52865F[redacted]

Mileage at Time of Repair: _____ Date of Repair: JUNE 26TH 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: NORTH WALES State: PA ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ $125.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

December 2007

[redacted]

North Wales, PA [redacted]

Dea[redacted]

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

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

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

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

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

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

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

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

[redacted]

NORTH WALES, PA. [redacted]

I, [redacted] AM REQUESTING A REIMBURSEMENT FROM CHEVROLET MOTOR DIVISION FOR THE DEDUCTABLE COST TO MY SELF FOR THE REPAIR TO MY 2005 CHEVY MALIBU. THE REPAIR WAS CLEARLY STATED ON INVOICE AS A POWER STEERING FAILURE, THAT YOUR COMPANY IS OFFERING TO REIMBURSE.

I TRULY HOPE THAT MY REQUEST FOR $125.00 (AS STATED ON THE PROPER FORM) WILL BE HONORED. THANK YOU.

SINCERELY,

[redacted]

[redacted]

NORTH WALES, PA [redacted]
INSERVICE|

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

CHEVROLET

SERVICE ADVISOR **DONALD A COCCIMIGLIO**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25JUN07	25JUN07	3938A	1G1ZT52865F[redacted]	22113	[redacted]		26JUN07	305644

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:46	14:28	05	CHEVROLET MALIBU	[redacted]	98.50	12SEP05	43	43

MILEAGE IN	MILEAGE OUT	LICENSE NO.
38800	38802	3938A

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL

A OWNER STATES PS NOT WORKING
CAUSE: FAULTY SENSOR
E7680 COLUMN ASSEMBLY, STEERING - REPLACE
67 EHRESMANN JR,GERALD LIC#:
1056
WCP 1.60 (N/C)
1 15926870 COLUMN (N/C)
FC: C0545
PART#: 15926870
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

B** TOWING
CAUSE: TOWING
T2020 TOWING
67 EHRESMANN JR,GERALD LIC#:
1056
WCP 0.00 (N/C)
FC: 98 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:

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

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

[redacted]
CUSTOMER SIGNATURE

CUSTOMER COPY

[redacted]
NORTH WALES, PA [redacted]

BRYNER CHEVROLET Inc.
140 YORK ROAD
JENKINTOWN, PA 19046
PHONE (215) 886-3140
Fax(215) 886-7570
www.brynerchevy.com

CHEVROLET

SERVICE ADVISOR **DONALD A COCCIMIGLIO**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
25JUN07	25JUN07	3938A	1G1ZT52865F[redacted]	[redacted]	[redacted]		26JUN07	305644

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
10:46	14:28	05	CHEVROLET MALIBU	[redacted]	98.50	12SEP05	43	43

MILEAGE IN	MILEAGE OUT	LICENSE NO.
38800	38802	3938A

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
MA					
SUBL ABTOW					
	WCP				(N/C)
SUBL ABTOW 17332					
	CTW			25.00	25.00
CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER					100.00

COPY

INVISA TO BE REIMBURSED FOR THIS AMOUNT

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	25.00
MISC. CHARGES	0.00
TOTAL CHARGES	125.00
LESS INSURANCE OR DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	125.00

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

[redacted]
CUSTOMER SIGNATURE

PAID
JUN 26 2007
By

In a few weeks Chevrolet Motor Division will send you a survey for warranty service performed on your vehicle. If anything during your service visit should not allow you to answer "COMPLETLY SATISFIED" on your Chevrolet Survey PLEASE contact your service consultant listed at the top of this invoice.

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

GM

CHECK **No.** [redacted]

50-937
213

VOID VOID VOID VOID

DATE 01/08/08

AMOUNT

**********125 DOLLARS ****00 CENTS **********125.00

PAY TO THE ORDER OF

[redacted]
NORTH WALES PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000161 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/08/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52865F[redacted]	01/07/08	VM 1-9QYGOL 71-589473473.1-9QYGOL	00.0000	125.00	.00	125.00
			TOTAL	125.00	.00	125.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

AP13CK

January 31, 2011

[redacted]
Franklin, NH [redacted]

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

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the 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.

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/09/08

**************496 DOLLARS ****43 CENTS

AMOUNT **************496.43

PAY TO THE ORDER OF

[redacted]
FRANKLIN NH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000161 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/09/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT648X5F[redacted]	01/08/08	VM 1-9R7041	00.0000	496.43	.00	496.43
	71-589523308.1-9R7041					
TOTAL				496.43	.00	496.43

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

AP13CK

Print to Open

EXTREMELY URGENT Please Rush To Addressee

Schedule package pickup right from your home or office at usps.com/pickup

Print postage online - Go to usps.com/postageonline

EXPRESS MAIL ENVELOPE POSTAGE REQUIRED

Recycled Paper

PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY

EXPRESS MAIL
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ORIGIN (POSTAL SERVICE USE ONLY)

PO ZIP Code: 03289

Day of Delivery: Next ☐ 2nd ☐ 2nd Bus. Day

Postage: $ 16.25

Scheduled Date of Delivery: Month 12 Day 18

Return Receipt Fee: $

Date Accepted: Mo. 12 Day 17 Year 05

Scheduled Time of Delivery: ☑ Noon ☐ 3 PM ☐ Military

COD Fee: $

Insurance Fee: $

Time Accepted: ☐ AM ☐ PM

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Int'l Alpha Country Code: UPGRR

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EMS

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Delivery Attempt: Mo. Day Time ☐ AM ☐ PM Employee Signature

Delivery Date: Mo. Day Time ☐ AM ☐ PM Employee Signature

CUSTOMER USE ONLY

[redacted]

TO: (PLEASE PRINT) PHONE ([redacted]

[redacted]

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WINDOWS • SIDING • ROOFING
P.O. Box 660, Winnisquam, NH 03289

DEC 18 2007

REIMBURSEMENT DEPARTMENT
PO BOX 33170
DETROIT, MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT648X5F[redacted]

Mileage at Time of Repair: 56,194 Date of Repair: 9-13-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Franklin State: NH ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): same

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:

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

Route 106 • P.O. Box 129
LACONIA, NH 03246
(603) 524-0552 • (800) 339-0552
FAX MAZDA 524-4716 • FAX GM 528-1943
www.mcgreevyauto.com

McGREEVY

COPY

CONTROL #	SERVICE ADVISOR	HAT #	INVOICE DATE	INVOICE #
8392	HENRY YIP	88	09/13/07	BUCS51940
[redacted]	LABOR RATE / PLATE # -HIDE	CURRENT MILES 56,194	EXTERIOR COLOR SILVER/	STOCK #
FRANKLIN, NH [redacted]	VEHICLE DESCRIPTION 05/CHEVROLET/MALIBU/4 DOOR COUPE		DELIVERY DATE	DELIVERY MILES
	VIN # 1G1ZT648X5F[redacted]		DLR. MFG. #	PRODUCTION DATE
	FED. TAX EXEMPT #	P. O. NO.	W.O. DATE 09/06/07	
HOME PHONE	WORK PHONE	COMMENTS		MO: 56194

JOB# 1 CHARGES

LABOR
J# 1 45BUZ STEERING/SUSPENSION TECH(S):147 — 117.59
REPLACE POWER STEERING MOTOR PART# 15775370
1.5
TORQUE INPUT SENSOR FAILING
REPLACED COLUMN WITH NEW SENSOR
TESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6'518	359.00	359.00
				TOTAL - PARTS	359.00

G.O.G. & SUPPLIES
FREIGHT (PARTS) — 19.84
TOTAL - GOG 19.84

JOB# 1 TOTALS

LABOR	117.59
PARTS	359.00
G.O.G.	19.84
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL	496.43

TOTALS

TOTAL LABOR....	117.59
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	19.84
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**496.43**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

- State Of The Art Testing Equipment
- Courtesy Transportation Within Local Area
- Official N.H. Inspection Station
- Late and Early Bird Drop Off
- Rentals at Preferred Rates
- Factory Trained and ASE Certified Technicians

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Monday through Friday
8:00 am - 5:00 pm
Saturdays
8:00 am - 12:00 pm

COMPLETE BODYSHOP AND PAINT FACILITY
"Imports"
FREE ESTIMATES
"Domestic"

DEC 17, 2007 R/O CLOSE OUT Store 01 SERVC01 PORT 5006 3651

X. R/O NO. 51940 TYPE SERVICE	11. ADVISOR 88
1. CUSTOMER [redacted]	12. DATE IN 09/06/2007
	13. TIME IN 11:24am
FRANKLIN NH [redacted]	14. DATE PR 09/06/2007
	15. TIME PR 10:00pm
PHONE(B) [redacted] PHONE(H) [redacted]	16. TAG NO.
	17. MI I/O 56194/56194
2. SERIAL# 1G1ZT648X5F[redacted] PROD DT	18. PO NO.
LICENSE# -HIDE STK# DEL	19. COMMENTS
DESC. CV MALIBU SILVER 05	20. RECOMMEN

P A Y M E N T S

CUSTOMER#	NAME	AMOUNT	PAY TYPE
8392	HEIDI L WOLF	496.43	C/CARD

AMOUNT	496.43	PAYMENT	496.43	BALANCE	0.00

(E=ENTER) (F=FORWARD)

COPY

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

CDR File Information

Vehicle Identification Number	1G2ZH558564[redacted]
Investigator	DONALD WADE
Case Number	71-589542423
Investigation Date	Thursday, January 24 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZH558564[redacted].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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. 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
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  00 0A 00 00 0A 53 52
$07  00 20 00 00 00 00 00
$08  F0 8F 00 00 00 00 00
$09  00 65 3B 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 01 01 0F 01 00 00
$0C  80 00 80 00 00 00 00
$0D  FE F2 C0 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  BA 00 00 00 00 00 00
$10  47 32 5A 48 35 35 38
$11  35 36 34 32 36 30 30
$12  38 36 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 03 02 02 00 00 00
$18  02 02 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 00 00 67 00 7A 00
$1C  3F 00 00 06 00 1A 00
$1D  00 00 00 00 00 00 00
$1E  4F 4F 00 4F 00 01 00
$1F  31 C0 00 00 00 00 00
$20  40 00 00 00 00 00 00
$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
$2A  00 00 00 00 00 00 00
$2B  00 00 00 00 00 00 00
$2D  00 00 00 00 00 00 00
$2E  00 FF F0 0E 3C 00 00
$2F  00 FE 0E 3C 00 00 00
$30  9D 00 00 00 00 00 00
$31  FF FF FF FF FF 80 00
$32  F8 80 FF 80 00 00 00
$33  FF FF FF FF FF 80 00
$34  FF FF FF FF FF 80 00
$35  FF FF FF FF FF 80 00
$36  FF FF FF FF FF 80 00
$37  F8 80 F8 0F 0F CA FE
$38  FF 80 C0 80 FF C0 FC
$39  FF FF FF FF FF 80 00
$3A  FF FF FF FF FF 80 00
$3B  7F 0F 1F 1F 3F 00 00
$3C  FF FF FF FF FF FF C0
$3D  FF FF FF FF FF FF 00
$3E  FF FF FF FF 00 00 00
$3F  00 00 F0 00 00 00 00
$40  E0 FF 00 00 00 00 00
$41  F8 F8 90 00 00 00 00
$42  80 F        FF 00 00
```

```
$43  FF FF FF 00 00 00 00
$44  FF FF FF FF FF FF 00
$45  FF FF FF FF FF FF 00
$46  FF FF FF FF FF FF 00
$47  FF FF FF FF FF FF 00
$48  FF FF FF FF FF FF 00
$49  FF FF FF FF FF FF 00
$4A  FF FF FF FF FF FF 00
$4B  FF FF FF FF FF FF 00
$4C  FF FF FF FF FF FF 00
$4D  FF FF FF FF FF FF 00
$4E  FF FF FF FF FF FF 00
$4F  FF FF FF FF FF FF 00
$50  FF FF FF FF FF FF 00
$51  F0 00 00 F0 00 00 00
$52  81 FF FF FF 00 00 00
$53  FF FF FF 00 00 00 00
$54  82 FF FF 00 00 00 00
$55  FF FF FF FF FF FF 00
$67  A0 FF 00 00 00 00 00
$68  F8 F8 90 C0 00 00 00
$69  80 FF FF FF FF 00 00
$6A  FF FF FF 00 00 00 00
$6B  FF FF FF FF FF FF 00
$6C  FF FF FF FF FF FF 00
$6D  FF FF FF FF FF FF 00
$6E  FF FF FF FF FF FF 00
$6F  FF FF FF FF FF FF 00
$70  FF FF FF FF FF FF 00
$71  FF FF FF FF FF FF 00
$72  FF FF FF FF FF FF 00
$73  FF FF FF FF FF FF 00
$74  FF FF FF FF FF FF 00
$75  FF FF FF FF FF FF 00
$76  FF FF FF FF FF FF 00
$77  FF FF FF FF FF FF 00
$78  F0 00 00 F0 00 00 00
$79  81 FF FF FF 00 00 00
$7A  82 FF FF 00 00 00 00
$7B  FF FF FF FF FF FF 00

$01  41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02  01 02 03 04
$03  41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04  01 02 03 04
$05  42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06  FF FF FF FF
$07  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08  FF FF FF FF
$0D  41 48 36 34 37 33 52 35 33 34 33 33 39 44 56 5A
$0E  01 5A 39 A4
$0F  41 4A 36 34 37 33 52 35 33 32 35 32 38 54 39 58
$10  01 5A 39 A4
$13  42 52 39 38 32 30 44 31 36 30 36 30 34 4D 4E 59
$14  16 46 3D 35
$17  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18  FF FF FF FF
$21  32 16 B8 0B 5E 11 91 9A
$22  53 52
$23  32 5A FA FA FA FA FA
$24  32 5A FA FA FA FA FA
$25  32 5A FA FA FA FA FA
$26  32 5A FA FA FA FA FA
$40  00 00
$41  3F 00 00 06 00 1A
$42  D0 E4
$43  00 00 8E 80
```

```
$44  C6 00 00 FC 80 C0
$45  07 01 07 01 05 01
$46  00 0F 0F 64 64
$47  0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 35 33 35 32 32 31 34 35 4A 4E 20 20 20 20
$B7  50 AA 01 0F 02
$B8  54 41 68 06 15
$C1  30 46 30 32
$CA  30 46 30 32
$CB  00 F0 B6 78
$CC  00 F0 B6 78
$D1  00 00
$DB  00 00
$DC  00 00
```

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]

Mileage at Inspection: **{31623**_____ Inspection Location: **{Hittle Pontiac-Buick-GMC,1270 Sweitzer_**
{Street,Greenville,OH 45331_____
Inspector's phone number: **{317-258-4959**__ Inspected By: **{Donald Wade**_____

Section 1 INSPECTION SUMMARY

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 Incident Date and Time: **{01-17-08,7:35am**_____
Interview date: **{1-21-08**_____
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 injuries to the Driver: **{No injuries**_____
{_____
Describe where other occupants were seated & extent of any injuries: **{There were no other occupants in vehicle.**
{_____
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted] Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

What was the exact location of the incident. {Snowing_____
Driving conditions at the time of the incident:
Weather conditions & Visibility: **{Cold,snowing**_____Approximate Temp (^{o}F): **{**_**Unknown**_____
Road Surface: ☐ Concrete xAsphalt ☐ Gravel ☐Crushed rock ☐ Dirt
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: **{**_____
Posted Speed Limit **{55**_____
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.): **{5 minutes**_____ Distance (miles): **{2 blocks**_____
Estimate of vehicle speed: **{30**_ mph Source of est. **{Driver**_____
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**_____
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? ☐ Yes x☐ 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. **{There was no warning light**_____

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: **{Vehicle left the roadway to the left went into ditch and field**
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.**_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: {[redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

{_____

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant:
{Claimant and wife_____
Comments: *(Additional cmts may be placed in section 9)*
{_____

Did the owner purchase the vehicle new? x Yes ☐ No Date**8-06**? ☐ Yes ☐ No Date_____

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
{No modifications._____
{_____
{_____

VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? x No ☐Yes If yes, describe: {_____
{_____
Prior collision repair?x☐ No ☐Yes If yes, describe: {_____
{_____
Repaired by whom? (name, address, phone) {_____
{_____
Prior chassis system service, repair, or replacement? x No ☐Yes If yes, describe what was done:
{_____
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
{_____
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No xYes
If yes, describe: **{Owner stated that they had complained of steering concerns,dealer repairs.**_____
{_____

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:
{The 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._____
UNDERBODY / FRAME / CHASSIS AREA: Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.
{The front bumper fascia and bracket on right side were damaged, no other undercarriage damage.__
{_____
{_____
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]__

CORNER ASSEMBLIES

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies
Tire/wheel assemblies

Comments: **{There was no damage to any of the above listed components.**
_____
{_____

UNDERHOOD

Engine compartment
Brake fluid level and condition
Power steering lines, hoses, clamps and connections
Power steering fluid level and condition

Comments:
{There was no engine compartment damage, all fluid reservoirs were full,electronic steering,no leaks at rack/
{pinion_____

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 INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel
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

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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08_____**
Vehicle Brand: **{Pontiac_____** Model: **{G6_____**
File # **{71-589542423_** VIN: **{1G2ZH558564[redacted]__**

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	**{All steering components are in place and properly connected. The steering wheel can be rotated left to right,lock to lock with appropriate movement. There was no binding or uneven feel.**
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	**{There was no damage to steering linkages,no signs of scrapes or abrasions.** _____
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	**{The rack/pinion had no leaks,there were no damage to boots** _____
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	**{The steering column is properly fastened to the dash,there was no problem with the steering column or ignition switch**
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	**{Electronic steering ,steering had proper assist when engine was running,vehicle was test driven,no problem encountered with steering system.**
PS fluid level and condition-Color, contamination, odor	**{Electronic steering,electric motor controled**_____
Steering knuckle-All attachments secure and proper?	**{Steering knuckles have no damage and were properly attached.** _____
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	**{The was no damage with the strut or spring,all components properly attached with no damage.**_____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	**{There was no damage with the strut or spring,all components properly attached with no damage**_
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	**{The shock,spring and controls arms had no damage and were properly attached and secured.**_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08_____**
Vehicle Brand: **{Pontiac_____** Model: **{G6_____**
File # **{71-589542423_** VIN: **{1G2ZH558564[redacted]__**

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

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 ll "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 ll 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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]__

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:

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

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 ___**No damage**
_____

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**P225/50R17**_____	**35**___	**35**__
SPARE TIRE	**T125/70D16**_____	**60**___	**60**___

Section 7 **SITE INSPECTION**

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL 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 any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: {[redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

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 [redacted] **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.

{_____
{_____
{_____
{_____
{_____

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**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **{01-24-08**

Vehicle Brand: **{Pontiac** Model: **{G6**

File # **{71-589542423** VIN: **{1G2ZH558564**[redacted]

Inspector Donald Wade Number of Rolls 1

Roll Number 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.	DSCN0006 LEFT SIDE OF VEHICLE FROM THE REAR
7.	DSCN0007 REAR OF VEHICLE
8.	DSCN0008 INSTRUMENT PANEL,IGNITION ON ,SEAT BELTS BUCKLED
9.	DSCN0009 FRONT INTERIOR FROM THE LEFT
10.	DSCN0010 LEFT FRONT SEAT AND SEATBELTS
11.	DSCN0011 REAR INTERIOR
12.	DSCN0012 FRONT INTERIOR FROM THE RIGHT
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.	DSCN0033 LEFT REAR SUSPENSION
29.	DSCN0034 RIGHT REAR SUSPENSION
30.	DSCN0035 LEFT FRONT SUSPENSION
31.	DSCN0036 RIGHT FRONT SUSPENSION
32.	DSCN0037 RACK/PINION AREA
33.	DSCN0038 EXISTING DAMAGE TO REAR BUMPER
34.	DSCN0040 ACCIDENT SCENE LOOKING SOUTH
35.	DSCN0041 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

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

Mileage at Inspection: **{31623**_____ Inspection Location: **{Hittle Pontiac-Buick-GMC,1270 Sweitzer**_
{Street,Greenville,OH 45331_____
Inspector's phone number: **{317-258-4959**__ Inspected By: **{Donald Wade**_____

Section 1 INSPECTION SUMMARY

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 Incident Date and Time: **{01-17-08,7:35am**_____
Interview date: **{1-21-08**_____
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/[redacted] **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 injuries to the Driver: **{No injuries**_____
{_____
Describe where other occupants were seated & extent of any injuries: **{There were no other occupants in vehicle.**
{_____
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted] Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

What was the exact location of the incident. {Snowing_____
Driving conditions at the time of the incident:
Weather conditions & Visibility: **{Cold,snowing**_____Approximate Temp (^{o}F): **{**_**Unknown**_____
Road Surface: ☐ Concrete xAsphalt ☐ Gravel ☐Crushed rock ☐ Dirt
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: **{**_____
Posted Speed Limit **{55**_____
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.): **{5 minutes**_____ Distance (miles): **{2 blocks**_____
Estimate of vehicle speed: **{30**_ mph Source of est. **{Driver**_____
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**_____
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? ☐ Yes x☐ 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. **{There was no warning light**_____

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: **{Vehicle left the roadway to the left went into ditch and field**
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.**_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: {[redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

{_____

Section 3 INTERVIEW - VEHICLE HISTORY

Source of information (name, address, phone number, & relationship), if other than claimant:
{Claimant and wife_____
Comments: *(Additional cmts may be placed in section 9)*
{_____

Did the owner purchase the vehicle new? x Yes ☐ No Date**8-06**? ☐ Yes ☐ No Date_____

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, shock absorbers, springs, modified body, electrical components, powertrain, wheels or tires, after-market seats, etc..) Describe:
{No modifications._____
{_____
{_____

VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? x No ☐Yes If yes, describe: {_____
{_____
Prior collision repair?x☐ No ☐Yes If yes, describe: {_____
{_____
Repaired by whom? (name, address, phone) {_____
{_____
Prior chassis system service, repair, or replacement? x No ☐Yes If yes, describe what was done:
{_____
Prior electrical system components serviced, repaired, or replaced by whom? (name, address, phone number)
{_____
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ No xYes
If yes, describe: **{Owner stated that they had complained of steering concerns,dealer repairs.**_____
{_____

Section 4 VEHICLE INSPECTION – VISUAL/PHOTO

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

DESCRIBE ANY DAMAGE TO THE VEHICLE BODY:
{The 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._____
UNDERBODY / FRAME / CHASSIS AREA: Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/crossmember. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.
{The front bumper fascia and bracket on right side were damaged, no other undercarriage damage.__
{_____
{_____
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

CORNER ASSEMBLIES

Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies
Tire/wheel assemblies

Comments: **{There was no damage to any of the above listed components.**
_____
{_____

UNDERHOOD

Engine compartment
Brake fluid level and condition
Power steering lines, hoses, clamps and connections
Power steering fluid level and condition

Comments:
{There was no engine compartment damage, all fluid reservoirs were full,electronic steering,no leaks at rack/
{pinion_____

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 INSPECTION - PASSENGER COMPARTMENT

INTERIOR

Instrument panel
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

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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: {[redacted]_____ Inspection Date: **{1-24-08_____**
Vehicle Brand: **{Pontiac_____** Model: **{G6_____**
File # **{71-589542423_** VIN: **{1G2ZH558564[redacted]_**

ITEM	OBSERVATIONS/TEST RESULTS
Steering system-Are all components in place and connected in a normal manner? Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels. Is there any binding, sticking or uneven feel?	**{All steering components are in place and properly connected. The steering wheel can be rotated left to right,lock to lock with appropriate movement. There was no binding or uneven feel.**
Steering linkage-Is the linkage free from cracks, bends, fractures, etc. Are there any scrapes, abrasions, signs of contact with any of the linkage?	**{There was no damage to steering linkages,no signs of scrapes or abrasions.** _____
Gear/rack and pinion-Any sign of leakage, damage to boots on the rack, contact by foreign objects?	**{The rack/pinion had no leaks,there were no damage to boots** _____
Steering column, ignition switch, intermediate shaft. Does the column unlock with the ignition key "on"? Is the steering column properly fastened to the dash?	**{The steering column is properly fastened to the dash,there was no problem with the steering column or ignition switch**
Steering pump, drive, hoses, connections, flow, pressure. If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? If not, it may be necessary to check pressure and flow.	**{Electronic steering ,steering had proper assist when engine was running,vehicle was test driven,no problem encountered with steering system.**
PS fluid level and condition-Color, contamination, odor	**{Electronic steering,electric motor controled**_____
Steering knuckle-All attachments secure and proper?	**{Steering knuckles have no damage and were properly attached.** _____
Suspension components – LF Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	**{The was no damage with the strut or spring,all components properly attached with no damage.**_____
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. RF	**{There was no damage with the strut or spring,all components properly attached with no damage**_
Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc Rear sway bars,	**{The shock,spring and controls arms had no damage and were properly attached and secured.**_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: [redacted]_____ Inspection Date: **{1-24-08_____**
Vehicle Brand: **{Pontiac_____** Model: **{G6_____**
File # **{71-589542423_** VIN: **{1G2ZH558564[redacted]__**

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

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 ll "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 ll 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.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: {[redacted]_____ Inspection Date: **{1-24-08**_____
Vehicle Brand: **{Pontiac**_____ Model: **{G6**_____
File # **{71-589542423**_ VIN: **{1G2ZH558564**[redacted]_

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:

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

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 ___**No damage**
_____

2. TIRE PLACARD DATA:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	**P225/50R17**_____	**35**___	**35**__
SPARE TIRE	**T125/70D16**_____	**60**___	**60**___

Section 7 **SITE INSPECTION**

SITE INSPECTION - PERFORM THE FOLLOWING IF ADDITIONAL 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 any object struck by the vehicle on or off the road prior to, during or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE AND WHEEL SYSTEMS

Customer's Name: {[redacted]_____ Inspection Date: **{1-24-08_____**
Vehicle Brand: **{Pontiac_____** Model: **{G6_____**
File # **{71-589542423_** VIN: **{1G2ZH558564[redacted]_**

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.

{_____
{_____
{_____
{_____
{_____

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**

EAA Inspection Request - Austin

Date: *1/18/08*

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#: 1G2ZH558564[redacted]
Year/Make: **2006 Pontiac**
Model: **G6**
Contact's Name: [redacted]
Contact's Number: [redacted]
Vehicle Location: **Hittle Pontiac Buick GM**
[redacted]
Greenville OH [redacted]

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

Claimant Information
PAR File #: 71-589542423
Claimant Name: [redacted]
Claimant Home #: [redacted]
Claimant Work #:
Claimant Cell #:
Address: [redacted]
Greenville OH [redacted]

Required Actions:

- ☒ **Advise PAR CRM via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR CRM After Inspection**

Please Use Form(s):

☐ Accelerator/Throttle Control	☐ **Restraint-SIR/Seatbelts**	☐ **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**	☐ **Thermal Events**	

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:

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): _____**

EAA Internal Use Only

To: **SA**:	Date E-Mailed to **SA**: _____
From: ***EAA Field Coordinator***	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation:	☐ 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[redacted]
Investigator	DONALD WADE
Case Number	71-589542423
Investigation Date	Thursday, January 24 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZH558564[redacted].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, and then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle's combined "X" and "Y" axis. 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
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  00 0A 00 00 0A 53 52
$07  00 20 00 00 00 00 00
$08  F0 8F 00 00 00 00 00
$09  00 65 3B 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 01 01 0F 01 00 00
$0C  80 00 80 00 00 00 00
$0D  FE F2 C0 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  BA 00 00 00 00 00 00
$10  47 32 5A 48 35 35 38
$11  35 36 34 32 36 30 30
$12  38 36 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 03 02 02 00 00 00
$18  02 02 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 00 00 67 00 7A 00
$1C  3F 00 00 06 00 1A 00
$1D  00 00 00 00 00 00 00
$1E  4F 4F 00 4F 00 01 00
$1F  31 C0 00 00 00 00 00
$20  40 00 00 00 00 00 00
$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
$2A  00 00 00 00 00 00 00
$2B  00 00 00 00 00 00 00
$2D  00 00 00 00 00 00 00
$2E  00 FF F0 0E 3C 00 00
$2F  00 FE 0E 3C 00 00 00
$30  9D 00 00 00 00 00 00
$31  FF FF FF FF FF 80 00
$32  F8 80 FF 80 00 00 00
$33  FF FF FF FF FF 80 00
$34  FF FF FF FF FF 80 00
$35  FF FF FF FF FF 80 00
$36  FF FF FF FF FF 80 00
$37  F8 80 F8 0F 0F CA FE
$38  FF 80 C0 80 FF C0 FC
$39  FF FF FF FF FF 80 00
$3A  FF FF FF FF FF 80 00
$3B  7F 0F 1F 1F 3F 00 00
$3C  FF FF FF FF FF FF C0
$3D  FF FF FF FF FF FF 00
$3E  FF FF FF FF 00 00 00
$3F  00 00 F0 00 00 00 00
$40  E0 FF 00 00 00 00 00
$41  F8 F8 90 00 00 00 00
$42  80 FF FF FF FF 00 00
```

```
$43  FF FF FF 00 00 00 00
$44  FF FF FF FF FF FF 00
$45  FF FF FF FF FF FF 00
$46  FF FF FF FF FF FF 00
$47  FF FF FF FF FF FF 00
$48  FF FF FF FF FF FF 00
$49  FF FF FF FF FF FF 00
$4A  FF FF FF FF FF FF 00
$4B  FF FF FF FF FF FF 00
$4C  FF FF FF FF FF FF 00
$4D  FF FF FF FF FF FF 00
$4E  FF FF FF FF FF FF 00
$4F  FF FF FF FF FF FF 00
$50  FF FF FF FF FF FF 00
$51  F0 00 00 F0 00 00 00
$52  81 FF FF FF 00 00 00
$53  FF FF FF 00 00 00 00
$54  82 FF FF 00 00 00 00
$55  FF FF FF FF FF FF 00
$67  A0 FF 00 00 00 00 00
$68  F8 F8 90 C0 00 00 00
$69  80 FF FF FF FF 00 00
$6A  FF FF FF 00 00 00 00
$6B  FF FF FF FF FF FF 00
$6C  FF FF FF FF FF FF 00
$6D  FF FF FF FF FF FF 00
$6E  FF FF FF FF FF FF 00
$6F  FF FF FF FF FF FF 00
$70  FF FF FF FF FF FF 00
$71  FF FF FF FF FF FF 00
$72  FF FF FF FF FF FF 00
$73  FF FF FF FF FF FF 00
$74  FF FF FF FF FF FF 00
$75  FF FF FF FF FF FF 00
$76  FF FF FF FF FF FF 00
$77  FF FF FF FF FF FF 00
$78  F0 00 00 F0 00 00 00
$79  81 FF FF FF 00 00 00
$7A  82 FF FF 00 00 00 00
$7B  FF FF FF FF FF FF 00

$01  41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02  01 02 03 04
$03  41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04  01 02 03 04
$05  42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06  FF FF FF FF
$07  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08  FF FF FF FF
$0D  41 48 36 34 37 33 52 35 33 34 33 33 39 44 56 5A
$0E  01 5A 39 A4
$0F  41 4A 36 34 37 33 52 35 33 32 35 32 38 54 39 58
$10  01 5A 39 A4
$13  42 52 39 38 32 30 44 31 36 30 36 30 34 4D 4E 59
$14  16 46 3D 35
$17  42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18  FF FF FF FF
$21  32 16 B8 0B 5E 11 91 9A
$22  53 52
$23  32 5A FA FA FA FA FA
$24  32 5A FA FA FA FA FA
$25  32 5A FA FA FA FA FA
$26  32 5A FA FA FA FA FA
$40  00 00
$41  3F 00 00 06 00 1A
$42  D0 E4
$43  00 00 8E 80
```

```
$44  C6 00 00 FC 80 C0
$45  07 01 07 01 05 01
$46  00 0F 0F 64 64
$47  0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 35 33 35 32 32 31 34 35 4A 4E 20 20 20 20
$B7  50 AA 01 0F 02
$B8  54 41 68 06 15
$C1  30 46 30 32
$CA  30 46 30 32
$CB  00 F0 B6 78
$CC  00 F0 B6 78
$D1  00 00
$DB  00 00
$DC  00 00
```

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


GM
1G2ZH558564
GM


PONTIAC G6
GT


G6
RPM
x1000
0
1
2
3
4
5
6
0
20
40
60
80
100
120
140
225
100
°F
32°
1/2
E
F


OHIO
1T59688


3500 V6


NEVER OPEN HOT
DOT 3
XCX


35

DTC Information

ECU Name	Status
Power Steering Control Mo	0

GM

TECH 2

ECU Name	Status
EBCM	2
Body Control Module	0
PCM	0

1 / 3

EBCM

GM

TECH 2

DTCs S[illegible]tory

EBCM

C0179 Sympton 00

<Unknown DTC>

Last Test: Passed

This Ignition: Passed

Since Clear: Passed

History

1 / 2

Clear

DTCs

GM

TECH 2

DTCs Sorted By Priority

EBCM
C0561 Symptom 71
System Disabled Information Stored
Invalid Serial Data Received

Last Test: Passed

This Ignition: Passed

Since Clear: Passed
History

2 / 2

Clear DTCs

GM

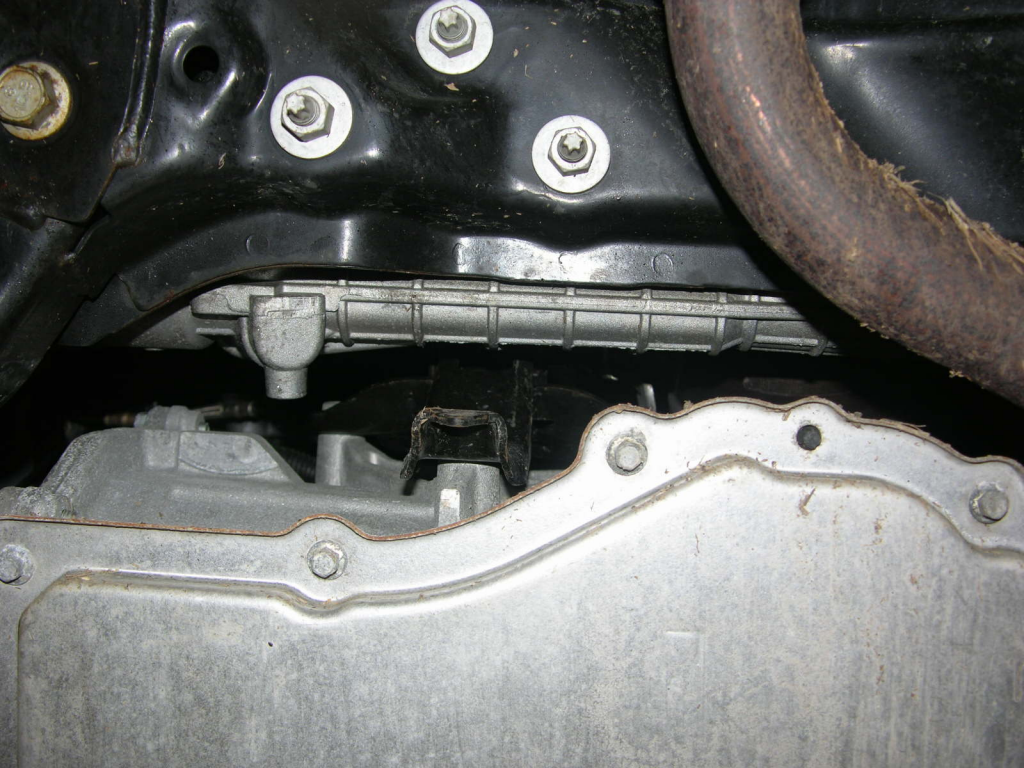
TECH 2

DTC Information

ECU Name	Status
Body Control Module	0
Supplemental Inflatable R	0


9840


9840




PONTIAC G6
GT

[redacted]
Buffalo, NY

BUFFALO NY 142

USA First-Class

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

DEC 18 2007

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

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/15/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52845F[redacted]

Mileage at Time of Repair: 41192 Date of Repair: 06/14/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: AMHERST State: N.Y. ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 243.79 *

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

* PLEASE NOTE: I RECEIVED A CHECK FOR $391.31 ON 6/21/07 FOR PARTIAL REIMBURSEMENT OF THE PROBLEM. I HAD TO PAY $243.79 WHICH I AM REQUESTING NOW. [redacted]

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

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

PARTIAL REIMBURSEMENT FOR REPAIR (PARTS)

June 20, 2007

[redacted]
Amherst, NY [redacted]

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

Dear [redacted]

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 COLUMN.

1601ICVCS125304

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
29037	STEVEN PINO 7105		06/14/07	CVCS125304
[redacted]	LABOR RATE / LICENSE NO. [redacted] / MILEAGE 41192		COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4DSD LS		DELIVERY DATE 03/30/05	DELIVERY MILES 1720
AMHERST, NY [redacted]	VEHICLE I.D. NO. 1G1ZT52845F [redacted]		SELLING DEALER NO. FUCCILLO	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 06/14/07	
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS		MO: 41193	

LABOR & PARTS----------

J# 1 45CVZ02 STEERING CONCERN HOURS: TECH(S):3136 225.00

CUSTOMER STATES THAT THERE IS NO P/S
CUSTOMER STATES POWER STEERING IS INOP TECH FOUND DOCUMENT
#1241508 TO CHECK THE MOTOR MODULE AND STEERING COLUMN TECH
HAD TO CALL TAC CASE#9697977 THEY ADVISES TO PUT A COLUMN
IN CAR TECH REMOVED AND REPLACED COLUMN AND RECHECK ALL
WORKING AS DISGINED AT THIS TIME

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-	
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00	359.00
				JOB # 1 TOTAL PARTS		359.00
				JOB # 1 TOTAL LABOR & PARTS		584.00

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [X] VISA [ ] MASTERCARD [ ] OTHER *
* *
* [ ] OTHER [ ] CHARGE *
* *
****

TOTAL LABOR....	225.00
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	51.10
TOTAL INVOICE $	635.10

IF YOU HAVE ANY QUESTIONS OR CONCERNS WITH THIS REPAIR
OR YOU RECIEVE A SURVEY FROM GM IN THE MAIL,AND CANNOT
ANSWER ALL QUESTIONS !!!!COMPLETELY SATISFIED!!!!
PLEASE CONTACT NORM BRADY @ 716-773-7505 OR E-MAIL NORM
@ nbrady@fuccillo.com.....THANK YOU FOR YOUR BUSINESS !!!!!

CUSTOMER SIGNATURE

ORIGINAL

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

12:44pm

CUSTOMER VISA
RECEIPT FOR ENTIRE BILL.

900022216999
FUCCILLO CHEVROLET INC
2549 WHITEHAVEN RD WEST
GRAND ISLAND, NY 14072
7167737505

Sale

ID: 00962986
06/14/07 13:32:03
Batch #: 000726

VISA
[redacted]

Appr Code: 01564A InvH: 125304
Total: $ 635.10

Customer Copy
THANK YOU

VENDOR
DUNS NO. BB 000000062

1

VENDOR NAME [redacted]

North American Operations

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 06/21/07

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52845F[redacted]	06/20/07	VM 1-8RH9UX .71-526605454.1-8RH9UX	00.0000	391.31	.00	391.31
			TOTAL	391.31	.00	391.3

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

APSLCK

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/08/08

AMOUNT ****243 DOLLARS ****79 CENTS ****243.79

PAY TO THE ORDER OF

[redacted]
AMHERST NY [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000337 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/08/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52845F[redacted]	01/07/08	VM 1-9R0S86 .71-589581679.1-9R0S86	00.0000	243.79	.00	243.79

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	243.79	.00	243.79

AP310C

January 31, 2011

[redacted]
Amherst, NY [redacted]

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

Dear [redacted]:

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

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

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 02/26/08

**********3,000 DOLLARS **00 CENTS

AMOUNT **********3,000.00

PAY TO THE ORDER OF [redacted] CLINTON NY [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

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

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB [redacted] 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/26/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52845F[redacted]	02/25/08	VM 1-A06ZKY 71-534299008.1-A06ZKY	00.0000	3,000.00	.00	3,000.00
			TOTAL	3,000.00	.00	3,000.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

M3

A9SOX

February 20, 2008

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

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

Dear Mr. Detraglia:

Enclosed please find a check in the amount of $3,000.00 made payable to [redacted] 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

FAX TRANSMITTAL TOTAL NO. OF PAGES INCL. COVER SHEET: 2

TO: Jeremy DATE: 2/20/08

SEND TO FAX NO: 1-866-233-2953

Re [redacted]

W-9

Mary

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

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

Form **W-9**
(Rev. October 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)
[redacted]

Business name, if different from above

Check appropriate box: ☑ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.)
[redacted]

Requester's name and address (optional)

City, state, and ZIP code
Utica New York [redacted]

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

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

Social security number
: :

or

Employer identification number
[redacted]

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.

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 2/20/2008

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, mortgage 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.

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 States,
- 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,

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis State: NJ

Customer Name: [redacted] Service Request: 71-534299008 GM Legal File No.: {Number}

Vehicle ID No.: 1G1ZT52845F[redacted] In Service Date: 07/28/2004 Vehicle is: Used BAC Code: 115338
Year, Make & Model: 2005 Chevrolet Malibu Vehicle Purchased Used on: 04/2005 at odometer 17000

Lien holder: GMAC☐ Other☐:

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	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:	RO #:	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

☐ Steering

Date:	RO #:	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/Trim

Date:	RO #:	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

☐ Electrical

Date:	RO #:	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

☐ HVAC

Date:	RO #:	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

☐ Suspension

Date:	RO #:	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

☐ Wheel/Tires

Date:	RO #:	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: **0**

Total days out of service during the presumption period: 0
Total days out of service during customer's ownership: 8

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:

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	GEORGE 587	101	08/01/07	CVCS188785
[redacted]	LABOR RATE: 69.00 / LICENSE NO: [redacted]	MILEAGE: 40,519	COLOR: BEIGE/	STOCK NO.
UTICA, NY [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE: 08/11/05	DELIVERY MILES: 17,645
	VEHICLE I.D. NO.: 1 G 1 Z T 5 2 8 4 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 08/01/07	
[redacted]	COMMENTS			MO: 40521

LABOR & PARTS----------

J# 1 03CVZ-GB GEAR BOX TECH(S):540 WARRANTY

INSTALL SOP POWER STEERING GEAR. PARTS WARRANTY.
WAS REPLACED 7/6/2007 39,459 MILES.
INSPECTED & FOUND INTERNAL WEAR IN STEERING GEAR
REPLACED POWER STEERING GEAR ASSEMBLY & RETESTED ALL PAS
SET ALIGNMENT & ROADTESTED.
PARTS WARRANTY ON RO # 187223 ON 7/6/07
OJ E9740 1.7 4X

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		15858368	GEAR 6.5DB			WARRANTY
JOB # 1	-1		15858368	CORE RETURN			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

COMMENTS----------
DROP

TOTALS----------

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

ATTN Maggie Davis
from Steve Ulrich

N.Y. STATE
REPAIR SHOP #
4330022

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:21pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	STAN 590	2065	09/05/07	CVCS190725

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
69.00	[redacted]	42,651	BEIGE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C	08/11/05	17,645

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 5 2 8 4 5 F [redacted]		

R.T.E. NO.	P.O. NO.	R.O. DATE
		09/05/07

[redacted]
UTICA, NY [redacted]

RESIDENCE PHONE / BUSINESS PHONE [redacted]

COMMENTS

MO: 42653

LABOR & PARTS----------

J# 1 03CVZ STEERING TECH(S):540 WARRANTY

C/S THERE IS NOISE COMING FROM POWER STEERING RACK.
INSEPCTED & FOUND INTERNAL FAILURE IN STEERING GEAR
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

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-UNIT PRICE-	
JOB # 1	1	15858368	GEAR 6.508		WARRANTY
JOB # 1	-1	15858368	CORE RETURN		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE U.RICH IN THE SERVICE DEPARTMENT. OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
4330022

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:21pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	STAN 590	[redacted]	07/06/07	CVCS187223
[redacted]	LABOR RATE: 69.00 / LICENSE NO.: [redacted]	MILEAGE: 37,457	COLOR: BEIGE/	STOCK NO.
UTICA, NY [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE: 08/11/05	DELIVERY MILES: 17,645
	VEHICLE I.D. NO.: 1 G 1 Z T 5 2 8 4 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. [redacted]	R. O. DATE: 07/06/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [redacted]	COMMENTS		MO: 39459

LABOR & PARTS----------

J# 1 03CVZ STEERING TECH(S):568 WARRANTY

C/S THERE IS A CLUNKING NOISE FROM FRONT END WHILE TURNING.
NO DIAG PER GM.
INSPECTED & FOUND POWER STEERING GEAR BINDING
INTERNALLY
REPLACED STERING GEAR & RETETED NE E9740 1.0 4X

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	15858368	GEAR 6.508			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS----------
DROP

TOTALS----------

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS. 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
4330022

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

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BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:21pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	SHELLY 477	[redacted]	11/14/06	CVCS169753
[redacted] UTICA, NY [redacted]	LABOR RATE: 69.00 / LICENSE NO.: [redacted] / MILEAGE: 26,198		COLOR: BEIGE/	STOCK NO.
	YEAR / MAKE / MODEL: 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE: 08/11/05	DELIVERY MILES: 17,645
	VEHICLE I.D. NO.: 1 G 1 Z T 5 2 8 4 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 08/29/06	REPRINT# 1
RESIDENCE PHONE / BUSINESS PHONE: [redacted]	COMMENTS			MO: 26198

LABOR & PARTS----------

J# 1 02CVZ FRONT SUSPENSION TECH(S):500223 WARRANTY

CUSTOMER STATES CLUNKING NOISE IN FRONT WHEN TURNING LEFT
VERIFIED CUSTOMERS CONCERNS, FOUND NOISE IN RACK. AS PER
BULLETIN 06-02-32-007 REPLACED RACK
REPLACED STEERING RACK AS PER BULLETIN. PERFORMED ALIGNMENT
RETEST ALL PASS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		15858368	GEAR 6.508			WARRANTY
JOB # 1	-1		15858368	CORE RETURN			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 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

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		25010792	FILTER 1.836			INTERNAL

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

G.O.G. & SUPPLIES----------

JOB # 2 5.0 5W-30 OIL @ /UNIT INTERNAL

TOTAL - GOG 0.00

COMMENTS----------

NEEDS RIDE

TECHNICIAN CERTIFICATION----------

500223 JOSEPH MAIOLO JR VV69

TOTALS----------

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY
SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL
315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE
DEPARTMENT. OR ROB FOR KIA CUSTOMERS. 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
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BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:21pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	SHELLY 477	[redacted]	08/23/06	CVCS169404
[redacted]	LABOR RATE: 69.00 / LICENSE NO.: [redacted]	MILEAGE: 26,102	COLOR: BEIGE/	STOCK NO.
UTICA, NY [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE: 08/11/05	DELIVERY MILES: 17,645
	VEHICLE I.D. NO.: 1 G 1 Z T 5 2 8 4 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 08/23/06	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		

MO: 26102

LABOR & PARTS----------

J# 1 08CVZ BRAKES TECH(S):154 125.00

CK BRAKES
FOUND REAR PADS METAL TO METAL
REPLACED REAR PADS, MACHINED REAR ROTORS, RETEST ALL PASS

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-	
JOB # 1	1	19137360	PAD KIT 5.017	74.00	49.00	49.00
				JOB # 1 TOTAL PARTS		49.00

JOB # 1 TOTAL LABOR & PARTS 174.00

J# 2+01CVZ01 NYSI SAFETY TECH(S):154 10.00

CUST. REQUESTS A NEW YORK STATE INSPECTION
NYSI # 12005300

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

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 10.00

J# 3+08CVZ-FR FRONT ROTORS TECH(S):154 WARRANTY

BRAKES PULSATE
FOUND FRONT ROTORS OUT OF ROUND AND DELAMINATED
MACHINED FRONT ROTORS MIN 22.8, LEFT BEFORE 25.11 AFTER 24.6
LRO .000, RIGHT BEFORE 25.20 AFTER 24.94 LRO .000 RETEST
ALL PASS OR H0127 1.6 3M

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

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS----------

[redacted]

TECHNICIAN CERTIFICATION----------

154 MARK GRIBANOFF ER86

TOTALS----------

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

TOTAL LABOR....	135.00
TOTAL PARTS....	49.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	16.53
TOTAL INVOICE $	**200.53**

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
4330022

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BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:20pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	JOE CEKLOVSKY 413	[redacted]	09/07/05	CVCS144755

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] UTICA, NY [redacted]	69.00	[redacted]	18,142	BEIGE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C	08/11/05	17,645

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 5 2 8 4 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/17/05

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 18142

LABOR & PARTS----------

J# 1 26CVZ ELECTRIAL TECH(S):500130 INTERNAL
PROGRAM NEW KEY
KEY PROGRAM

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
					JOB # 1 TOTAL PARTS		0.00
					JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 06CVZ REAR SUSPENSION TECH(S):500130 WARRANTY
CARGO NET IN REAR LOOSE COUPLER
C4610 VC 2H
REPLACED CARGO NET

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		25687319	RETAINER 15.222			WARRANTY
					JOB # 2 TOTAL PARTS		0.00
					JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 38CVZ SEAT ASM TECH(S):500130 WARRANTY
DRIVER FRONT SEAT HANGS DOWN
C6620 VP 2G

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1		15284810	PANEL 11.358			WARRANTY
					JOB # 3 TOTAL PARTS		0.00
					JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 04CVZ WHEELS-TIRES TECH(S):500130 WARRANTY
SCRAPE NOISE RIGHT FRONT
COULD NOT DUPLICATE THE PROBLEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
					JOB # 4 TOTAL PARTS		0.00
					JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5+26CVZ-1 ELECTRIAL MISC TECH(S):500130 WARRANTY
CK RADIO CD PLAYER WILL NOT ACCEPT CD'S
R0763 VB 4X
REPLACE RADIO

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 5	1		15793374	RADIO 9.650			WARRANTY
JOB # 5	-1		15793374	RADIO 9.650			WARRANTY
					JOB # 5 TOTAL PARTS		0.00
					JOB # 5 TOTAL LABOR & PARTS		0.00

TECHNICIAN CERTIFICATION----------
500130 DANIEL R PEXTON CK11

N.Y. STATE
REPAIR SHOP #
4330022

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BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 03:20pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	JOE CEKLOVSKY 413	[redacted]	09/07/05	CVC$144755

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
69.00	[redacted]	18,142	BEIGE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C	08/11/05	17,645

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 5 2 8 4 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/17/05

[redacted]
UTICA, NY [redacted]

[redacted]

COMMENTS

MO: 18142

TOTALS----------

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT. OR ROB FOR KIA CUSTOMERS. 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
4330022

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BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:20pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
89755	ANTHONY MARCONI 705	[redacted]	09/21/05	CVC5147221
[redacted] UTICA, NY [redacted]	LABOR RATE: 69.00 / LICENSE NO.: [redacted] / MILEAGE: 18,883		COLOR: BEIGE/	STOCK NO.
	YEAR / MAKE / MODEL: 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE: 08/11/05	DELIVERY MILES: 17,645
	VEHICLE I.D. NO.: 1 G 1 Z T 5 2 8 4 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 09/21/05	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		

MO: 18883

LABOR & PARTS----------

J# 1 23CVZ HEATING TECH(S):500070 WARRANTY

HEATER INOP

HEATER WORKING PROPERLY CANT DUPLICATE CONCERN THIS VISIT

JOB # 1 TOTAL LABOR & PARTS 0.00

TECHNICIAN CERTIFICATION----------

500070 JOHN A BELLO JR CK10

TOTALS----------

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU. PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
4330022

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BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:19pm

C. Weaver Chevrolet, Inc.
DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

CUSTOMER NO.	ADVISOR	TAC NO.	INVOICE DATE	INVOICE NO.
89755	JEFF 559	[redacted]	01/08/07	CVCS176933
[redacted]	LABOR RATE: 69.00 / LICENSE NO.: [redacted]	MILEAGE: 30,231	COLOR: BEIGE/	STOCK NO.
UTICA, NY [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE: 08/11/05	DELIVERY MILES: 17,645
	VEHICLE I.D. NO.: 1 G 1 Z T 5 2 8 4 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 01/03/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 30238

LABOR & PARTS

J# 1 23CVZ HEATING TECH(S):568 0.00

CUST STATES HEATER MAKES NOISE WHEN ON.
INSEPCTED SEVERAL TIMES-COULD NOT DUPLICATE
SCAN TESTED-NO CODES IN SYSTEM
SEARCHED FOR BULLITENS-NONE APPLY

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

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 11CVZ ENGINE TECH(S):568 0.00

CUST STATES IT MAKES NOISE ON ACCELERATION.
TEST DROVE & VERIFIED CUSTOMER COMPLAINT
INSPECTED & FOUND EXHAUST HEAT SHIELD OUT OF POSITION
CONTACTING PIPE-ADJUSTED HEAT SHIELD & RETESTED ALL PASS

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

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+02CVZ FRONT SUSPENSION TECH(S):568 WARRANTY

CUSTOMER STATES A CLUNCK WHEN TURNING WHEEL
TEST DROVE & HEARD NOISE FROM LEFT FRONT
INSEPCTED & FOUND LEFT FRONT BALL JOINT LOOSE & WORN
REPLACED LEFT FRONT CONTROL ARM ASSEMBLY
RETESTED ALL PASS NE E3531 1.1 4X

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	22730775	ARM 6.168			WARRANTY

JOB # 3 TOTAL PARTS WARRANTY 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

COMMENTS
LEAVE [redacted]

TOTALS

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT. OR ROB FOR KIA CUSTOMERS. 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
4330022

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BUCKLE UP

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 03:20pm

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

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}
- ☐ 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 _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V07092007

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: $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 1G1ZT52845F[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of 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	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted].

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

CC: File

LG0029
V6302006

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: [redacted]
Service Request: 71-534299008
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52845F[redacted]
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.

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,

Gustave J. DeTraglia, Jr.
GJD/sa

Attachment

RELEASE OF LIEN INFORMATION

I [redacted] [redacted],
(Client's Name) (Client's Social Security Number)

hereby authorize Partner's Trust Bank
(Lien holder Name)

[redacted] Utica, NY 13501 [redacted]
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with Partner's Trust Bank
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 10/16/07.

VEHICLE INFORMATION

The current vehicle mileage is 44122 Date mileage read: 10/16/07.

[redacted]
Signature

Signature

LG0006
V07092007

DON'T PEEL STICKER FROM FRONT - SEE BACK!

Keep this document to show to the police and courts.

ER596143

[redacted]

09/07/08

9

1G1ZT52845F[redacted]
2005 CHEVR 4DSD
DAP9782 PAS 6

08

[redacted]

MV-638TR (12/05) **NEW YORK STATE REGISTRATION DOCUMENT**

PAS
DAP9782
2005 CHEVR NONTRANSFERABLE
4DSD TN 1G1ZT52845F[redacted]
003149 G 6 ER596143 OCT 17 2007
Wt/Seats Fuel/Cyl BMF ROM659
Expires 09/07/08

[redacted]

20.00

NEW HARTFORD NY [redacted]

ANNUAL CHG
AMT PAID (INCL ADD'L CHG)

3.00

ER596143 VOID IF ALTERED EXCEPT FOR ADDRESS

[redacted]

M/C 8039 01567B 3.00

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

Dear Mr. Detraglia:

On October 19, 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

LG0047
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

February 20, 2008 FAXED: 866 233-2953

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

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

Dear Mr. Johnson:

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

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

My tax identification number 16 118 1236.

Very truly yours,

Gustave J. DeTraglia, Jr.
GJD/sa

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: $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 1G1ZT52845F [redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

The subject vehicle's mileage is 46877 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

[redacted]	
Claimant's Signature	Claimant's Signature
[redacted]	
Address	Address
Whitesboro, NY [redacted]	
City, State, Zip Code	City, State, Zip Code

STATE OF New York

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

[redacted]
Client's Signature

Client's Signature

2/15/08
Date

Date

State of New York
COUNTY OF Oneida

Sworn to (or affirmed) and subscribed before me this 15th day of February 2008, by Lee Veinot.

Mary J. DeTraglia
Signature of Notary Public

MARY J. DETRAGLIA
Notary Public, State of New York
Reg. No. 01DE6050937
Appointed in Oneida County
My Commission Expires 11/13/2010

Print, type or stamp Commissioned Name of Notary Public

Personally Known ✓ OR Produced identification _____

Type of identification _____

My commission expires: 11/13/2010

CC: File

LG0029
V6302006

DON'T PEEL STICKER FROM FRONT - SEE BACK!

ER596143

[redacted]

09/07/08

9 08

1G1ZT52845F[redacted]
2005 CHEVR 4DSD
DAP9782 PAS 6

[redacted]

STOP

Keep this document to show to the police and courts.

MV-630TR (12/06) NEW YORK STATE REGISTRATION DOCUMENT

PAS
DAP9782
2005 CHEVR NONTRANSFERABLE
4DSD TN 1G1ZT52845F[redacted]
003149 G 6 ER596143 OCT 17 2007
Wt/Seats Fuel/Cyl BMF ROM659 Expires 09/07/08

[redacted] 20.00

[redacted] NEW HARTFORD NY [redacted] ANNUAL CHG AMT PAID (INCL ADD'L CHG) 3.00

ER596143 VOID IF ALTERED EXCEPT FOR ADDRESS

[redacted]

STOP

M/C 8039 01567B 3.00

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 09/10/05
PROCESSING SOURCE: CHEVROLET 14:11:51
PAGE: 1

VIN: 1G1ZT5284 5F[redacted] SELLG SCE: 13 MDL YR: 05 ORD NO: HGCPPS

ODATE: 04/23/04 ORDER FAN: 000805331 OTYPE: 050 DLVY SS/SITE CD: 13 15149
DDATE: 07/28/04 DLVY FAN: 000805331 DTYPE: 020 SRVC TYPE: MILEAGE:

DLVY DOE: 07/28/04 ORDER BY: ENTERPRISE RENT-A-CAR
CANC:
CANC DOE:
TRADE: DLVY TO: ENTERPRISE RENT-A-CAR
TRD DOE: 600 CORPORATE PARK DR
SRVC IN: CLAYTON MO 63105
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
MXB	01	13 49998	00026602735	09/04/04	0.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: FLT INC MEMO NO: 00026602735 AUTH PUR CD:
MISC DATE: MISC: 00700
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
VX7	01	13 15149	1AD45727855	07/29/04	500.00	IC	0.00	9

PROCESS TYPE: 014 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: 1AD45727855 AUTH PUR CD:
MISC DATE: MISC: VX7
POLICY PYMT CMNT: ACTV TYPE: 6

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

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: [redacted] v. GM SR 71-534299008
2005 Chevrolet Malibu
VIN: 1G1ZT52845F[redacted]

Dear Mr. Johnson:

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

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

My tax identification number 16 118 1236.

Very truly yours,

Gustave J. DeTraglia, Jr.
GJD/sa

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: $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 1G1ZT52845F[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

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

The subject vehicle's mileage is 46877 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

[redacted]

Claimant's Signature	Claimant's Signature
[redacted]	
Address	Address
Whitesboro, NY [redacted]	
City, State, Zip Code	City, State, Zip Code

STATE OF New York

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

[redacted]
Client's Signature

Client's Signature

2/15/08
Date

Date

State of New York
COUNTY OF Oneida

Sworn to (or affirmed) and subscribed before me this 15th day of February 20 08, by Lee Veinot.

Mary J. DeTraglia
Signature of Notary Public

MARY J. DETRAGLIA
Notary Public, State of New York
Reg. No. 01DE6050937
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 _____

My commission expires: 11/13/2010

CC: File

LG0129
V6302006

DON'T PEEL STICKER FROM FRONT - SEE BACK!

Keep this document to show to the police and courts.

ER596143

[redacted]

09/07/08

9 1G1ZT52845F[redacted]
2005 CHEVR 4DSD
DAP9782 PAS 6 08

[redacted]

MV-63078 (12/06) NEW YORK STATE REGISTRATION DOCUMENT

PAS
DAP9782
2005 CHEVR NONTRANSFERABLE
4DSD TN 1G1ZT52845F[redacted]
003149 G 6 ER596143 OCT 17 2007
Wt/Seats Fuel/Cyl BMF ROM659

Expires 09/07/08

[redacted]

20.00

NEW HARTFORD NY [redacted]

ANNUAL CHG
AMT PAID (INCL ADD CHG)

3.00

ER596143 VOID IF ALTERED EXCEPT FOR ADDRESS

[redacted]

M/C 8039 01567B 3.00

2005 MALIBU LS SEDAN
33U LIGHT DRIFTWOOD METALLIC /V6G
52E NEUTRAL CUSTOM CLOTH
ORDER NO. HGCPPS/FDR STOCK NO.
VIN 1G1 ZT52 84 5F[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 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	0.00	INT COM 08/06/04
NE1 50-STATE EMISSIONS	N/C	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	500.00-	FAN: 000805331
V2G FULL FUEL FILL CREDIT	0.00	21.29-	BANK: GMAC - 004
			CHG-TO 15-149
			SHIP WT: 3149
			HP: 32.9
			MRM: 21685.00
			CUST PO NUMBER: 29035912
			DAN: 00028
			MEMO 1053.00

TOTAL MODEL & OPTIONS	21060.00	18116.81	ACT 231 18741.81
DESTINATION CHARGE	625.00	625.00	
TOTAL	21685.00	18741.81	PAY 310 18741.81

****

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

****

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

EAST SYRACUSE CHEVROLET

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

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of: $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[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of $2,000.00, made payable to [redacted] 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 _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted].

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

CC: File

LG0029
V6302006

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

UTICA NY 135
17 DEC 2007 PM 1 T

DEC 19 2007

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

48091+6013

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: [redacted]
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.

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

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

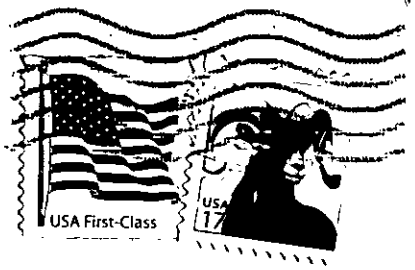
If this is acceptable, kindly forward a revised release to my office.

Very truly yours,

Gustave J. DeTraglia, Jr.
GJD/sa

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

UTICA NY 133
09 OCT 2007 PM 2 L



OCT 11 2007

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

48091+6013

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 [redacted] currently living at [redacted] Clinton, New York [redacted]

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

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.

An offer was previously made to [redacted] 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.

[redacted] cannot afford to spend more money on a new vehicle and that alternative is not acceptable.

[redacted] is not comfortable with a lifetime warranty because of the inconvenience of constantly having to bring the vehicle in for repair. [redacted] simply cannot rely on the Malibu because of the number of times it has already been repaired.

[redacted] 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,

Gustave J. DeTraglia, Jr.
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

89755	ADVISOR STAN 590	[redacted]	INVOICE DATE 09/05/07	CVCS190725
[redacted]	LABOR RATE 69.00 [redacted]	MILEAGE 42,651	COLOR BEIGE/	
UTICA, NY [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE 08/11/05	17,645
	VEHICLE ID NO 1 G 1 Z T 5 2 8 4 5 F [redacted]			
	FTE. NO	P.O. NO	P.O. DATE 09/05/07	
[redacted]	COMMENTS			MO: 42653

LABOR & PARTS

J# 1 03CVZ STEERING TECH(S):540 WARRANTY

C/S THERE IS NOISE COMING FROM POWER STEERING RACK.
INSEPCTED & FOUND INTERNAL FAILURE IN STEERING GEAR
REPLACED STEERING GEAR-SET ALIGNMENT & RETESTED
PARTS WARRANTY ORIGINAL REPAIR ON RO # 188785 ON 8/1/07
NE E9740 1.7 4X

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1		15858368	GEAR 6.508		WARRANTY
JOB # 1	-1		15858368	CORE RETURN		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT. OR ROB FOR KIA CUSTOMERS. 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE [redacted]

N.Y. STATE
REPAIR SHOP #
4330022

DISCLAIMER
OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90 days or 4,000 miles whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

BUCKLE UP

THANK YOU!

MICRO-TECH 315-469-8075
CUSTOMER COPY
[END OF INVOICE] 02:22pm

DBA Copper Kia
5036 Commercial Dr. P.O. Box 100
New York Mills, NY 13417
Phone # 315-736-0151 Fax # 315-223-3025

89755 GEORGE 587 101 08/01/07 CVCS188785

[redacted]

69.00 [redacted] 40,519 BEIGE/

UTICA, NY [redacted]

05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C 08/11/05 17,645

1 G 1 Z T 5 2 8 4 5 F [redacted]

08/01/07

[redacted]

MO: 40521

LABOR & PARTS

J# 1 03CVZ-GB GEAR-BOX TECH(S):540 WARRANTY

INSTALL SOP POWER STEERING GEAR, PARTS WARRANTY.
WAS REPLACED 7/6/2007 39,459 MILES.
INSPECTED & FOUND INTERNAL WEAR IN STEERING GEAR
REPLACED POWER STEERING GEAR ASSEMBLY & RETESTED ALL PAS
SET ALIGNMENT & ROADTESTED.
PARTS WARRANTY ON RO # 187223 ON 7/6/07
OJ E9740 1.7 4X

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		15858368	GEAR 6.508			WARRANTY
JOB # 1	-1		15858368	CORE RETURN			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

COMMENTS
DROP

TOTALS

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATE [redacted]
GUARANTEE APPLIES FOR CUSTOMER PAY REP[redacted]

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

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

N.Y. STATE
REPAIR SHOP #
4330022

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OF WARRANTIES

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

[illegible]

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

BUCKLE UP

THANK YOU!

 CUSTOMER COPY [END OF INVOICE] 11:59am

C. Weaver Chevrolet, Inc.
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	[redacted]	07/06/07 CVCS187223
[redacted]	69.00 [redacted]	MILEAGE 37,457	COLOR BEIGE/	
UTICA, NY [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE 08/11/05	17,645
	VEHICLE ID NO 1 G 1 Z T 5 2 8 4 5 F [redacted]			
	FILE NO	PO NO	07/06/07	
[redacted]	COMMENTS			MO: 39459

LABOR & PARTS
J# 1 03CVZ STEERING TECH(S):568 WARRANTY
C/S THERE IS A CLUNKING NOISE FROM FRONT END WHILE TURNING.
NO DIAG PER GM.
INSPECTED & FOUND POWER STEERING GEAR BINDING INTERNALLY
REPLACED STERING GEAR & RETETED NE E9740 1.0 4X

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15858368	GEAR 6.508			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS
DROP

TOTALS

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU. PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

[redacted]

CUSTOMER SIGNATURE

N.Y. STATE
REPAIR SHOP #
4330022

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LIMITED [illegible] WARRANTY

Labor and parts are warranted for 90 days or 4,000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

BUCKLE UP

THANK YOU!

 CUSTOMER COPY [END OF INVOICE] 02:58pm

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

CUSTOMER NO. 89755	ADVISOR JEFF 559	TAG NO. 8153	INVOICE DATE 01/08/07	INVOICE NO. CVCS176933	
[redacted]	LABOR RATE 69.00	[redacted]	MILEAGE 30,231	COLOR BEIGE/	STOCK NO.
UTICA, NY [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C			DELIVERY DATE 08/11/05	DELIVERY MILES 17,645
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 4 5 F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 01/03/07	
F [redacted]	COMMENTS				MO: 30238

LABOR & PARTS

J# 1 23CVZ HEATING TECH(S):568 0.00

CUST STATES HEATER MAKES NOISE WHEN ON.
INSEPCTED SEVERAL TIMES-COULD NOT DUPLICATE
SCAN TESTED-NO CODES IN SYSTEM
SEARCHED FOR BULLITENS-NONE APPLY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 11CVZ ENGINE TECH(S):568 0.00

CUST STATES IT MAKES NOISE ON ACCELERATION.
TEST DROVE & VERIFIED CUSTOMER COMPLAINT
INSPECTED & FOUND EXHAUST HEAT SHIELD OUT OF POSITION
CONTACTING PIPE-ADJUSTED HEAT SHIELD & RETESTED ALL PASS

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

J# J-02CVZ FRONT SUSPENSION TECH(S):568 WARRANTY

CUSTOMER STATES A CLUNCK WHEN TURNING WHEEL
TEST DROVE & HEARD NOISE FROM LEFT FRONT
INSEPCTED & FOUND LEFT FRONT BA[redacted]OOSE & WORN
REPLACED LEFT FRONT CONTRO[redacted]
RETESTED ALL PASS NE E35[redacted]

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1	22730775	ARM [redacted]			WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

COMMENTS
LEAVE [redacted]

TOTALS

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK(*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
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DISCLAIMER OF WARRANTIES

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BUCKLE UP

THANK YOU!

MICRO-TECH 315-409-8075
CUSTOMER COPY
[END OF INVOICE] 04:06pm

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

CUSTOMER NO. 89755	ADVISOR SHELLY 477	TAG NO. 988	INVOICE DATE 11/14/06	INVOICE NO. CVCS169753
[redacted] UTICA, NY [redacted]	LABOR RATE 69.00	[redacted]	MILEAGE 26,198	COLOR BEIGE/	STOCK NO.
	YEAR/MAKE/MODEL 05/CHEVROLET/NEW MALIBU LS/4DR/CD/6C		DELIVERY DATE 08/11/05	DELIVERY MILES 17,645
	VEHICLE I.D. NO. 1 G 1 Z T 5 2 8 4 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/29/06	REPRINT# 1
[redacted]	COMMENTS			MO: 26198

J# 1 02CVZ FRONT SUSPENSION TECH(S):500223 WARRANTY

CUSTOMER STATES CLUNKING NOISE IN FRONT WHEN TURNING LEFT
VERIFIED CUSTOMERS CONCERNS. FOUND NOISE IN RACK. AS PER
BULLETIN 06-02-32-007 REPLACED RACK
REPLACED STEERING RACK AS PER BULLETIN. PERFORMED ALIGNMENT
RETEST ALL PASS

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	15858368	GEAR 6.508			WARRANTY
JOB # 1	1	15858368	CORE RETURN			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 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

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	25010792	FILTER 1.836			INTERNAL
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 2	5.0	5W-30 OIL	[redacted] UNIT	INTERNAL
			TOTAL - GOG	0.00

COMMENTS
NEEDS RIDE

TECHNICIAN CERTIFICATION
500223 JOSEPH MAIOLO JR VW69

TOTALS

[]CASH []CHECK []MC []VISA []DISCOVER []AMEX []GM CARD
WE APPRECIATE YOUR BUSINESS AND WANT YOU COMPLETELY SATISFIED. IF YOU HAVE ANY QUESTIONS OR COMMENTS CALL 315-736-0151 AND ASK FOR STEVE ULRICH IN THE SERVICE DEPARTMENT, OR ROB FOR KIA CUSTOMERS, 315-736-6660 THANKYOU.
PARTS DESIGNATED WITH AN ASTERISK[*] INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS ONLY

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

CUSTOMER SIGNATURE

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

N.Y. STATE
REPAIR SHOP #
4330022

DISCLAIMER OF WARRANTIES

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LIMITED EXPRESS WARRANTY

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED

BUCKLE UP

THANK YOU!

 CUSTOMER COPY [END OF INVOICE] 04:06pm

MICRO-TECH 315-469-8075

Revised 6/1/2006

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Maggie Davis State: NJ

Customer Name: [redacted] Service Request: 71-534299008 GM Legal File No.: {Number}

Vehicle ID No.: 1G1ZT52845F[redacted] In Service Date: 07/28/2004 Vehicle is: Used BAC Code: 115338
Year, Make & Model: 2005 Chevrolet Malibu Vehicle Purchased Used on: 04/2005 at odometer 17000

Lien holder: GMAC☐ Other☐:

VEHICLE REPAIR HISTORY

☐ Brakes

Date:	RO #:	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:	RO #:	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

☐ Steering

Date:	RO #:	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/Trim

Date:	RO #:	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

☐ Electrical

Date:	RO #:	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

☐ HVAC

Date:	RO #:	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

☐ Suspension

Date:	RO #:	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

☐ Wheel/Tires

Date:	RO #:	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:

Total days out of service during the presumption period:
Total days out of service during customer's ownership:

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, [redacted] (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[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Corporation agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor(s) has/have initiated any court, arbitration or other proceeding against General Motors Corporation, Releasor(s) immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of one check: the first, in the amount of $2,000.00, made payable to [redacted] 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 _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20_____, by [redacted]

_____
Signature of Notary Public

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification _____

Type of identification_____

My commission expires: _____

CC: File

LG0029
V6302006

Chevrolet Motor Division
Customer Relationship Center
PO Box [illegible]
Detroit, MI 48232-[illegible]

VIA FAX ONLY

September 19, 2007

Tammy Schmitt, Esq.
David J Gorberg & Associates
1234 Market St Ste 2040
Philadelphia, PA 19107-3720

RE: [redacted]
Service Request: 71-540639405
2006 Chevrolet Silverado
Vehicle Identification Number: 2GCEK19B96[redacted]
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.

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

RE: [redacted]
Service Request: 71-540639405
2006 Chevrolet Silverado
Vehicle Identification Number: 2GCEK19B96 [redacted]
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).

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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.

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

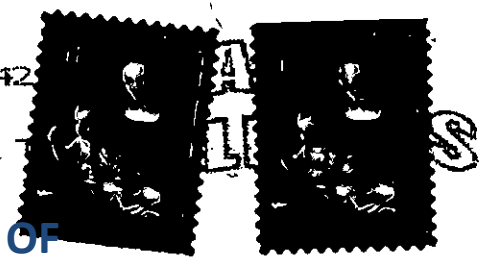
Client's Signature	Client's Signature
Date	Date

[redacted]

BATAVIA NY [redacted]

BUFFALO NY 142

17 DEC 2007 PM 1



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

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

DEC 19 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: DEC. 14, 2007

17-Digit Vehicle Identification Number (VIN): 1G2ZG578954[redacted]

Mileage at Time of Repair: 38620 Date of Repair: DEC 10, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: BATAVIA State: N.Y. ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 226.80

The following documentation must accompany this claim form.

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

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

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

Claimant's Signatu[redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

GM

December 2007

[redacted]

Batavia, NY [redacted]

Dear [redacted]

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

P.O. Box 33172 · Detroit, MI 48232-5172

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

Pontiac
P.O. Box 909989
Milwaukee, WI 53209-9989

07126 1G2ZG528954[redacted]6 0006604
[redacted]
BATAVIA, NY[redacted]

ZIGROSSI PONTIAC BUICK GMC, INC.

5069 EAST MAIN STREET.
BATAVIA, NEW YORK 14020

TELEPHONE (585) 344-2400

70769FIT

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1G2ZG528954[redacted]	38620	12/10/07	70769
BATAVIA NY [redacted]				

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	PONTIAC	G6	GY	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
62042	[redacted]	[redacted]	[redacted]	G6155	00/00/00	AEJ 0956	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
84.00	07/22/05	137	38620	12/04/07	07/22/05	LIFETIME LOF NYSI 2

NYS REPAIR SHOP NO. 7065832
OUR TECHNICIANS ARE FACTORY TRAINED.
TOTAL CUSTOMER SATISFACTION IS OUR #1 GOAL !!!

SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM
!!!!!DONT FORGET WE HAVE A BODY SHOP ON LOCATION!!!!!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
				Labor		210.00
				SalesTax		16.80
				TOTAL-AMOUNT		226.80

pd ck# 9295
12/10/07
NS

ORIGINAL

CUSTOMER COPY - PAGE 02

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

ZIGROSSI PONTIAC BUICK GMC, INC.

5069 EAST MAIN STREET.
BATAVIA, NEW YORK 14020

TELEPHONE (585) 344-2400

70769FIT

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1G2ZG528954[redacted]	38620	12/10/07	70769
BATAVIA NY [redacted]				

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	PONTIAC	G6	GY	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
62042	[redacted]	[redacted]	[redacted]	G6155	00/00/00	AEJ 0956	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
84.00	07/22/05	137	38620	12/04/07	07/22/05	LIFETIME LOF NYSI 2

NYS REPAIR SHOP NO. 7065832
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TOTAL CUSTOMER SATISFACTION IS OUR #1 GOAL !!!

SERVICE HOURS: M-F 8:00AM - 5:00PM
PARTS HOURS: M-F 8:00AM - 5:00PM
!!!!!DONT FORGET WE HAVE A BODY SHOP ON LOCATION!!!!!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

A CUSTOMER STATES THE POWER STEERING WENT INOP. THE SERVICE POWER STEERING MSG. CAME ON. THE MSG WENT OFF & POWER STEERING WORKED
REPLACED THE POWER STEERING CONTROL MODULE(TIME INCLUDES DIAG.)
ASB 3858 2.50 C 210.00
Line Total..... 210.00

B CUSTOMER STATES
MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING - REPLACE
** CUSTOMER AGREES TO PAY LABOR IF DEALERSHIP CAN GOODWILL THE PART

E7631 6D ASB 3858
Auth:AB Claim Type: [redacted] Complaint Cd: OL LaborHrs: 0.0 OtherHrs: 0.0
MOTOR 1 W
Line Total.....

C FREE ALIGNMENT CHECK
PERFORMED FREE ALIGN CHECK
FREE ASB 3858 .50 I
Line Total.....

ORIGINAL

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

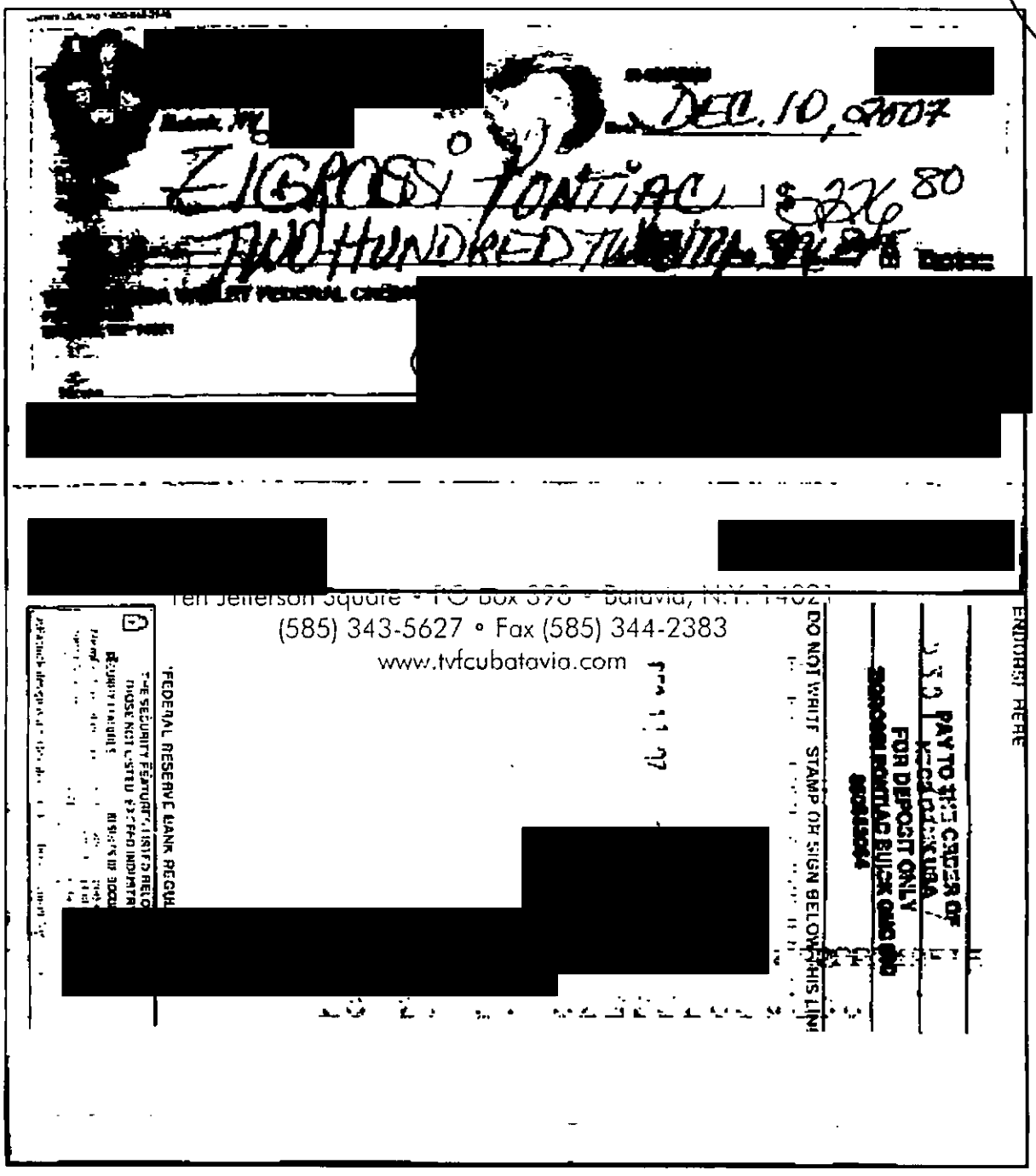
Member Share Drafts

IMAGE INQUIRY SELECTION

Print this Page

Trace No.	Account	Draft	Date	Amount
20723570	1060000160895	9295	12/13/2007	226.80

COPY



January 31, 2011

[redacted]
Batavia, NY [redacted]

Service Request: 71-589599805
Customer Relationship Specialist: MJ Mason

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column 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.

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/11/08

**************226 DOLLARS ****80 CENTS

AMOUNT **************226.80

PAY TO THE ORDER OF

[redacted]

BATAVIA NY [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000096 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528954[redacted]	01/10/08	VM 1-9RU6MV .71-589599805.1-9RU6MV	00.0000	226.80	.00	226.80
		TOTAL		226.80	.00	226.80

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

AP52X

[redacted]

Horsham Pa

PHILADELPHIA PA 191

27 DEC 2007 PM 9 T

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

Reimbursement Dept. DEC 31 2007
PO Box 33170
Detroit, MI 48232-5170

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/26/07

17-Digit Vehicle Identification Number (VIN): 1G12S52FX5F[redacted]

Mileage at Time of Repair: 40,486 Date of Repair: Nov 2, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Horsham State: Pa ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

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:

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

132273 303047

LAFFERTY

INVOICE

LAFFERTY CHEVROLET, INC.
829 WEST STREET ROAD
WARMINSTER, PENNSYLVANIA 18974
215-672-2000
FAX NO. 215-734-2005
www.laffertychevy.com

[redacted]
HORSHAM, PA [redacted]
HOME [redacted] BUS:
CELL [redacted]

PAGE 1

GENUINE CHEVROLET

SERVICE ADVISOR: 51 GLEN MARTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	CHEVROLET MALIBU	1G1ZS52FX5F[redacted]	[redacted]	40486/40488	T316

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13NOV04 DD			13:00 02NOV07	DF	88.00	CASH	02NOV07

R.O. OPENED	READY	OPTIONS:
07:44 02NOV07	14:18 02NOV07	STK:C9018 DLR:515387 1)FREE EMISSIONS AND INSPECTION 2)*WHITE TEAM*

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S POWER STEERING LIGHT CAME ON AND SHE LOST POWER STEERING.SHE TURNED CAR OFF AND RESTARTED IT - P/S WAS THEN OKAY			
DIAG DIAGNOSTIC TIME			
6 MOLAN,MICHAEL LIC#: 6			
CSC 1.00		88.00	88.00
1 25805894 MOTOR	353.78	353.78	353.78
S202 REPLACE P/STEERING MOTOR-CONTROL ASSY			
6 MOLAN,MICHAEL LIC#: 6			
CSC 1.50		132.00	132.00

PARTS: 353.78 LABOR: 220.00 OTHER: 0.00 TOTAL LINE A: 573.78

****

****

Lafferty Chevrolet agrees to maintain physical, electronic & procedural safeguards that comply with federal & state laws, so to maintain the confidentiality of all customer information.

ORIGINAL

PAID
NOV 02 2007
BY: DM
CK #2083

GM
Goodwrench

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	220.00
PARTS AMOUNT	353.78
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	573.78
DEDUCTIBLE/DISCOUNT	0.00
SALES TAX	34.43
PLEASE PAY THIS AMOUNT	608.21

CUSTOMER COPY

[redacted] 303047 3-180-360 [redacted]

11/2 2007

HORSHAM, PA [redacted]

Pay to the order of LAFFERTY CHEVROLET $ 608.21

Six hundred and eight 21/100 Dollars

Every Moment is a Gift

COMMERCE BANK
AMERICA'S MOST CONVENIENT BANK
1-800-YES-2000

For Car

[redacted]

CITIZENS [illegible]
RIVERSIDE NJ [illegible]
MTL [illegible]
RO33 B2 PG [illegible]
11/[illegible]

FOR DEPOSIT ONLY
LAFFERTY CHEVROLET CO
ACCT. [redacted]
COMMERCE

Account [redacted] Check# [redacted] Amount:$608.21 Date Presented:11-07-2007

COPY

April 28, 2011

[redacted]
Horsham, PA [redacted]

Service Request: 71-593908279
Customer Relationship Specialist: Alex Page

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the power steering 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 American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
02/07/08	********608 DOLLARS	****21 CENTS	********608.21

PAY TO THE ORDER OF

[redacted]
HORSHAM PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000438 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/07/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52FX5F[redacted]	02/06/08	VM 1-9WNRE9 71-593908279.1-9WNRE9	00.0000	608.21	.00	608.21
		TOTAL		608.21	.00	608.21

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

[redacted]

SAN ANTONIO, TX [redacted]

SAN ANTONIO TX 782

24 DEC 2007 PM 1 T

DEC 27 2007

HAPPY HOLIDAYS

USA First-Class

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: DECEMBER 26, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT54815F[redacted]

Mileage at Time of Repair: 38,223 Date of Repair: 11/09/07 AND 12/18/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: SAN ANTONIO State: TX ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): SAME

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:

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

5F[redacted]

[redacted]

COPY

SAN ANTONIO, TX [redacted]
HOME: [redacted] BUS:

965910

INVOICE

PAGE 1

Tom Benson CHEVROLET

9400 SAN PEDRO · SAN ANTONIO, TEXAS 78216
(210) 341-3311

SERVICE ADVISOR: 9556 RALPH DIAZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	05	CHEVROLET MALIBU	1G1ZT54815F[redacted]	[redacted]	38223/38223	TR201

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			19:00 09NOV07		0.00	CASH	09NOV07

R.O. OPENED	READY	OPTIONS:
10:13 09NOV07	18:38 09NOV07	DLR:130045 ENG:3.5_Liter_SFI

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET     TOTAL
A C/ STATES S.E.S. LIGHT COMES ON ,CHECK AND ADVISE
     24 SEE LINE B
          1260   IC                                                              (N/C)
PARTS:    0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE A:               0.00

              ******************************************************
B C/ STATES CHECK ENGINE ,OR STEERING LIGHT CAME ON ,CHECK AND ADVISE
     24 REPLACED ELECTRONIC STEERING COLUMN ASSY
          1260   CC                                                   333.88   333.88
        1 15926870 COLUMN                                   359.00   359.00   359.00
PARTS:  359.00  LABOR:    333.88  OTHER:      0.00  TOTAL LINE B:               692.88

              ******************************************************
C COURTESY VEHICLE INSPECTION
     CVI COURTESY VEHICLE INSPECTION
          1260   IC                                                              (N/C)
PARTS:    0.00  LABOR:      0.00  OTHER:      0.00  TOTAL LINE C:               0.00

              ******************************************************
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER                                     29.00
                                   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.
```

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	333.88
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	29.00
TOTAL CHARGES	721.88
LESS INSURANCE	75.34
SALES TAX	31.53
PLEASE PAY THIS AMOUNT	678.07

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

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: 5F[redacted] 968505

[redacted] COPY *INVOICE*

SAN ANTONIO, TX [redacted] PAGE 1
HOME: [redacted] CONT:N/A
BUS: CELL: 9556 RALPH DIAZ

GOLD 05 CHEVROLET MALIBU 1G1ZT54815F[redacted] Z90KRS 40021/40021 TR240

09OCT04 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	TOTAL
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						
	1260	CC				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: 475.28

****

B COURTESY VEHICLE INSPECTION
CVI COURTESY VEHICLE INSPECTION
1260 IC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C A ACE TOWING
TOW SUBLET TOWING TO SHOP
999 CC 0.00 0.00
SUBL A ACE 137992
PO#280872
CC 56.00 56.00
PARTS: 0.00 LABOR: 0.00 OTHER: 56.00 TOTAL LINE C: 56.00

****

WE WOULD APPRECIATE YOUR COMMENTS ON THE SERVICE YOU RECEIVED.WE CONSTANTLY STRIVE TO MEET YOUR EXPECTATIONS,BUT CAN ONLY MEASURE OUR SUCCESS BY YOUR SATISFACTION.MISC. CHARGES INCLUDE SHOP SUPPLIES AND ENVIRONMENTAL 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 ID: 000000100032

Ref #: 0020

Sale

[redacted]

VISA Entry Method: Swiped

Total: $ 678.07

11/09/07 18:42:27

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

Sale

[redacted]

VISA Entry Method: Swiped

Total: $ 560.02

12/18/07 11:30:32

Inv #: 968505 Appr Code: 03508A

Apprvd: Online Batch#: 000161

Customer Copy

THANK YOU COME AGAIN

April 28, 2011

[redacted]
San Antonio, TX [redacted]

Service Request: 71-595794669
Customer Relationship Specialist: Diana Smith

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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 www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/30/08

**************678 DOLLARS ****07 CENTS

AMOUNT **************678.07

PAY TO THE ORDER OF [redacted] SAN ANTONIO TX [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000354 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/30/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54815F[redacted]	01/29/08	VM 1-9UYV4N 71-595794669.1-9UYV4N	00.0000	678.07	.00	678.07
			TOTAL	678.07	.00	678.07

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3

AP-15CK

February 18, 2011

[redacted]

Bend, OR [redacted]

Service Request: 71-597549442
Customer Relationship Specialist: Gavin Sanders

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the 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

[redacted]

BEND, OR [redacted]

CERTIFIED MAIL™

7007 1490 0003 6130 4906

JAN 08 2008

UNITED STATES POSTAL SERVICE

0000

48232

U.S. POSTAGE
PAID
BEND, OR
97701
JAN 03, 08
AMOUNT
$3.23
00067726-07

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

4823255170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/2/2007

17-Digit Vehicle Identification Number (VIN): 1G2ZH528954[redacted]

Mileage at Time of Repair: CAR FAILED ? ON 8/10/2007 Date of Repair: ? WAS TOLD BY SERVICE MANAGER ? MUST DRIVE UNTIL FAILED AGAIN, WAS TOLD REPLACING STEERING COMPONENTS WOULD NOT FIX PROBLEM

Claimant Name (please print): [redacted] THOSE WHO TO PUT CAR UP LIFE MORE IMPORTANT

Street Address or PO Box Number: [redacted]

City: BEND State: OR ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 10,301,366.42

The following documentation must accompany this claim form.

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

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

My signature to this document attests that all attached documents are genuine and I request reimbursement for the ~~expense I incurred for the repair covered by this letter.~~ disregard for high & near loss of life by GM. Refusal of customer service by GM. Refusal of reguard for safety, Refusal to give out arbitration phone number, refusal to honor by request to be my own legal representation. Refusal to acknowledge that this is an issue. Current assertation that vehicle can be driven safely when this occurs.

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

Lost time. Messed up credit, Necessity to replace vehicle, Stress. Distress. ~~Refusal~~

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).

GM

December 2007

[redacted]

Bend, OR [redacted]

Dear [redacted]

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

P.O. Box 33172 · Detroit, MI 48232-5172

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

INVOICE

[redacted]
Bend, OR [redacted]
[redacted]

INVOICE NO. 100
DATE January 3, 2008
CUSTOMER ID GM-G6-1G2ZH528954[redacted]

TO Reimbursement Department
General Motors
PO Box 33170
Detroit MI 48232-5170
(800) 204-0261

ORIGINAL

SALESPERSON	JOB	PAYMENT TERMS	DUE DATE
Brian Fish	Pontiac G6	Due upon receipt	Upon Receipt

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 fees in additon to the above. To be determined at time of final settlement/reimbursement.		-
		SUBTOTAL	$ 10,301,366.42
		SALES TAX	
		TOTAL	$ 10,301,366.42

Make all checks payable to "Brian Fish and/or Kathy Fish"

THANK YOU FOR FINALLY ADDRESSING THIS!

210013-00152
EMW1

P.O. Box 2150
Greeley, CO 80632-2150

(800) 241-0172

GMAC

[redacted]
BEND OR [redacted]

December 12, 2007

Reminder Notice

Account No: [redacted]
Vehicle No: 1G2ZH528954[redacted]
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!

EMW1

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 www.gmacfs.com.

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)

RETURN THIS PORTION WITH PAYMENT. MAKE CHECKS PAYABLE TO: GMAC

ACCOUNT NUMBER: [redacted]

☐ SEE REVERSE FOR CHANGE OF ADDRESS

Total Due Now: $3,366.42
Amount Enclosed:

GMAC ARC

Reference #: 627120934

GMAC PAYMENT PROCESSING CENTER
P.O. BOX 78369
PHOENIX AZ 85062-8369

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.

523 000627120934 0336642 4

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

March 7, 2011

[redacted]
Auburn, ME [redacted]

Service Request: 71-598777668
Customer Relationship Specialist: Gavin Sanders

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the steering 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

[redacted]

Auburn ME. [redacted]

SO. MAINE P&DC 040
09 JAN 2008 PM 3 T

JAN 1 5 2008

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

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/6/08

17-Digit Vehicle Identification Number (VIN): 1G2Z6528954[redacted]

Mileage at Time of Repair: 66,590 Date of Repair: 11/5/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Auburn State: ME. ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ ~~142.00~~ 298.40

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

CHEVY WE'LL BE THERE

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"

LIKE A ROCK CHEVY TRUCKS

PONTIAC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
4701	WAYNE 9		11/08/07	PNCS14120

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
72.00		66,590	LIQUID SILV	05P19

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/4D	03/15/05	61

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z G 5 2 8 9 5 4 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	
		11/05/07	REPRINT# 1

[redacted]

AUBURN, ME [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 66592

TOTALS----------

THANK YOU VERY MUCH FOR BRINGING IN YOUR VEHICLE FOR SERVICE
WE APPRECIATE YOUR BUSINESS VERY MUCH.

TOTAL LABOR....	331.20
TOTAL PARTS....	581.16
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	104.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.26
TOTAL INVOICE $	**1045.62**

METHOD OF PAYMENT

CASH [ ] A/R [ ] CHECK [ ] CHECK NO [ ]

M/C [ ] VISA [ ] DISCOVER [ ] AMX [ ]

CUSTOMER SIGNATURE

ORIGINAL

[END OF INVOICE] 04:43pm

TO REORDER CALL: (207) 799-5523

CHEVY WE'LL BE THERE

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"

LIKE A ROCK CHEVY TRUCKS

PONTIAC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
4701	WAYNE 9		11/08/07	PNCS14120

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
72.00		66,590	LIQUID SILV	05P19

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/4D	03/15/05	61

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z G 5 2 8 9 5 4 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	
		11/05/07	REPRINT# 1

[redacted]

AUBURN, ME [redacted]

BUSINESS PHONE

COMMENTS

MO: 66592

CUST. STATES KEYLESS ENTRY DOES NOT WORK--(IS NOT BATTERIES--HAS REPLACED SEVERAL TIMES)
NEEDS NEW FOB--WILL NOT TRANSMIT
PROVIDED AND PROGRAMMED NEW FOB--OK NOW.

PARTS------QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
1	22733523	TRANSMITT 10.485	63.16	63.16
			TOTAL - PARTS	63.16

JOB# 4 TOTALS----------

LABOR	21.60
PARTS	63.16
JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL	84.76

JOB# 5 CHARGES----------

LABOR----------

J# 5+10CVZ00 SUSPENSION/STEERING HOURS: TECH(S):147 3 WARRANTY

CUST. STATES CAN FEEL LOOSENESS IN FRONT END
CHECKED AND FOUND THAT STEERING RACK (GEAR) HAS INTERNAL
LOOSENESS--NEEDS REPLACEMENT--REMOVED,REPLACED STEERING GEAR
AND ALIGNED FRONT END--ROADTESTED---CANNOT HEAR ANY
NOISE NOW.

PARTS------QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
1	15858368	GEAR 6.508		WARRANTY
-1	15858368	CORE RETURN		WARRANTY
			TOTAL - PARTS	0.00

MISC------CODE--------	DESCRIPTION----------	CONTROL NO---------	
FWD	DEDUCTIBLE GM FACTORY WARRANTY	14120	100.00
		TOTAL - MISC	100.00

JOB# 5 TOTALS----------

MISC	100.00
JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL	100.00

MISC------CODE--------	DESCRIPTION----------	CONTROL NO---------	
JOB # A SS	SHOP SUPPLIES		4.00
		TOTAL - MISC	4.00

ORIGINAL

[CONTINUED ON NEXT PAGE] 04:43pm

EMERSON

Chevrolet • Buick • Pontiac • Inc.
946 Center Street P.O. Box 860 Auburn, Maine 04210
Telephone (207) 784-3503

CHEVY WE'LL BE THERE · BUICK · "WE ARE NEVER SATISFIED UNTIL YOU ARE" · LIKE A ROCK CHEVY TRUCKS · PONTIAC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
4701	WAYNE 9		11/08/07	PNCS14120

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
72.00		66,590	LIQUID SILV	05P19

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/4D	03/15/05	61

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z G 5 2 8 9 5 4 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	
		11/05/07	REPRINT# 1

[redacted] AUBURN, ME [redacted]

BUSINESS PHONE: [redacted]

COMMENTS: MO: 66592

JOB# 1 CHARGES

LABOR
J# 1 10CVZ SUSPENSION/STEERING HOURS: 0.50 TECH(S):147 36.00
CUST. STATES STEERING FEEL LOOSE--PLEASE CHECK
CHECKED FRONT END--FOUND THAT INTERMEDIATE SHAFT WAS
BINDING--LUBRICATED--IS BETTER BUT CAN STILL FEEL SOME
LOOSENESS--PLEASE SEE JOB 5.

JOB# 1 TOTALS
LABOR 36.00

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 36.00

JOB# 2 CHARGES

LABOR
J# 2 09CVZ BRAKE SYSTEM HOURS: TECH(S):3 31 237.60
PLEASE CK. ALL BRAKES FOR WEAR AND ESTIMATE ANY REPAIRS
NEEDED.
CHECKED ALL BRAKES--ALL PADS WERE GETTING WORN DOWN--ALSO
COULD FEEL PULSATION WHEN BRAKING--MEASURED ROTORS FRONT AND
REAR--WOULD BE TOO THIN IF TRIED TO MACHINE ON BRAKE
LATHE AND WOULD WARP QUICKLY---REPLACED ALL 4 ROTORS AND
ALL BRAKE PADS--LUBRICATED ALL CALIPER SLIDES--ROADTESTED--
GOES EXCELLENT NOW.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15808204	PAD KIT 5.017	99.00	99.00
	1		15243254	PAD KIT 5.017 R	99.00	99.00
	2		26851	ROTOR	94.00	188.00
	2		26852	ROTOR	66.00	132.00
				TOTAL - PARTS		518.00

JOB# 2 TOTALS
LABOR 237.60
PARTS 518.00

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 755.60

JOB# 3 CHARGES

LABOR
J# 3 17CVZ LIGHTS/LAMPS/LENSES HOURS: 0.50 TECH(S):31 36.00
CUST. STATES HEADLAMPS ARE AIMED TOO LOW--PLEASE ADJUST
TO CORRECT HEIGHT
ALIGNED HEADLIGHTS HIGHER TO GM SPECS.

JOB# 3 TOTALS
LABOR 36.00

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 36.00

JOB# 4 CHARGES

LABOR
J# 4 16CVZ WIRING/SWITCHES HOURS: 0.30 TECH(S):31 21.60

[CONTINUED ON NEXT PAGE] 04:43pm

CHEVY
WE'LL BE THERE

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"

LIKE A ROCK
CHEVY TRUCKS

PONTIAC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
4701	KENNETH LOWERY 21		07/06/07	PNCS9822

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] AUBURN, ME [redacted]	75.00		58,591	LIQUID SILV	05P19

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/4D	03/15/05	61

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z G 5 2 8 9 5 4 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		07/02/07

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 58591

LABOR----------
J# 5+17CVZ00 LIGHTS/LAMPS/LENSES HOURS: TECH(S):3 21.60
RIGHT FRONT SIDEMARKER LIGHT IS OUT--AND PLATE LIGHT
BULB IS OUT
REPLACED RIGHT FRONT SIDEMARKER BULB AND PLATE LIGHT
BULB.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-		
2 9421330 BULB 8.991	0.74	1.48
	TOTAL - PARTS	1.48

JOB# 5 TOTALS----------

LABOR	21.60
PARTS	1.48
JOB# 5 JOURNAL PREFIX PNCS JOB# 5 TOTAL	23.08

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A SS SHOP SUPPLIES		3.00
	TOTAL - MISC	3.00

TOTALS----------

THANK YOU VERY MUCH FOR BRINGING IN YOUR VEHICLE FOR SERVICE
WE APPRECIATE YOUR BUSINESS VERY MUCH.

TOTAL LABOR....	192.50
TOTAL PARTS....	187.06
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	9.50
TOTAL INVOICE $	**392.06**

METHOD OF PAYMENT

CASH [ ] A/R [ ] CHECK [ ] CHECK NO [ ]

M/C [ ] VISA [ ] DISCOVER [ ] AMX [ ]

CUSTOMER SIGNATURE
****

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

ORIGINAL

PAGE 2 OF 2

[END OF INVOICE] 01:23pm

CHEVY WE'LL BE THERE

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"

LIKE A ROCK CHEVY TRUCKS

PONTIAC

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
4701	KENNETH LOWERY 21		07/06/07	PNCS9822

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
75.00		58,591	LIQUID SILV	05P19

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/4D	03/15/05	61

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 2 Z G 5 2 8 9 5 4 [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		07/02/07

[redacted]
AUBURN, ME [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 58591

JOB# 1 CHARGES

LABOR

J# 1 60CVZ STATE INSPECTION HOURS: TECH(S):3 — 12.50

CUSTOMER REQUEST MAINE STATE INSPECTION.
PERFORMED MAINE STATE INSPECTION PER INSPECTION MANUAL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	22730776	ARM 6.168	185.58	185.58
			TOTAL - PARTS		185.58

JOB# 1 TOTALS

LABOR	12.50
PARTS	185.58
JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL	198.08

JOB# 2 CHARGES

LABOR

J# 2 09CVZ03 CHK BRAKES PULSATE HOURS: TECH(S):3 — 0.00

CUSTOMER STATES BRAKES ARE PULSATING
FRONT BRAKE ROTORS ARE OUT 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.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR

J# 3+10CVZ00 SUSPENSION/STEERING HOURS: 1.20 TECH(S):156 — 86.40

RIGHT LOWER BALLJOINT IS LOOSE--WON'T PASS STATE
INSPECTION
REMOVED.REPLACED RIGHT LOEWR BALLJOINT/CONTROL ARM

JOB# 3 TOTALS

LABOR	86.40
JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL	86.40

JOB# 4 CHARGES

LABOR

J# 4+10CVZ04 ALIGN FRONT END HOURS: TECH(S):156 — 72.00

ALIGN FRONT END
ALIGNED FORNT END AFTER REPLACED RIGHT LOWER BALLJOINT

JOB# 4 TOTALS

LABOR	72.00
JOB# 4 JOURNAL PREFIX PNCS JOB# 4 TOTAL	72.00

JOB# 5 CHARGES

LABOR

ORIGINAL

86.40
72.00
158.40
140.00
298.40

[CONTINUED ON NEXT PAGE] 01:23pm

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

GM

CHECK **No.** [redacted]

50-937
213

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

DATE 02/15/08

AMOUNT ***********307 DOLLARS ****60 CENTS ***********307.60

PAY TO THE ORDER OF

[redacted]
NEPHI UT [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000419 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/15/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528954[redacted]	02/14/08	VM 1-9XXYHH 71-599515375.1-9XXYHH	00.0000	307.60	.00	307.60
			TOTAL	307.60	.00	307.60

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

[redacted]

Nephi, UT [redacted]

PROVO UT 846

08 JAN 2008 PM 1 T

USA 41

REIMBURSEMENT DEPARTMENT

PO BOX 33170

DETROIT MI

48232-5170

JAN 15 2008

48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/20/07

17-Digit Vehicle Identification Number (VIN): 1G2ZG528954[redacted]

Mileage at Time of Repair: 51,057 Date of Repair: 4/16/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Nephi State: UT ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

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:

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

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).

68637

WRITTEN BY	V.I.N. VEHICLE IDENTIFICATION NO.	MILEAGE	CROSS REF. R.O.	LICENSE NO.	YEAR	MAKE - MODEL	DATE
	1G2ZG528954 [redacted]	51,057			05	Pont. G6	4-16-07

TERMS CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. All charges will be paid when work is completed. If not paid, I agree, in consideration of the release of the repaired car to me, to pay such charges promptly upon demand by RON GREENE CHEVROLET-BUICK-GMC, INC. or its assigns, and, in addition, attorney's fees, 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.

A service charge is computed by a periodic rate of 1-1/2% per month on the unpaid balance. This is an annual percentage rate of 18% applied to the previous unpaid balance after deducting current payments or credits as shown hereon. No finance or service charge if less than $1.00 is computed. The finance charge or service charge is computed at an annual rate [redacted]

☐ CASH ☐ WARRANTY ☐ INTERNAL

NAME [redacted]

ADDRESS [redacted]

CITY STATE Nephi, UT [redacted]

ORIGINAL ESTIMATE — PARTS $ ____ LABOR $ ____ TOTAL $ ____

AUTHORIZED ADDL. REPAIRS — PARTS $ ____ LABOR $ ____ TOTAL $ ____

RES. PHONE [redacted]

BUS. PHONE

INSURANCE COMPANY & ADDRESS

EW 4/25/07

LIMITED WARRANTY - PARTS AND LABOR GUARANTEED 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST.

* SUPPLIES - A token charge equivalent to 5% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

CUSTOMER LABOR CHARGES BASED ON A RATE OF $ ____ PER HOUR

LINE NO.	PART COUNT	FAILED PART NO.	TOTAL PARTS	COMP CODE	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HRS.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE
1	—	—	—	06		E7680			307.60			

COMPLAINT - Power steering Light on + off

CAUSE Diagnose Steering Sensor Failure

CORRECTION Replace Steering Column.

LINE NO.	PART COUNT	FAILED PART NO.	TOTAL PARTS	COMP CODE	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HRS.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE

COMPLAINT - (OWNER ASSISTANCE REQUESTED)

CAUSE

CORRECTION -

LINE NO.	PART COUNT	FAILED PART NO.	TOTAL PARTS	COMP CODE	FAIL CODE	FAILED LABOR OPERATION	LABOR OPER. HRS.	OLH	NET AMOUNT	LINE TOTAL	CLAIM TYPE	AUTH. CODE

COMPLAINT - AS PER (AARON) GM SERV REP 50/50

CAUSE (4-18-07) 11am. AYALA

CORRECTION - COST SPLIT GM / OWNER

QTY.	COST	QTY.	PART NO. OR DESCRIPTION	REF.	SALE
		1	15926870 Column.		
			1-866-790-5200 x21620 APRIL		

P.O. NO. | SUBLET REPAIRS

TOTAL SUBLET REPAIRS

GAS - OIL - GREASE	SALE
GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS - OIL - GREASE	

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, RON 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-BUICK-GMC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

CHEVROLET PONTIAC BUICK GMC TRUCKS

RON GREENE

CHEVROLET-PONTIAC-BUICK-GMC, INC.

105 SOUTH MAIN STREET

EPHRAIM, UTAH 84627

PHONE 283-4033

W.C. COST	W.C. SALE	INT. COST	INT. SALE

APR 24 2007

50/50 Split

Customer 307.60

GM 307.60

307.59

DESCRIPTION	C	S
LABOR MECH.		210.00
LABOR BODY		
PARTS MECH.		369.00
PARTS BODY		
SUBLET REPAIRS		
PAINT MATERIAL		
GAS, OIL GREASE		
SHOP SUPPLIES		
SUB-TOTAL		579.00
TAX		36.19
TOTAL		615.19

Check #186

☐ SAVE ☐ DISCARD OLD PARTS DAMAGE NOTED ☐ LF ☐ F ☐ RF ☐ RR ☐ R ☐ LR ☐ GLASS

101000048
04/26/2007
6318654282

This is a LEGAL COPY of your check. You can use it the same way you would use the original check.

[125107037] 04/25/2007
0023860700476 0

[redacted]
CENTERFIELD, UT [redacted]

188

Date Apr. 24, 2007

Pay to the Order of Ron Greene $307.60/

Three Hundred Seven 60/100 Dollars

ZIONS BANK
Ephraim Office Inside Kent's Market
175 South Main
Ephraim, Utah 84627
www.zionsbank.com

For [redacted]

[redacted]

[redacted]

[redacted]

FOR DEPOSIT ONLY
PAR WEST LIFE
1243 2257
RON GREENE CHEVROLET
:2110 1594

[redacted]

↓Do not endorse or write below this line.↓

[redacted]

Date:04/26/07 Sequence Num:60184412 Account:129336566 Serial:188 Amount:$307.60 Dep Seq#:-

COPY

[redacted] 1/7/2008

March 7, 2011

[redacted]
Nephi, UT[redacted]

Service Request: 71-599515375
Customer Relationship Specialist: Alex Page

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the 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

[redacted]

Frederick, MD [redacted]

Service Request: 71-599626731
Customer Relationship Specialist: Elaine Cates

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the 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

[redacted]

Frederick, MD [redacted]

JAN 16 2008

Reimbursement Department
PO Box 33170
Detroit, MI 48232-
5170

48232B5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 8/28/07

17-Digit Vehicle Identification Number (VIN): 1G2ZG5283541 [redacted]

Mileage at Time of Repair: 40637 Date of Repair: 12/28/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Frederick State: MD ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

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:

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

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).

December 2007

[redacted]

Frederick, MD [redacted]

Dear [redacted]

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

P.O. Box 33172 · Detroit, MI 48232-5172

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

Allstate.
You're in good hands.

[redacted]

Frederick, MD[redacted]

RE: Vin # 1G2ZG528354[redacted]
2005 Pontiac G6

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,

[redacted]

310 Notified of (12/13/07) Toni claim

[redacted]

RENN KIRBY PONTIAC
RENN KIRBY MITSUBISHI
15 E. 6TH STREET
FREDERICK, MARYLAND 21701
301-663-4185
www.rennkirby.com

FREDERICK MD [redacted]

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/28/07	05	PONTIAC	G6	1G2ZG528354[redacted]	173	37001	37002	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
03/07/04	08/28/07	27	00:00	[redacted]	87.00	00	08/28/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
102075		[redacted]		SILVER 2

========== REPAIR LINE 001 ==========

CUSTOMER STATES YESTERDAY MORNING WENT TO START VEHICLE IN A.M. MADE A NOISE BUT WOUL
DNT START. WAITED A FEW SECONDS TRIED AGAIN STARTED RIGHT UP.LAST NIGHT WHILE DRIVING
HOME,IT STALLED COMPLETELY OUT AND GOT MESSAGE "ENGINE POWER REDUCED" THEN "ENGINE D
ISABLED"VEHICLE STILL HAD LIGHTS,POWER, ECT.THEN TOOK 3TIMES TO START.NO CHECK LIGHT
EVER CAME ON
PULLED CODE U0107; LOST COMMUNICATION W/ THROTTLE ACUATOR, P0606;INTERNAL PERFORMANCE
,P0601; CONTROL MODULE RERAD ONLY MEMORY
TECHNICIAN PERFORMED DIAGNOSIS PRODECURE FOR CODES P0606 & P0601,REMOVED POWER CONTRO
L MODULE TESTED VOLTAGE SUPPLY AND GROPUND,TESTED FINE AT THIS TIME.CALLED TECH LINEC
ASE#9839597 KEITH HONEMAN.WAS ADVISED TO REPLACE PCM RELAY FIRST, IF ANY OTHER TROUBL
E NEED TO RETURN TO REPLACE PCM. NO OTHER CONCERNS FOUND AT THIS TIME.
Bill Code - S

N2827	RELAY, POWERTRAIN SYSTEM - REPLACE	17 M A		
OLH	OTHER LABOR HRS	17 M A		
		Total Labor		98.00
GM	12177236 -RELAY	1		
		Total Parts		5.81
		Total Line		103.81

COPY

========== REPAIR LINE 002 ==========

301-631-0660 OR 301-305-6701 SALLY LYON
Bill Code - C

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 ____
4. 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 WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE
>

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

[redacted]

FREDERICK MD [redacted]

RENN KIRBY PONTIAC
RENN KIRBY MITSUBISHI
15 E. 6TH STREET
FREDERICK, MARYLAND 21701
301-663-4185
www.rennkirby.com

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/29/07	05	PONTIAC	G6	1G2ZG528354[redacted]	173	36956	36957	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
03/07/04	08/29/07	27	00:00	[redacted]	87.00	00	08/29/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
102096		[redacted]		SILVER 1

========== REPAIR LINE 001 ==========

CUSTOMER STATES AFTER PICKING VEHICLE UP LAST NIGHT THE VEHICLE STALLED OUT AGAIN, THE CHECK ENGINE LIGHT CAME ON, TRIED TO START..NOTHING..TOOK THREE ATTEMPTS BEFORE VEHICLE STARTED, WHILE ATTEMPTING TO START THE CLOCK AND WINDOWS WORKED, ANOTHER LIGHT APPEARED WITH SYMBOL OF CAR AND WRENCH

TECHNICIAN REPLACED POWER CONTROL MODULE PER TECH LINE. NO OTHER CONCERNS FOUND

Bill Code - S

J6360 REPLACE POWER CONTROL MODULE 17 M A

Total Labor 63.00

GM 12591279 -PCM 1

Total Parts 325.63

Total Line 388.63

COPY

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 ____
4. 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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CUSTOMER SIGNATURE

>

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

[redacted]

FREDERICK MD [redacted]

RENN KIRBY PONTIAC
RENN KIRBY MITSUBISHI
15 E. 6TH STREET
FREDERICK, MARYLAND 21701
301-663-4185
www.rennkirby.com

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
09/11/07	05	PONTIAC	G6	1G2ZG528354[redacted]	173	37414	37415	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
03/07/04	09/12/07	27	09/11/07 00:00	[redacted]	87.00	01	09/13/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
102267		[redacted]	SILVER	1

========== REPAIR LINE 001 ==========
CUSTOMER STATES CAR WONT START JUST CLICKS---HAVING TOWED
PERFORMED ELECTRICAL DIAGNOSTICS FOUND BATTERY DEAD ALT CHARGING AS DESIGNED CUSTOMER
DECLINED REPAIARS AT HTI STIME
Bill Code - C
DIAG COMP,ELECT,DIAGNOS 17 M A 43.50
Total Labor 43.50
Total Line 43.50

COPY

========== REPAIR LINE 002 ==========
CUSTOMER STATES A GRINDING NOISE/CLICKING NOISE WHEN TURNING EITHER WAY AND WHILE BRA
KING
PERFORMED DIAGNOSTICS FOUND NOISE COMMING FROM BRAKES PROVIDED CUSTOMER ESTIMATE ON F
RONT AND REAR PADS ESTIMATE 440 CUSTOMER DECLINED AT THIS TIME
Bill Code - C
DIAG COMP,ELECT,DIAGNOS 17 M A 43.50
Total Labor 43.50
Total Line 43.50

Payment Type - 01 CASH 87.00

PAID 9/24/07

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 ____
4. 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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CUSTOMER SIGNATURE
>

LABOR AMOUNT	87.00
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	87.00
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	87.00

[redacted]

FREDERICK MD [redacted]

RENN KIRBY PONTIAC
RENN KIRBY MITSUBISHI
15 E. 6TH STREET
FREDERICK, MARYLAND 21701
301-663-4185
www.rennkirby.com

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
09/20/07	05	PONTIAC	G6	1G2ZG528354[redacted]	173	37438	37429	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	09/20/07	27	00:00		87.00	00	09/20/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
102397		[redacted]		SILVER 1

========== REPAIR LINE 001 ==========

CUSTOMER STATES WHEN TRYING TO START SOMETIMES IT CLICKS, SOMETIMES IT STRAINS TO STA
RT....WAS ADVISED THE STARTER IS FAULTY
TECHNICIAN STARTED VEHICLE 30 TIMES, TESTED STARTER AMPS PULLED FROM BATTERY AVERAGE
277-265 455 CCA CALLED TECHNICAL ASSISTANCE CASE # 9887192 RICH MOHR. OFFERED CUSTOM
ER TO LEAVE VEHICLE FOR US TO TEST A NEW VEHICLE TO MEASURE AMPS FROM STARTER, CUSTOM
ER DECLINED TO LEAVE FOR WANT S PICK UP AS IS
Bill Code - C No Charge - Y

COPY

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 ____
4. 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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[redacted]

CUSTOMER SIGNATURE

>

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

[redacted]

FREDERICK MD [redacted]

RENN KIRBY PONTIAC
RENN KIRBY MITSUBISHI
15 E. 6TH STREET
FREDERICK, MARYLAND 21701
301-663-4185
www.rennkirby.com

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
12/28/07	05	PONTIAC	G6	1G2ZG528354[redacted]	173	40637	40638	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	12/28/07	98	00:00		87.00	00	12/28/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
103758		[redacted]	SILVER	1

========== REPAIR LINE 001 ==========
CUSTOMER STATES POWER STEERING CUTS OUT
SOP STEERING COLUMN. HAS POWER ADJUSTABLE PEDALS
INSTALLED SOP STEERING COLUMN
Bill Code - W
T5681 REPLACE THE STEERING COLUMN ASM/ADD 17 M A
Total Labor 119.00
GM 15926870 -COLUMN 1
Total Parts 286.48
Total Line 405.48
========== REPAIR LINE 002 ==========
MULTIPOINT INSPECTION
FT BRAKES 12/32", RR BRAKES 8/32", TIRES 9/32"
Bill Code - C
00 00 17 M A
========== REPAIR LINE 003 ==========
NOTE: REPAIR IS COVERAGE PERTAINING TO 2005 CHEVROLET MALIBU, MALIBU MAXX, AND PONTIA
C G6. SPECIAL POLICY COVERAGE IS GOOD FOR 7 YEARS OR 70,000 MILES, WHICHEVER COMES FI
RST. SPECIAL COVERAGE ADJUSTMENT IS FOR LOSS OF POWER STEERING ASSIST. BULLETIN 07126
.
Bill Code - C

COPY

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 ____
4. 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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CUSTOMER SIGNATURE

>

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

EXXON

7th Street Exxon
1401 West 7th Street
Frederick Shopping Center
Frederick, MD 21702
(301) 663-8828

COPY

STORE NO.
WORK ORDER NO.

CUSTOMER INFORMATION

[redacted]
Frederick, MD [redacted]
Home Phone # [redacted]
Business Phone # [redacted]

VEHICLE INFORMATION

2005 PONTIAC G6
License Number: MD

Mileage In: 37428

SERVICE ADVISOR	STATUS	SAVE PARTS	DATE RECEIVED	TIME RECEIVED	DATE PROMISED	TIME PROMISED
Michael	WORK ORDER	NO	09/15/2007	7:38am	09/15/2007	

CUSTOMER COMMENTS/REPAIR INSTRUCTIONS

CHECK BATTERY, STARTER, BRAKES

RECOMMENDATIONS / FUTURE NEEDS

RECOMMEND STARTER, AMP. DRAW-UP TO 375 INTERMITTANTLY. RECOMMEND FRONT ROTORS AND PADS AND REAR BRAKE PADS

EMP. I.D.	DESCRIPTION OF SERVICES / PARTS	QTY	UNIT PRICE	AMOUNT
	Diagnostic Time CHECK BATTERY AND CHECK DRAW ON STARTER	0.0		79.50
	Brake Check	0.0		29.95
	Environmental Fee	1.00	1.00	1.00
	Shop Supplies	1.0	8.76	8.76

119.70

#2829

ESTIMATE	REVISED AMOUNT	ADDITIONAL WORK APPROVED BY	METHOD OF APPROVAL	DATE	TIME

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto.

METHOD OF PAYMENT

CUSTOMER SIGNATURE X

TOTAL LABOR	109.45
TOTAL PARTS	9.76
TAX	0.49
SUB TOTAL	119.70
MOTOR FUEL	0.00
TOTAL OTHER	0.00
TOTAL	119.70

THANK YOU

CUSTOMER RIGHTS:
1. You may request a written estimate for repairs.
2. Repairs may not exceed 10% of written estimate without your consent.
3. You are entitled to the return of any replaced parts, except parts required to be returned to the manufacturer.
4. You can not be charged for repairs not authorized by you.

4.17.00

EXXON

COPY

STORE NO.
WORK ORDER NO.

CUSTOMER INFORMATION	VEHICLE INFORMATION
[redacted]	

SERVICE ADVISOR	STATUS	SAVE PARTS	DATE RECEIVED	TIME RECEIVED	DATE PROMISED	TIME PROMISED

CUSTOMER COMMENTS/REPAIR INSTRUCTIONS	RECOMMENDATIONS / FUTURE NEEDS

EMP. I.D.	DESCRIPTION OF SERVICES / PARTS	QTY	UNIT PRICE	AMOUNT

JR #2829

ESTIMATE	REVISED AMOUNT	ADDITIONAL WORK APPROVED BY	METHOD OF APPROVAL	DATE	TIME

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto.

METHOD OF PAYMENT

CUSTOMER SIGNATURE X

TOTAL LABOR	
TOTAL PARTS	
TAX	
SUB TOTAL	
MOTOR FUEL	
TOTAL OTHER	
TOTAL	

4.17.00

THANK YOU

[redacted]

Berea, KY [redacted]

JAN 16 2008

Reimbursement Dept
PO Box 33170
Detroit, MI 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: 1/11/2008

17-Digit Vehicle Identification Number (VIN): 1G1252F35F[redacted]

Mileage at Time of Repair: 64167 Date of Repair: 9/25/2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Berea State: Ky. ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted] home

Amount of Reimbursement Requested: $ 81.26

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

I fell & broke my foot.
Have been unable to get
things together & mail earlier

BRITTON CHEVROLET

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 time, loss of profit or income, or any other incidental damages.

ORIGINAL

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
15439	DWAYNE 15011	[redacted]	09/25/07	CVCS99387

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		64,167	SILVER/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z S 5 2 F 3 5 F [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		09/24/07

[redacted] BUSINESS PHONE

COMMENTS

MO: 64168

LABOR & PARTS----------

J# 1 45CVZ01 STEERING CONCERN TECH(S):15133 75.00

CUSTOMER STATES VEH POWER STEERING QUITS
RESET ALL CALBRATION ON POWER STEERING

JOB # 1 TOTAL LABOR & PARTS 75.00

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

JOB # A A1 ENVIRONMENTAL FEES 6.00

TOTAL - MISC 6.00

TOTALS----------

TOTAL LABOR....	75.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.36
TOTAL INVOICE $	**81.36**

[ ] CASH [ ] CHECK CK NO. [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

PARTS WITH AN * ARE LIFETIME GUARANTEE ON CUSTOMER PAY JOBS
THANK YOU FOR YOUR BUSINESS!!
IF YOUR VEHICLE IS A 2000 THRU CURRENT YEAR MODEL YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED" SCORE PLEASE CONTACT CLIFF OR DANNY AT 859-986-3169

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Reynolds and Reynolds ERALZPRIVE OC2008110 (05/04)

 CUSTOMER COPY [END OF INVOICE] 02:22pm

BRITTON CHEVROLET

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 time, loss of profit or income, or any other incidental damages.

ORIGINAL

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG	INVOICE DATE	INVOICE NO.
15439	DARRELL BRASHEAR 14172	[redacted]	12/22/07	CVCS100625

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		69,827	SILVER/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z S 5 2 F 3 5 F [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/21/07

[redacted] BUSINESS PHONE

COMMENTS

MO: 69833

LABOR & PARTS----------
J# 1 45CVZ01 STEERING CONCERN TECH(S):14669 WARRANTY
CUSTOMER STATES POWER STEERING ASSIST LIGHT COMES ON AND
LOOSES POWER STEERING
SPECIAL POLICY 07126
C0460 STEERING POSITION SENSOR SYMPTOM 00 C0176 THERMAL
ERROR TEMP HIGH SYMPTOM 54
REPLACE SREERING COLUMN

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1		15926870	COLUMN 6.518			

JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00

TOTALS----------

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

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

PARTS WITH AN * ARE LIFETIME GUARANTEE ON CUSTOMER PAY JOBS
THANK YOU FOR YOUR BUSINESS!!
IF YOUR VEHICLE IS A 2000 THRU CURRENT YEAR MODEL YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GIVE US A "COMPLETELY SATISFIED" SCORE PLEASE CONTACT CLIFF OR DANNY AT 859-986-3169

CUSTOMER SIGNATURE

Reynolds and Reynolds ERALZRNVE CC208811 O (06/04)

Bank of America

Prepared for: [redacted]

October 2007 Statement
Credit Line:
Cash or Credit Available: [redacted]

Account Information

Summary of Transactions	
Previous Balance	[redacted]
Payments and Credits	-
Cash Advances	+
Purchases and Adjustments	+
Periodic Rate **Finance Charges**	+
Transaction Fee **Finance Charges**	+
New Balance Total	

Billing Cycle and Payment Information	
Days in Billing Cycle	30
Closing Date	10/12/07
Payment Due Date	11/06/07
Current Payment Due	$15.00
Past Due Amount +	$0.00
Total Minimum Payment Due	**$15.00**

Customer Service

For Information on Your Account Visit:
www.bankofamerica.com
Mail Payments to:
BANK OF AMERICA
P.O. BOX 17220
BALTIMORE, MD 21297-1220
Mail Billing Inquiries to:
BANK OF AMERICA
P.O. BOX 15026
WILMINGTON, DE 19850-5026
Call toll-free 1-800-789-6685
TDD hearing-impaired 1-800-346-3178

Transactions

	Posting Date	Transaction Date	Reference Number	Account Number	Category	Amount
Payments and Credits						
PAYMENT - THANK YOU	09/26					[redacted]
Purchases and Adjustments						
[redacted]	09/19	09/18	1125	3388	C	[redacted]
BRITTON CHEVROLET BEREA KY	09/26	09/25	4517	3388	C	81.36
[redacted]	10/04	10/03	2056	3388	C	[redacted]
	10/04	10/03	5128	3388	C	
	10/05	10/04	8483	3388	C	
	10/09	10/06	8014	3388	C	
	10/11	10/10	4496	3388	C	
	10/11	10/10	0220	3388	C	

Finance Charge Schedule

Category	*Periodic Rate*	*Corresponding Annual Percentage Rate*	*Balance Subject to Finance Charge*
Cash Advances			
A. Balance Transfers, Checks	0.032849% DLY	11.99%	$0.00
B. ATM, Bank	0.054767% DLY	19.99%	$0.00
C. Purchases	0.032849% DLY	11.99%	$509.15

Annual Percentage Rate for this Billing Period: **11.99%**
(Includes Periodic Rate Finance Charges and Transaction Fee Finance Charges.)

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.

Britton Chevrolet Inc.
Berea Kentucky 40403
859-986-3169

Goodwrench

MULTI-POINT VEHICLE INSPECTION

Name: [redacted] Year/Model: 05 Malibu Date 12-21-07

Repair Order # 100625 VIN (last 8 digits): 5F[redacted] Odometer: _____ MI: _____ MII: _____

■ *Checked and OK* ☐ *May Require Attention Soon* ■ *Requires Immediate Attention*

INTERIOR

■ ■ OnStar by GM Subscription activated

■ ■ Remaining engine oil life: _____% Reset: _____ N/A: _____

■ ☒ Air Conditioning Performance

WIPER BLADES

LF ■ ■ RF

■ ■ **Rear** (if applicable)

■ ☐ Windshield condition

Cracks _____ Chips _____

CHECK TIRES AND TREAD DEPTH

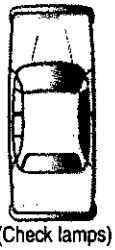
(Check exterior condition)

LF: ■ 8/32 or Greater; 7/32 to 4/32; ■ 3/32 or Less

PSI@: _____ set to: _____ PSI

LR: ■ 8/32 or Greater; 7/32 to 4/32; ■ 3/32 or Less

PSI@: _____ set to: _____ PSI



(Check lamps)

RF: 8/32 or Greater ■; 7/32 to 4/32; 3/32 or Less ■

PSI@: _____ set to: _____ PSI

RR: 8/32 or Greater ■; 7/32 to 4/32; 3/32 or Less ■

PSI@: _____ set to: _____ PSI

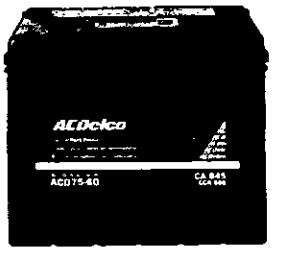
Lowest Tread Depth: _____/32

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

☐ Rotation performed ☐ Alignment performed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY



■ ■ Battery condition

■ ■ Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
■	■ Engine oil	■
■	■ Brake fluid reservoir	■
■	■ Transmission (if equipped w/dipstick)	■
■	■ Coolant recovery reservoir	■
■	■ Power steering	■
■	■ Windshield washer	■

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF: ■ 7 mm (9/32) or greater; 6 mm (8/32) to 4 mm (5/32); ■ 3 mm (4/32) or less — RF: ■ ■ ■

LR: ■ 4 mm (5/32) or greater; 3 mm (4/32); ■ 2 mm (2/32) or less — RR: ■ ■ ■

Lowest Front Lining _____ Lowest Rear Lining _____

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

ADDITIONAL CHECKS

Inspect for visible leaks:

■ ■ Fuel system (also including gas cap seating)

■ ■ Engine, transmission, drive axle, transfer case

■ ■ Engine cooling system

■ ■ Shocks and struts – also check operation

Inspect visual condition:

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

■ ■ Hoses: engine, power steering and HVAC

■ ■ Engine air filter and cabin air filters

■ ■ Steering components and steering linkage

■ ■ CV drive axle boots or driveshafts and U-joints

■ ■ Exhaust system components

COMMENTS

Coolant Resovoir slightly low
clunk in steering at times
Trans Flush as maint.

Consultant: _____

Technician: 14669

MAINTENANCE VISIT RECOMMENDATION

Date: _____ Time: _____

Reason for Maintenance: _____

SIMPLIFIED MAINTENANCE

MI	☐ Required	☐ Performed	MII	☐ Required	☐ Performed

1/12/07

March 7, 2011

[redacted]

Berea, KY [redacted]

Service Request: 71-599629000
Customer Relationship Specialist: Jason David

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column 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.

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

GM

CHECK No. [redacted]

50-937
213

DATE 02/12/08

VOID VOID VOID

**********81 DOLLARS ****36 CENTS **********81.36

AMOUNT

[redacted]

PAY TO THE ORDER OF

BEREA KY [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000259 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/12/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F35F[redacted]	02/11/08	VM 1-9XD7AZ 71-599629000.1-9XD7AZ	00.0000	81.36	.00	81.36
			TOTAL	81.36	.00	81.36

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

APSSCK

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

March 7, 2011

[redacted]

Buffalo, NY [redacted]

Service Request: 71-599637753
Customer Relationship Specialist: Jane West

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. We regret that we are unable to reimburse you the amount you requested because the 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

DONALD L. HOUCK AGENCY INC.

ALL FORMS OF Insurance

Trusted Choice

1940 EGGERT ROAD
AMHERST, N.Y. 14226-2108

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.41⁰
0002518767 JAN 14 2008
MAILED FROM ZIP CODE 14226

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

JAN 16 2008

48232+3170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/14/2008

17-Digit Vehicle Identification Number (VIN): 1G1ZT62855F[redacted]

Mileage at Time of Repair: 42,659 Date of Repair: 9/24/2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: BUFFALO State: NY ZIP Code: [redacted]

Daytime Telephone Number (include Area Code):

Evening Telephone Number (include Area Code): [redacted]

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:

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

Attn: Ron

CHEVROLET TRUCKS LINCOLN CADILLAC FORD BUICK OLDSMOBILE MERCURY

Steve Baldo
CLARENCE CHEVROLET
11234 MAIN STREET
CLARENCE, NY 14031
(716) 759-6826

www.stevebaldo.com

Steve Baldo Drive Assured

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
11204	STEPHEN L VARKONDA 6987		09/24/07	CVCS95469
[redacted]	LABOR RATE 84.00 / [redacted]	MILEAGE 42,659	COLOR WHITE/	STOCK NO.
BUFFALO, NY [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR MAXX		DELIVERY DATE 11/19/05	DELIVERY MILES 16,813
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 5 5 F [redacted]		SELLING DEALER NO. 200	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/24/07	
[redacted]	COMMENTS			

LABOR & PARTS----------
[redacted]
CUSTOMER STATES POWER STEERING GOES OUT INTERM.....
DIAGNOSE AND ADVISE
TRACED TO FAULTY STEERING MODULE /MOTOR
REPLACED STEERING MOTOR/MODULE
TESTED SYSTEM OK NOW

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25805894	MOTOR 6.605	348.04	348.04
			JOB # 1 TOTAL PARTS		348.04
			JOB # 1 TOTAL LABOR & PARTS		520.24

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $595.00 (+TAX)

TOTALS----------

TOTAL LABOR....	172.20
TOTAL PARTS....	348.04
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	45.53
TOTAL INVOICE $	**565.77**

[ ] CASH [ ] CHECK# [ ] VISA
[ ] M/C [ ] DISCOVER [ ] CHARGE
DATE: BY:

STEVE BALDO CHEVROLET APPRECIATES YOUR PATRONAGE. IF YOU HAVE ANY QUESTIONS OR COMMENTS PLEASE CONTACT YOUR SERVICE MANAGER BOB CHAVANNE OR BODY SHOP MANAGER DIANE LAVALLEY THANK YOU FOR CHOOSING STEVE BALDO CHEVROLET.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

COPY

REPAIR SHOP REG. NO. 7075935

DISCLAIMER OF WARRANTIES
The seller, hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products.

Steve Baldo Drive Assured

11234 MAIN STREET
CLARENCE, NY 14031
(716) 759-6826

LINCOLN MERCURY FORD CHEVROLET TRUCKS CADILLAC BUICK OLDSMOBILE

THANK YOU!
WE APPRECIATE YOUR CONFIDENCE IN OUR DEALERSHIP.

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

GM

CHECK **No.** [redacted]

50-937
213

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

DATE			AMOUNT
02/11/08	***********736 DOLLARS	****55 CENTS	***********736.55

PAY TO THE ORDER OF

[redacted]
HUMBLE TX [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000510 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 02/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62815F[redacted]	02/08/08	VM 1-9X6EHN 71-599752469.1-9X6EHN	00.0000	736.55	.00	736.55
			TOTAL	736.55	.00	736.55

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

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USPS CPU

US POSTAGE $ 04.60

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01/11/2008
031A 0003150210

PRIORITY MAIL
UNITED STATES POSTAL SERVICE

JAN 17 2008

www.usps.com

PRIORITY MAIL
UNITED STATES POSTAL SERVICE

usps.com

From [redacted]
Humble, TX [redacted]

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

Label 228, February 2006

▲ Complete address information or place label here ▲

TRY FREE
CARRIER PICK-UP
usps.com/pickup

We Deliver.

HOW TO USE:

1. COMPLETE ADDRESS AREA
Type or print return address and addressee information in designated area or on label.

2. PAYMENT METHOD
Affix postage or meter strip to area indicated in upper right hand corner.

3. ATTACH LABEL (Optional)
Remove label backing and affix in designated location.

4. Bring your Priority Mail package to a post office, present it to your letter carrier, or call 1-800-222-1811 for pick up service. Stamped mail may be deposited in a collection box ONLY if it weighs less

Any amount of mailable material may be enclosed, as long as the envelope is not modified, and the contents are entirely confined within the envelope with the adhesive provided as the means of closure. Domestic use only.

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 01-11-08

17-Digit Vehicle Identification Number (VIN): 1G1ZT62815F[redacted]

Mileage at Time of Repair: 52484 Date of Repair: 03-23-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: HUMBLE State: TX ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

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:

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

ROBBINS AUTO MALL
CHEVROLET • NISSAN
www.robbinsautomall.com

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CHEVROLET

ROBBINS CHEVROLET CO.

"Serving North Harris County Since 1928"

18611 EASTEX FREEWAY HUMBLE, TEXAS 77338
(281) 446-3021

GM QUALITY SERVICE PARTS GM

KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS

PARTS DEPARTMENT HOURS
M - F 7:30 AM - 5:30 PM

SERVICE DEPARTMENT HOURS
M - F 7:00 AM - 6:00 PM

BODY SHOP HOURS
M - F 7:00 AM - 6:00 PM

1 YEAR WARRANTY ON PAINT AND BODY WORK MECHANICAL LABOR & PARTS WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X _____

---------- INVOICE TO ----------
[redacted]
ATTENTION: [redacted] -SON IN LAW
[redacted]
HUMBLE TX [redacted]
HOME: [redacted] WORK: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: [redacted]
[redacted]
ATTENTION: [redacted] -SON IN LAW
[redacted]
HUMBLE TX [redacted]
HOME: [redacted] WORK: [redacted]

---------- FOR OFFICE USE ----------
TAG: 6968 ADV: 359[redacted] INVOICE: PRELIM CUS C GL
TAX RULES: YYNNN INVOICED: 03/23/2007 17:06:08
ODOMETER IN: 52484 DIST: 161
DATES BEGIN: 03/23/07 DONE: 03/23/07

---------- VEHICLE INFORMATION ----------
VIN 1G1ZT62815F[redacted] LICENSE NUMBER: TX [redacted]
05 CHEVROLET MALIBUMAXX LS 5DR SDN Dk Red/Mar
DATES INSERVICE: 072406

CONCERN 51 CUSTOMER STATES THAT STEERING BINDS AND LOCKS UP WHEN TURNING — OPERATION T, TECH 587, AMOUNT 235.54
CORRECTION SCAN TEST CODES C0545,C0460,CIRCUIT TEST & SYSTEM TEST,INTERNAL
COMMENT STEERING FAULT.REPLACED STEERING COLUMN ASSEMBLY

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
000 015926870			COLUMN	1	359.00	359.00

FACTORY TECH: 587 - MOLONEY, RANDY

TYPE: C

SUBTOTAL	
PARTS.....	359.00
LAB-MECHANICAL.....	235.54
TOTAL CHARGE FOR CONCERN	594.54

CONCERN 52 NORTH HOUSTON TOWING — OPERATION T2020, TECH 301, AMOUNT .00
CORRECTION WRECKER

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	466982		NORTH HOUSTON-129642	1	92.00	92.00

FACTORY TECH: 301 - SERVICE,

TYPE: C

SUBTOTAL	
SUBLET REPAIRS.....	92.00
TOTAL CHARGE FOR CONCERN	92.00

Thank You For Your Business

ROBBINS AUTO MALL
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www.robbinsautomall.com

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CHEVROLET

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(281) 446-3021

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KEEP THAT GREAT GM FEELING WITH GENUINE GM PARTS

PARTS DEPARTMENT HOURS
M - F 7:30 AM - 5:30 PM

SERVICE DEPARTMENT HOURS
M - F 7:00 AM - 6:00 PM

BODY SHOP HOURS
M - F 7:00 AM - 6:00 PM

1 YEAR WARRANTY ON PAINT AND BODY WORK MECHANICAL LABOR & PARTS WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

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

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED BELOW X [redacted]

INVOICE TO
[redacted]

DRIVER/OWNER INFORMATION -- INVOICE: C21359
WHITE, BILLY

FOR OFFICE USE
TAG: [redacted] ADV: 359 [redacted] INVOICED: 03/23/2007 17:06:08 GL

VEHICLE INFORMATION
05 MALIBUMAXX Dk Red/Mar LICENSE NUMBER: TX [redacted]

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C21359

PARTS.....	359.00
SUBLET REPAIRS.....	92.00
DEALER-CHARGE	18.84
LAB-MECHANICAL.....	235.54
SUB TOTAL.....	705.38
TAX	31.17
TOTAL-CHARGES.....	736.55

PAYMENT DISTRIBUTION FOR INVOICE C21359

TOTAL-CHARGES.....	736.55
CASH DUE	736.55

IF YOU HAVE ANY QUESTIONS - PLEASE SEE JERRY HALL
THANKS FOR CHOOSING ROBBINS FOR ALL YOUR
SERVICE NEEDS--OUR 73RD YEAR SERVING YOU!

Thank You For Your Business

PAGE 2
LAST PAGE

Master

March 7, 2011

[redacted]

Humble, TX [redacted]

Service Request: 71-599752469
Customer Relationship Specialist: Gavin Sanders

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the 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.

PONTIAC

Service Satisfaction Survey

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

[redacted]

Home telephone:
Change to: ( ) _____

Please provide us with your preferred email address:

_____

Dissatisfied Customer
[redacted]
Byesville OH
[redacted]

Dear [redacted]

Our records indicate that you had your **2006 G6 serviced at Caldwell Classic Pontiac on May 30, 2007.** Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal **User ID:** [redacted] and **Password:** [redacted] If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Caldwell Classic Pontiac.

Sincerely,

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

Scott Lawson, General Director
Customer and Relationship Services

Instructions

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

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

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON MAY 30, 2007, COMPLETE THIS SURVEY.****

About Your Pontiac Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?	☐	☐	☒	☐	☐

	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?	☐	☐	☒	

	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?	☐	☐	☒	☐	☐

About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?	☐	☐	☒	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options? After asking	☒	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?	☐	☐	☐	☒	☐	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised? 2 times over 20 days in	☐	☒	☒

1G2ZH178864[redacted]08081
022727028775 00000162013 028452 2101

Please complete other side →

CSI 020850

About Your Service Consultant/Advisor *(continued)*

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?	☐	☐	☐	☒	☐
10. Overall, how satisfied were you with your Service Consultant?	☐	☐	☐	☒	☐

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
– The time it took to complete the transaction?	☐	☐	☒	☐	☐
– The ease of getting your vehicle?	☐	☐	☒	☐	☐
– The condition in which it was returned?	☐	☐	☒	☐	☐

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☐	☒

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

- ☐ Condition explained - repair not necessary
- ☒ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other (please specify) _____
- ☐ Don't know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?	☐	☐	☐	☒	☐

Continuous problems with this vehicle

	Yes	No
14. Were you given a copy of the completed repair order/invoice?	☒	☐

(After 2 weeks)

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?	☐	☒	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Caldwell Classic Pontiac?	☐	☐	☐	☒	☐

	Definitely Would	Probably Would	Might/ Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?	☐	☐	☐	☒	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2006 G6?	☐	☐	☐	☐	☒ !!!

19. Are you... ☐ Male ☒ Female

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

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

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

MC I feel I bought a "new" Lemon from (0299) they do not seem to be backing me up with GM to try and get this car repurchased. They have tried to fix my main concerns 1. Battery Going Dead 2. Steering but NO Avail. I'll never buy another Pontiac.

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

0299

Thank You!!

Your opinions will help us serve you better.

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

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

1G2ZH178864[redacted] 08081

022727028775 7407327142 028452 2102

002878

REPURCHASE DECISION
OWNED VEHICLE

CASE: PGM0747428	Customer: [redacted]
VIN: 1G2ZH178864[redacted]	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

X

- 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: [redacted]
Arbitrator: Joseph A. Edminister	Date: 08/25/07

REASONS FOR DECISION FORM

CASE: PGM0747428	Customer: [redacted]
VIN: 1G2ZH178864[redacted]	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)**

[redacted]2006 Pontiac G6-GT Coupe PGM0747428

Introduction

[redacted]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

[redacted] 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 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

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: [redacted]
Arbitrator: Joseph A. Edminister	Date: 08/25/07

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

Customer: [redacted]	**SR #:** -71535473201	**BBB#:** 747428

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25905.14
MSRP (from BARS Invoice screen)	- 26905.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -999.86

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

Section 2

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25905.14
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 25905.14

Revised 06/04/07

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

Reacquired Vehicle Disclosure Center

Case Number: 33396

Originator Name: Rhetta Reaume 866-790-5600 11563 reaumere@gmexpert.com

Created Date: 09/05/2007

Vehicle Info

***VIN:**	1G2ZH178864[redacted]	**MSRP:**	26905.0	***TAC #:**	n/a
Year:	2006	**Make:**	Pontiac	**Model:**	G6

Vehicle Comments & TAC Explanation:

n/a

***Date Reviewed with Customer:**	08/30/2007	***Repurchase Mileage:**	12621
Original Purchase Date:	04/19/2006	*** Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	OH		
*** Primary Owner:**	[redacted]				
*** Address**	[redacted]				
*** City**	Byesville	*** State**	OH	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	[redacted]
*** E-mail:**		*** Fax Phone:**			

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
M0112				

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	Champion Federal Cred	**Account #:**	778-60
Contact or Attention:					
Address	6420 Glenn Highway				
City	Cambridge	**State**	OH	**ZIP Code:**	43725
Day Phone:	(740) 432-6713	**Fax:**		**E-mail:**	

Original Selling Dealer

*** Dealer #:**	162013	**Dealer Name:**	CALDWELL CLASSIC CHEVROLET PONTIAC B		
Region:	40	**District:**	6157		
*** Phone:**	(740) 732-2324	**Fax:**	(740) 732-7142		
*** Contact Name:**	Kay Miller	*** Contact Title:**	Sales Department	**E-Mail:**	

Repurchasing Dealer: -

Repair

*** Contact Name:**		*** Contact Title:**	

Vehicle Location: -

Repurchase

*** Reason** Power Steering - (looses power steering , tight and lose)

Transaction Details:

Siebel Request #:	71-535473201	*** Disposition:**	Auction
State:	OH	*** Type:**	Straight Repurchase
Source:	ADR BBB Mandated		
Replacement VIN:		-	
Order #:			
MSRP:	0.0		

Repurchase: as per Ohio Lemon Law.

*** Processing Instructions:**

Disposition: nothing special

*** Processing Instructions:**

Transaction Details

Group	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: [redacted]
Siebel Request: 71-535473201
2006 Pontiac G6
VIN # {1G2ZH178864[redacted]

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 COMMON

File Number	Customer Name	Worksheet Filled Out By:
71-535473201	[redacted]	Heidi Stecker

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:	Date:
1G2ZH178864[redacted]	September 10, 2007

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$25,905.14	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Documentary Fee	$100.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$25.50	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$1,820.36	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$1,618.67	7	Other-Explain	$0.00
8	Denominator	100,000	8	Pro-Rated GAP refund	$82.67	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$29,552.34**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12	waived per BBB Ruling Letter and OH LL		12	*** Usage/Depreciation**	**$0.00**	12	*** Usage/Depreciation**	**$0.00**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$1,000.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$28,469.67**	22	**Total Deductions**	**$1,000.00**	22	**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 **when** financed.		26	**Total Refund to Customer**	**$8,828.70**	26	(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	0	28	**Total Repurchase**	**$28,552.34**	28	**Total Repurchase**	**$0.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$28,552.34**	31	**Projected Loss**	**$0.00**

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		
		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

STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [redacted] **REG. DATE:** 09/02/2006 **EXP. DATE:** 09/02/2007 **ISSUE DATE:** 09/02/2006 **APP NO.:** 250351AH
VALIDATION NO.: 709AJRSGT **AGENCY:** 3005
OWNER NAME: [redacted] **VEHICLE OWNERSHIP:** SINGLE **USER ID:** DC
OLD APP NO.: 005537AL
OWNER ADDR.: [redacted] **OLD PLATE:** [redacted]
CITY: BYESVILLE
STATE OH **ZIP:** [redacted]
TAX DISTRICT: BYESVILLE
COUNTY: GUERNSEY **TEMPORARY ADDRESS ON FILE**
INSIDE CORP LIMIT: YES **VEHICLE CLASS:** PASSENGER
VEHICLE YEAR: 2006 **ODOMETER READING:** 10
BODY TYPE: 2S **MAKE:** PONT **STATE FEES:** $31.00

CERTIFICATE TITLE NO.: [redacted] **PLATE TYPE:** SUNBURST **PERSONALIZED** $35.00
VEH. SERIAL NO.: 1G2ZH178864[redacted] **REG TYPE:** RENEWAL **LOCAL TAX:** $5.00
PURCHASE DATE: 04/20/2006 **REFL./CO. FEE:** $0.00
USED **SUSPENSION/REVOCATION:** NO **DEPUTY FEE:** $3.50
PRIOR OPERATION: YES
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, license plates or registration AND*Be required to

Case Assessment By: Retta Reaume		Siebel/CARS Request #:71-535473201	
Customer Name:[redacted]			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:11000
Veh ID #:1G2ZH178864[redacted]	In Service Date:04/19/06	Purchased: New	If used:
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 lt and rt – replaced body ctrl mod

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Sound system/speaker

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

Revised by c.mallett 09/07/06

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):
Dlr sts:

CRS RECOMMENDATION & RATIONALE (EXPLAIN):
BBB closed file because case was ineligible due to age and mileage.

Decision reached by CRS: Arbitrate case: ☐ Settle case: ☐

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

September 11, 2007

Dealer Confirmation Letter-Straight

CALDWELL CLASSIC CHEVROLET PONTIAC BUICK
44224 County Rd 56
Caldwell, OH 43724

Subject: 2006 Pontiac G6
Customer: [redacted]
VIN: 1G2ZH178864[redacted]
Ref SR:71-535473201 V-33396

Dear John Henderson:

General Motors will issue a check in the amount of $8,828.70 made payable to [redacted] Once RVDC 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 has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

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.

GM

CALDWELL CLASSIC CHEVROLET PONTIAC B 162013 Management Agent's Signature and Title.

JON HENDERSON GENERAL MANAGER

CALDWELL CLASSIC CHEVROLET PONTIAC B 162013 Management Agent's Printed Name and Title.

33396

Tuesday, September 11, 2007

[redacted]
Byesville, OH [redacted]

BBB Arbitration Decision - Straight

Subject: Repurchase of 2006 Pontiac G6
VIN: 1G2ZH178864[redacted]
Ref SR:71-535473201 V-33396

Dear [redacted]

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN **1G2ZH178864**[redacted] and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

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 Repurchase Amount	$28,552.34
Base Price	$25,905.14
Documentary Fee	$100.00
Reg/Lic/Title Fees	$25.50
Sales Tax	$1,820.36
Finance Charges	$1,618.67
Pro-Rated GAP Refund	$82.67
Less Incentives	$1,000.00
Less Payoff of Original Vehicle-Good until 10-07-07	$19,723.64
Total Amount to Customer	**$8,828.70**

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.

[redacted] 9/12/07
Customer's and Co-Customer's Signature(s) and Date

[redacted] 9/12/07
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 titling purposes*).
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien 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

33396

CASE ASSESSMENT BY: **Retta Reaume**
Siebel/CARS Request No: 71-509801767
Customer Name: [redacted]
Year of Vehicle: 2006
Make: Chevrolet
Model: Trailblazer
Current Mileage: 14843
Vehicle ID No.: 1GNET13M162[redacted]
In Service Date: 02/25/06
Purchased:
If used: date/mileage:

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: **Date:**

Revised by r.fick 09/28/04

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Speaker

Date:	Mileage:	Days Out:	Description of Repair:
26/02/07	11936	1	special 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 lf 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

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:**

Revised by r.fick 09/28/04

05/04/07 14207 * replaced child shoulder strap

Total Days Out of Service: _19__(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES:x NO:

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

AVM and/or DEALER RECOMMENDATION(s):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..

CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRS attempt to call cust to make an offer of 2 car payments and 12/12 SC

Decision reached by CRM: Arbitrate case: Settle case:

Team Manager Approval: Date:

Revised by r.fick 09/28/04

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

☒ 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 #

Mandatory Repurchase

✓ **BBB Case**

OR **Straight**

☐ **State Case**

COMPLIANCE DATE ____September 30, 2007

ADR REQUEST NUMBER 71-535473201

CUSTOMER NAME [redacted]

LAST SIX OF VIN [redacted]

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.

09/05/07

2006 G6 - GT COUPE
40U IVORY WHITE /V6G
192 EBONY
ORDER NO. JFWC7S/TDC STOCK NO.
VIN 1G2 ZH17 88 64[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD52535612

**********16*08081S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH37 G6 - GT COUPE	22330.00	20655.25	INVOICE 09/16/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 09/16/05
AY0 FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	690.00	572.70	EXP I/T 09/22/05
			INT COM 09/22/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/14/05
FR9 AXLE RATIO 3.29	N/C	N/C	KEYS G0311 G0311
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	WFP-S QTR OPT-1
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	BANK: GMAC - 010
PED PREMIUM VALUE PACKAGE INCLUDES	1550.00	1286.50	CHG-TO 08-081
* (4) 17" CHROMETECH WHEELS			
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			SHIP WT: 3408
			HP: 32.9
* SUNROOF, POWER TILT & SLIDE			GMS: 23845.35
			SUPPLR: 24915.02
R9N LEATHER PACKAGE:	1365.00	1132.95	MRM: 27405.00
* LEATHER APPOINTED SEATING			DAN: 01
* 6-WAY POWER DRIVER SEAT			MEMO 1239.00
* HEATED FRONT SEATS			
* LEATHER WRAPPED STEERING WHL			
* STEERING WHEEL RADIO CONTROLS			
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			
UE1 ONSTAR SYSTEM -INCLUDES 1 YEAR SAFE & SOUND	695.00	576.85	
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

TOTAL 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
TOTAL	26905.00	24821.55	PAY 310	24821.55
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		23698.20		

****

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

****

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

CALDWELL CLASSIC CHEVROLET BUICK PON

REMIT TO GMAC NO. 010
VIN 1G2ZH178864[redacted]
$ 24821.55 INV 2AD52535612
DUE 09/22/05 DEALER 08-081

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1G12H11 17818614 [redacted]

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER CASH	$ 750.00	CNE
DEALER CASH ADV	$ 602.00	DXD
	$	
	$	
	$	

Total Incentive Amount Received $ 1352.00

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

a. I elect to receive _____
in lieu of _____

and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

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

Is vehicle equipped with OnStar? _____ Yes _____ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [redacted] Date: 4/19/06

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

Authorized Dealer Signature: Troy Miller Date 4/19/06
Dealership Name: Caldwell Classic Chev-Buick Dealer Code: 08-081

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.

07/25/2007 12:25 7407320058 CALDCLASSIC PAGE 02

Classic

44224 Co. Rd. 56 • Caldwell, Ohio 43724-0286
(740) 732-2324 Toll Free (877) 425-3935
Mailing Address: P.O. Box 728
Cambridge, Ohio 43725-0728

DEAL NO. P215
09/02/1985

PURCHASER'S NAME [redacted]
STREET ADDRESS [redacted] DATE 04/19/2006
CITY BYESVILLE COUNTY GUERNSEY STATE OH ZIP [redacted] PHONE [redacted] SALESPERSON BILL LAUGHMAN

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

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2006	PONTIAC	G6	GT COUPE	IVORY WHITE	EBONY

VIN 1G2ZH178864[redacted] TO BE DELIVERED ON OR ABOUT 04/19/2006 STOCK NO. P215

REMARKS:
☐ SEE VEHICLE DELIVERY REPORT ATTACHED
☐ SEE SPOT DELIVERY AGREEMENT ATTACHED
☐ SEE LIMITED WARRANTY ATTACHED

CASH PRICE OF VEHICLE $ 25905.14

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

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

TRADE-IN AND OTHER CREDITS

TRADE-IN ALLOWANCE	N/A		26005.14
BALANCE OWED ON TRADE	N/A	TAXABLE TOTAL	N/A
BALANCE OWED TO:			26005.14
NET EQUITY			
DEPOSIT	N/A		
CASH ON DELIVERY	N/A		
OTHER	2000.00 N/A		
TOTAL CREDIT	1000.00		
TRADE-IN STOCK NO.	1000.00		
BODY TYPE / VIN / YEAR / MAKE / MODEL / MILEAGE			

ODOMETER MILEAGE STATEMENT
2006 PONTIAC G6
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 10 MILES/KILOMETERS, AND IS ACCURATE UNLESS CHECKED BELOW
☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

DOCUMENT FEES	100.00
SELLING PRICE	26005.14
X N/A % SALES TAX	1820.36
COUNTY GUERNSEY	
TITLE FILING FEES	5.00
REGISTRATION FEES	20.50
OTHER	
TOTAL	27851.00
TOTAL CREDIT	1000.00
BALANCE DUE	26851.00

[illegible] MANUFACTURER OR OTHER SUPPLIER SHALL [illegible] WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE [illegible] ARE LIMITED IN DURATION TO THE [illegible] ARE NOT AUTHORIZED [illegible] ON ITS OWN BEHALF. ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE [illegible] CONTRACT.

NTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL RMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRACTO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA POSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof 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 eipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR [illegible] ED REPRESENTATIVE.

OWED: _____ DEALER OR AUTHORIZED REPRESENTATIVE
SIGNED: [redacted] PURCHASER DATE 04/19/2006

1603-1 (1/00)

BUYERS ORDER *Classic*

CHEVROLET • BUICK • PONTIAC • OLDSMOBILE
44224 Co. Rd. 56 • Caldwell, Ohio 43724-0286
(740) 732-2324 Toll Free (877) 425-3935
Mailing Address: P.O. Box 728
Cambridge, Ohio 43725-0728

STOCK NO. P215 Classic #
DEAL NO. 09/02/1985 074714

PURCHASER'S NAME [redacted] [redacted]
STREET ADDRESS [redacted] DATE 04/19/2006
CITY BYESVILLE COUNTY GUERNSEY STATE OH ZIP [redacted] PHONE
SALESPERSON BILL LAUGHMAN

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

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2006	PONTIAC	G6	GT COUPE	IVORY WHITE	EBONY

VIN 1G2ZH178 [redacted] TO BE DELIVERED ON OR ABOUT 04/19/2006 STOCK NO. P215

REMARKS:
☐ SEE VEHICLE DELIVERY REPORT ATTACHED
☐ SEE SPOT DELIVERY AGREEMENT ATTACHED
☐ SEE LIMITED WARRANTY ATTACHED

CASH PRICE OF VEHICLE $ 25905.14

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

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

TRADE-IN AND OTHER CREDITS				
TRADE-IN ALLOWANCE		N/A	26005.14	
BALANCE OWED ON TRADE		N/A		N/A
BALANCE OWED TO:			TAXABLE TOTAL	26005.14
NET EQUITY		N/A		
DEPOSIT		N/A		
CASH ON DELIVERY		N/A		
OTHER (Cash pd.)	1000.00			
TOTAL CREDIT	1000.00			
TRADE-IN STOCK NO.	YEAR	MAKE	MODEL	
BODY TYPE	VIN		MILEAGE	

ODOMETER MILEAGE STATEMENT
2006 PONTIAC G6
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 10 MILES/KILOMETERS. AND IS ACCURATE UNLESS CHECKED BELOW
☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

DOCUMENT FEES	100.00
SELLING PRICE	26005.14
X % TAX SALES TAX	1820.36
COUNTY GUERNSEY	
TITLE FILING FEES	6.00
REGISTRATION FEES	20.50
OTHER	
TOTAL	27851.00
TOTAL CREDIT (Cash down)	1000.00
BALANCE DUE	26851.00

ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN DEALER ARE THEIRS, NOT DEALERS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER FURNISHES PURCHASER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IN CONNECTION WITH THE VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOLD BY DEALER. DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A WRITTEN WARRANTY IS PROVIDED BY DEALER OR A SERVICE CONTRACT IS SOLD BY DEALER ON ITS OWN BEHALF, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE TERM OF THE WRITTEN WARRANTY/SERVICE CONTRACT.
CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRACTO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

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

APPROVED. [redacted] DEALER OR AUTHORIZED REPRESENTATIVE SIGNED: _____ ACCEPTED BY PURCHASER DATE

CHAMPION FEDERAL CREDIT UNION
6420 Glenn Hwy.
Cambridge, OH 43725-9755

LOANLINER.

LOAN AND SECURITY AGREEMENTS AND DISCLOSURE STATEMENT

Loan Date: 04/19/06 | Loan Number: 588860 | Account Number: [redacted]

Borrower 1 Name and Address: [redacted]
BYESVILLE OH [redacted]

Borrower 2 Name (and address if different from Borrower 1):

TRUTH IN LENDING DISCLOSURE 'e' means an estimate

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit is
5.250 %	$ 3,883.04	$ 25,120.00	$ 29,003.04	$ which includes your downpayment of $

Filing Fees $ .00 Non-Filing Insurance $

☐ Assumption: Someone buying your mobile home cannot assume the remainder of the loan on the original terms.

Prepayment: If you pay off early you will not have to pay a penalty. Required Deposit: The Annual Percentage Rate does not take into account your required deposit, if any.

Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from us, you will pay $

Late Charge: 5% OF PAYMENT 15 DAYS AFTER PAYMENT DATE

Your Payment Schedule will be:	Number of Payments	Amount of Payments	When Payments Are Due
	66	439.44	MNTH BEGIN 05/26/06

Security: Collateral securing other loans with the credit union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the credit union; and the property described below:

Collateral	Property/Model/Make	Year	I.D. Number	Type/Lien Amount	Value	Key Number
PONTIAC	G6	2006	1G2ZH178864 [redacted]	GT	25,1[illegible]	[illegible].00

Other (Describe):

Pledge of Shares $ In Account Number $ In Account Number

SEE YOUR CONTRACT DOCUMENTS FOR ANY ADDITIONAL INFORMATION ABOUT NONPAYMENT, DEFAULT, AND ANY REQUIRED REPAYMENT IN FULL BEFORE THE SCHEDULED DATE.

ITEMIZATION OF THE AMOUNT FINANCED

IF AN AMOUNT IS MARKED WITH AN ASTERISK (*), WE WILL BE RETAINING A PORTION OF THE AMOUNT.

Itemization of Amount Financed of	Amount Given to You Directly	Amount Paid on Your Account	Prepaid Finance Charge
$ 25,120.00	$ .00	$ .00	$

Amount Paid to Others on Your Behalf		
$ 269.00	To GAP PROT	$24,851.00 To CALDWELL CLASSIC C
$ .00	To	$ .00 To

LOAN AGREEMENT continued on reverse side

☐ CONSUMERS' CLAIMS AND DEFENSES NOTICE — IF CHECKED, SEE REVERSE SIDE FOR NOTICE

1. Promise to Pay: You promise to pay $ 25,120.00 to the credit union plus interest on the unpaid balance until what you owe has been repaid. For fixed rate loans the interest rate is 5.250 % per year. 2. These Agreements are governed by the laws of OHIO
3. Collection Costs: You promise to pay all costs of collecting the amount you owe under this Agreement to the extent permitted by state law.

SIGNATURES FOR LOAN AND SECURITY AGREEMENTS

VERMONT NOTICE TO CO-SIGNER: YOUR SIGNATURE ON THIS NOTE MEANS THAT YOU ARE EQUALLY LIABLE FOR REPAYMENT OF THIS LOAN. IF THE BORROWER DOES NOT PAY, THE LENDER HAS A LEGAL RIGHT TO COLLECT FROM YOU.

NOTICE TO UTAH BORROWERS: This written agreement is a final expression of the agreement between you and the Credit Union. This written agreement may not be contradicted by evidence of any oral agreement.

By signing as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth in Lending Disclosure, you also agree to the terms of the Security Agreement on the reverse side. If you sign as "Owner of Property" you agree only to the terms of the Security Agreement. **CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.**

X [redacted] (SEAL) 4/19/06 BORROWER DATE | X [redacted] (SEAL) 4-19-06 BORROWER 2 DATE

X (SEAL) ☐ OTHER BORROWER ☐ OWNER OF PROPERTY ☐ WITNESS DATE | X [redacted] (SEAL) 4-19-06 ☐ OTHER BORROWER ☐ OWNER OF PROPERTY ☑ WITNESS DATE

CREDIT INSURANCE ENROLLMENT FORM/SCHEDULE

CUNA Mutual Insurance Society • Madison, WI 53701-0391 • Phone: 800/937-2644

"You" or "Your" means the member and the joint insured (if applicable).

Credit insurance **is voluntary and not required in order to obtain this loan.** You may select any insurer of your choice. You can get this insurance only if you check the "yes" box below and sign your name and write in the date. The rate you are charged for the insurance is subject to change. You will receive written notice before any increase goes into effect. You have the right to stop this insurance by notifying your credit union in writing. Your signature below means you agree that:

- If you elect insurance, you authorize the credit union to add the charges for insurance to your loan each month.
- You are eligible for disability insurance only if you are working for wages or profit for 25 hours a week or more on the date of any advance. If you are not, that particular advance will not be insured until you return to work. If you are off work because of temporary layoff, strike or vacation, but soon to resume, you will be considered at work.
- You are eligible for insurance up to the Maximum Age for Insurance. Insurance will stop when you reach that age.

NOTE: THE LIFE AND DISABILITY INSURANCE IS CONTAINS CERTAIN BENEFIT EXCLUSIONS, INCLUDING A PRE-EXISTING CONDITION EXCLUSION. PLEASE REFER TO YOUR CERTIFICATE FOR DETAILS.

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

YOU ELECT THE FOLLOWING INSURANCE COVERAGE(S)	YES	NO	PREMIUM SCHEDULE	COVERED MEMBER (Please Initial)
SINGLE CREDIT DISABILITY		X	$ .00	
		X	.00	
		X	.00	

If you are totally disabled for more than 30 days, then the disability benefit will begin with the 31st day of disability.

GROUP POLICY NUMBER	RATE OF INTEREST USED ON THIS LOAN	INSURABLE MAXIMUMS	DISABILITY	LIFE
034-1964-3		MAXIMUM MONTHLY TOTAL DISABILITY BENEFIT	600	N/A
DATE OF ISSUE OF THE CERTIFICATE: 04/19/06	MEMBER'S DATE OF BIRTH: 09/02/85	MAXIMUM INSURABLE BALANCE PER LOAN ACCOUNT	0,000	N/A
JOINT INSURED'S DATE OF BIRTH: 04/19/06	03/23/60	MAXIMUM AGE FOR INSURANCE	66	N/A
		SECONDARY BENEFICIARY (If you desire to name one)		

X [redacted] SIGNATURE OF MEMBER (Be sure to check one of the boxes above) APP 825-0750H

X N/A SIGNATURE OF JOINT INSURED (CO-BORROWER) (Only Required if JOINT CREDIT LIFE coverage is selected)

BORROWER COPY

CHAMPION FEDERAL CREDIT UNION
6420 Glenn Hwy.
Cambridge, OH 43725-9755

LOANLINER.

LOAN AND SECURITY AGREEMENTS AND DISCLOSURE STATEMENT

Loan Date 04/19/06 | Loan Number 588860 | Account Number [redacted]

Borrower 1 Name and Address: [redacted]
BYESVILLE OH [redacted]

Borrower 2 Name (and address if different from Borrower 1)

TRUTH IN LENDING DISCLOSURE 's' means an estimate

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit is $
5.250 %	$ 3,883.04	$ 25,120.00	$ 29,003.04	which includes your downpayment of $

Filing Fees $ .00 | Non-Filing Insurance $

☐ **Assumption:** Someone buying your mobile home cannot assume the remainder of the loan on the original terms.

Prepayment: If you pay off early you will not have to pay a penalty. **Required Deposit:** The Annual Percentage Rate does not take into account your required deposit, if any.

Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from us, you will pay $

Late Charge: 5% OF PAYMENT 15 DAYS AFTER PAYMENT DATE

Your Payment Schedule will be:	Number of Payments	Amount of Payments	When Payments Are Due
	66	439.44	MNTH BEGIN 05/26/06

Security: Collateral securing other loans with the credit union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the credit union; and the property described below:

Collateral	Property/Model/Make	Year	I.D. Number	Type/Lien Amount	Value	Key Number
PONTIAC	G6	2006	1G2ZH178864[redacted]	GT	25,1[illegible].00	

Other (Describe):
Pledge of Shares $ in Account Number $ in Account Number

SEE YOUR CONTRACT DOCUMENTS FOR ANY ADDITIONAL INFORMATION ABOUT NONPAYMENT, DEFAULT, AND ANY REQUIRED REPAYMENT IN FULL BEFORE THE SCHEDULED DATE.

ITEMIZATION OF THE AMOUNT FINANCED

(IF AN AMOUNT IS MARKED WITH AN ASTERISK (*), WE WILL BE RETAINING A PORTION OF THE AMOUNT.)

Itemization of Amount Financed of	Amount Given to You Directly	Amount Paid on Your Account	Prepaid Finance Charge
$ 25,120.00	$ .00	$ .00	$

Amount Paid to Others on Your Behalf		
$ 269.00	To GAP PROT	$24,851.00 To CALDWELL CLASSIC C
$ .00	To	$ .00 To

LOAN AGREEMENT

continued on reverse side ☐ CONSUMERS' CLAIMS AND DEFENSES NOTICE — IF CHECKED, SEE REVERSE SIDE FOR NOTICE

1. **Promise to Pay:** You promise to pay $ 25,120.00 to the credit union plus interest on the unpaid balance until what you owe has been repaid. For fixed rate loans the interest rate is 5.250 % per year. 2. These Agreements are governed by the laws of OHIO.
3. **Collection Costs:** You promise to pay all costs of collecting the amount you owe under this Agreement to the extent permitted by state law.

SIGNATURES FOR LOAN AND SECURITY AGREEMENTS

VERMONT NOTICE TO CO-SIGNER: YOUR SIGNATURE ON THIS NOTE MEANS THAT YOU ARE EQUALLY LIABLE FOR REPAYMENT OF THIS LOAN. IF THE BORROWER DOES NOT PAY, THE LENDER HAS A LEGAL RIGHT TO COLLECT FROM YOU.

NOTICE TO UTAH BORROWERS: This written agreement is a final expression of the agreement between you and the Credit Union. This written agreement may not be contradicted by evidence of any oral agreement.

By signing as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth In Lending Disclosure, you also agree to the terms of the Security Agreement on the reverse side. If you sign as "Owner of Property" you agree only to the terms of the Security Agreement. **CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.**

X [redacted] (SEAL) 4/19/06 — BORROWER — DATE

X [redacted] (SEAL) 4-19-06 — BORROWER — DATE

X (SEAL) — ☐ OTHER BORROWER ☐ OWNER OF PROPERTY ☐ WITNESS — DATE

X [redacted] (SEAL) 4-19-06 — ☐ OTHER BORROWER ☐ OWNER OF PROPERTY ☑ WITNESS — DATE

CREDIT INSURANCE ENROLLMENT FORM/SCHEDULE

CUNA Mutual Insurance Society • Madison, WI 53701-0391 • Phone: 800/837-2644

"You" or "Your" means the member and the joint insured (if applicable).

Credit insurance **is voluntary and not required in order to obtain this loan.** You may select any insurer of your choice. You can get this insurance only if you check the "yes" box below and sign your name and write in the date. The rate you are charged for the insurance is subject to change. You will receive written notice before any increase goes into effect. You have the right to stop this insurance by notifying your credit union in writing. Your signature below means you agree that:

- If you elect insurance, you authorize the credit union to add the charges for insurance to your loan each month.
- You are eligible for disability insurance only if you are working for wages or profit for 25 hours a week or more on the date of any advance. If you are not, that particular advance will not be insured until you return to work. If you are off work because of temporary layoff, strike or vacation, but soon to resume, you will be considered at work.
- You are eligible for insurance up to the Maximum Age for Insurance. Insurance will stop when you reach that age.

NOTE: THE LIFE AND DISABILITY INSURANCE CONTAINS CERTAIN BENEFIT EXCLUSIONS, INCLUDING A PRE-EXISTING CONDITION EXCLUSION. PLEASE REFER TO YOUR CERTIFICATE FOR DETAILS.

Any person who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or files a claim containing a false or deceptive statement is guilty of insurance fraud.

YOU ELECT THE FOLLOWING INSURANCE COVERAGE(S)	YES	NO	PREMIUM SCHEDULE	COVERED MEMBER (Please Initial)
SINGLE CREDIT DISABILITY		X	$ .00	
		X	.00	
		X	.00	

If you are totally disabled for more than 30 days, then the disability benefit will begin with the 31st day of disability.

GROUP POLICY NUMBER	RATE OF INTEREST USED ON THIS LOAN	INSURABLE MAXIMUMS	DISABILITY	LIFE
034-1984-3		MAXIMUM MONTHLY TOTAL DISABILITY BENEFIT	$ 600	N/A
DATE OF ISSUE OF THE CERTIFICATE: 04/19/06	MEMBER'S DATE OF BIRTH: 09/02/85	MAXIMUM INSURABLE BALANCE PER LOAN ACCOUNT	$ 10,000	N/A
JOINT INSURED'S DATE OF BIRTH: 04/19/06	03/23/60	MAXIMUM AGE FOR INSURANCE	66	N/A
		SECONDARY BENEFICIARY (If you desire to name one)		

X [redacted] — SIGNATURE OF MEMBER (Sign at the date and place of the notary above)

X — SIGNATURE OF JOINT INSURED (CO-BORROWER) (Only required if JOINT CREDIT LIFE coverage is selected) — N/A

APP825-0780OH

[redacted]

DATE (SEAL) -19-04

ER BORROWER ☐ OWNER OF PROPERTY ☐ WITNESS DATE

[redacted]

(SEAL) 4 -2-04

☐ OWNER OF PROPERTY ☑ WITNESS

DIT INSURANCE ENROLLMENT FORM/SCHEDULE CUNA Mutual Insurance Society • Madison, WI 53701-0391 • Phone: 8 /937-2644

' or "Your" means the member and the joint insured (if applicable)

t Insurance **is voluntary and not required in order to obtain this** You may select any insurer of your choice. You can get this **nce only if you check the "yes"** box below **and sign your name** and in the date. The rate you are charged for the insurance is subject nge. You **will receive written notice before** any increase goes into You have the right **to stop this** insurance by notifying your credit in writing. Your signature below means you agree that:

elect insurance, **you authorize** the credit union to add the charges surance to your loan each month.

- You are eligible for disability insurance only if you are wages or profit for 25 hours a week or more on the advance, **if you are not**, that particular advance will not be you return to work. If you are off work because of temp strike or vacation, but soon to resume, you will be conside
- You are eligible for insurance up to the **Maximum Age** fo Insurance **will stop when** you reach that age.

orking fo ite of any ured unt ry layoff, d at work

NOTE: THE LIFE AND DISABILITY INSURANCE CONTAIN BENEFIT EXCLUSIONS, INCLUDING A PRE-EXISTING EXCLUSION. PLEASE REFER TO YOUR CERTIFICATE FOR I

CERTAIN NDITION TAILS.

rson who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, **submits an application or fil ding a false or deceptive statement is guilty of insurance fraud.**

T THE FOLLOWING INSURANCE COVERAGE(S)	YES	NO	PREMIUM SCHEDULE	COVERED MEMBER (Please Initial)
E CREDIT DISABILITY		X	$ .070	
		X	.20	
		X	.010	

MAXIMUM TOTAL DISABILITY BENEFIT	$ 8X0	
MAXIMUM AGE FOR INSURANCE	55	

X

BORROWER COPY

Bottom half of Loan Agreement Larger than 8" X 11"

X [redacted] (SEAL) 4-19-06

BORROWER 2

DATE

X [redacted] (SEAL) 4-19-06

ER BORROWER ☐ OWNER OF PROPERTY ☐ WITNESS DATE ☐ O ☑ WITNESS

DIT INSURANCE ENROLLMENT FORM/SCHEDULE

CUNA Mutual Insurance Society • Madison, WI 53701-0391 • Phone: 8 /937-2644

' or "Your" means the member and the joint insured (if applicable)

: Insurance is voluntary and not required in order to obtain this You may select any insurer of your choice. You can get this unce only if you check the "yes" box below and sign your name and in the date. The rate you are charged for the insurance is subject nge. You will receive written notice before any increase goes into You have the right to stop this insurance by notifying your credit in writing. Your signature below means you agree that:

: elect insurance, you authorize the credit union to add the charges surance to your loan each month.

- You are eligible for disability insurance only if you are orking for wages or profit for 25 hours a week or more on the ite of any advance. If you are not, that particular advance will not be insured until you return to work. If you are off work because of temp ry layoff, strike or vacation, but soon to resume, you will be conside d at work
- You are eligible for insurance up to the Maximum Age for nsurance. Insurance will stop when you reach that age.

NOTE: THE LIFE AND DISABILITY INSURANCE CONTAIN CERTAIN BENEFIT EXCLUSIONS, INCLUDING A PRE-EXISTING NDITION EXCLUSION. PLEASE REFER TO YOUR CERTIFICATE FOR I TAILS.

rson who, with intent to defraud or knowing that he is facilitating a fraud against an insurer, submits an application or fil a claim ing a false or deceptive statement is guilty of insurance fraud.

ST THE FOLLOWING INSURANCE COVERAGE(S)	YES	NO	PREMIUM SCHEDULE	COVERED MEMBER (Please Print)
E CREDIT DISABILITY		X	$ .070	
		X	.20	
		X	.010	

MAXIMUM MONTHLY TOTAL DISABILITY BENEFIT

MAXIMUM AGE FOR INSURANCE

X

BORROWER COPY

Bottom half of Loan Agreement Larger than 8" X 11"

CASE# PGM0747428

STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: [redacted] **REG. DATE:** 09/02/2006 **EXP. DATE:** 09/02/2007 **ISSUE DATE:** 09/02/2006

VALIDATION NO.: 709AIRSGT

OWNER NAME: [redacted]

VEHICLE OWNERSHIP: SINGLE

APP NO.: 250351AH
AGENCY: 3005
USER ID: DC
OLD APP NO.: 005537AI
OLD PLATE: [redacted]

OWNER ADDR.: [redacted]
CITY: BYESVILLE
STATE OH **ZIP:** [redacted]
TAX DISTRICT: BYESVILLE
COUNTY: GUERNSEY
INSIDE CORP LIMIT: YES
VEHICLE YEAR: 2006
BODY TYPE: 2S

VEHICLE CLASS: PASSENGER
ODOMETER READING: 10
MAKE: PONT

TEMPORARY ADDRESS ON FILE

CERTIFICATE TITLE NO.: [redacted]
VEH. SERIAL NO.: 1G2ZH178864[redacted]
PURCHASE DATE: 04/20/2006
USED

PLATE TYPE: [redacted]
REG TYPE: RENEWAL

SUSPENSION/REVOCATION: NO
PRIOR OPERATION: YES
FEES PAID: YES

STATE FEES:	$31.00
PERSONALIZED	$35.00
LOCAL TAX:	$5.00
REFL./CO. FEE:	$0.00
DEPUTY FEE:	$3.50
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, license plates or registration AND*Be required to

Council of Better Business Bureaus, Inc.

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

AGREEMENT TO ARBITRATE

Date: 08/06/07 Case Number: PGM0747428

Customer: [redacted]

Business: Pontiac/GMC

Mfr-Info: 1712 OH 1G2ZH178864[redacted]

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

Model : G6
Year : 2006

All parties named above submit to arbitration the following:

1 * 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)
2 * Hot/Burning Smell after driving 10+ miles - intermittent
* sound system speakers muffled (n/c)
3 * steering wheel volume control defunct

Vehicle out of service for 27 days during the rights period

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)
*
*
*
*
*
*

~~47~~ days total out of service

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

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

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

Council of Better Business Bureaus, Inc.

NOTICE OF HEARING/INSPECTION

Date: 08/07/07 Case Number: PGM0747428

Customer: [redacted]

Business: Pontiac/GMC

Mfr-Info: 1712 OH 1G2ZH178864[redacted]

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 Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

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

INSTRUCTIONS

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

Hearing Site Phone Number: 3304549401 Hearing Site Fax Number: 3304568957

REPURCHASE DECISION
OWNED VEHICLE

CASE: PGM0747428 VIN: 1G2ZH178864[redacted]	Customer: [redacted] 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

X

- 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: [redacted]
Arbitrator: Joseph A. Edminister	Date: 08/25/07

REASONS FOR DECISION FORM

CASE: PGM0747428 VIN: 1G2ZH178864[redacted]	Customer: [redacted] 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)**

Aarica Dubeck 2006 Pontiac G6-GT Coupe PGM0747428

Introduction

[redacted], 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

[redacted] 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 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

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: [redacted]
Arbitrator: Joseph A. Edminister	Date: 08/25/07

BBB AUTO LINE
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838
Phone 800.955.5100 Fax: 703.2[illegible]9700

Council of Better Business Bureaus, Inc.

ACCEPTANCE OR REJECTION OF DECISION

Date: 08/28/07 Case Number: PGM0747428

Customer: [redacted]

Business: Pontiac/GMC

Mfr-Info: 1712 OH 1G2ZH178864[redacted]

If this form is not received in our office within 14 days from the date of the cover letter, the decisio[illegible] will be considered rejected. You may return it to the BBB via fax at 1.703.247.9700.

Please check one of the following.

✓ I ACCEPT THE ARBITRATION DECISION. I understand this means:

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

You must do the following if you have been awarded a repurchase/replacement award and accept [illegible]

1) Contact your financial company to provide permission to release payment and payoff information to [illegible]e manufacturer in order to complete the repurchase/replacement transaction.
Indicate the date you have done this: 8/30/07 (Attn: Sharo[illegible]
2) Please provide the full name of your financing company Champion Federal Credit Union
Account Number [redacted]
Mailing address [redacted]
City Cambridge State OH Zip [redacted]
Telephone number [redacted] Fax number N/A

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

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

Signature(s) of Titled Owner(s): [redacted] Date: 8/3[illegible]/07

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

Customer: [redacted]	**SR #:** -71535473201	**BBB#:** 747428

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25905.14
MSRP (from BARS Invoice screen)	- 26905.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -999.86

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

Section 2

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25905.14
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 24905.14

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

Old Republic Guaranteed Asset Protection (GAP)

GAP Contract Registration Page

Number: G00070724

Effective:
Date: 04/19/2006

Expiration:
Date: 04/19/2012

Seller
CHAMPION FEDERAL CREDIT UNION
(740) 432-6713 OH

Buyer
[redacted]
BYESVILLE OH [redacted]

Covered Vehicle

YEAR	MAKE	MODEL	VIN	Lender Name
2006	PONTIAC	G6 GT	1G2ZH178864[redacted]	CHAMPION FCU

PURCHASE PRICE	TERM	COVERAGE OPTIONS
$269.00	72 MONTHS	Loan

Limit of Liability
The maximum limit of our liability with respect to the total loss to a covered vehicle shall not exceed $50,000.

Special Message

This GAP contract expires at 12:01 A.M. on the expiration date shown, unless cancelled prior to the expiration date shown. Please review carefully for accuracy. If you note any discrepancies or have any questions, please contact the seller or the plan administrator. Please note important privacy notice on reverse.

NOTE: In the event of a deficiency claim, the amount paid for this Contract is fully earned.

Contract: 706-7898-0304-NP

Administered By:
Old Republic Insured Automotive Services, Inc.
P.O. Box 35008
Tulsa, OK 74153-0008
800-331-3780

THIS IS NOT A BILL

SEE IMPORTANT PRIVACY NOTICE ON REVERSE SIDE

AGERION

Case Assessment By: Retta Reaume		Siebel/CARS Request #:71-535473201	
Customer [redacted]			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:11000
Veh ID #:1G2ZH178864[redacted]	In Service Date:04/19/06	Purchased: New	If used:
What is the customer seeking?would like GM to buy the veh back			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

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: **Date:**

Revised by c.mallett 09/07/06

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

VEHICLE MEETS PRESUMPTION LEMON LAW? **YES:** **NO:**

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

DVM and/or DEALER RECOMMENDATION(s):

CRS RECOMMENDATION & RATIONALE (EXPLAIN):CASE WAS CLOSED ON BBB END , CRS CALLED CUST TO VERIFY INFO CASE WAS CLOSED INELIGABLE DUE TO AGE AND MILAGE

Decision reached by CRS: **Arbitrate case:** ☐ **Settle case:** ☐

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

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

Customer: [redacted]	**SR #:** -71535473201	**BBB#:** 747428

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25905.14
MSRP (from BARS Invoice screen)	- 26905.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -999.86

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

Section 2

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	25905.14
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 24905.14

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: [redacted]

Case Number: PGM0747428

★ (was still on lot for first work order Did not know this until I started having problems.)

First Repair Attempt (any reported problem) Date: 02/01/06 Mileage: 11

Last Repair Attempt (last reported problem) Date: 05/30/07 Mileage: 9861

Total Days out of Service: 51 (Not counting 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 goes in and out (Electrical) This is the MAIN issue with this car – you will just be driving + when changing lanes or certain sharper turns, steering freezes + you just have to hold on until it comes back. This is quite scary + dangerous.	yes	Caldwell Classic	7/14/06	4992	3
		Caldwell Classic	8/15/06	6487	24
		Caldwell Classic	5/30/07	9861	24
		Caldwell Classic	10/25/06	scheduled in b[illegible] accident occurred on 10/21/0[illegible]	
2. Veh. pulls to the left and right Steering is just not right – Tight and when vehicle should be going straight will at times pull either right or left. (Drifting) Braking abruptly can cause tremendous pull to right or left as well.	yes	Caldwell Classic	7/14/06	4992	3
		Caldwell Classic	8/15/06	6487	24
		Caldwell Classic	5/30/07	9861	24
		Caldwell Classic	10/25/06	scheduled in be[illegible] accident occurr[illegible] 10/21/0[illegible]	
3. Sound system failed (Electrical) When battery would go dead, CD system would stuffle, make noises, etc. In Aug. 06 – Failed completely – They reprogrammed then ended up Replacing.	NO Replaced	Caldwell Classic Caldwell, OH	8/15/06	6487	24
4. Battery constantly going dead (Replaced twice) (Electrical) – If the car would sit for 2 days without being driven, the battery would be dead. Washed + cleaned car, had radio on while vacuuming out + cleaning about 20 min – Battery went dead. Had to get several jumpstarts. Very annoying	? just recently got back again.	Caldwell Classic Caldwell, OH	multiple dates		
		Caldwell Classic	2/1/06	11	Didn't own yet
		" "	8/15/06	6487	24
		" "	5/30/07	9861	24
5. Left door panel off track + door (left) lock replaced	NO (fixed)	Caldwell Classic Caldwell, OH	8/15/06	6487	24

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

Customer Name: [redacted] CASE #: PGM074742

Vehicle Concerns:
First repair Attempt Date: Feb. 1, 2006 Mileage: 11
Last Repair Attempt Date: May 30, 2007 Mileage 9861
Total Days out of Service: 51 (Not counting repair from accidents)

Problems - describe each symptom (list primary prob. first)	Current Yes or No?	Servicing Dealer	Repair Date	Mileage on Date	Days out of Service
6. "Hot Smell" after driving for about 10+ miles smells very "Hot"	YES	Caldwell Classic Caldwell, OH	7-14-06 8-15-06	4992 6487	3 24
7. Sound System Speakers muffled Certain times speakers would sound muffled, fade, etc. They Replaced all	NO (fixed)	Caldwell Classic Caldwell, OH	5-30-07	9861	24
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 Classic Caldwell, OH	Due to schedule WAiting for call-back	—	—

Customer Claim Form

Contact Date: 07/12/07 Start Date: 7-17-07 Case Number : PGM0747428

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO
Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO
If yes, name of provider: _____ Date: _____ Case Number: _____

Titled Owner(s) Name&Address

[redacted]
BYESVILLE, OH [redacted]
Day Phone: [redacted] Evening Phone: Cell Phone: [redacted] (Cannot talk while working)
Fax Number: E-mail Address:
Customer Contact Info: May contact my mother as well, as my contact person → [redacted]

Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: [redacted]
Vehicle Use: ☒Personal ☒Business ☒Both Percentage of time vehicle used for business purposes: 25%
Transmission Type: Automatic Number of vehicles owned or leased by the business:
Make: Pontiac/GMC Model: G6 GT Model Year: 2006 Current Mileage: [redacted] 11,000
Vehicle Identification Number: 1G2ZH178864 [redacted]
Servicing Dealer/City/State : CALDWELL CHEVROLET, BUICK, OLD,
Selling Dealer/City/State : CALDWELL CHEVROLET, BUICK, OLD, CALDWELL, OH
Insurance Carrier : Nationwide Policy Number: [redacted]
Has vehicle been in an accident/had body damage? Yes X No __ Date of accident: Oct. 21, 2006
Description of Damage : Front grill and left rim are damaged

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

Purchase Date: 04/19/06 Mileage at purchase: 20 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: Champion Federal Credit Union Leasing Company's Name:
Address: 6420 Glenn Highway Address:
City/St/Zip: Cambridge, OH 43725 City/St/Zip:
Phone: (74) - 432-6713 Phone:
Lienholder Acct # : 778-60 Leasing Company's Acct #:

Customer's Desired Outcome *(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): [redacted] 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.

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

OHIO CERTIFICATE OF TITLE

ISSUING CNTY NOBLE
RESIDENT CNTY GUERNSEY

STATE OF OHIO No. [redacted]

ORIGINAL

ISSUE DATE 04/20/2006

IDENTIFICATION NUMBER
1G2ZH178864[redacted]

YEAR 2006 MAKE PONT MAKE DESCRIPTION PONTIAC

COMMENTS

PURCHASE PRICE $26,005.14 BODY TYPE 2D MODEL GGT MODEL DESCRIPTION —

TAX $1,820.36 MILEAGE 10 EVIDENCE OH MCO - IN STATE

CONVERSION

MLG BRAND ACTUAL

BRAND(S)

OWNER
[redacted]

BYESVILLE, OH [redacted]

PREVIOUS OWNER
CALDWELL CLASSIC CHEV BUI PONT OLDS

[redacted]

CALDWELL, OH [redacted]

[redacted]

FIRST LIENHOLDER DATE OF LIEN 04/20/2006
CHAMPION FEDERAL CREDIT UNION

6420 GLENN HWY
CAMBRIDGE, OH 43725

LIEN DISCHARGE
Lienholder
by: Authorized signature date
CLERK OF COURTS LIEN CANCELLATION
by: Deputy Clerk date

LIEN DISCHARGE
Lienholder
by: Authorized signature date
CLERK OF COURTS LIEN CANCELLATION
by: Deputy Clerk date

WITNESS MY HAND AND OFFICIAL SEAL THIS 20th DAY OF APRIL 2006
[redacted]

(SEAL)

Karen S. Starr

* % [redacted] *

[redacted] %060466520 [redacted] KAREN S. STARR [redacted]
CLERK OF COURTS

VOID IF ALTERED

VOID IF ALTERED

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

BMV 3800 Rev. 8/98

Case 333596

Classic
[illegible] PONTIAC • OLDSMOBILE
44224 Co. Rd. 56 • Caldwell, Ohio 43724-0286
(740) 732-2324 Toll Free (877) 425-3935
Mailing Address: P.O. Box 728
Cambridge, Ohio 43725-0728

DEAL NO. P215
09/02/1985
[redacted]

PURCHASER'S NAME [redacted] DATE ~~04/19/2006~~

STREET ADDRESS [redacted] PHONE

CITY BYESVILLE COUNTY GUERNSEY STATE OH ZIP [redacted] SALESPERSON BILL LAUGHMAN

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

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2006	PONTIAC	G6	GT COUPE	IVORY WHITE	EBONY

VIN 1G2ZH178864 [redacted] TO BE DELIVERED ON OR ABOUT 04/19/2006 STOCK NO. P215

REMARKS:

☐ SEE VEHICLE DELIVERY REPORT ATTACHED
☐ SEE SPOT DELIVERY AGREEMENT ATTACHED
☐ SEE LIMITED WARRANTY ATTACHED

CASH PRICE OF VEHICLE $ 26905.14

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

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

TRADE-IN AND OTHER CREDITS		
TRADE-IN ALLOWANCE		N/A
BALANCE OWED ON TRADE		N/A
BALANCE OWED TO:		
NET EQUITY		N/A
DEPOSIT		N/A
CASH ON DELIVERY	2000.00	N/A
OTHER	1000.00	
TOTAL CREDIT	1000.00	

TRADE-IN STOCK NO. YEAR MAKE MODEL
BODY TYPE VIN MILEAGE

	26005.14	N/A
TAXABLE TOTAL	26005.14	

ODOMETER MILEAGE STATEMENT
2006 PONTIAC G6
THE ODOMETER OF THE ABOVE DESCRIBED VEHICLE NOW READS 10 MILES/KILOMETERS. AND IS ACCURATE UNLESS CHECKED BELOW
☐ ODOMETER MILEAGE IS NOT ACCURATE
REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE

DOCUMENT FEES	100.00
SELLING PRICE	~~26005.14~~
X N/A SALES TAX	~~1820.36~~
COUNTY GUERNSEY	
TITLE FILING FEES	5.00
REGISTRATION FEES	20.50
OTHER	
TOTAL	~~27851.00~~
TOTAL CREDIT	~~1000.00~~
BALANCE DUE	~~26851.00~~ 25851.00

[illegible] MANUFACTURER OR OTHER SUPPLIER SHALL [illegible] WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE [illegible] ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS [illegible] ANY IMPLIED WARRANTY AND SHOULD BE DEALT ON BY THEIR ATTORNEY. DEALER NOR AUTHORIZED [illegible] THE SALE OF THE VEHICLE AND THE RELATED PRODUCTS AND SERVICES. IN THE EVENT THAT A [illegible] OR A SERVICE CONTRACT IS SOLD BY DEALER ON THE WINDOW FORM, ANY IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE [illegible] WARRANTY OR SERVICE CONTRACT.

INTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRACTO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

The front and back of this Agreement and any documents incorporated herein comprise the entire agreement affecting this purchase and no other agreement understanding of any nature concerning same has been made or entered into, or will be recognized. I have read the terms and conditions printed on the back hereof 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 ipt of a copy of this Agreement. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

SIGNED [redacted] 04/19/2006
DEALER OR AUTHORIZED REPRESENTATIVE — SIGNED [redacted] ACCEPTED BY PURCHASER — DATE

2006 G6 - GT COUPE
40U IVORY WHITE /V6G
192 EBONY
ORDER NO. JFWC7S/TDC STOCK NO.
VIN 1G2 ZH17 88 64[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD52535612

**********16*08081S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH37 G6 - GT COUPE	22330.00	20655.25	INVOICE 09/16/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 09/16/05
AY0 FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	690.00	572.70	EXP I/T 09/22/05
			INT COM 09/22/05
FE9 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/14/05
FR9 AXLE RATIO 3.29	N/C	N/C	KEYS G0311 G0311
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	WFP-S QTR OPT-1
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	BANK: GMAC - 010
PED PREMIUM VALUE PACKAGE INCLUDES	1550.00	1286.50	CHG-TO 08-081
* (4) 17" CHROMETECH WHEELS			
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			SHIP WT: 3408
			HP: 32.9
* SUNROOF, POWER TILT & SLIDE			GMS: 23845.35
			SUPPLR: 24915.02
R9N LEATHER PACKAGE:	1365.00	1132.95	MRM: 27405.00
* LEATHER APPOINTED SEATING			DAN: 01
* 6-WAY POWER DRIVER SEAT			MEMO 1239.00
* HEATED FRONT SEATS			
* LEATHER WRAPPED STEERING WHL			
* STEERING WHEEL RADIO CONTROLS			
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			
UE1 ONSTAR SYSTEM -INCLUDES 1 YEAR SAFE & SOUND	695.00	576.85	
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

TOTAL 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
TOTAL	26905.00	24821.55	PAY 310	24821.55

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 23698.20

****

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

****

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

CALDWELL CLASSIC CHEVROLET BUICK PON

REMIT TO GMAC NO. 010
VIN 1G2ZH178864[redacted]
$ 24821.55 INV 2AD52535612
DUE 09/22/05 DEALER 08-081

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	03/11/08	**Service Request #**	**71-601277694**
Customer Name	[redacted]		
VIN	1G2ZH5487541[redacted]		
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 Information			
Dealer Name	Suss Pontiac-GMC, Inc.		
Dealer Svc Mgr	Anthony Ulibarri	**Dlr Warranty Admin:**	Terry Echelberger
Dealer Phone	(303) 751-3400	**Dealer Fax**	303-306-4054
Dealer BAC	116817		
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)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS	
Parts and Labor Costs:	**DO NOT** PUT IN COSTS	
Net Amount:		2050.63

DO NOT H ROUTE THIS CLAIM

Authorization Code: DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478

Retain Copy with Dealer Repair Order

Internal PAR Information	
Complaint:	Steering
Cause:	n/a
Correction:	
Justification:	Repair vehicle
PAR CRS:	Alyson Hollar

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Additional Comments: n/a

SUSS

BUICK PONTIAC GMC

1301 So. Havana, Aurora, Colorado 80012 • (303) 751-3400

FAX TRANSMITTAL

DATE: 3-7-08

TO: Allison Hollar

COMPANY: G.M. Product alligation

FAX #: 866 775 9478

FROM: Anthony Ulibarri

SUSS BUICK PONTIAC GMC
1301 S. HAVANA, AURORA, CO. 80012
PHONE: (303) 751-3400

FAX NUMBERS:

(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 paper work for [redacted]

please let me know if any additional information

is needed or any questions arise.

Thanks

Anthony Ulibarri Serv. mgr
303-306-4026

12 **Number of pages (includes this cover sheet)**

MAR 7, 2008 R/O CLOSE OUT Store 01 SERVC01 PORT 5043 3651

X. R/O NO. 289773 TYPE SERVICE D# 1 PR 1 ST K	11. ADVISOR 1218
1. CUSTOMER [redacted]	12. DATE IN 02/08/2008
COMMERCE CITY CO [redacted]	13. TIME IN 11:25am
PHONE(B) PHONE(H) [redacted]	14. DATE PR 02/08/2008
2. SERIAL# 1G2ZH548754 [redacted] PROD DT	15. TIME PR 06:00pm
LICENSE# [redacted] STK#50135 DEL 09/30/2005	16. TAG NO. 432
DESC. PN G6 BLACK EBONY IMPRESS CLTH 05	17. MI I/O 25160/25160
	18. PO NO.
	19. COMMENTS
	20. RECOMMEN
	21. JRNL PFX PICKUP
3. JOBS (J#) 1 2 3	22.
STATUS B B B	

4. LABOR		0.00		685.08		0.00
5. PARTS		0.00		340.30		0.00
6. SUBLET		0.00		925.00		0.00
7. G.O.G.		0.00		100.25		0.00
8. MISC		0.00		0.00		0.00
9. TAX		0.00		0.00		0.00
10. EST $ [ ] TOTALS C		0.00	[W]	2050.63	[I]	0.00

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (TAB)

SUSS BUICK-PONTIAC-GMC

CS289773

1301 S. HAVANA
AURORA, COLORADO 80012
Telephone (303) 306-4020

BUICK PONTIAC GMC TRUCKS

CS289773

01011PNCS289773

CUSTOMER NO. 79779	ADVISOR BILL CRAFT 1218	TAG NO. 432	INVOICE DATE 03/04/08	INVOICE NO. PNCS289773
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 25,160	COLOR BLACK/EBONY	STOCK NO. 50135
COMMERCE CITY, CO[redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT 4DR		DELIVERY DATE 09/30/05	DELIVERY MILES 331
	VEHICLE I.D. NO. 1 G 2 Z H 5 4 8 7 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO. / P.O. NO.		R.O. DATE 02/08/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 25160

LABOR & PARTS----------

J# 1 06PNZ STEERING/SUSP-TIRES TECH(S) 1116 4795 WARRANTY

CUSTOMER STATES THAT VEHICLE PULLS HARD TO LEFT
SEE HISTORY
P/S FAILED AND CAUSED CAR TO RUN-OFF INTO DITCH AND BENT
R/F LOWER CONTROL ARM AND R/F WHEEL
REPLACED R/F LOWER CONTROL ARM AND REPLACED R/F WHEEL
AND ALIGNED FRONT END
ROAD TEST ALL OK
OQ-1A-E3530 .9 ADD E2020 ALIGN .5, CAMBER SET .4, TOE SET
.2. ROAD TEST .2
OQ-1A-E0200 .4 WHEEL REPLACEMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	22730776	6.168 ARM		WARRANTY
JOB # 1	1	89060325	5.803 WHEEL KIT		WARRANTY
JOB # 1	1	274288	5.875 STEM		WARRANTY
JOB # 1	-1	89060325	CORE RETURN		WARRANTY
JOB # 1	1	22689321	7.832 EMBLEM		WARRANTY
JOB # 1	2	P35102	NUT		WARRANTY
JOB # 1	1	10379556	7.800 BRACKET		WARRANTY
JOB # 1	10	10121502	8.950 RETAINER-		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2-80PNZ003 RENTAL CAR TECH(S) 4798 WARRANTY

RENTAL PROVIDED AS CUSTOMER GOODWILL
FOR CUSTOMER SATISFACTION
RENTAL PROVIDED

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

J# 3-70PNZ REPAIR PER ESTIMATE TECH(S) 1116 1318 WARRANTY

FRT BUMPER COVER REPAIR AND REFINISH, RT FENDER PANEL REPAIR
AND REFINISH
AS PER PREVIOUS COMPLAINT CAUSED VEHICLE TO GO OFF ROAD
CAUSE EXTERIROR DAMAGE
REMOVE AND REFINISH FRONT BUMPER COVER A0008 2.5
ADD MIX TIME CODE AN. REFINISH RT. FRT. FENDER .9 ADD
MIX TIME CODE GE. TOTAL MIX TIME .4 REPAIR BUMPER AND FENDER
ADD 1.4

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	289773			ENTERPRISE	WARRANTY
JOB # 2	289773A	27720	03/05/08	SUSS RENTAL	WARRANTY

[CONTINUED ON NEXT PAGE]

SUSS BUICK-PONTIAC-GMC

CS289773

1301 S. HAVANA
AURORA, COLORADO 80012
Telephone (303) 306-4020

BUICK PONTIAC GMC TRUCKS

CS289773

0101IPNCS289773

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
79779	BILL CRAFT 1218	432	03/04/08	PNCS289773
[redacted]	LABOR RATE / [redacted]	MILEAGE 25,160	COLOR BLACK/EBONY	STOCK NO. 50135
COMMERCE CITY, CO [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/G6 GT 4DR		DELIVERY DATE 09/30/05	DELIVERY MILES 331
	VEHICLE I.D. NO. 1 G 2 Z H 5 4 8 7 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/08/08	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 25160

TOTAL - SUBLET 0.00

G.O.G. & SUPPLIES----------

JOB # 3	1.0	PAINT MATERIALS	@	/UNIT		WARRANTY
JOB # 3	1.0	PAINT MATERIALS	@	/UNIT		WARRANTY

TOTAL - GOG 0.00

TOTALS----------

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

CASH..... CHECK..... CHECK#.....

M/C-VISA..... AMEX.....

DISCOVER..... CHARGE..... ACCOUNT.....

GMPP..... EXT. WARR.....

CASHIER'S INITIALS.....

TRY OUR EXPRESS LUBE SERVICE

ANY QUESTIONS PLEASE CONTACT US AT (303) 306-4020

CUSTOMER SIGNATURE

DUPLICATE INVOICE

MAR 7, 2008 LABOR OPERATION R/O 289773 Store 01 SERVC01 PORT 5010 3651

JOB#(1) OP/CODE 06PNZ STEERING/SUSP-TIRES LT/?
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 6.70 LABOR RATE 86.72 GRP
LABOR CHARGES 581.02 NOTE
COMPLAINT CUSTOMER STATES THAT VEHICLE PULSS HARD TO LEFT
SEE HISTORY
CAUSE P/S FAILED AND CAUSED CAR TO RUN-OFF INTO DITCH AND BENT
R/F LOWER CONTROL ARM AND R/F WHEEL
CORRECTION REPLACED R/F LOWER CONTROL ARM AND REPLACED R/F WHEEL
MORE-> AND ALIGNED FRONT END

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	340.30	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	4795	MICHAEL RANDELS	F	W	02/22/08	8.00	8.00	0.00		U
2	1	4795	MICHAEL RANDELS	F	W	02/25/08	16.30	18.50	0.00		U

TOTAL LABOR TIME 6.70 INVENTORY COST 141.30

(B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

MAR 7, 2008 PARTS R/O 289773 3651

JOB# (1) OPERATION 06PNZ DESC. STEERING/SUSP-TIRES

LN#	PART-NO.....	DESCRIPTION..	T	COST....	QTY	PRICE...	EXT.PRC.	CWI	GRP
1	GM22730776	6.168 ARM	N	107.53	1	150.54	150.54	W	
2	GM89060325	5.803 WHEEL K	N	106.67	1	149.34	149.34	W	
	GM89060325	CORE PRICE	N	50.00	1	50.00	50.00	W	
3	GM274288	5.875 STEM	N	1.19	1	1.67	1.67	W	
4	GM89060325	CORE RETURN	N	50.00	-1	50.00	-50.00	W	
5	GM22689321	7.832 EMBLEM	N	20.96	1	29.34	29.34	W	
6	GMP35102	NUT	N	0.01	2	0.01	0.02	W	
7	GM10379556	7.800 BRACKET	N	4.99	1	6.99	6.99	W	
8	GM10121502	8.950 RETAINE	N	0.17	10	0.24	2.40	W	

(E=ENTER) (P=PAGE) (T=TRANSFER PART) (C=CHANGE) (S=SP ORD)

MAR 7, 2008 LABOR OPERATION R/O 289773 Store 01 SERVC01 PORT 5010 3651

JOB#(2) OP/CODE 80PNZ003 RENTAL CAR LT/?
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.00 LABOR RATE 86.72 GRP
LABOR CHARGES 0.00 NOTE
COMPLAINT RENTAL PROVIDED AS CUSTOMER GOODWILL

CAUSE FOR CUSTOMER SATISFACTION

CORRECTION RENTAL PROVIDED

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	925.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	2	4795	MICHAEL RANDELS	F	W	02/22/08	8.00	8.00	0.00		U
2	2	4795	MICHAEL RANDELS	F	W	02/25/08	16.30	18.50	0.00		U

TOTAL LABOR TIME 0.00 INVENTORY COST 0.00

(B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

MAR 7, 2008 SUBLET R/O 289773 3651

JOB# (2) OPERATION 80PNZ003 DESC. RENTAL CAR

LN	T	PO#.....	VENDOR.....	DESCRIPTION.....	COST...	PRICE..	CWI	GRP
1	N	289773	ENTERPRISE RENT	ENTERPRISE	37.00	37.00	W	
2	N	289773A	SUSS PONTIAC GM	SUSS RENTAL	888.00	888.00	W	

(E=ENTER) (C=CHANGE) (P=PAGE)

[redacted]

24 days
Returned
4-4-08

HALF TANK

CAR RENTAL AGREEMENT 27720

ADDRESS [redacted]

CITY & STATE Commerce City [redacted]

TIME IN	TIME OUT	DRIVER'S LICENSE NO.	STATE	EXPIRES	DATE
	10:55 AM	[redacted]	Colorado	4-10-10	

LICENSE NO.	VEH. NO.	MAKE	BODY STYLE	I WILL RETURN CAR BY DATE	TIME	RATE: $ PER	PLUS	¢ PER MILE
[redacted]	4	Buick	LACROSSE					

PURCH. ORD. NO.	DATE OF AGREEMENT	OUT BY	IN BY
289773	2-9-08 / 3-4-08		

CREDIT CARD [redacted] 0309

OTHER REFERENCE 2G4WD58236 [redacted]

REMARKS NO SMOKING, RETURN W/HALF TANK

MILEAGE IN	646	MILES @	
MILEAGE OUT	37779	HOURS @	
MILES DRIVEN	38425	DAYS 24 @ $37.00	888 00
		WEEKS @	
		MONTHS @	
		DAMAGE	
		SUB TOTAL	
		TAX	
		NET AMOUNT DUE	$888 00

INSURANCE CO. FARMERS INSUR. AGENT 303-975-9950 STEPHEN HESLIN POLICY NO.

MILEAGE LIMITATION (SEE 4. ON REVERSE SIDE)

_____ MILE RADIUS BY _____ LESSOR

REQUEST FOR PERMISSION FOR PERSON OTHER THAN RENTER TO DRIVE

I hereby request Lessor's permission to allow _____ Driver's Lic. No. _____ to drive this vehicle.

APPROVED BY LESSOR: _____ RENTER: _____

NOT VALID UNLESS APPROVED BY LESSOR'S REPRESENTATIVE.

IMPORTANT – READ BEFORE SIGNING

The undersigned hereby acknowledges that the lessor is not providing any type of insurance protection or collecting any charges therefor. In consideration of the foregoing acknowledgment the undersigned agrees to pay for all loss and damage to the described automobile and to hold Lessor harmless from any liability as a result of the lessee's usage thereof.

DRIVER'S SIGNATURE [redacted]

DRIVER'S ADDRESS [redacted]

CITY Commerce STATE Co PHONE [redacted]

TERMS ON REVERSE SIDE • RENTALS CASH DRIVE SAFELY

®ARMS SUSS PONTIAC GMC

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D451601-1207

Bill To:

ATTN: WILLIAM CRAFT

RENTER INFORMATION:
Renter: [redacted]

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

Billing Detail:

Rental Period: 2/8/08 to 2/9/08 (1 days)
Billed Period: 2/8/08 to 2/9/08 (1 days)

Description	Rate:	Amount:
1 DAYS @	$37.00	$37.00
1 SALES TAX	%10.17	$3.76
TOTAL CHARGES:		$40.76
Less Amount Received:		$0.00
AMOUNT DUE.....		$40.76

$37.00

Short pay to Enterprise
No tax

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN
2/8/08 11:39 AM	2008	CHEV	COBA	1G1AL58F287197928

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

MAR 7, 2008 LABOR OPERATION R/O 289773 Store 01 SERVC01 PORT 5010 3651

JOB#(3) OP/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
LABOR CHARGES 450.94 NOTE
COMPLAINT FRT BUMPER COVER REPAIR AND REFINISH, RT FENDER PANEL REPAIR AND REFINISH
CAUSE AS PER PREVIOUS COMPLAINT CAUSED VEHICLE TO GO OFF ROAD CAUSE EXTERIROR DAMAGE
CORRECTION REMOVE, REPIAR, REFINISH FRT COVER A0008 REPAIR, REIFNISH RT FENDER PANEL FRT A0680

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	100.25	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	3	1318	JEFF GALLOWAY	F	W	03/04/08	8.00	14.00	5.60		U
2	3	1116	KEVIN VANDERWALL	F	W	03/04/08	14.00	18.00	4.10		U

TOTAL LABOR TIME 9.70 INVENTORY COST 170.31

(B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

MAR 7, 2008 GOG AND SUPPLIES R/O 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	26.070	15.640	26.07	N	W	

GAS OIL AND GREASE ELEMENTS

1.	1	1 QT 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

Customer and Vehicle Information			
Date	03/11/08	**Service Request #**	**71-601277694**
Customer Name	[redacted]		
VIN	1G2ZH548754[redacted]		
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 Information			
Dealer Name	Suss Pontiac-GMC, Inc.		
Dealer Svc Mgr	Anthony Ulibarri	**Dlr Warranty Admin:**	Terry Echelberger
Dealer Phone	(303) 751-3400	**Dealer Fax**	303-306-4054
Dealer BAC	116817		
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)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	2050.63

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE

Additional Comments for Dealer:

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478

Retain Copy with Dealer Repair Order

Internal PAR Information	
Complaint:	Steering
Cause:	n/a
Correction:	
Justification:	Repair vehicle
PAR CRS:	Alyson Hollar

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Additional Comments: n/a

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

GM

CHECK **No.** [redacted]

50-937
213

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

DATE		AMOUNT
03/07/08	**************100 DOLLARS ****00 CENTS	**************100.00

PAY TO THE ORDER OF

[redacted]
MILTON IN [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000044 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 03/07/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528X54[redacted]	03/06/08	VM 1-A1MBWD .71-606840911.1-A1MBWD	00.0000	100.00	.00	100.00
		TOTAL		100.00	.00	100.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

March 11, 2011

[redacted]

Milton, IN [redacted]

Service Request: 71-606840911
Customer Relationship Specialist: MJ Mason

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the 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.

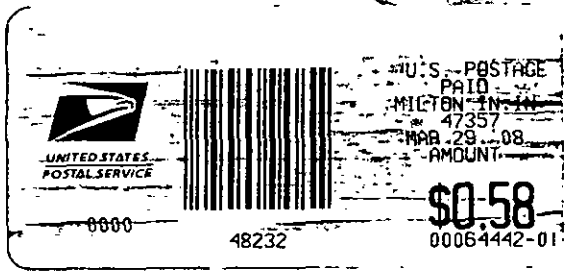
Sincerely,

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.

[redacted]
Milton IN
[redacted]

MAR 3 1 2008



CUSTOMER ASSISTANCE CENTER
PONTIAC
P.O. BOX 33172
DETROIT MICHIGAN 48232-5172

48232\5172 B050

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[redacted]

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.

[redacted]
Milton, IN [redacted]
[redacted]

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

PONTIAC.

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

March 6, 2008

[redacted]

Milton, IN [redacted]

Service Request: 71-606840911
Customer Relationship Specialist: MJ Mason

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the 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.

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

CHECK **No.** [redacted]

50-93
213

VOID VOID VOID VOID

DATE 03/07/08 | ××××××××××××100 DOLLARS | ××××00 CENTS | AMOUNT ××××××××××××100.00

PAY TO THE ORDER OF [redacted] MILTON IN [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000044 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 03/07/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528X54[redacted]	03/06/08 .71-606840911	VM 1-A1MBWD 1-A1MBWD	00.0000	100.00	.00	100.00
			TOTAL	100.00	.00	100.0

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

December 2007

[redacted]

Milton, IN [redacted]

Dear [redacted]

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose their power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at **no charge.** Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).

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

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).

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: FEB 18, 2008

17-Digit Vehicle Identification Number (VIN): 1G2ZH528X54[redacted]

Mileage at Time of Repair: 39981 43141 Date of Repair: 6-19-07 8-16-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: MILTON State: INDIANA ZIP Code [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 524.13

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

Connersville
Chevrolet Pontiac & Buick Inc.

500 Eastern Ave. • Connersville, IN 47331 • Phone (765) 825-3102 • Fax (765) 827-6530

R/O	VIN		DATE IN
29014	1 G 2 Z H 5 2 8 X 5 4 [redacted]	[redacted]	06/19/07
YEAR: 2005	MAKE: PONTIAC	MODEL: G6 GT / COLOR: GRAY	TIME IN: 01:27
MILES IN: 39981 / MILES OUT: 39981	FIRST USE: 00/00/00	LISC.	CLOSED: 06/19/07
SEE ALSO		H: [redacted] - W: [redacted]	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	75.00
25805894	(MOTOR)	1	343.74
Total Repair (Customer)			418.74

ORIGINAL

PAID

	W/C	INT.		CUSTOMER
			Labor	75.00
			Parts	343.74
			Sublet	.00
			Shop Supplie	4.50
			Oil/Grease	.00
			Sub Total	423.24
		.00	Tax	20.89
			Total (Cash)	444.13

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

29014 Customer Copy

Connersville
Chevrolet Pontiac & Buick Inc.

500 Eastern Ave. • Connersville, IN 47331 • Phone (765) 825-3102 • Fax (765) 827-6530

RO	VIN				DATE IN
29767	1G2ZH528X54[redacted]			[redacted]	08/16/07
YEAR	MAKE	MODEL	COLOR		TIME IN
2005	PONTIAC	G6 GT	GRAY		08:28
MILES IN	MILES OUT	FIRST USE	LISC.	MILTON IN [redacted]	CLOSED
43141	43141	00/00/00			08/21/07
SEE ALSO					WRITER 2665

(1) CUSTOMER STATES POWER STEERING INOP AND SERVICE STEERING MESSAGE CAME ON / ADVISE RAN DIAGNOSTIC, FOUND TORQUE SENSOR FAILURE REPLACE COLUMN AND CLEAR CODES, ALL OK AT PRESENT
(46-3674 RP-) A

E7680 6G WM T46 18
(F)15926870 (COLUMN) 1

.....(Warranty).....

(2) MISC DIAG
(38-6243 RR-) A

Labor T38 100.00
Total Repair (Customer)..... 100.00

ORIGINAL

Cash

	W/C	INT.		CUSTOMER
			Labor	100.00
			Parts	.00
			Sublet	.00
			Shop Supplie	.00
			Oil/Grease	.00
			Sub Total	100.00
		.00	Tax	.00
			Total (Cash)	100.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

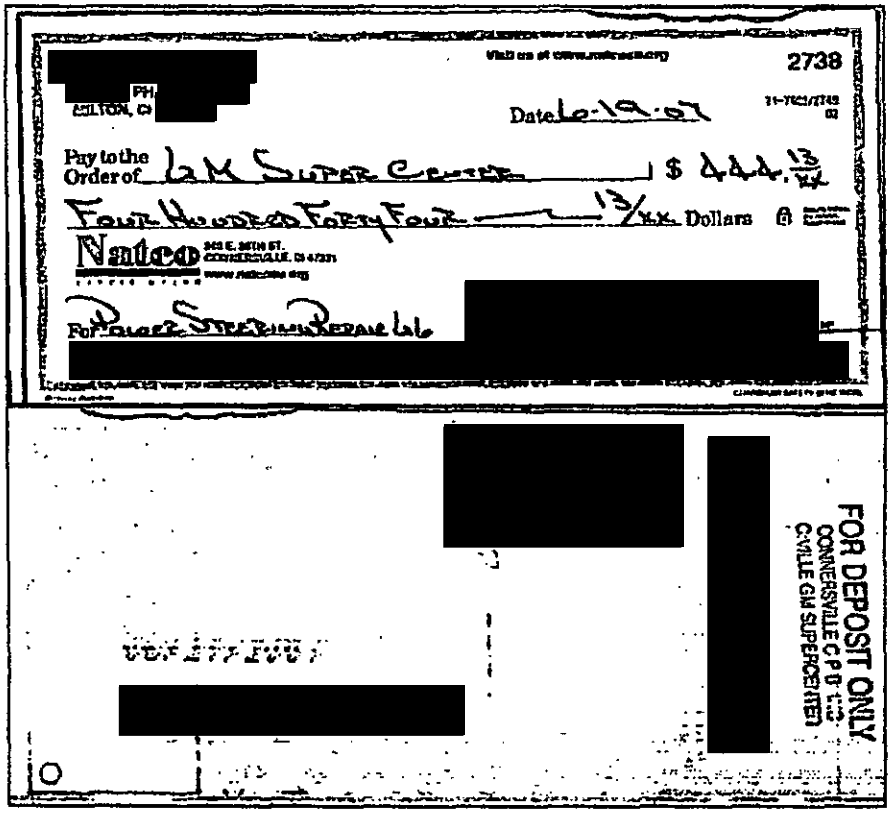
Page 1 of 1 Job 29767

29767 Customer Copy

CLEARED CHECK

Date Cleared	Check Number	Amount
06/23/2006	2738	444.13

Close Window Print


[redacted]
2738
Date 6-19-07
Pay to the Order of LM Super Center $ 444.13/xx
Four Hundred Forty Four 13/xx Dollars
Nationwide
For Dealer Steering Repair Lab [redacted]
FOR DEPOSIT ONLY
CONNERSVILLE CPD
CVILLE GM SUPERCENTER

Repair On 5/16/07 of $100.- was Paid in Cash.
LM Dealer Receipt Shows This

[redacted]
Milton IN [redacted]

MUNCIE IN 473

19 FEB 2008 PM 1 T

"LET US DARE TO READ, THINK, SPE[redacted]ITE."
John Adams, [redacted]
powerofthe[redacted].com

FEB 21 2008

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

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: FEB 18, 2008

17-Digit Vehicle Identification Number (VIN): 1G2ZH528X54[redacted]

Mileage at Time of Repair: 39981 43141 Date of Repair: 6-19-07 8-16-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: MILTON State: INDIANA ZIP Code [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 544.13

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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07126

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Connersville
Chevrolet Pontiac & Buick Inc.

500 Eastern Ave. • Connersville, IN 47331 • Phone (765) 825-3102 • Fax (765) 827-6530

R/O	VIN				DATE IN
29014	1 G 2 Z H 5 2 8 X 5 4 [redacted]			[redacted]	06/19/07
YEAR 2005	MAKE PONTIAC	MODEL G6 GT	COLOR GRAY		TIME IN 01:27
MILES IN 39981	MILES OUT 39981	FIRST USE 00/00/00	LISC.	MILTON IN [redacted]	CLOSED 06/19/07
SEE ALSO				H: [redacted] - W: [redacted]	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		75.00
25805894	(MOTOR)	1	343.74
Total Repair (Customer)			418.74

ORIGINAL

PAID

	W/C	INT.		CUSTOMER
			Labor	75.00
			Parts	343.74
			Sublet	.00
			Shop Supplie	4.50
			Oil/Grease	.00
			Sub Total	423.24
		.00	Tax	20.89
			Total (Cash)	444.13

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job 29014

29014 Customer Copy

Connersville
Chevrolet Pontiac & Buick Inc.

500 Eastern Ave. • Connersville, IN 47331 • Phone (765) 825-3102 • Fax (765) 827-6530

R/O	VIN				DATE IN
29767	1G2ZH528X54[redacted]			[redacted]	08/16/07
YEAR 2005	MAKE PONTIAC	MODEL G6 GT	COLOR [redacted]		TIME IN 08:28
MILES IN 43141	MILES OUT 43141	FIRST USE 00/00/00	USC. GRAY	MILTON IN [redacted]	CLOSED 08/21/07
SEE ALSO					WRITER 2665

(1) CUSTOMER STATES POWER STEERING INOP AND SERVICE STEERING MESSAGE CAME ON / ADVISE RAN DIAGNOSTIC, FOUND TORQUE SENSOR FAILURE REPLACE COLUMN AND CLEAR CODES, ALL OK AT PRESENT
(46-3674 RP-) A

E7680 6G WM T46 18
(F)15926870 (COLUMN) 1

.....(Warranty)

(2) MISC DIAG
(38-6243 RR-) A

Labor T38 100.00
Total Repair (Customer)..... 100.00

ORIGINAL

PAID Cash

	W/C	INT.		CUSTOMER
			Labor	100.00
			Parts	.00
			Sublet	.00
			Shop Supplie	.00
			Oil/Grease	.00
			Sub Total	100.00
		.00	Tax	.00
			Total (Cash)	100.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job 29767

29767 Customer Copy

CLEARED CHECK

Date Cleared	Check Number	Amount
06/23/2006	2738	444.13

Close Window Print

[redacted]
[redacted] PH. [redacted]
MILTON, IN [redacted]

2738

Date 6-19-07

Pay to the Order of GM Super Center $ 444.13/xx

Four Hundred Forty Four 13/xx Dollars

Natco
300 E. 30TH ST.
CONNERSVILLE, IN 47331
www.natcocu.org

For Dealer Steering Repair GM [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

FOR DEPOSIT ONLY
CONNERSVILLE C P D
C'VILLE GM SUPERCENTER

Repair On 8/16/07 of $100.- was Paid in Cash.
GM Dealer Reciept Shows This

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

March 11, 2011

[redacted]

Nazareth, PA [redacted]

Service Request: 71-606992627
Customer Relationship Specialist: Katrina Blake

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the 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.

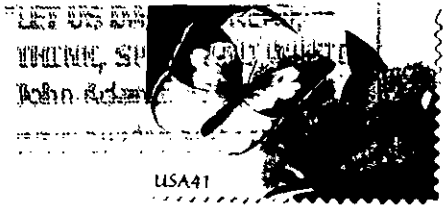
Sincerely,

Chevrolet Customer Assistance Center

Nazareth, PA [redacted]

LEHIGH VALLEY PA 180

25 FEB 2008 PM 4 T



Reimbursement Department
PO Box 33170
Detroit, MI. 48232-5170

MAR 0 3 2008

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[redacted]

Mileage at Time of Repair: 43,458 Date of Repair: Aug 17, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Nazareth State: PA ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

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).

Customer Number: **138254** Invoice No: **399186**

INVOICE

SCOTT

3333 LEHIGH STREET ■ EMMAUS, PA 18049
610-439-0700 ■ 610-967-4151 ■ 1-800-829-1877
FIXED RIGHT, FIXED FAST ***FOREIGN & DOMESTIC***

[redacted]
NAZARETH, PA [redacted]
Home: [redacted] Bus: Cell:
Email:

SERVICE ADVISOR: **1611 JASON WESCOE**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
MED_GRAY	05	CHEVROLET MALIBU	1G1ZT528X5F[redacted]	[redacted]	43458 43458	**TQ346**

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17FEB05			17:30 16AUG07		VARI	CASH	17AUG07

R.O. OPENED	READY	OPTIONS: STK:73590 DLR:SCOTT ENG:3.5_Liter_SFI TRN:4-SPD_AUTO AXL:7 1)GMPP MAJORGUARD $100
14:26 16AUG07	14:20 17AUG07	

SECTION	OPCODE	TECH	TYPE	LIST	NET	TOTAL
A	TOW-IN..CUSTOMER STATES THAT THE VEHICLES POWER STEERING IS INOP....					

CAUSE: ..
57631 MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING - REPLACE

1370	WGMPP	hrs.	(N/C)
1	15775370 F-MOTOR		(N/C)
1	DLR DEALER P/U		(N/C)

FC: 6C
PART#: 15775370
COUNT: 1
CLAIM TYPE: 0
AUTH CODE:
OJ

43458 TECH CHECKED AND FOUND DTC C0545 STEERING WHEEL TORQUE INPUT SENSOR SYMPTOM 00 TECH FOUND THE POWER STEERING MODULE WAS SHORTED INTERNALLY NOT APLYING POWER TO THE ASSIST MOTOR TECH REMOVED AND REPLACED THE POWER STEERING MODULE WITH ASSIST MOTOR

Ask your service consultant about GM's lifetime guarantee parts.

CUSTOMER PAY DEDUCTIBLE FOR LINE A 100.00

M/C
8/17/07

COPY

Customer Copy

SERVICE DEPARTMENT HOURS

Monday to Friday
7:00 AM - 6:00 PM

www.scottcars.com

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**100.00**

SCOTT CHEVROLET
3233 LEHIGH STREET
EMMAUS, PA 18049

[illegible]

[illegible]

TOTAL $[illegible]

[illegible]

[illegible]

[illegible]

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

December 21, 2010

[redacted]
Portage, PA [redacted]

Service Request: 71-535490573
Customer Relationship Specialist: Sandra Fagan

Dear [redacted]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

CONDRIN
CHEVROLET • BUICK
7887 Admiral Peary Hwy. • PO Box232 • Cresson, PA 16630

AUTOMATIC COVER SHEET

BUSINESS # (814) 886-4137

TOLL FREE # (888) 886-4137

FAX # (814) 886-8631

DATE: 10/16/07

TO: Wendy Rose

FROM: Randy Ciccarella

FAX # all the information I have

6 PAGES WERE SENT
(INCLUDING COVER PAGE)

Condrin Chevrolet Buick, LLC

Cresson, PA 16630
(814) 886-4137

R/O	VIN				DATE IN
15621	1G1ZT51886F [redacted]			[redacted]	08/16/07
YEAR	MAKE	MODEL	COLOR		TIME IN
2006	CHEVROLET	MALIBU LT	BLUE	PORTAGE PA [redacted]	02:43
MILES IN	MILES OUT	FIRST USE	LIC.		CLOSED
13952	15486	00/00/00			09/18/07
SEC				RES. ( ) - BUS. ( ) -	WRITER
					RANDY

(1) CUSTOMER STATES THAT THE STEERING WILL LOCK UP WHILE DRIVING DOWN THE ROAD
SYSTEM SET CODE C0176, T/A CASE OPEN FROM OTH ER DEALER-9744764, REMOVE AND REPLACE STEERIN G CONTROL MOTR IN COLUMN,....NOTE-CUST. EXPLA INED TO TECH. AND ADVISOR THAT STEERING WOULD LOCK UP WHILE DRIVING DOWN THE ROAD, BETWEEN TECH AND T/A MOST LIKEY SUSPECT TO CAUSE CUS T. CONCERNS WOULD BE STEERING CONTROL MOTOR.
(12-7791 MARK-) A

E7631	3X	OM	[12]	13	17.88	65.00
(F)25805894		(MOTOR)		1		277.73
Total Labor					17.88	65.00
Total Parts						277.73
Total Repair (Warranty).....						342.73

(2) CUSTOMER STATES THAT THERE IS A BRAKE PULSATION
FRONT PADS EIZED IN CALIPER MOUNTS, CAUSING T HICKNESS VARIATION IN FRONT BRAKE ROTORS, ROT ORS OUT OF ROUND, CLEAN SURFACE ON BOTH FRONT BRAKE ROTORS.
(12-7791 MARK-) A

H0122	3M	OR	[12]	21	28.88	105.00
Total Labor					28.88	105.00
Total Repair (Warranty).....						105.00

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	34	0	34	
Total Labor	.00	170.00	.00	170.00	72.5%
Total Parts	.00	277.73	.00	277.73	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	447.73	.00	447.73	(N/A)

W/C	INT		CUSTOMER
170.00	.00	Labor	.00
277.73	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Waste Disposal	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
447.73	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
447.73	.00	TOTAL (CHRG)	.00

STATE INSPECTION INFORMATION	STATE INSPECTION RECOMMENDED REPAIRS & REMARKS
INSPECTED BY (EMPLOYEE #)	15926870 - (C,S)
TIRES: LF / RF / LR / RR — WHEELS PULLED: LF / RF / LR / RR	RECEIVED
INSPECTION STICKER #	MILEAGE
TECHNICIAN'S SIGNATURE	

TECHNICIAN'S FINDINGS & REMARKS	ADDITIONAL MATERIALS USED	TIME CLOCK
1 COMPLAINT: CHECK P/STEERING	C0126 CUST SAYS NO P/S AT TIMES	OFF / ON
CAUSE:		OFF / ON
CURE: REPLACE MOTOR/MODULE ASM - PROGRAM		OFF / ON
2 COMPLAINT: BRAKE PULSATION		OFF / ON
CAUSE: THICKNESS VARIATION - STICK PADS		OFF / ON
CURE: TURN ROTORS LUBE SLIDES		OFF / ON
3 COMPLAINT:		OFF / ON
CAUSE:		OFF / ON
CURE:		OFF / ON
4 COMPLAINT:		OFF / ON
CAUSE:		OFF / ON
CURE:		OFF / ON

EMP #	REPAIR #	R.O. OR W.O. NO.	EMPL. NO.	MECH. PAY $	FLAT RATE TIME	W - TIME	REPAIR ORDER TIME	OFF	ON
		15621	12	1	.6		P/S MOTOR	SEP 18 PM12.4	SEP 18 AM11.4
		15621	12	1	1.5		BRAKES P/S	AUG 16 PM4.9	AUG 16 PM3.3
		15621	12	1	—			AUG 17 PM4.6	AUG 17 PM4.3
		15621	12	1	.6		ROTORS	SEP 13 AM11.1	SEP 13 AM10.1
		15621	12	1	.7		STEERING	SEP 14 AM9.4	SEP 14 AM8.4
		15621	12	1	—		ROAD TEST SCAN	SEP 13 AM10.1	SEP 13 AM9.7
		15621	12	1	—		P/S MOTOR	SEP 18 PM1.0	SEP 18 PM12.8

FLAG

FLAG

GM Vehicle Inquiry System
Line Comments

Home - Back - Help

VIN :	1G1ZT51886F[redacted]

LINE COMMENTS

Repair Order Date :	07/10/2007	**Repair Order Number :**	010280	**Odometer Reading :**	12051 miles
Serviced By :	STAGERS CHEVROLET CO. 528 MAIN ST PORTAGE, PA 15946-1538	**Selling Source :**	13 - CHEVROLET		
		Site Code :	13800		
		Business Associate Code :	113504		

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part
08/03/2007	818	01	#	N9995 - CUSTOMER CONCERN NOT DUPLICATED	N/A
Comments	steering locks up while driving found code b1325 in history could not duplicate condition contacted tech assist case 9744764				

Stagers opened tech case

*To Reorder Specify: Form # **NAF-252-SL***

CUSTOMER [redacted]

ADDRESS [redacted]

CITY & STATE Portage PA ZIP CODE [redacted]

AGREEMENT FOR TEMPORARY SUBSTITUTE VEHICLE REPLACEMENT ONLY

DATE AND TIME IN	DATE AND TIME OUT	[redacted]	STATE	EXPIRES	DATE
9/12/07			PA	7/5/09	

LICENSE NO.	VEH. NO.	MAKE	MODEL	I WILL RETURN VEHICLE BY DATE TIME	RATE: $ PER PLUS ¢ PER MILE
[redacted]	X	Oldsmobile	Intrigue		

VEHICLE I.D. NO. 1G3WH52H71F[redacted]

OUT BY IN BY

PURCHASE ORDER NO. AGREEMENT MADE THIS 9 DAY OF 12 2007

CREDIT CARD

OTHER REFERENCE

MILEAGE IN	
MILEAGE OUT	71228
MILES DRIVEN	

INSURANCE CO. State Farms Mutual AGENT Alan Diehl 736-9313 POLICY NO. [redacted]

MILEAGE LIMITATION (SEE 3, ON REVERSE SIDE)

_____ MILES RADIUS BY [signature] DEALER

REQUEST FOR PERMISSION FOR PERSON OTHER THAN CUSTOMER TO DRIVE

I hereby request Dealer's permission to allow _____ to drive this vehicle. Driver's Lic. No. _____

APPROVED BY DEALER _____ CUSTOMER _____

NOT VALID UNLESS APPROVED BY DEALER'S REPRESENTATIVE.

MILES @		
HOURS @		
DAYS @		
WEEKS @		
MONTHS @		
DAMAGE		
SUB TOTAL		
TAX		
NET AMOUNT DUE		

IMPORTANT - READ BEFORE SIGNING

The undersigned hereby acknowledges that the Dealer is not providing any type of insurance protection or collecting any charges therefor. In consideration of the foregoing acknowledgement, the undersigned agrees to pay for all loss and damage to the described vehicle and to hold Dealer harmless from any liability as a result of the customer's usage thereof.

- I have read carefully all driving and use restrictions on the reverse side.
- I am responsible for all traffic violations and must turn in all summonses upon return of vehicle.
- I will immediately report all accidents to Dealer.

CUSTOMER'S SIGNATURE [redacted] PHONE [redacted]

INSURANCE PROTECTION FOR TEMPORARY SUBSTITUTE VEHICLE TO BE PROVIDED BY CUSTOMER'S INSURANCE POLICY

TERMS ON REVERSE SIDE

DRIVE SAFELY

*To Reorder Specify: Form # **NAF-252-SL** (Rev. 6/00)*

MV-355 (4-05)

DEALER REGISTRATION PLATE PERMIT

NAME [redacted]
(Authorized User)

ADDRESS [redacted]
Street or R.D. #

Portage PA [redacted] ( ) [redacted]
City State Zip Area Code Telephone

SIGNATURE [redacted]
(Sign in ink – DO NOT PRINT)

Has this date 9/12/07 been authorized to use Dealer Registration Plate
Mo. Day Yr.

No. [redacted] on the following vehicle:

Oldsmobile, Indigo, 1G3WH52H71F[redacted]
Make Body Type Vehicle Identification Number

State Farms, [redacted], 8/29/07, 1/29/08
Insurance Company Name Policy No. Effective Date Expiration Date

71228
Mileage at time of loan of vehicle

Mileage at time vehicle is returned

According to applicable provisions of the Vehicle Code, the vehicle described above is to be used for the following purpose(s):

- ☐ For teaching students enrolled in an approved driver education course how to operate a vehicle and for new drivers to take examinations for a driver's license.
- ☒ For loaning to the above customer whose vehicle is being repaired for a period 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 Condrin Chevrolet Buick

ADDRESS 7887 Admiral Perry Hwy
Street or R.D. #

Cresson PA 16630 (814) 816-4137
City State Zip Area Code Telephone

DEALER SIGNATURE [signature] DIN 859562

(over)

For Applicable Rules and Regulations

ORIGINAL

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

TELECOPIER COVER LETTER

DATE: 9/26/07

TO:

COMPANY: General Motors Corp.

RECEIVING TELECOPIER FAX NUMBER: 866-842-9481

FROM: Gregory Artim, Esquire

We are transmitting 14 **pages (including cover letter).**

If transmission is not complete, please call immediately.

SPECIAL INSTRUCTIONS:

****

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:	[redacted]
Vehicle:	**2006 Chevrolet Malibu**
Date of Purch/Lease:	**November 4, 2006**
VIN:	**1G1ZT51886F**[redacted]
Current Mileage:	**15,500 approx.**
Our file No.	**Crum**

To Whom It May Concern:

Please be advised that this office has been retained by [redacted] 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.

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 [redacted] 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 [redacted] without enclosures

101 Pleasant Valley Blvd.
Altoona, PA 16602
www.deanpatterson.com

Dean Patterson

mazda HYUNDAI

Telephone (814) 942-2222
Fax (814) 946-0950

15658

Purchaser [redacted] Date 11/04/2006

Co-Purchaser E-Mail Address

Street [redacted] County

City PORTAGE State PA Zip [redacted] Phone [redacted]

Year 2006 Make CHEVROLET Model MALIBU Type SDN Color DARK BLU Mileage

Stock No. Serial No. 1G1ZT51886F[redacted]

Trade Information Year 2003 Make CHEVROLET

Model CAVALIER Type CP Color BLUE

Mileage 52049 Serial No. 1G1JH12F337[redacted]

Balance Owed To KEY BANK

Payoff Due Date Balance Due 9106.00

WARRANTIES ARE FURNISHED IN WRITING. NO OTHER WARRANTY APPLIES TO THIS VEHICLE
Any obligations to be filled after time of sale must be listed on a separate "WE OWE" slip. Due to insurance regulations, loaner vehicles are NOT available. It is agreed, however, that neither DEAN PATTERSON, INC. nor the manufacturer will be liable for failure to effect delivery and that all sales and "Spot Deliveries" must conform to government and lending institutions' regulations. This order is not valid unless signed and accepted by a manager of DEAN PATTERSON INC.,
and the Purchaser's credit as to any deferred balance,
has been approved by the Finance Company.

ACTUAL APPROXIMATE PAYMENT RANGE $ _____ to _____ Per Month.

By agreeing to purchase, I fully understand all conditions (payments, interest, trade-in allowance and rebates, etc.) of the sale.
All rebates assigned to dealer unless otherwise indicated.

Customer's Signature X [redacted]

Balance To Be Financed For 72 Months At 527.88 Per Month

Salesman Signature

Accepted By

Selling Price	24440.0
Dealer Addendum	N/
Total Price	24440.0
-Non Taxable Allowance	9106.0
-Rebate to Reduce Purchase Price	2000.0
-Total Non Taxable Allowance, Discount & Rebate	11106.0
Net Balance	13334.0
Gap Coverage	300.0
Extended Service Plan	N/
Taxable Amount	13634.0
Sales Tax	818.0
License Fee	6.0
Title Fee	22.5
Lien Fee	5.0
PA Tire Tax	5.0
TriVin Online Fee	N/
Dealer Online Service Fee	N/
Documentation Fee	55.0
Messenger Fee	2.0
Payoff	9106.0
Credit Insurance	N/
NOTARY FEE	20.0
TOTAL	23673.5
-Taxable Allowance	N.
-Partial Payment/ Note	500.0
BALANCE TO FINANCE	23173.5

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 CHECKLIST
- ☐ Credit Group Life
- ☐ Accident & Health Ins.
- ☐ Extended Warranty
- ☐ Undercoat
- ☐ Rustproofing
- ☐ Paint Sealant
- ☐ Club
- ☐ GW-MV DATE _____

COSTED DATE _____

INSURANCE INFORMATION

Company STATE FARM (814)736
Agent [redacted] Phone # 01/29/2
Policy # 07/29/2006 Exp. Date
Eff. Date Coll. Ded.
Comp. Ded. Spoke To
Verified By 11/04/20

Cust. Sign.x _____ Date _____

No. U443083

www.dmv.state.pa.us

MV - 1 (5-05)

I. TAX / FEES

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE: CHEVROLET
VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY: 1G1JT51806E[redacted]
BODY TYPE (SDN, TK, BUS, ETC.): SDN
MODEL YEAR: 2006
GROSS VEHICLE WT. RATING
FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER
DIAGNOSTIC MECHANIC #
AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)
I certify that I have verified that a legible tracing cannot be secured and that the stamp VIN and vehicle weight information listed reviewed in Section E are correct.
SIGN HERE

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME): [redacted]
FIRST NAME
MIDDLE INITIAL
CO-PURCHASER
DATE ACQUIRED/PURCHASED: 11/04/2006
DEALER ID NUMBER (IF APPLICABLE)
STREET: [redacted]
CITY: PORTAGE
STATE: PA
ZIP: [redacted]
COUNTY CODE
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).
REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS
☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY
ODOMETER READING
TENTHS ☒
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

D. LIEN INFORMATION

1ST LIEN DATE: 11/04/2006 → IF NO LIEN, CHECK ☐
1ST LIENHOLDER: NUVELL CREDIT COMPANY LLC
STREET: P.O. BOX 242510
CITY: LITTLE ROCK STATE: AR ZIP: 72223
FINANCIAL INSTITUTION NUMBER
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED
2ND LIEN DATE: → IF NO LIEN, CHECK ☒
2ND LIENHOLDER
STREET
CITY STATE ZIP
FINANCIAL INSTITUTION NUMBER
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

E. VEHICLE TRADED

MAKE OF VEHICLE: CHEVROLET
VIN: 1G1JH12F33[redacted]
MODEL YEAR: 2003
BODY TYPE (SDN, BUS, TK, ETC.): CP
CONDITION OF VEHICLE: ☐ GOOD ☒ FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER TAXI/BUS: PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐ SEATING CAPACITY
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED: CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.6 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0; OPERABLE PEDALS ☐ YES ☐ NO; MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO; AUTOMATIC TRANSMISSION ☐ YES ☐ NO; DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO
MOTOR HOME: CHASSIS MFR: BODY MAKE:
TRAILER & VEHICLES BELOW: NUMBER OF AXLES: REQ. REGISTERED GROSS WT. (INCLUDING LOAD): SUM OF GAWR'S: UNLADEN WT. (EMPTY)
TRUCK TRUCK TRACTOR: REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ✓ Check One
☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)
☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU
☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)
☐ TRANSFER OF PREVIOUSLY ISSUED PLATE
☐ TRANSFER & RENEWAL OF PLATE
☐ TRANSFER & REPLACEMENT OF PLATE
☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER
PLATE NO.: [redacted]
EXPIRES Month 02 Year 2007
REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)
NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.
TRANSFERRED FROM TITLE NO.: [redacted]
VIN: 1G1JH12F337[redacted]
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):
SIGN HERE
RELATIONSHIP TO APPLICANT
TEMP. PLATE NO.
INSURANCE COMPANY NAME: STATE FARM
NAIC NO.
POLICY NO. (OR ATTACH BINDER): [redacted]
POLICY EFFECTIVE DATE: 07/29/2006
POLICY EXPIRATION DATE: 01/29/
ISSUING AGENT INFORMATION
I CERTIFY THAT ON MONTH 11 DAY 04 YEAR 2006 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.
ISSUING AGENT (PRINT NAME): DEAN PATTERSON CHEVROLET, INC.
AGENT NO.: 85-6883DE
ISSUING: [redacted]
TELEPHONE NO.: [redacted]

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) AND THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE AM/ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO. 11 DAY 04 YEAR 2006
SIGNATURE OF PERSON ADMINISTERING OATH
SIGNATURE OF AUTHORIZED SIGNER: X [redacted]
SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER
SEAL
SIGN IN PRESENCE OF NOTARY

I. TAX / FEES	
PURCHASE PRICE	22740.00
LESS TRADE-IN	9106.00
TAXABLE AMOUNT	13634.00
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	818.04
LESS TAX CREDIT	N/A
1. SALES TAX DUE	818.04
TAX EXEMPTION REASON CODE (Number from 1 to 26 or 0)	
TAX EXEMPTION NO.	
TC. VETA NO.	
2. TITLE FEE	22.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
Tax Exempt Number is assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS	N/A
6. TRANSFER FEE	6.00
7. INCREASE FEE	N/A
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) *Send One Check In This Amount* →	851.54

If your registration documents are not received within 90 days, please contact PennDot.

2. APPLICANT'S COPY/TEMPORA

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] PORTAGE PA [redacted]	DEAN PATTERSON CHEVROLET, INC. 101 PLEASANT VALLEY BLVD ALTOONA PA 16602

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET MALIBU	1G1ZT51886F[redacted]	☑ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2003 Make CHEVROLET Model CAVALIER

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 2500.00 is
17.95 %	$ 14833.82	$ 23173.54	$ 38007.36	$ 40507.36

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 527.88	Monthly beginning 12/04/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ 24440.00 (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in $ 9106.00 – payoff by seller $ 9106.00
= net trade-in $ 0.00 + cash $ 500.00
+ other (describe) REBATE $ 2000.00 $ 2500.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ 21940.00 (3)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
A Cost of optional credit insurance paid to the insurance company or companies
Life $ N/A
Disability $ N/A $ N/A
B Other insurance paid to the insurance company (describe) $ N/A
C Official fees paid to government agencies $ 2.00
D Government taxes not included in cash price $ 823.04
E Government license and/or registration fees 40:TIRE TAX = 5.00
TRANS=$6.00 $ 6.00
F Government certificate of title fees (includes $ 5.00 security interest recording fee) $ 27.50
G Other charges (Seller must identify who is paid and describe purpose.)
to N/A for N/A $ N/A
to DEAN PATTERS for NOTARY FEE $ 20.00
to DEAN PATTERS for DOC FEE $ 55.00
to GAP CARE for GAP PROT $ 300.00
to N/A for N/A $ N/A
to N/A for N/A $ N/A
H Net trade-in payoff to N/A $ N/A
Total other charges and amounts paid to others on your behalf $ 1233.54 (4)

5 Amount financed (3 + 4) $ 23173.54 (5)

6 Finance charge $ 14833.82 (6)

7 Total of payments - time balance (5 + 6) $ 38007.36 (7)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

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

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named 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.

Other Insurance.

☐ N/A N/A
Type of Insurance Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

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 writing and we must sign it. No oral changes are binding.

Buyer Signs X [redacted] Co-Buyer Signs X

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

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.

See back for other important terms

RICHARD J CRUM
CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

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

I, DEAN PATTERSON CHEVROLET, INC. (transferor's name, Print)

state that the odometer now reads 474 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

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

WARNING - ODOMETER DISCREPANCY

MAKE	MODEL	BODY TYPE
CHEVROLET	MALIBU	SDN

VEHICLE IDENTIFICATION NUMBER: 1G1ZT52886F[redacted]

YEAR: 2006

X TRANSFEROR'S SIGNATURE

DEAN PATTERSON CHEVROLET, INC.
PRINTED NAME

101 PLEASANT VALLEY BLVD
TRANSFEROR'S ADDRESS (STREET)

ALTOONA — PA — 16602
CITY — STATE — ZIP CODE

NOVEMBER 4th, 2006
DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE

[redacted]
PRINTED NAME

TRANSFEREE'S NAME
[redacted]

TRANSFEREE'S ADDRESS (STREET)

PORTAGE — PA — [redacted]
CITY — STATE — ZIP CODE

LITHO IN U.S.A.

FORM # PAP-ODOM-103-N

No. U443089

www.dmv.state.pa.us

MV - 1 (5-05)

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE: CHEVROLET

VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY: 1G1ZT51806F[redacted]

BODY TYPE (SDN, TK, BUS, ETC.): SDN

MODEL YEAR: 2006

GROSS VEHICLE WT. RATING

FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER

AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)

CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)

I certify that the vehicle and a valid inspection sticker to support my claim that the vehicle has been put in service if applicable.

SIGN HERE

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME): [redacted]

FIRST NAME

MIDDLE INITIAL

DATE ACQUIRED/PURCHASED: 11/04/2006

DEALER ID NUMBER (IF APPLICABLE)

CO-PURCHASER

STREET: [redacted]

CITY: PORTAGE

STATE: PA

ZIP: [redacted]

COUNTY CODE

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-8.

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

ODOMETER READING: _____ TENTHS ☒

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

D. LIEN INFORMATION

1ST LIEN DATE: 11/04/2006 → IF NO LIEN, CHECK ☐

1ST LIENHOLDER: NUVELL CREDIT COMPANY LL

STREET: P O BOX 242510

CITY: LITTLE ROCK STATE: AR ZIP: 72223

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

2ND LIEN DATE: → IF NO LIEN, CHECK ☒

2ND LIENHOLDER

STREET

CITY STATE ZIP

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

E. PRIOR TITLE

MAKE OF VEHICLE: CHEVROLET

VIN: 1G1JW12F337[redacted]

MODEL YEAR: 2003

BODY TYPE (SDN, BUS, TK, ETC.): CP

CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER TAXI/BUS → PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐ SEATING CAPACITY

MOTORCYCLE MOTOR DRIVEN CYCLE MOPED → CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0; OPERABLE PEDALS ☐ YES ☐ NO; MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO; AUTOMATIC TRANSMISSION ☐ YES ☐ NO; DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO

MOTOR HOME → CHASSIS MFR: BODY MAKE:

TRAILER-A VEHICLE BELOW → NUMBER OF AXLES: REG. REGISTERED GROSS WT. (INCLUDING LOAD); SUM OF GVWR'S: UNLADEN WT. (EMPTY)

TRUCK TRACTOR → REG. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE (✓ Check One)

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE

☐ TRANSFER & REPLACEMENT OF PLATE

☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO.: [redacted]

EXPIRES Month 02 2007

REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO.: [redacted]

VIN: 1G1JW12F337[redacted]

TEMP. PLATE NO.

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE

RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME: STATE FARM

NAIC NO.

POLICY NO. (OR ATTACH BINDER): [redacted]

POLICY EFFECTIVE DATE: 07/29/2006

POLICY EXPIRATION DATE: 01/29/2007

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 11 DAY 04 YEAR 2006 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): DEAN/PATTERSON CHEVROLET INC

AGENT NO.: 85-68830E

ISSUING AGENT SIGNATURE

TELEPHONE NO.: (814) 942-2222

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO. 11 DAY 04 YEAR 2006

SIGNATURE OF PERSON ADMINISTERING OATH

SIGN: [redacted] OWNER [redacted]

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER

SEAL

SIGN IN PRESENCE OF NOTARY

I. TAX / FEES

PURCHASE PRICE	22740.00
LESS TRADE-IN	9106.00
TAXABLE AMOUNT	13634.00
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	818.04
LESS TAX CREDIT	N/A
1. SALES TAX DUE	818.04
11. EXEMPTION NO.	
12.	
2. TITLE FEE	23.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
5. DUPLICATE RMV. FEE NO. OF CARDS ____	N/A
6. TRANSFER FEE	6.00
7. INCREASE FEE	N/A
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount ⇒	851.54

If your registration documents are not received within 90 days, please contact PennDot.

3. APPLICANT'S COPY/TEMPORARY

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 29, 2008 VALID: 03/01/07

PLATE: [redacted]
TITLE:
VIN: [redacted]
YR/MAKE: 2006 CHEVROLET
TYPE: SDN
WID: 07060 0331 000088-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: CAMBRIA

[redacted]

PORTAGE PA

[redacted]

[redacted]

SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

Change your address online at: www.state.pa.us Pa Keyword "DMV"

PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted]

State Farm Mutual Automobile Insurance Company

AGENT ALLAN DIEHL 3336-383
PHONE NO. (814)736-9373

POLICY NUMBER [redacted]

EFFECTIVE DATE JAN 29 2007

EXPIRATION DATE JUL 29 2007

MUTL
VOL

PORTAGE PA [redacted]

01613P9P01665

Office issuing this card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Applicable with respect to the following Motor Vehicle

Year	Make
2006	CHEVROLET MALIBU

DATACH HERE 01 OF 01 DATACH HERE

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 29, 2008 VALID: 03/01/07

PLATE: [redacted]
TITLE:
VIN: 1G1ZT51886[redacted]
YR/MAKE: 2006 CHEVROLET
TYPE: SDN
WID: 07066 0331 000088-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: CAMBRIA

[redacted]

PORTAGE PA

[redacted]

[redacted]

SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

Change your address online at: www.state.pa.us Pa Keyword "DMV"

PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted] State Farm Mutual Automobile Insurance Company

AGENT ALLAN DIEHL 3336-383
PHONE NO. (814)736-9373

POLICY NUMBER [redacted]

EFFECTIVE DATE JAN 29 2007

EXPIRATION DATE JUL 29 2007

[redacted]

MUTL
VOL

PORTAGE PA [redacted]

01813P9P01865

Office issuing this card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Applicable with respect to the following Motor Vehicle

Year	Make
2006	CHEVROLET MALIBU

CHEVROLET

CONDRIN

BUICK

7887 ADMIRAL PERRY HIGHWAY, P.O. BOX 232 • CRESSON, PA 16630 • PHONE (814) 886-4157 • FAX (814) 886-8631

15621	01 5 7 5 1 4 8 6 F [redacted]		[redacted]	01/14/07
1996	CHEVROLET	MALIBU LS	BLUE	12:43
18962	15416	10/09/00		07/18/07
			FOUNTAIN PA [redacted]	
			Hm( ) - Wk( ) -	

(1) CUSTOMER STATES THAT THE STEERING WILL LOCK UP WHILE DRIVING DOWN THE ROAD
SYSTEM KEY CODE C0176, V/A CAN SEE THOM ONE EA DEALER-1744764, REMOVE AND REPLACE STEERING CONTROL MOTA IN COLUMN,....NOTE-DEST. KEPLA EMED TO WORK. AND ADVISOR THAT STEERING WOULD LOCK UP WHILE DRIVING DOWN THE ROAD, MECHANIC SICK AND V/A MOST LIKELY SUBJECT TO CAUSE CUS T. CONCERNS WOULD BE STEERING CONTROL MOTOR.
(12-7391 KARE-) A

K7631 3K CH 212 13
(F)25805894 (MOTOR) 1

.....(Warranty).....

(2) CUSTOMER STATES THAT THERE IS A BRAKE VIBRATION
FRONT PADS SIZED IN CALIPER MOUNTS, CAUSING T HICKNESS VARIATION IN FRONT BRAKE ROTORS, RIP ONE CUT OF ROUND, CLEAN SURFACE [illegible] FRONT BRAKE ROTORS.
(12-7391 KARE-) A

S0133 3K CH 712 31

.....(Warranty).....

Next Service DEC '07 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

[illegible]

TERMS

[illegible]

Page 1 of 1 Job 15621

15621 Customer Copy

Labor Rate 69.00

Labor	.00
Parts	.00
Sublet	.00
Waste Disposal	.00
Oil/Grease	.00
Sub Total	.00
.00 Tax	.00
Total	.00

STAGERS CHEVROLET CO.

528 Main Street
Portage, PA 15946
www.stagers.com

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

CHEVROLET BUICK

RO	VIN				
10280	1 G 1 Z T 5 1 8 8 6 F [redacted]	[redacted]			DATE IN 07/10/07
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU LT	COLOR BLUE		TIME IN 11:01
MILES IN 12051	MILES OUT 12051	FIRST USE 00/00/00	LISC.	PORTAGE PA [redacted]	CLOSED 07/10/07
SEE ALSO				H [redacted] -	WRITER 6259 KEN

(1) CUST STATES STEERRING LOCKS UP WHILE DRIVING
FOUND CODE B1325 IN HISTORY
COULD NOT DUPLICATE CONDITION
CONTACTED TECH ASSIST
CASE # 9744764 (BOYD MEYSHER)
(Tech:04) A

Labor T04 3

.....(Warranty).....

	W C	INT		CUSTOMER
		.00	Labor	.00
		.00	Parts	.00
		.00	Sublet	.00
		.00	Tires	.00
		.00	Oil/Grease	.00
		.00	Sub Total	.00
		.00	Tax	.00
		.00	Total	.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job 10280

10280 Customer Copy

Labor Rate 54.00

STAGERS CHEVROLET CO.

Stager Chevrolet, Co.
24 Main Street
Portage, PA 15946
www.stagers.com
Portage, PA 15946
(814) 736-9686

CHEVROLET BUICK

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

RO	VIN		DATE IN
10233	1G1ZT51886F [redacted]	[redacted]	07/06/07

YEAR	MAKE	MODEL	COLOR		TIME IN
2006	CHEVROLET	MALIBU LT	BLUE	PORTAGE PA [redacted]	08:45

WARRANTY	WARRANTY	VIN VOE	DISC.		CLOSED
11814	11814	00/00/00			07/06/07

SEE ALSO		WRITER
	[redacted]	KEN

(1) CUST STATES VEH HAS A BRAKE PULSATION
NORMAL CONDITION AT THIS TIME
(Tech:06)

Labor	[06]		.00
Total Repair (Warranty)			.00

(2) CUST STATES STEERING IS TIGHT
COULD NOT DUPLICATE CONDITION
(Tech:06)

Labor	[06]	3	3.75	16.20
Total Labor			3.75	16.20
Total Repair (Warranty)				16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	3	0	3	
Total Labor	.00	16.20	.00	16.20	76.9%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	16.20	.00	16.20	(N/A)

	W/C	INT		CUSTOMER
	16.20	.00	Labor	.0
	.00	.00	Parts	.0
	.00	.00	Sublet	.0
			Warr Deduct	.0
	.00	.00	Tires	.0
	.00	.00	Oil/Grease	.0
	.00	.00	Less Disc.	.0
	16.20	.00	Total	.0
	.00	.00	Tax	.0
	.00	.00	Tax2	.0
	.00	.00	Tire Tax	.0
	16.20	.00	TOTAL (CHRG)	.0

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

STAGERS CHEVROLET CO.

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Portage, PA 15946
www.stagers.com
Portage, PA 15946
(814) 736-9686

CHEVROLET BUICK

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

R/O 10080	VIN 1G1ZT51886F[redacted]			[redacted]	DATE IN 06/19/07
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU LT	COLOR BLUE	PORTAGE PA[redacted]	TIME IN 02:07
MILES IN 10837	MILES OUT 10837	FIRST USE 00/00/00	LIC.		CLOSED 06/19/07
SEE ALSO				[redacted] (814) -	WRITER KEN

(1) CUST STATES VEH SHAKES WHILE BRAKING
FOUND FT ROTORS OUT OF ROUND
MACHINED FT ROTORS
(Tech:11)

Labor	[11]	21	25.20	113.40
Total Labor			25.20	113.40
Total Repair (Warranty)				113.40

(2) CUST STATES VEH DOES NOT SEEM TO SHIFT
CORRECTLY
COULD NOT DUPLICATE CONDITION AT THIS TIME
READINGS AND SHIFT POINTS IN SPEC
(Tech:11)

Labor	[11]	3	3.60	16.20
Total Labor			3.60	16.20
Total Repair (Warranty)				16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	24	0	24	
Total Labor	.00	129.60	.00	129.60	77.8%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	129.60	.00	129.60	(N/A)

W/C	INT		CUSTOMER
129.60	.00	Labor	.0
.00	.00	Parts	.0
.00	.00	Sublet	.0
		Warr Deduct	.0
.00	.00	Tires	.0
.00	.00	Oil/Grease	.0
.00	.00	Less Disc.	.0
129.60	.00	Total	.0
.00	.00	Tax	.0
.00	.00	Tax2	.0
.00	.00	Tire Tax	.0
129.60	.00	TOTAL (CHRG)	.0

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

R/O HISTORY

Stager Chevrolet, Co.

Portage, PA 15946
(814) 736-9686

RO	VIN		DATE IN
10280	1G1ZT51886F[redacted]	[redacted]	07/10/07
YEAR: 2006	MAKE: CHEVROLET	MODEL: MALIBU LT	COLOR: BLUE
		PORTAGE PA[redacted]	TIME IN: 11:01
MILES IN: 12051	MILES OUT: 12051	FIRST USE: 00/00/00	LIC:
			CLOSED: 07/10/07
SEE:		[redacted] BUS. (814) -	WRITER: KEN

(1) CUST STATES STEERRING LOCKS UP WHILE DRIVING
FOUND CODE B1325 IN HISTORY
COULD NOT DUPLICATE CONDITION
CONTACTED TECH ASSIST
CASE # 9744764 (BOYD MEYSHER)
(Tech:04)

Labor	[04]	3	3.75	16.20
Total Labor			3.75	16.20
Total Repair (Warranty).....				16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	3	0	3	
Total Labor	.00	16.20	.00	16.20	76.9%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	16.20	.00	16.20	(N/A)

W/C	INT		CUSTOMER
16.20	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Tires	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
16.20	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
16.20	.00	TOTAL (CHRG)	.00

R/O HISTORY

Stager Chevrolet, Co.

Portage, PA 15946
(814) 736-9686

RO	VIN				DATE IN
10080	1 G 1 Z T 5 1 8 8 6 F [redacted]			[redacted]	06/19/07
YEAR	MAKE	MODEL	COLOR		TIME IN
2006	CHEVROLET	MALIBU LT	BLUE	PORTAGE PA [redacted]	02:07
MILES IN	MILES OUT	FIRST USE	LIC.		CLOSED
10837	10837	00/00/00			06/19/07
SEC				[redacted] BUS. (814) -	WRITER KEN

(1) CUST STATES VEH SHAKES WHILE BRAKING
FOUND FT ROTORS OUT OF ROUND
MACHINED FT ROTORS
(Tech:11)

Labor	[11]	21	25.20	113.40
Total Labor			25.20	113.40
Total Repair (Warranty).....				113.40

(2) CUST STATES VEH DOES NOT SEEM TO SHIFT
CORRECTLY
COULD NOT DUPLICATE CONDITION AT THIS TIME
READINGS AND SHIFT POINTS IN SPEC
(Tech:11)

Labor	[11]	3	3.60	16.20
Total Labor			3.60	16.20
Total Repair (Warranty).....				16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	24	0	24	
Total Labor	.00	129.60	.00	129.60	77.8%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	129.60	.00	129.60	(N/A)

W/C	INT		CUSTOMER
129.60	.00	Labor	.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Tires	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
129.60	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
129.60	.00	TOTAL (CHRG)	.00

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Dianna Barber for Mary Greer State: PA

Customer Name: [redacted] Service Request: 71-535490573 GM Legal File No.: N/A

Vehicle ID No.: 1G1ZT51886F[redacted] In Service Date: 11/04/06 Vehicle is: New BAC Code: 113456

Year, Make & Model: 2006 Chevrolet Malibu 2LT Vehicle Purchased Used on: N/A

Lien holder: Other: Nuvell Credit Corp. 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:	RO #:	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.

☒ Steering

Date:	RO #:	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 – **Could not duplicate condition;** 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.

THE STATE LEMON LAW READS:

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:	1
Total days out of service during the presumption period:	1
Total 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: [redacted]
Service Request: 71-535490573
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT51886F [redacted]
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.

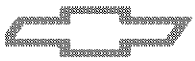
General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

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






General Motors Business Resource Center

FAX

To: **Debra**
Company:
Fax: 1-866-363-8691
Phone:

From:
Fax:
Phone:
E-mail:

cc:

NOTES:

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

TELECOPIER COVER LETTER

DATE: 9/26/07

TO:

COMPANY: General Motors Corp.

RECEIVING TELECOPIER FAX NUMBER: 866-842-9481

FROM: Gregory Artim, Esquire

We are transmitting 14 **pages (including cover letter).**

If transmission is not complete, please call immediately.

SPECIAL INSTRUCTIONS:

****

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:	[redacted]
Vehicle:	**2006 Chevrolet Malibu**
Date of Purch/Lease:	**November 4, 2006**
VIN:	**1G1ZT51886F**[redacted]
Current Mileage:	**15,500 approx.**
Our file No.	[redacted]

To Whom It May Concern:

Please be advised that this office has been retained by [redacted] 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:

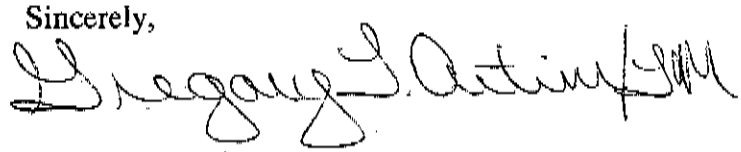
1. Steering locking up while driving
2. Vibrations when braking
3. Shifting incorrectly
4. Any and all complaints actually made, whether contained on company invoices or otherwise.

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 [redacted] 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: [redacted] without enclosures

101 Pleasant Valley Blvd.
Altoona, PA 16602
www.deanpatterson.com

Dean Patterson

mazda HYUNDAI

Telephone (814) 942-2222
Fax (814) 946-0950

15658

Purchaser [redacted] Date 11/04/2006

Co-Purchaser E-Mail Address

Street [redacted] County

City PORTAGE State PA Zip [redacted] Phone [redacted]

Year 2006 Make CHEVROLET Model MALIBU Type SDN Color DARK BLU Mileage

Stock No. Serial No. 1G1ZT51886F[redacted]

Trade Information Year 2003 Make CHEVROLET

Model CAVALIER Type CP Color BLUE

Mileage 52049 Serial No. 1G1JH12F337[redacted]

Balance Owed To KEY BANK

Payoff Due Date Balance Due 9106.00

WARRANTIES ARE FURNISHED IN WRITING. NO OTHER WARRANTY APPLIES TO THIS VEHICLE
Any obligations to be filled after time of sale must be listed on a separate "WE OWE" slip. Due to insurance regulations, loaner vehicles are NOT available. It is agreed, however, that neither DEAN PATTERSON, INC. nor the manufacturer will be liable for failure to effect delivery and that all sales and "Spot Deliveries" must conform to government and lending institutions' regulations. This order is not valid unless signed and accepted by a manager of DEAN PATTERSON INC.,
and the Purchaser's credit as to any deferred balance,
has been approved by the Finance Company.

ACTUAL APPROXIMATE PAYMENT RANGE $ _____ to _____ Per Month.

By agreeing to purchase, I fully understand all conditions (payments, interest, trade-in allowance and rebates, etc.) of the sale.
All rebates assigned to dealer unless otherwise indicated.

Customer's Signature X [redacted]

Balance To Be Financed For 72 Months At 527.88 Per Month

Salesman Signature

Accepted By

Selling Price	24440.0
Dealer Addendum	N/
Total Price	24440.0
-Non Taxable Allowance	9106.0
-Rebate to Reduce Purchase Price	2000.0
-Total Non Taxable Allowance, Discount & Rebate	11106.0
Net Balance	13334.0
Gap Coverage	300.0
Extended Service Plan	N/
Taxable Amount	13634.0
Sales Tax	818.0
License Fee	6.0
Title Fee	22.5
Lien Fee	5.0
PA Tire Tax	5.0
TriVin Online Fee	N/
Dealer Online Service Fee	N/
Documentation Fee	55.0
Messenger Fee	2.0
Payoff	9106.0
Credit Insurance	N/
NOTARY FEE	20.0
TOTAL	23673.5
-Taxable Allowance	N.
-Partial Payment/ Note	500.0
BALANCE TO FINANCE	23173.5

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 CHECKLIST
- ☐ Credit Group Life
- ☐ Accident & Health Ins.
- ☐ Extended Warranty
- ☐ Undercoat
- ☐ Rustproofing
- ☐ Paint Sealant
- ☐ Club
- ☐ GW-MV DATE _____

COSTED DATE _____

INSURANCE INFORMATION

Company STATE FARM (814)736
Agent ALAN BIERL Phone # [redacted]
Policy # 07/29/2006 Exp. Date 01/29/2
Eff. Date Coll. Ded.
Comp. Ded. Spoke To
Verified By

Cust. Sign.x _____ Date 11/04/20

No. U443083

www.dmv.state.pa.us

MV - 1 (5-05)

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE: CHEVROLET

VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY: 1G1ZT51806F[redacted]

BODY TYPE (SDN, TK, BUS, ETC.): SDN

MODEL YEAR: 2006

GROSS VEHICLE WT. RATING

FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER

DMV MECHANIC #

AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)

CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)

I certify that I have verified that a legible tracing cannot be secured and that the above VIN and vehicle weight information listed on reverse in Section F are correct.

SIGN HERE

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME): [redacted]

FIRST NAME

MIDDLE INITIAL

DATE ACQUIRED/PURCHASED: 11/04/2006

CO-PURCHASER

DEALER ID NUMBER (IF APPLICABLE)

STREET: [redacted]

CITY: PORTAGE

STATE: PA

ZIP: [redacted]

COUNTY CODE

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-1L.

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

ODOMETER READING _____ TENTHS ☒

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

D. LIEN INFORMATION

1ST LIEN DATE: 11/04/2006 → IF NO LIEN, CHECK ☐

1ST LIENHOLDER: NUVELL CREDIT COMPANY LLC

STREET: P.O. BOX 242510

CITY: LITTLE ROCK STATE: AR ZIP: 72223

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

2ND LIEN DATE: → IF NO LIEN, CHECK ☒ XX

2ND LIENHOLDER

STREET

CITY STATE ZIP

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

E. VEHICLE TRADED

MAKE OF VEHICLE: CHEVROLET

VIN: 1G1JH12F327[redacted]

MODEL YEAR: 2003

BODY TYPE (SDN, BUS, TK, ETC.): CP

CONDITION OF VEHICLE: ☐ GOOD ☒ XX FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER TAXI/BUS: PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐ SEATING CAPACITY

MOTORCYCLE MOTOR DRIVEN CYCLE MOPED: CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.6 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0; OPERABLE PEDALS ☐ YES ☐ NO; MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO; AUTOMATIC TRANSMISSION ☐ YES ☐ NO; DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO

MOTOR HOME: CHASSIS MFR: BODY MAKE:

TRAILER & VEHICLES BELOW: NUMBER OF AXLES: REQ. REGISTERED GROSS WT. (INCLUDING LOAD): SUM OF GAWR'S: UNLADEN WT. (EMPTY)

TRUCK TRUCK TRACTOR: REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ✓ Check One

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE ☐ TRANSFER & RENEWAL OF PLATE

☐ TRANSFER & REPLACEMENT OF PLATE ☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO. [redacted]

EXPIRES Month 02 Year 2007

REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO. [redacted]

VIN: 1G1JH12F337[redacted]

TEMP. PLATE NO.

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):

SIGN HERE

RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME: STATE FARM

NAIC NO.

POLICY NO. (OR ATTACH BINDER): [redacted]

POLICY EFFECTIVE DATE: 07/29/2006

POLICY EXPIRATION DATE: 01/29/

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 11 DAY 04 YEAR 2006 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): DEAN PATTERSON CHEVROLET, INC.

ISSUING AGENT SIGNATURE

AGENT NO. 85-68830F

TELEPHONE NO. (814) 942-222

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO. 11 DAY 04 YEAR 2006

SIGNATURE OF PERSON ADMINISTERING OATH

SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER [redacted]

TELEPHONE NO. [redacted]

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER

SEAL

SIGN IN PRESENCE OF NOTARY

I. TAX / FEES

PURCHASE PRICE	22740.00
LESS TRADE-IN	9106.00
TAXABLE AMOUNT	13634.00
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	818.04
LESS TAX CREDIT	N/A
1. SALES TAX DUE	818.04
TAX EXEMPTION REASON CODE (Number from 1 to 26 or 0)	
TR-EXEMPTION NO.	
2. TITLE FEE	22.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
Tax Exempt Number as assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS	N/A
6. TRANSFER FEE	6.00
7. INCREASE FEE	N/A
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount	851.54

If your registration documents are not received within 90 days, please contact PennDot.

2. APPLICANT'S COPY/TEMPORA

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] PORTAGE PA [redacted]	DEAN PATTERSON CHEVROLET, INC. 101 PLEASANT VALLEY BLVD ALTOONA PA 16602

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET MALIBU	1G1ZT51886F[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2003 Make CHEVROLET Model CAVALIER

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 2500.00 is
17.95 %	$ 14833.82	$ 23173.54	$ 38007.36	$ 40507.36

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 527.88	Monthly beginning 12/04/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ 24440.00 (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in $ 9106.00 – payoff by seller $ 9106.00
= net trade-in $ 0.00 + cash $ 500.00
+ other (describe) REBATE $ 2000.00 $ 2500.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ 21940.00 (3)

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

A Cost of optional credit insurance paid to the insurance company or companies
Life $ N/A
Disability $ N/A $ N/A

B Other insurance paid to the insurance company (describe) $ N/A

C Official fees paid to government agencies $ 2.00

D Government taxes not included in cash price $ 823.04

E Government license and/or registration fees 4D:TIRE TAX = 5.00
TRANS=$6.00 $ 6.00

F Government certificate of title fees (includes $ 5.00 security interest recording fee) $ 27.50

G Other charges (Seller must identify who is paid and describe purpose.)
to N/A for N/A $ N/A
to DEAN PATTERS for NOTARY FEE $ 20.00
to DEAN PATTERS for DOC FEE $ 55.00
to GAP CARE for GAP PROT $ 300.00
to N/A for N/A $ N/A
to N/A for N/A $ N/A

H Net trade-in payoff to N/A $ N/A

Total other charges and amounts paid to others on your behalf $ 1233.54 (4)

5 Amount financed (3 + 4) $ 23173.54 (5)

6 Finance charge $ 14833.82 (6)

7 Total of payments - time balance (5 + 6) $ 38007.36 (7)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

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

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named 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.

Other Insurance.

☐ N/A N/A
Type of Insurance Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

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 writing and we must sign it. No oral changes are binding.

Buyer Signs X [redacted] Co-Buyer Signs X

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

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.

See back for other important terms

RICHARD J CRUM
CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

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

I, DEAN PATTERSON CHEVROLET, INC. (transferor's name, Print)

state that the odometer now reads 474 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

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

WARNING - ODOMETER DISCREPANCY

MAKE	MODEL	BODY TYPE
CHEVROLET	MALIBU	SDN

VEHICLE IDENTIFICATION NUMBER: 1G1ZT52886F[redacted]

YEAR: 2006

X [signature]
TRANSFEROR'S SIGNATURE

DEAN PATTERSON CHEVROLET, INC.
PRINTED NAME

101 PLEASANT VALLEY BLVD
TRANSFEROR'S ADDRESS (STREET)

ALTOONA — PA — 16602
CITY — STATE — ZIP CODE

NOVEMBER 4th, 2006
DATE OF STATEMENT

X [signature]
TRA[redacted]

[redacted]
PRINTED NAME

TR[redacted]

PORTAGE — PA — 15946
CITY — STATE — ZIP CODE

LITHO IN U.S.A.

FORM # PAP-ODOM-103-N

No. U443089

www.dmv.state.pa.us

MV - 1 (5-05)

VEHICLE DESCRIPTION

A. MAKE OF VEHICLE: CHEVROLET
VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY: 1G1ZT51806F[redacted]
BODY TYPE (SDN, TK, BUS, ETC.): SDN
MODEL YEAR: 2006
GROSS VEHICLE WT. RATING
FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER
AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)
SIGN HERE

APPLICANT INFORMATION

B. LAST NAME (OR FULL BUSINESS NAME): [redacted]
FIRST NAME
MIDDLE INITIAL
CO-PURCHASER
DATE ACQUIRED/PURCHASED: 11/04/2006
DEALER ID NUMBER (IF APPLICABLE)
STREET: [redacted]
CITY: PORTAGE
STATE: PA
ZIP: [redacted]
COUNTY CODE
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).
REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-8.

MILEAGE INFORMATION

C. ☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS
☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY
ODOMETER READING
TENTHS ☒
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

LIEN INFORMATION

D. 1ST LIEN DATE: 11/04/2006 → IF NO LIEN, CHECK ☐
1ST LIENHOLDER: NUVELL CREDIT COMPANY LL
STREET: P.O. BOX 242510
CITY: LITTLE ROCK
STATE: AR
ZIP: 72223
FINANCIAL INSTITUTION NUMBER
2ND LIEN DATE: → IF NO LIEN, CHECK ☒
2ND LIENHOLDER
STREET
CITY
STATE
ZIP
FINANCIAL INSTITUTION NUMBER
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED
CHECK HERE ☐ NOTE: FIN IS REQUIRED

PRIOR TITLE INFORMATION

MAKE OF VEHICLE: CHEVROLET
VIN: 1G1JH12F337[redacted]
MODEL YEAR: 2003
BODY TYPE (SDN, BUS, TK, ETC.): CP
CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

ADDITIONAL VEHICLE INFORMATION

F. PASSENGER TAXI/BUS: ▶ PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐ SEATING CAPACITY
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED: ▶ CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0; OPERABLE PEDALS ☐ YES ☐ NO; MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO; AUTOMATIC TRANSMISSION ☐ YES ☐ NO; DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO
MOTOR HOME: ▶ CHASSIS MFR: BODY MAKE:
TRAILER & VEHICLES BELOW: ▶ NUMBER OF AXLES: REQ. REGISTERED GROSS WT. (INCLUDING LOAD); SUM OF OWNERS: UNLADEN WT. (EMPTY)
TRUCK TRUCK TRACTOR: ▶ REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING

I. TAX / FEES

PURCHASE PRICE	22,740.00
LESS TRADE-IN	9106.00
TAXABLE AMOUNT	13634.00
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	818.04
LESS TAX CREDIT	N/A
1. SALES TAX DUE	818.04
2. TITLE FEE	23.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
5. DUPLICATE RAL FEE NO. OF CARDS	N/A
6. TRANSFER FEE	5.00
7. INCREASE FEE	N/A
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount ⇒	851.54

APPLICATION FOR REGISTRATION

G. ORIGINAL PLATE ☞ Check One
☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)
☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU
☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)
☐ TRANSFER OF PREVIOUSLY ISSUED PLATE
☐ TRANSFER & RENEWAL OF PLATE
☐ TRANSFER & REPLACEMENT OF PLATE
☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER
PLATE NO. [redacted]
EXPIRES Month 02 2007
REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)
NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.
TRANSFERRED FROM TITLE NO. [redacted]
VIN: 1G1JH12F337[redacted]
TEMP. PLATE NO.
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT):
SIGN HERE
RELATIONSHIP TO APPLICANT
INSURANCE COMPANY NAME: STATE FARM
NAIC NO.
POLICY NO. (OR ATTACH BINDER): 7298864A2938000
POLICY EFFECTIVE DATE: 07/29/2006
POLICY EXPIRATION DATE: 01/29/2007

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 11 DAY 04 YEAR 2006 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.
ISSUING AGENT (PRINT NAME): DEAN PATTERSON CHEVROLET INC
AGENT NO.: 85-68830E
ISSUING AGENT SIGNATURE
TELEPHONE NO.: (814) 942-2222

SEAL & OATH/AFFIRMATION FOR TITLE

H. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $3,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREON ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.
SUBSCRIBED AND SWORN TO BEFORE ME MO. 11 DAY 04 YEAR 2006
SIGNATURE OF PERSON ADMINISTERING OATH
SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER [redacted]
TELEPHONE NO. [redacted]
SEAL
SIGN IN PRESENCE OF NOTARY

If your registration documents are not received within 90 days, please contact PennDot.

3. APPLICANT'S COPY/TEMPORARY

Detach here 01 of 01

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 29, 2008 VALID: 03/01/07

PLATE: [redacted]
TITLE:
VIN: 1G1ZT53804F[redacted]
YR/MAKE: 2006 CHEVROLET
TYPE: SDN
WID: 07060 0331 000088-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: CAMBRIA

[redacted]

PORTAGE PA
[redacted]

[redacted]

SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

Change your address online at: www.state.pa.us Pa Keyword "DMV"

PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted] State Farm Mutual Automobile Insurance Company

AGENT ALLAN DIEHL 3336-383
PHONE NO. (814)736-9373

POLICY NUMBER
[redacted]

EFFECTIVE DATE JAN 29 2007
EXPIRATION DATE JUL 29 2007

MUTL
VOL

PORTAGE PA[redacted]

01613PPP01665

Office issuing this card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Applicable with respect to the following Motor Vehicle
Year Make
2006 CHEVROLET MALIBU

Detach Here 01 of 01 Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 29, 2008 VALID: 03/01/07

PLATE: [redacted]
TITLE:
VIN: 1G12(510867
YR/MAKE: 2006 CHEVROLET
TYPE: SDN
WID: 07060 0331 000488-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: CAMBRIA

[redacted]

PORTAGE PA

[redacted]

Change your address online at: www.state.pa.us Pa Keyword "DMV"

[redacted]

SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

[redacted]

PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted] State Farm Mutual Automobile Insurance Company

AGENT ALLAN DIEHL 3336-383
PHONE NO. (814)736-9373

POLICY NUMBER

EFFECTIVE DATE JAN 29 2007
EXPIRATION DATE JUL 29 2007

[redacted]

MUTL
VOL

PORTAGE PA [redacted]

0181 3P9P01 1695

Office issuing this card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Applicable with respect to the following Motor Vehicle
Year Make
2006 CHEVROLET MALIBU

CHEVROLET CONDRIN BUICK

7887 ADMIRAL PERRY HIGHWAY, P.O. BOX 232 • CRESSON, PA 16630 • PHONE (814) 886-4157 • FAX (814) 886-8631

15621	01 5 7 5 1 4 8 6 F [redacted]	[redacted]		01/14/07
1996	CHEVROLET	MALIBU 2D	BLUE	12:43
18962	15416	10/09/00		[redacted]
			Ho( ) - Wo( ) -	

(1) CUSTOMER STATES THAT THE STEERING WILL LOCK UP WHILE DRIVING DOWN THE ROAD
SYSTEM SET CODE C0176, V/A CAME ONE TIME ON DEALER-9744764, REMOVE AND REPLACE STEERING CONTROL MOTA IN COLUMN,....NOTE-DIST. REPEA ERED TO WORK. AND ADVISED THAT STEERING WOULD LOCK UP WHILE DRIVING DOWN THE ROAD, BRAKING SICK AND V/A MOST LIKELY SUBJECT TO CAUSE CUS T. CONCERNS WOULD BE STEERING CONTROL MOTOR.
(12-7391 KARE-)

N7631 3K OH 212 13
(F)25805894 (MOTOR) 1
.....(Warranty).....

(2) CUSTOMER STATES THAT THERE IS A BRAKE VIBRATION
FRONT PADS RIDED IN CALIPER MOUNTS, CAUSING T HICKNESS VARIATION IN FRONT BRAKE ROTORS, RIP ONE CUT OF ROUND, CLEAN SURFA[illegible] FRONT BRAKE ROTORS.
(12-7391 KARE-)

R0133 3K OH 712 31
.....(Warranty).....

CONDRIN

Next Service DEC '07 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

TERMS

Labor	.00
Parts	.00
Sublet	.00
Waste Disposal	.00
Oil/Grease	.00
Sub Total	.00
Tax	.00
Total	.00

.00

Page 1 of 1 Job 15621

15621 Customer Copy Labor Rate 69.00

STAGERS CHEVROLET CO.

528 Main Street
Portage, PA 15946
www.stagers.com

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

CHEVROLET BUICK

RO	VIN				DATE IN
10280	1 G 1 Z T 5 1 8 8 6 F [redacted]			[redacted]	07/10/07
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU LT	COLOR BLUE		TIME IN 11:01
MILES IN 12051	MILES OUT 12051	FIRST USE 00/00/00	LISC.	PORTAGE PA [redacted]	CLOSED 07/10/07
SEE ALSO				H: ([redacted] W: [redacted] -	WRITER 6259 KEN

(1) CUST STATES STEERRING LOCKS UP WHILE DRIVING
FOUND CODE B1325 IN HISTORY
COULD NOT DUPLICATE CONDITION
CONTACTED TECH ASSIST
CASE # 9744764 (BOYD MEYSHER)
(Tech:04) A

Labor T04 3

.....(Warranty).....

	W.C.	INT		CUSTOMER
		.00	Labor	.00
		.00	Parts	.00
		.00	Sublet	.00
		.00	Tires	.00
		.00	Oil/Grease	.00
		.00	Sub Total	.00
		.00	Tax	.00
		.00	Total	.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job 10280

10280 Customer Copy

Labor Rate 54.00

STAGERS CHEVROLET CO.

Stager Chevrolet, Co.
Portage, PA 15946
www.stagers.com
Portage, PA 15946
(814) 736-9686

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

CHEVROLET BUICK

RO 10233	VIN 1G1ZT51886F [redacted]			DATE IN 07/06/07	
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU LT	COLOR BLUE	TIME IN 08:45	
MILES IN 11814	MILES OUT 11814	VIN DATE 00/00/00	LISC.	CLOSED 07/06/07	
SEE ALSO				WRITER KEN	

[redacted] PORTAGE PA [redacted]

HOME [redacted] BUS. (814) -

(1) CUST STATES VEH HAS A BRAKE PULSATION
NORMAL CONDITION AT THIS TIME
(Tech:06)

Labor	[06]		.00
Total Repair (Warranty)			.00

(2) CUST STATES STEERING IS TIGHT
COULD NOT DUPLICATE CONDITION
(Tech:06)

Labor	[06]	3	3.75	16.20
Total Labor			3.75	16.20
Total Repair (Warranty)				16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	3	0	3	
Total Labor	.00	16.20	.00	16.20	76.9%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	16.20	.00	16.20	(N/A)

	W/C	INT		CUSTOMER
	16.20	.00	Labor	.0
	.00	.00	Parts	.0
	.00	.00	Sublet	.0
			Warr Deduct	.0
	.00	.00	Tires	.0
	.00	.00	Oil/Grease	.0
	.00	.00	Less Disc.	.0
	16.20	.00	Total	.0
	.00	.00	Tax	.0
	.00	.00	Tax2	.0
	.00	.00	Tire Tax	.0
	16.20	.00	TOTAL (CHRG)	.0

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Printed 1 time(s)

10233 Job 10233

R/O HISTORY

STAGERS CHEVROLET CO.

Stager Chevrolet, Co.
Portage, PA 15946
www.stagers.com
(814) 736-9686

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

CHEVROLET BUICK

RO 10080	VIN 1G1ZT51886F [redacted]			DATE IN 06/19/07	
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU LT	COLOR BLUE	TIME IN 02:07	
MILES IN 10837	MILES OUT 10837	FIRST USE 00/00/00	DEC.	CLOSED 06/19/07	
SEE ALSO		[redacted] (814) -		WRITER KEN	

[redacted]
PORTAGE PA [redacted]

(1) CUST STATES VEH SHAKES WHILE BRAKING FOUND FT ROTORS OUT OF ROUND MACHINED FT ROTORS (Tech:11)	Labor [11] 21	25.20	113.40
	Total Labor	25.20	113.40
	Total Repair (Warranty)		113.40
(2) CUST STATES VEH DOES NOT SEEM TO SHIFT CORRECTLY COULD NOT DUPLICATE CONDITION AT THIS TIME READINGS AND SHIFT POINTS IN SPEC (Tech:11)	Labor [11] 3	3.60	16.20
	Total Labor	3.60	16.20
	Total Repair (Warranty)		16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	24	0	24	
Total Labor	.00	129.60	.00	129.60	77.8%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	129.60	.00	129.60	(N/A)

W/C	INT		CUSTOMER
129.60	.00	Labor	.0
.00	.00	Parts	.0
.00	.00	Sublet	.0
		Warr Deduct	.0
.00	.00	Tires	.0
.00	.00	Oil/Grease	.0
.00	.00	Less Disc.	.0
129.60	.00	Total	.0
.00	.00	Tax	.0
.00	.00	Tax2	.0
.00	.00	Tire Tax	.0
129.60	.00	TOTAL (CHRG)	.0

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Printed 1 time(s)

10080 Job 10080

R/O HISTORY

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CHEVROLET

01/13/07
13:29:47
PAGE: 1

VIN: 1GCHK23UX 6F[redacted] SELLG SCE: 13 MDL YR: 06 ORD NO: JMPGHJ

ODATE: 09/02/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 15247
DDATE: 12/10/05 DLVY FAN: DTYPE: 018 SRVC TYPE: MILEAGE:

DLVY DOE: 12/13/05 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: ALL STAR WINDOW CLEANING INC
TRD DOE: 2205 WINDFIELD COURT
SRVC IN: GLEN MILLS PA 19342
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CNE	01	13 15247	00029386633	12/21/05	2,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029386633 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DSN	01	13 15247	00029386633	12/21/05	400.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00029386633 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 15247	00029347521	12/14/05	48.30	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00029347521 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
HCC	01	13 15247	00029517912	01/13/06	900.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 00029517912 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CHEVROLET

01/13/07
13:29:47
PAGE: 2

VIN: 1GCHK23UX 6F[redacted] SELLG SCE: 13 MDL YR: 06 ORD NO: JMPGHJ

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
SNM	01	13 15247	2124615	12/16/05	25.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2124615 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
SNN	01	13 15247	2124616	12/16/05	100.00	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: 2124616 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: A

RCMPR028

VEHICLE EVENT SELECTION
PROCESSING SOURCE: CHEVROLET

01/13/07
13:29:18
PAGE: 1

VIN: 1GCHK23UX 6F[redacted]
VIN TYPE: N

SELLG SCE: 13 MDL YR: 06 ORD NO: JMPGHJ

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 15247	00029517912		01/13/06	HCC	900.00
INCTV PAYMENT	13 15247	00029517912		01/13/06	HCC	900.00
INCTV APPLICATN	13 15247	00029517912		01/13/06	HCC	900.00
INCTV APPLICATN	13 15247	2124616		12/21/05	SNN	100.00
INCTV APPLICATN	13 15247	2124615		12/21/05	SNM	25.00
INCENTIVE MEMO	13 15247	00029386633		12/21/05	DSN	400.00
INCTV PAYMENT	13 15247	00029386633		12/21/05	DSN	400.00
INCTV APPLICATN	13 15247	00029386633		12/21/05	DSN	400.00
INCENTIVE MEMO	13 15247	00029386633		12/21/05	CNE	2,500.00
INCTV PAYMENT	13 15247	00029386633		12/21/05	CNE	2,500.00
INCTV APPLICATN	13 15247	00029386633		12/21/05	CNE	2,500.00
INCENTIVE MEMO	13 15247	2124616		12/16/05	SNN	100.00
INCTV PAYMENT	13 15247	2124616		12/16/05	SNN	100.00
INCENTIVE MEMO	13 15247	2124615		12/16/05	SNM	25.00
INCTV PAYMENT	13 15247	2124615		12/16/05	SNM	25.00
INCENTIVE MEMO	13 15247	00029347521		12/14/05	FFC	48.30
INCTV PAYMENT	13 15247	00029347521		12/14/05	FFC	48.30
INCTV APPLICATN	13 15247	00029347521		12/14/05	FFC	48.30
DELIVERY D.O.E.	13 15247			12/13/05		0.00
DELIVERY TO CUS	13 15247			12/10/05		0.00
EXPIRATION TRAN	13 15247	1OD82069351		11/24/05		0.00
SETTLEMENT DATE	13 15247	1OD82069351		11/23/05		34,937.48 CR
ORIGINAL INVOIC	13 15247	1OD82069351		11/16/05		34,937.48
COV/NVIS DATE	13 15247	1OD82069351		11/16/05		0.00
SHIPMENT DATE	13 15247			11/16/05		0.00
PRODUCTION (BUI	13 15247			11/16/05		0.00
PREFERENCE TO P	13 15247			09/06/05		0.00
GM ORDER ACCEPT	13 15247			09/02/05		0.00
GM ORDER ACCEPT				09/02/05		0.00

2006 MALIBU SEDAN 2LT
25U DARK BLUE METALLIC /V6G
83C TITANIUM
ORDER NO. JNZCB9/TRE STOCK NO.
VIN 1G1 ZT51 88 6F[redacted]

CHEVROLET MOTOR DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD76709921

**********13*02141S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU SEDAN 2LT	20925.00	19355.63	INVOICE 11/04/05
LX9 3.5L V6 ENGINE	N/C	N/C	SHIPPED 11/04/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	EXP I/T 11/20/05
NE1 50-STATE EMISSIONS	N/C	N/C	INT COM 11/21/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	PRC EFF 11/04/05
			KEYS G2189 G2189
			WFP-F QTR OPT-1
			BANK: GMAC - 103
			CHG-TO 02-141
			SHIP WT: 3196
			HP: 32.9
			GMS: 19427.88
			SUPPLR: 20298.76
			MRM: 21550.00
			DAN: OCT4
			MEMO 971.25

TOTAL MODEL & OPTIONS	20925.00	19355.63	ACT 231	19352.88
DESTINATION CHARGE	625.00	625.00	H/B 261	627.75
LAM DEALER CONTRIBUTION		209.25	ADV 261	209.25
LAM GROUP CONTRIBUTION		209.25	EXP 65A	209.25
TOTAL	21550.00	20399.13	PAY 310	20399.13

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 19457.50

****

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

****

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

COUNTRY CHEVROLET-OLDS INC

REMIT TO GMAC NO. 103
VIN 1G1ZT51886F[redacted]
$ 20399.13 INV 1AD76709921
DUE 11/21/05 DEALER 02-141

FedEx Express

OCT 09 2007

The World

Align top of **FedEx Express Shipping Label** here.

ORIGIN ID: OXCA (313) 667-9397
EMIKO HAYASHI
FOXS GM CORP HHQ
100 RENAISSANCE CENTER
DETROIT MI 48216
UNITED STATES

Ship Date: 05OCT07
Actual Wgt: 2 LB
System#: 406965
Account: [redacted]

MSX INTERNATIONAL
ROB BROWN JR
1919 CONCEPT DR

MARREN, MI 48091-6013

OCT 09 2007, (US)

(248) 952-5100

FedEx Express

E

[redacted]

Delivery Address Barcode

[redacted]

PRIORITY OVERNIGHT

TRK# 7053 2661 9997 Form 0201

MON Deliver By: 08Oct07

OTH A2

48091 -MI-US 66 UIZA

[redacted]

For FedEx Express® Shipments Only

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™

LAW OFFICE OF
KAREN L. MYERS, P.C.
1751 Lincoln Highway
North Versailles, PA 15137

[redacted]

7004 2890 0000 [redacted]

OCT 09 2007

SEP 28 '07

RETURN RECEIPT
REQUESTED

General Motors Corporation
Customer Assistance Center
100 Renaissance Center
Detroit, Michigan 48243

RETURN RECEIPT
REQUESTED

4824331114 C052

RETURN RECEIPT
REQUESTED

RETURN RECEIPT
REQUESTED

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:	[redacted]
Vehicle:	**2006 Chevrolet Malibu**
Date of Purch/Lease:	**November 4, 2006**
VIN:	**1G1ZT51886F**[redacted]
Current Mileage:	**15,500 approx.**
Our file No.	[redacted]

To Whom It May Concern:

Please be advised that this office has been retained by [redacted] 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.

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 [redacted] 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: [redacted] without enclosures

101 Pleasant Valley Blvd.
Altoona, PA 16602
www.deanpatterson.com

Dean Patterson

mazda HYUNDAI

Telephone (814) 942-2222
Fax (814) 946-0950

15658

Purchaser [redacted] Date 11/04/2006

Co-Purchaser E-Mail Address

Street [redacted] County

City PORTAGE State PA Zip [redacted] Phone [redacted]

Year 2006 Make CHEVROLET Model MALIBU Type SDN Color DARK BLU Mileage

Stock No. Serial No. 1G1ZT51886F[redacted]

Trade Information Year 2003 Make CHEVROLET

Model CAVALIER Type CP Color BLUE

Mileage 52049 Serial No. 1G1JH12F337[redacted]

Balance Owed To KEY BANK

Payoff Due Date Balance Due 9106.00

WARRANTIES ARE FURNISHED IN WRITING. NO OTHER WARRANTY APPLIES TO THIS VEHICLE
Any obligations to be filled after time of sale must be listed on a separate "WE OWE" slip. Due to insurance regulations, loaner vehicles are NOT available. It is agreed, however, that neither DEAN PATTERSON, INC. nor the manufacturer will be liable for failure to effect delivery and that all sales and "Spot Deliveries" must conform to government and lending institutions' regulations. This order is not valid unless signed and accepted by a manager of DEAN PATTERSON INC.,
and the Purchaser's credit as to any deferred balance,
has been approved by the Finance Company.

ACTUAL APPROXIMATE PAYMENT RANGE $ _____ to _____ Per Month.

By agreeing to purchase, I fully understand all conditions (payments, interest, trade-in allowance and rebates, etc.) of the sale.
All rebates assigned to dealer unless otherwise indicated.

Customer's Signature X [redacted]

Balance To Be Financed For 72 Months At 527.88 Per Month

Salesman Signature

Accepted By

Selling Price	24440.0
Dealer Addendum	N/
Total Price	24440.0
-Non Taxable Allowance	9106.0
-Rebate to Reduce Purchase Price	2000.0
-Total Non Taxable Allowance, Discount & Rebate	11106.0
Net Balance	13334.0
Gap Coverage	300.0
Extended Service Plan	N/
Taxable Amount	13634.0
Sales Tax	818.0
License Fee	6.0
Title Fee	22.5
Lien Fee	5.0
PA Tire Tax	5.0
TriVin Online Fee	N/
Dealer Online Service Fee	N/
Documentation Fee	55.0
Messenger Fee	2.0
Payoff	9106.0
Credit Insurance	N/
NOTARY FEE	20.0
TOTAL	23673.5
-Taxable Allowance	N/
-Partial Payment/ Note	500.0
BALANCE TO FINANCE	23173.5

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 CHECKLIST
- ☐ Credit Group Life
- ☐ Accident & Health Ins.
- ☐ Extended Warranty
- ☐ Undercoat
- ☐ Rustproofing
- ☐ Paint Sealant
- ☐ Club
- ☐ GW-MV DATE _____

COSTED DATE _____

INSURANCE INFORMATION

Company STATE FARM
Agent ALLAN DIERL
Policy # [redacted]
Eff. Date 07/29/2006
Comp. Ded.
Verified By

Phone # (814)736
Exp. Date 01/29/2
Coll. Ded.
Spoke To
11/04/20

Cust. Sign.x _____ Date _____

No. 0443089

www.dmv.state.pa.us

MV - 1 (5-05)

VEHICLE DESCRIPTION

A. MAKE OF VEHICLE: CHEVROLET
VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY: 1G1ZT51886F[redacted]
BODY TYPE (SDN, TK, BUS, ETC.): SDN
MODEL YEAR: 2006
GROSS VEHICLE WT. RATING
FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER
DMV MECHANIC
AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)
CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)
I certify that I have verified the a legible tracing cannot be secured and that the above VIN and vehicle weight information listed here and in Section E are correct.
SIGN HERE

APPLICANT INFORMATION

B. LAST NAME (OR FULL BUSINESS NAME): [redacted]
FIRST NAME
MIDDLE INITIAL
CO-PURCHASER
DATE ACQUIRED/PURCHASED: 11/04/2006
DEALER ID NUMBER (IF APPLICABLE)
STREET: [redacted]
CITY: PORTAGE
STATE: PA
ZIP: [redacted]
COUNTY CODE
REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY
NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).
NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-4L.

MILEAGE INFORMATION

C. ☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS
☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY
ODOMETER READING
TENTHS ☒
WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

LIEN INFORMATION

D. 1ST LIEN DATE: 11/04/2006 → IF NO LIEN, CHECK ☐
1ST LIENHOLDER: NUVELL CREDIT COMPANY LLC
STREET: P.O. BOX 242510
CITY: LITTLE ROCK STATE: AR ZIP: 72223
FINANCIAL INSTITUTION NUMBER
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED
2ND LIEN DATE: → IF NO LIEN, CHECK ☒
2ND LIENHOLDER
STREET
CITY STATE ZIP
FINANCIAL INSTITUTION NUMBER
IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

VEHICLE TRADED

E. MAKE OF VEHICLE: CHEVROLET
VIN: 1G1JH12F337[redacted]
MODEL YEAR: 2003
BODY TYPE (SDN, BUS, TK, ETC.): CP
CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

ADDITIONAL VEHICLE INFORMATION

F. PASSENGER TAXI/BUS → PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐ SEATING CAPACITY
MOTORCYCLE MOTOR DRIVEN CYCLE MOPED → CYLINDER CAPACITY 50CC OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0; OPERABLE PEDALS ☐ YES ☐ NO; MAX DESIGN SPEED 25 MPH OR LESS ☐ YES ☐ NO; AUTOMATIC TRANSMISSION ☐ YES ☐ NO; DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO
MOTOR HOME → CHASSIS MFR: BODY MAKE:
TRAILER & VEHICLES BELOW → NUMBER OF AXLES: REQ. REGISTERED GROSS WT. (INCLUDING LOAD); SUM OF GAWR'S: UNLADEN WT. (EMPTY)
TRUCK TRUCK TRACTOR → REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING

APPLICATION FOR REGISTRATION

G. ORIGINAL PLATE ✓ Check One
☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)
☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU
☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 90 DAYS FROM DATE OF ISSUANCE.)
☐ TRANSFER OF PREVIOUSLY ISSUED PLATE
☐ TRANSFER & REPLACEMENT OF PLATE
☐ TRANSFER & RENEWAL OF PLATE
☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER
PLATE NO. [redacted]
EXPIRES Month 02 Year 2007
REASON FOR REPLACEMENT ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)
NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.
TRANSFERRED FROM TITLE NO. [redacted]
VIN: 161JH12F337[redacted]
SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE
RELATIONSHIP TO APPLICANT
TEMP. PLATE NO.

INSURANCE

INSURANCE COMPANY NAME: STATE FARM
NAIC NO.
POLICY NO. (OR ATTACH BINDER): [redacted]
POLICY EFFECTIVE DATE: 07/29/2006
POLICY EXPIRATION DATE: 01/29/

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 11 DAY 04 YEAR 2006 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.
ISSUING AGENT (PRINT NAME): DEAN PATTERSON CHEVROLET, INC.
ISSUING AGENT SIGNATURE
AGENT NO. 85-68830E
TELEPHONE NO. (814) 942-222

SEAL AND APPLICATION FOR TITLE

H. I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $5,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.
SUBSCRIBED AND SWORN TO BEFORE ME: MO. 11 DAY 04 YEAR 2006
SIGNATURE OF PERSON ADMINISTERING OATH
SIGNATURE OF INDIVIDUAL OR AUTHORIZED SIGNER [redacted]
TELEPHONE NO. [redacted]
SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER
SEAL
SIGN IN PRESENCE OF NOTARY

I. TAX / FEES

PURCHASE PRICE	22740.00
LESS TRADE-IN	9106.00
TAXABLE AMOUNT	13634.00
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	818.04
LESS TAX CREDIT	N/A
1. SALES TAX DUE	818.04
1A. Exemption Reason Code (Number from 1 to 26 or 0)	
1B. EXEMPTION NO.	
1C. RTA NO.	
2. TITLE FEE	22.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
Fee Exempt Number as assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS ____	N/A
6. TRANSFER FEE	6.00
7. INCREASE FEE	N/A
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) *Send One Check In This Amount* →	851.54

If your registration documents are not received within 90 days, please contact PennDot.

2. APPLICANT'S COPY/TEMPORA

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] PORTAGE PA [redacted]	DEAN PATTERSON CHEVROLET, INC. 101 PLEASANT VALLEY BLVD ALTOONA PA 16602

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET MALIBU	1G1ZT51886F [redacted]	NEW ☑ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2003 Make CHEVROLET Model CAVALIER

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 2500.00 is
17.95 %	$ 14833.82	$ 23173.54	$ 38007.36	$ 40507.36

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 527.88	Monthly beginning 12/04/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ 24440.00 (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in $ 9106.00 – payoff by seller $ 9106.00
= net trade-in $ 0.00 + cash $ 500.00
+ other (describe) REBATE $ 2000.00 $ 2500.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ 21940.00 (3)

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

A Cost of optional credit insurance paid to the Insurance company or companies
Life $ N/A
Disability $ N/A $ N/A

B Other insurance paid to the insurance company (describe) $ N/A

C Official fees paid to government agencies $ 2.00

D Government taxes not included in cash price $ 823.04

E Government license and/or registration fees 4D:TIRE TAX = 5.00
TRANS=$6.00 $ 6.00

F Government certificate of title fees (includes $ 5.00 security interest recording fee) $ 27.50

G Other charges: (Seller must identify who is paid and describe purpose.)
to N/A for N/A $ N/A
to DEAN PATTERS for NOTARY FEE $ 20.00
to DEAN PATTERS for DOC FEE $ 55.00
to GAP CARE for GAP PROT $ 300.00
to N/A for N/A $ N/A
to N/A for N/A $ N/A

H Net trade-in payoff to N/A $ N/A

Total other charges and amounts paid to others on your behalf $ 1233.54 (4)

5 Amount financed (3 + 4) $ 23173.54 (5)

6 Finance charge $ 14833.82 (6)

7 Total of payments - time balance (5 + 6) $ 38007.36 (7)

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

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

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named 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.

Other Insurance.

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

X
Buyer Signature Date

X
Co-Buyer Signature Date

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

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 writing and we must sign it. No oral changes are binding.

Buyer Signs X [redacted] Co-Buyer Signs X

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

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.

See back for other important agreements.

RICHARD J CRUM

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

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

I, DEAN PATTERSON CHEVROLET, INC. (transferor's name, Print)

state that the odometer now reads 474 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

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

WARNING - ODOMETER DISCREPANCY

MAKE	MODEL	BODY TYPE
CHEVROLET	MALIBU	SDN

VEHICLE IDENTIFICATION NUMBER: 1G1ZT5[redacted]

YEAR: 2006

X TRANSFEROR'S SIGNATURE

PRINTED NAME: DEAN PATTERSON CHEVROLET, INC.

TRANSFEROR'S ADDRESS (STREET): 101 PLEASANT VALLEY BLVD

CITY: ALTOONA STATE: PA ZIP CODE: 16602

DATE OF STATEMENT: NOVEMBER 4th, 2006

X TRANSFEREE'S SIGNATURE

PRINTED NAME: [redacted]

TRANSFEREE'S NAME: [redacted]

TRANSFEREE'S ADDRESS (STREET): [redacted]

CITY: PORTAGE STATE: PA ZIP CODE: [redacted]

LITHO IN U.S.A.

FORM # PAP-ODOM-103-N

No. U443089

www.dmv.state.pa.us

MV - 1 (5-05)

I. TAX / FEES

A. VEHICLE DESCRIPTION

MAKE OF VEHICLE: CHEVROLET

VEHICLE IDENTIFICATION NUMBER (VIN). IF TRACING REQUIRED, TAPE SECURELY TO REVERSE OF THIS COPY: 1G1ZT51806F[redacted]

BODY TYPE (SDN, TK, BUS, ETC.): SDN

MODEL YEAR: 2006

GROSS VEHICLE WT. RATING

FUEL TYPE: ☐ GASOLINE ☐ DIESEL ☐ ELECTRIC ☐ PROPANE ☐ HYBRID ☐ OTHER

AUTHORIZED NOTARY PUBLIC OR CERTIFIED INSPECTION MECHANIC (PRINT NAME)

CHECK THE APPROPRIATE BLOCK IF THE VEHICLE IS TO BE USED OR WAS FORMERLY USED AS A TAXI ☐ OR A ☐ POLICE VEHICLE (IF APPLICABLE)

I certify that I have verified that a legible tracing could not be secured and that the above VIN and vehicle weight information being true and to the best of my knowledge.

SIGN HERE

B. APPLICANT INFORMATION

LAST NAME (OR FULL BUSINESS NAME): [redacted]

FIRST NAME

MIDDLE INITIAL

CO-PURCHASER

DATE ACQUIRED/PURCHASED: 11/04/2006

DEALER ID NUMBER (IF APPLICABLE)

STREET: [redacted] CITY: PORTAGE STATE: PA ZIP: [redacted]

COUNTY CODE

NOTE: If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (On death of one owner, title goes to surviving owner.) CHECK HERE ☐. Otherwise, the title will be issued as "Tenants in Common" (On death of one owner, interest of deceased owner goes to his/her heirs or estate.).

REFER TO COUNTY CODES LISTING ON REVERSE SIDE OF YELLOW COPY

NOTE: IF THE VEHICLE IS TO BE USED AS A DAILY RENTAL OR LEASED VEHICLE, CHECK THIS BLOCK ☐. IF BLOCK IS CHECKED, COMPLETE AND ATTACH FORM MV-8.

C. MILEAGE INFORMATION

☐ REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ IS NOT THE ACTUAL MILEAGE WARNING: ODOMETER DISCREPANCY

ODOMETER READING: _____ TENTHS ☒

WARNING: FEDERAL AND STATE LAWS REQUIRE THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

D. LIEN INFORMATION

1ST LIEN DATE: 11/04/2006 → IF NO LIEN, CHECK ☐

1ST LIENHOLDER: NUVELL CREDIT COMPANY LL

STREET: P.O. BOX 242510

CITY: LITTLE ROCK STATE: AR ZIP: 72223

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

2ND LIEN DATE: → IF NO LIEN, CHECK ☒

2ND LIENHOLDER

STREET

CITY STATE ZIP

FINANCIAL INSTITUTION NUMBER

IF THIS IS AN ELT, CHECK HERE ☐ NOTE: FIN IS REQUIRED

E. VEHICLE INFORMATION

MAKE OF VEHICLE: CHEVROLET VIN: 1G1JH12F337[redacted] MODEL YEAR: 2003

BODY TYPE (SDN, BUS, TK, ETC.): CP

CONDITION OF VEHICLE ☐ GOOD ☐ FAIR ☐ POOR

F. ADDITIONAL VEHICLE INFORMATION

PASSENGER TAXI/BUS → PASSENGER ☐ TAXI ☐ LIMOUSINE ☐ SCHOOL BUS ☐ MASS TRANSIT ☐ OTHER BUS ☐ SEATING CAPACITY

MOTORCYCLE MOTOR DRIVEN CYCLE MOPED → CYLINDER CAPACITY 500 OR LESS ☐ YES ☐ NO; BRAKE HORSEPOWER ☐ 1.5 OR LESS ☐ 1.6 TO 5.0 ☐ OVER 5.0; OPERABLE PEDALS ☐ YES ☐ NO; MAX DESIGN SPEED 35 MPH OR LESS ☐ YES ☐ NO; AUTOMATIC TRANSMISSION ☐ YES ☐ NO; DESIGNED/ALTERED FOR ROAD USE ☐ YES ☐ NO

MOTOR HOME → CHASSIS MFR: BODY MAKE:

TRAILER & VEHICLES BELOW → NUMBER OF AXLES: REQ. REGISTERED GROSS WT. (INCLUDING LOAD): SUM OF GAWR'S: UNLADEN WT. (EMPTY):

TRUCK TRUCK TRACTOR → REQ. REGISTERED GROSS COMBINATION WT. GROSS COMBINATION WT. RATING

G. APPLICATION FOR REGISTRATION

ORIGINAL PLATE ✓ Check One

☐ PLATE TO BE ISSUED BY BUREAU (PROOF OF INSURANCE MUST BE ATTACHED.)

☐ EXCHANGE PLATE TO BE ISSUED BY BUREAU

☐ TEMPORARY PLATE ISSUED BY FULL AGENT (NOTE: THIS PLATE WILL EXPIRE 60 DAYS FROM DATE OF ISSUANCE.)

☐ TRANSFER OF PREVIOUSLY ISSUED PLATE ☐ TRANSFER & RENEWAL OF PLATE ☐ TRANSFER & REPLACEMENT OF PLATE ☐ TRANSFER OF PLATE & REPLACEMENT OF STICKER

PLATE NO. [redacted]

EXPIRES Month 02 2007

REASON FOR REPLACEMENT: ☐ LOST ☐ STOLEN ☐ DEFACED ☐ NEVER REC'D (LOST IN MAIL)

NOTE: If "NEVER RECEIVED" block is checked, applicant must complete Form MV-44.

TRANSFERRED FROM TITLE NO. [redacted]

VIN: 1G1JH12F337[redacted]

TEMP. PLATE NO.

SIGNATURE OF PERSON FROM WHOM PLATE IS BEING TRANSFERRED (IF OTHER THAN APPLICANT): SIGN HERE

RELATIONSHIP TO APPLICANT

INSURANCE COMPANY NAME: STATE FARM

NAIC NO.

POLICY NO. (OR ATTACH BINDER): [redacted]

POLICY EFFECTIVE DATE: 07/29/2006

POLICY EXPIRATION DATE: 01/29/2007

ISSUING AGENT INFORMATION

I CERTIFY THAT ON MONTH 11 DAY 04 YEAR 2006 I HAVE CHECKED TO DETERMINE THAT THE VEHICLE IS INSURED AND ISSUED TEMPORARY REGISTRATION TO THE ABOVE APPLICANT, IN COMPLIANCE WITH ALL APPLICABLE PROVISIONS OF THE VEHICLE CODE AND DEPARTMENT REGULATIONS.

ISSUING AGENT (PRINT NAME): DEAN PATTERSON CHEVROLET, INC.

AGENT NO.: 85-68830E

ISSUING AGENT SIGNATURE

TELEPHONE NO.: (814) 942-2222

H. SEAL AND APPLICATION FOR TITLE

I/WE ACKNOWLEDGE THAT I/WE MAY LOSE MY/OUR OPERATING PRIVILEGE(S) OR VEHICLE REGISTRATION(S) FOR FAILURE TO MAINTAIN FINANCIAL RESPONSIBILITY ON THE CURRENTLY REGISTERED VEHICLE FOR THE PERIOD OF REGISTRATION. I/WE FURTHER ACKNOWLEDGE THAT I/WE MAY BE SUBJECT TO A FINE NOT EXCEEDING $3,000 AND IMPRISONMENT OF NOT MORE THAN TWO (2) YEARS FOR ANY FALSE STATEMENT THAT I/WE MAKE ON THIS APPLICATION, AND I/WE CERTIFY THAT I/WE HAVE EXAMINED AND SIGNED THIS FORM AFTER ITS COMPLETION; AND, THAT, IF AN EXEMPTION FROM PAYMENT OF SALES TAX IS CLAIMED, I AM/WE ARE AUTHORIZED TO CLAIM THIS EXEMPTION. I/WE FURTHER CERTIFY THAT ALL STATEMENTS HEREIN ARE TRUE AND CORRECT AND MAKE APPLICATION FOR CERTIFICATE OF TITLE FOR THE VEHICLE DESCRIBED IN BLOCK A.

SUBSCRIBED AND SWORN TO BEFORE ME: MO. 11 DAY 04 YEAR 2006

SIGNATURE OF PERSON ADMINISTERING OATH

SIGN IN PRESENCE OF NOTARY

SEAL

SIGNATURE OF CO-OWNER/TITLE OF AUTHORIZED SIGNER

TELEPHONE NO.

I. TAX / FEES	
PURCHASE PRICE	22740.00
LESS TRADE-IN	9106.00
TAXABLE AMOUNT	13634.00
X 6% (.06) SALES TAX *X 7% (.07) *(See note on reverse)	818.04
LESS TAX CREDIT	N/A
1. SALES TAX DUE	818.04
1A. Exemption Reason Code (see page 2)	
1B. EXEMPTION NO.	
1C. (PTA) NO.	
2. TITLE FEE	23.50
3. LIEN FEE	5.00
4. REGISTRATION OR PROCESSING FEE	N/A
Fee Exempt Number as Assigned by the Bureau	
5. DUPLICATE REG. FEE NO. OF CARDS ____	N/A
6. TRANSFER FEE	6.00
7. INCREASE FEE	N/A
8. REPLACEMENT FEE	N/A
9. TOTAL PAID (ADD 1 THRU 8) Send One Check In This Amount ➡	851.54

If your registration documents are not received within 90 days, please contact PennDot.

3. APPLICANT'S COPY/TEMPORARY

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 29, 2008 VALID: 03/01/07

PLATE: [redacted]
TITLE:
VIN: [redacted]
YR/MAKE: 2006 CHEVROLET
TYPE: SDN:
WID: 07060 0331 000088-00I

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: CAMBRIA

[redacted]

PORTAGE PA
[redacted]

[redacted]
SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

[redacted]

Change your address online at: www.state.pa.us Pa Keyword "DMV"

PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted] State Farm Mutual Automobile Insurance Company

AGENT ALLAN DIEHL 3336-383
PHONE NO. (814)736-9373

POLICY NUMBER [redacted]

EFFECTIVE DATE JAN 29 2007
EXPIRATION DATE JUL 29 2007

MUTL
VOL

PORTAGE PA [redacted]

01813P8P01685

Office issuing this card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Applicable with respect to the following Motor Vehicle
Year Make
2006 CHEVROLET MALIBU

Detach Here 01 OF 01 Detach Here

COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: FEB 20, 2008 VALID: 03/01/07

PLATE: [redacted]
TITLE: [redacted]
VIN: 1G1ZT51586[redacted]
YR/MAKE: 2006 CHEVROLET
TYPE: SDN
VID: 07066 0331 000088-001

EMISSIONS INSPECTION REQUIRED/DIESEL VEHICLES EXEMPT COUNTY: CAMBRIA

[redacted]

PORTAGE PA

[redacted]

[redacted]

SIGNATURE

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code.

Change your address online at: www.state.pa.us Pa Keyword "DMV"

PENNSYLVANIA FINANCIAL RESPONSIBILITY IDENTIFICATION CARD

NAIC NUMBER [redacted] State Farm Mutual Automobile Insurance Company

AGENT ALLAN DIEHL 3336-383
PHONE NO. (814)736-9373

POLICY NUMBER
[redacted]

EFFECTIVE DATE JAN 29 2007
EXPIRATION DATE JUL 29 2007

[redacted]
PORTAGE PA [redacted]

MUTL
VOL

01813P9P01665

Office issuing this card
PENNSYLVANIA OFFICE
One State Farm Drive
Concordville, PA 19339

Applicable with respect to the following Motor Vehicle
Year Make
2006 CHEVROLET MALIBU

CHEVROLET

CONDRIN

BUICK

7887 ADMIRAL PEARY HIGHWAY, P.O. BOX 292 • CRESSON, PA 16630 • PHONE (814) 886-4157 • FAX (814) 886-8631

15621	01375188 6F [redacted]			[redacted]	05/14/07
2006	CHEVROLET	MALIBU LT	BLUE		02:43
18963	15486	00/00/00		PORTAGE PA [redacted]	[redacted]
				Hs( ) - Ws( ) -	

(1) CUSTOMER STATES THAT THE STEERING WILL LOCK UP WHEN DRIVING DOWN THE ROAD
SYSTEM SHT CODE C0176, T/A CHEK OPEN FROM OTH RR BRAKER-8744784, REMOVE AND REPLACE STEERIN G CONTROL MOTR IN COLUMN.....MOTR-CONT. REPLA NRED TO TECH. AND ADVISOR THAT STEERING WOULD LOCK UP WHILE DRIVING DOWN THE ROAD, SEVERAL TIME AND T/A SHOT LIKELY SUSPECT TO CROSS CHE T. CONCERNS WOULD BE STEERING CONTROL MOTOR.
(12-7791 MARK-) A

27631 3K OR 212 13
(F)25805894 (MOTOR) 1

.....(Warranty).....

(2) CUSTOMER STATES THAT THERE IS A BRAKE PULSATION
FRONT PADS RIBED IN CALIPER MOUNTS, CAUSING T RESULTING VARIATION IN FRONT BRAKE ROTORS, RUN OUT OF ROTOR, CLAIM SUBMITTED [illegible] ENGINE RUNNING ROTORS.
(12-7791 MARK-) A

801.22 3K OR 712 21

.....(Warranty).....

CONDRIN

Next Service DEC '07 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

TERMS

	Labor	.00
	Parts	.00
	Sublet	.00
	Waste Disposal	.00
	Oil/Grease	.00
	Sub Total	.00
.00	Tax	.00
	Total	.00

Page 1 of 1 Job 15621

15621 Customer Copy

Labor Rate 81.00

STAGERS CHEVROLET CO.

528 Main Street
Portage, PA 15946
www.stagers.com

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

CHEVROLET BUICK

R/O	VIN				DATE IN
10280	1 G 1 Z T 5 1 8 8 6 F [redacted]			[redacted]	07/10/07
YEAR	MAKE	MODEL	COLOR		TIME IN
2006	CHEVROLET	MALIBU LT	BLUE		11:01
MILES IN	MILES OUT	FIRST USE	LISC.	PORTAGE PA [redacted]	CLOSED
12051	12051	00/00/00			07/10/07
SEE ALSO				H: [redacted]	WRITER 6259 KEN

(1) CUST STATES STEERRING LOCKS UP WHILE DRIVING
FOUND CODE B1325 IN HISTORY — Labor — T04 3
COULD NOT DUPLICATE CONDITION
CONTACTED TECH ASSIST
CASE # 9744764 (BOYD MEYSHER)
(Tech:04) A — .....(Warranty).....

	W C	UNIT		CUSTOMER
		.00	Labor	.00
		.00	Parts	.00
		.00	Sublet	.00
		.00	Tires	.00
		.00	Oil/Grease	.00
		.00	Sub Total	.00
		.00	Tax	.00
		.00	Total	.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

10280 Customer Copy

Labor Rate 54.00

STAGERS CHEVROLET CO.

Stager Chevrolet, Co.
Portage, PA 15946
www.stagers.com
Portage, PA 15946
(814) 736-9686

CHEVROLET BUICK

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

RO 10233	VIN 1G1ZT51886F [redacted]			DATE IN	DATE IN 07/06/07
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU LT	COLOR BLUE	[redacted] PORTAGE PA [redacted]	TIME IN 08:45
MILES IN 11814	MILES OUT 11814	PRIV TAG 00/00/00	LIC.		CLOSED 07/06/07
SEE ALSO				REF. [redacted] BUS. (814) -	WRITER KEN

(1) CUST STATES VEH HAS A BRAKE PULSATION
NORMAL CONDITION AT THIS TIME
(Tech:06)

Labor	[06]		.00
Total Repair (Warranty)			.00

(2) CUST STATES STEERING IS TIGHT
COULD NOT DUPLICATE CONDITION
(Tech:06)

Labor	[06] 3	3.75	16.20
Total Labor		3.75	16.20
Total Repair (Warranty)			16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	3	0	3	
Total Labor	.00	16.20	.00	16.20	76.9%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	16.20	.00	16.20	(N/A)

W/C	INT		CUSTOMER
16.20	.00	Labor	.0
.00	.00	Parts	.0
.00	.00	Sublet	.0
		Warr Deduct	.0
.00	.00	Tires	.0
.00	.00	Oil/Grease	.0
.00	.00	Less Disc.	.0
16.20	.00	Total	.0
.00	.00	Tax	.0
.00	.00	Tax2	.0
.00	.00	Tire Tax	.0
16.20	.00	TOTAL (CHRG)	.0

DISCLAIMER OF WARRANTIES

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X CUSTOMER SIGNATURE

 Printed 1 time(s)

10233 Job 10233

R/O HISTORY

Stager Chevrolet, Co.
Portage, PA 15946
www.stagers.com
(814) 736-9686

STAGERS CHEVROLET CO.

CHEVROLET BUICK

Phone: 814-736-9686
Fax: 814-736-8888
E-mail: stagers@blaircon.net

RO 10080	VIN 1G1ZT51886F [redacted]			[redacted]	DATE IN 06/19/07
YEAR 2006	MAKE CHEVROLET	MODEL MALIBU LT	COLOR BLUE	PORTAGE PA [redacted]	TIME IN 02:07
MILES IN 10837	MILES OUT 10837	FIRST USE 00/00/00	LSC.		CLOSED 06/19/07
SEE ALSO				[redacted] (814) -	WRITER KEN

(1) CUST STATES VEH SHAKES WHILE BRAKING
FOUND FT ROTORS OUT OF ROUND
MACHINED FT ROTORS
(Tech:11)

Labor	[11]	21	25.20	113.40
Total Labor			25.20	113.40
Total Repair (Warranty)				113.40

(2) CUST STATES VEH DOES NOT SEEM TO SHIFT CORRECTLY
COULD NOT DUPLICATE CONDITION AT THIS TIME
READINGS AND SHIFT POINTS IN SPEC
(Tech:11)

Labor	[11]	3	3.60	16.20
Total Labor			3.60	16.20
Total Repair (Warranty)				16.20

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	24	0	24	
Total Labor	.00	129.60	.00	129.60	77.8%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	.00	129.60	.00	129.60	(N/A)

	W/C	INT		CUSTOMER
	129.60	.00	Labor	.0
	.00	.00	Parts	.0
	.00	.00	Sublet	.0
			Warr Deduct	.0
	.00	.00	Tires	.0
	.00	.00	Oil/Grease	.0
	.00	.00	Less Disc.	.0
	129.60	.00	Total	.0
	.00	.00	Tax	.0
	.00	.00	Tax2	.0
	.00	.00	Tire Tax	.0
	129.60	.00	TOTAL (CHRG)	.0

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

 Printed 1 time(s)

10080 Job 10080

R/O HISTORY

Dean Patterson

CHEVROLET Cadillac mazda HYUNDAI ARCTIC CAT PRE-OWNED

10/4/07

Mary Greer,

Per Pat S., I am faxing you the requested information for [redacted]
Any service repair orders will follow.
If you have any questions, please contact me at EXT- 206.

6 pages total

Thank you
[redacted]

fax- 866-393-8081
phone- 866-790-5600 X 11135

101 Pleasant Valley Boulevard • Altoona, Pennsylvania 16602-6112 • Phone: 814.942.2222 • Toll Free: 866.492.4222 • Fax: 814.946.3985

General Motors Corporation
Business Resource Center
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: [redacted]
Service Request: 71-535490573
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT51886F[redacted]
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. - TAMMI
- 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. - RON

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

cy Blvd.
16602
deanpatterson.com

Dean Patterson

mazda HYUNDAI

Telephone (814) 942-2222
Fax (814) 946-0950

47294 SL

15658

Purchaser [redacted] Date 11/04/2006

Co-Purchaser E-Mail Address

Street [redacted] County

City PORTAGE State PA Zip [redacted] Phone [redacted]

Year 2006 Make CHEVROLET Model MALIBU Type SDN Color DARK BLU Mileage 474

Stock No. C1137T Serial No. 1G1ZT51886F[redacted]

Trade Information Year 2003 Make CHEVROLET

Model CAVALIER Type CP Color BLUE

Mileage 52049 Serial No. 1G1JH12E337[redacted]

Balance Owed To KEY BANK

Payoff Due Date Balance Due 9106.00

WARRANTIES ARE FURNISHED IN WRITING. NO OTHER WARRANTY APPLIES TO THIS VEHICLE
Any obligations to be filled after time of sale must be listed on a separate "WE OWE" slip. Due to insurance regulations, loaner vehicles are NOT available. It is agreed, however, that neither DEAN PATTERSON, INC. nor the manufacturer will be liable for failure to effect delivery and that all sales and "Spot Deliveries" must conform to government and lending institutions' regulations. This order is not valid unless signed and accepted by a manager of DEAN PATTERSON INC., and the Purchaser's credit as to any deferred balance, has been approved by the Finance Company.

NUVELL 500 FEE

11/20 CNE DXP

ACTUAL APPROXIMATE PAYMENT RANGE $ _____ to _____ Per Month.

By agreeing to purchase, I fully understand all conditions (payments, interest, trade-in allowance and rebates, etc.) of the sale.
All rebates assigned to dealer unless otherwise indicated.

Customer's Signature X [redacted]

Balance To Be Financed For 72 Months At 527.88 Per Month

Salesman Signature Rich

Accepted By SSS/Tim

Selling Price	24440.00
Dealer Addendum	N/A
Total Price	24440.00
-Non Taxable Allowance	9106.00
-Rebate to Reduce Purchase Price	2000.00
-Total Non Taxable Allowance, Discount & Rebate	11106.00
Net Balance	13334.00
Gap Coverage	300.00
Extended Service Plan	N/A
Taxable Amount	13634.00
Sales Tax	818.04
License Fee	6.00
Title Fee	22.50
Lien Fee	5.00
PA Tire Tax	5.00
TriVin Online Fee	N/A
Dealer Online Service Fee	N/A
Documentation Fee	55.00
Messenger Fee	2.00
Payoff	9106.00
Credit Insurance	N/A
NOTARY FEE	20.00
TOTAL	23673.54
-Taxable Allowance	N/A
-Partial Payment/ Note	500.00
BALANCE TO FINANCE	23173.54

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 CHECKLIST
- [ ] Credit Group Life
- [ ] Accident & Health Ins.
- [ ] Extended Warranty
- [ ] Undercoat
- [ ] Rustproofing
- [ ] Paint Sealant
- [ ] Club
- [ ] GW-MV DATE NOV 24 2006

COSTED DATE _____

INSURANCE INFORMATION

Company STATE FARM
Agent [redacted] Phone # (814)736-937
Policy # 07/29/2006 Exp. Date 01/29/200
Eff. Date Coll. Ded. 500
Comp. Ded. Spoke To
Verified By AD
Cust. Sig [redacted] Date JODI 11/04/2006

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: RICHARD J CRUM

VIN: 1 G 1 Z T 5 T 8 8 6 F [redacted]

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ✓ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$2000.00	
	$ N/A	CNE-06-34A
	$ N/A	
	$ N/A	
	$ N/A	
	$	
Total Incentive Amount Received	$ 2000.00	

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

a. I elect to receive ___ in lieu of ___ VIP GM

and/or

b. I elect to receive ___

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 11 04 06 / ___ / ___. I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ___ Yes ___ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: ✕ [redacted] Date: 11 04 06

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

Authorized Dealer Signature: [signature] Date: 11 04 06

Dealership Name: DEAN PATTERSON CHEVROLET, INC. Dealer Code: 13106

***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.*

to N/A for N/A $ N/A

H Net trade-in payoff to N/A $ N/A

Total other charges and amounts paid to others on your behalf $)

5 Amount financed (3 + 4) $ i)

6 Finance charge $ (6)

7 Total of payments - time balance (5 + 6) $ (7)

X Co-Buyer Signature Date

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

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 writing and we must sign it. No oral changes are binding.

Buyer Signs [redacted] Co-Buyer Signs X

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

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.

See back for other important agreements.

Do not sign this contract on a Sunday.

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.

Notice to Buyer.

Do not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer Signs X [redacted] Date 11/04/2006 Co-Buyer Signs X Date

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

Buyer Signs [redacted] Date 11/04/2006 Co-Buyer Signs X Date

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs DEAN PATTERSON CHEVROLET, INC. Date 11/04/2006 By X [redacted] Title

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

Assigned with recourse			Assigned without recourse or with limited recourse		
Seller	By	Title	DEAN PATTERSON CHEVROLET, INC	By	Title

Z109 FR-PA 3/2005 (1) (For use in the State of Pennsylvania) (1 of 4) **Notice: See Other Side**

TRIPLICATE 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.

RETAIL INSTALMENT SALE CONTRACT

FINANCE PLAN

Dealer Number Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] PORTAGE PA [redacted]	DEAN PATTERSON CHEVROLET, INC 101 PLEASANT VALLEY BLVD ALTOONA PA 16602

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET MALIBU	1G1ZT51886[redacted]	XX personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year 2003 Make CHEVROLET Model CAVALIER

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $'s
____ %	$ ____	$ ____	$ ____	$ ____

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
____	$ ____	Monthly beginning 12/04/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ ____ (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in $ 9106.00 –payoff by seller $ 9106.00
= net trade-in $ 0.00 + cash $ 500.00
+ other (describe) REBATE $ 2000.00 $ 2500.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ ____ (3)

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

A Cost of optional credit insurance paid to the insurance company or companies
Life $ N/A
Disability $ N/A $ N/A

B Other insurance paid to the insurance company (describe) $ N/A

C Official fees paid to government agencies $ 2.00

D Government taxes not included in cash price $ 823.04

E Government license and/or registration fees 40:TIRE TAX = 5.00
TRANS=$6.00 $ 6.00

F Government certificate of title fees
(includes $ 5.00 security interest recording fee) $ 27.50

G Other charges (Seller must identify who is paid and describe purpose.)
to N/A for N/A $ N/A
to DEAN PATTERS for NOTARY FEE $ 20.00
to DEAN PATTERS for DOC FEE $ 55.00

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

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

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life $ N/A
Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named 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.

Other Insurance.

☐ N/A ____ N/A
Type of Insurance Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

X

...ley Blvd.
...15602
...deanpatterson.com

Dean Patterson

mazda HYUNDAI

Telephone (814) 942-2222
Fax (814) 946-0950

47294 SB

15658

Purchaser [redacted] Date 11/04/2006

Co-Purchaser E-Mail Address

Street [redacted] County

City PORTAGE State PA Zip [redacted] Phone [redacted]

Year 2006 Make CHEVROLET Model MALIBU Type SDN Color DARK BLU Mileage 474

Stock No. [redacted] Serial No. 1G1ZT51886F[redacted]

Trade Information Year 2003 Make CHEVROLET

Model CAVALIER Type CP Color BLUE

Mileage 52049 Serial No. 1G1JH12E332[redacted]

Balance Owed To KEY BANK

Payoff Due Date Balance Due 9106.00

WARRANTIES ARE FURNISHED IN WRITING. NO OTHER WARRANTY APPLIES TO THIS VEHICLE
Any obligations to be filled after time of sale must be listed on a separate "WE OWE" slip. Due to insurance regulations, loaner vehicles are NOT available. It is agreed, however, that neither DEAN PATTERSON, INC. nor the manufacturer will be liable for failure to effect delivery and that all sales and "Spot Deliveries" must conform to government and lending institutions' regulations. This order is not valid unless signed and accepted by a manager of DEAN PATTERSON INC.,
and the Purchaser's credit as to any deferred balance,
has been approved by the Finance Company.

NUVEL 500 FEE

11/20 CNE DAP

ACTUAL APPROXIMATE PAYMENT RANGE $ _____ to _____ Per Month.

By agreeing to purchase, I fully understand all conditions (payments, interest, trade-in allowance and rebates, etc.) of the sale.
All rebates assigned to dealer unless otherwise indicated.

Customer's Signature X [redacted]

Balance To Be Financed For 72 Months At 527.88 Per Month

Salesman Signature Rich

Accepted By SSS / Tim

Selling Price	24440.00
Dealer Addendum	N/A
Total Price	24440.00
-Non Taxable Allowance	9106.00
-Rebate to Reduce Purchase Price	2000.00
-Total Non Taxable Allowance, Discount & Rebate	11106.00
Net Balance	13334.00
Gap Coverage	300.00
Extended Service Plan	N/A
Taxable Amount	13634.00
Sales Tax	818.04
License Fee	6.00
Title Fee	22.50
Lien Fee	5.00
PA Tire Tax	5.00
TrlVin Online Fee	N/A
Dealer Online Service Fee	N/A
Documentation Fee	55.00
Messenger Fee	2.00
Payoff	9106.00
Credit Insurance	N/A
NOTARY FEE	20.00
TOTAL	23673.54
-Taxable Allowance	N/A
-Partial Payment/ Note	500.00
BALANCE TO FINANCE	23173.54

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 CHECKLIST
- [ ] Credit Group Life
- [ ] Accident & Health Ins.
- [ ] Extended Warranty
- [ ] Undercoat
- [ ] Rustproofing
- [ ] Paint Sealant
- [ ] Club
- [ ] GW-MV DATE NOV 2 2006

COSTED DATE

INSURANCE INFORMATION

Company STATE FARM
Agent [redacted] Phone # [redacted]
Policy # [redacted] Exp. Date 01/29/2007
Eff. Date [redacted] Coll. Ded. 500
Comp. Ded. Spoke To
Verified By
Cust. Sign. Date 11/04/2006

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]
VIN: 1 G 1 Z 1 5 1 8 8 6 F [redacted]

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) / where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below.

Incentive Program Reference	Amount	GM Incentive Code
	$ N/A	ONE-06-34A
	$ N/A	
	$ N/A	
	$ N/A	
	$ 2000.00	

Total Incentive Amount Received $

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

a. I elect to receive ___ in lieu of ___ DP GM

and/or

b. I elect to receive ___

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

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

___ Is vehicle equipped with OnStar? ___ Yes ___ No

b. OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [redacted] Date: 11 04 06

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

Authorized Dealer Signature: DEAN PATTERSON CHEVROLET, INC. Date: 11 04 06
Dealership Name: Dealer Code: 13106

***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.*

GM1795 9/05

to N/A for N/A	$	N/A
H Net trade-in payoff to N/A	$	N/A
Total other charges and amounts paid to others on your behalf	$	)
5 Amount financed (3 + 4)	$	1)
6 Finance charge	$	(6)
7 Total of payments - time balance (5 + 6)	$	(7)

X
Co-Buyer Signature Date

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

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 writing [redacted] must sign it. No oral changes are binding.

Buyer Sign[redacted] Co-Buyer Signs X

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

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.

See back for other important agreements.

Do not sign this contract on a Sunday.

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.

Notice to Buyer.

Do not sign this contract in blank. You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

Buyer Signs X [redacted] Date 11/04/2006 Co-Buyer Signs X Date

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

Buyer Signs [redacted] Date 11/04/2006 Co-Buyer Signs X Date

Co-Buyers and Other Owners - A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs DEAN PATTERSON CHEVROLET, INC Date 11/04/2006 By X [redacted] Title

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

Assigned with recourse	Assigned without recourse or with limited recourse
Seller By Title	DEAN PATTERSON CHEVROLET, INC Seller By Title

Z109 FR-PA 3/2006 (1) (For use in the State of Pennsylvania) (1 of 4) Notice: See Other Side

 TRIPLICATE 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.

RETAIL INSTALMENT SALE CONTRACT

FINANCE PLAN

Dealer Number | Contract Number

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

[redacted]
PORTAGE PA [redacted]

Creditor (Seller name and address)

DEAN PATTERSON CHEVROLET, INC
101 PLEASANT VALLEY BLVD
ALTOONA PA 16602

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

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW	2006	CHEVROLET HALIBU	1G1ZT51806[redacted]	☐ personal, family, or household ☐ agricultural ☐ business

Your trade-in is a: Year 2003 Make CHEVROLET Model CAVALIER

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
	$	Monthly beginning 12/04/2006	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 2% per month of the part of the payment that is late, figured based on a full calendar month for any part of a month that is more than 10 days.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including any accessories, services, and taxes) $ _____ (1)

2 Total downpayment = (If negative enter "0" and see line 4H below)
Gross trade-in $ 9106.00 – payoff by seller $ 9106.00
= net trade-in $ 0.00 + cash $ 500.00
+ other (describe) REBATE $ 2000.00 $ 2500.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ _____ (3)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
A Cost of optional credit insurance paid to the insurance company or companies
Life $ N/A
Disability $ N/A $ N/A
B Other insurance paid to the insurance company (describe) $ N/A
C Official fees paid to government agencies $ 2.00
D Government taxes not included in cash price $ 823.04
E Government license and/or registration fees 40; TIRE TAX = 5.00
TRANS=$6.00 $ 6.00
F Government certificate of title fees
(includes $ 5.00 security interest recording fee) $ 27.50
G Other charges (Seller must identify who is paid and describe purpose.)
to N/A for N/A $ N/A
to DEAN PATTERS for NOTARY FEE $ 20.00
to DEAN PATTERS for DOC FEE $ 55.00

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

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

Check the insurance you want and sign below:

Optional Credit Insurance.

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

☐ Credit Disability (Buyer Only)
Term N/A

Premium:
Credit Life $ N/A
Credit Disability $ N/A
N/A
(Insurance Company)
N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named 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.

Other Insurance.

☐ N/A Type of Insurance N/A Term
Premium $ N/A
N/A
(Insurance Company)
N/A
(Home Office Address)

I want the insurance checked above.

X

HUMMER

GMC

General Motors Business Resource Center

FAX

To: **Patricia Sheffer, Controller**
Company:
Fax: 814-946-3985
Phone:

From: **Mary Greer**
Fax: 866-393-8081
Phone: 866-790-5600 X 11135
E-mail:

cc:

NOTES:

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-3170

VIA FAX ONLY

October 3, 2007

Patricia Sheffer, Controller
DEAN PATTERSON CHEVROLET
101 Pleasant Valley Blvd
Altoona , PA 16602-6412

RE: [redacted]
Service Request: 71-535490573
2006 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT51886F[redacted]
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. — TRAVIS
- 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. — RON

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

Dean Patterson

CHEVROLET Cadillac mazda HYUNDAI ARCTIC CAT PRE-OWNED

10/4/07

[redacted]

Per Pat S., I am faxing you the requested information for [redacted]
Any service repair orders will follow.
If you have any questions, please contact me at EXT- 206.

6 pages total

Thank you
[redacted]

fax - 866-393-8081
phone - 866-790-5600 X 11135

101 Pleasant Valley Boulevard • Altoona, Pennsylvania 16602-6412 • Phone: 814.942.2222 • Toll Free: 866.492.4222 • Fax: 814.946.3005

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

December 23, 2010

[redacted]
Springfield, OR [redacted]

Service Request: 71-539876849
Customer Relationship Specialist: Josephine Woodfine

Dear [redacted]:

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Sheila McCarthy State OR

Customer Name
[redacted]

Service Request: 71-539876849

GM Legal File No.: {Number}

Vehicle ID No 1G1ZT52855F[redacted] In Service Date: 03/19/2005 Vehicle is: USED BAC Code: 112174
Year, Make & Model: 2005 MALIBU LS SEDAN 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:	RO #:	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

☐ Engine/Fuel/Exhaust

Date:	RO #:	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.**

☐ Electrical

Date:	RO #:	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

Date:	RO #:	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 DEMAND: {CASH/REP/TRADE}: **DATE:** {Date}

AMOUNT TO CUST: ${Amount}

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: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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.

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: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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.

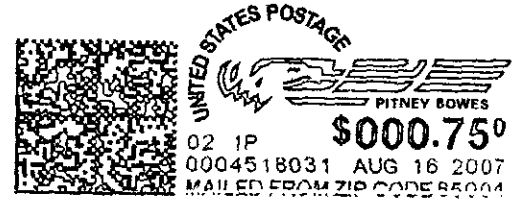
Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (5) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted 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

Weisberg & Meyers, LLC
2833 North Central Ave #613
Phoenix, AZ 85004



AUG 2 2 2007

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

4B09136013 0037

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: JTRIGSTED@ATTORNEYSFORCONSUMERS.COM

WRITER LICENSED IN:
OREGON

August 16, 2007

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

Re:	[redacted]v. General Motors Corporation
Our Client:	
Your Client:	General Motors Corporation
Vehicle:	2005 Chevrolet Malibu
VIN:	1G1ZT52855E[redacted]
Our 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,

4. Any additional complaints actually made, whether contained on your company's 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. § 9-404(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,

Joshua Trigsted
Attorney at Law

JT/kl
w/enclosures

cc: [redacted]

ACURA CHEVROLET CHRYSLER DODGE FORD GMC
HONDA HYUNDAI JEEP LEXUS SUBARU TOYOTA

KENDALL CHEVROLET
846 Goodpasture Island Rd., Eugene, OR 97401
Phone (541) 335-6033 Fax (541) 335-6894

COPY

Visit our web site at www.kendallauto.com

[redacted]	ADVISOR: TEEKEE KUFELD 2837 [redacted]	INVOICE DATE: 07/28/07	INVOICE NO.: CVCS918448
[redacted] SPRINGFIELD, OR [redacted]	LABOR RATE / LICENSE NO. / [redacted]	COLOR: SILVER/	STOCK NO.: CP8862
	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
	[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / R.O. NO.	[redacted]	
[redacted]	COMMENTS		MO: 42180

TOTALS

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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For Your Convenience Kendall Chevrolet Service Department Hours Are Monday - Friday 7:30 to 6:00 p.m.

Thank You

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 10:46am

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[redacted]
SPRINGFIELD, O[redacted]

ADVISOR: TEEKEE KUFELD 2837		INVOICE DATE: 07/28/07	INVOICE NO.: CVCS918448
LABOR RATE	LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	R.O. DATE: 07/26/07	
COMMENTS			MO: 42180

[redacted]

[OPT#1] KRISTIN KYLE

JOB# 1 CHARGES

LABOR
J# 1,05CVZ STEERING/SUSP/ALIGN TECH(S):2765 WARRANTY
CUSTOMER STATES THAT THERE IS A CLUNKING NOISE IN STEERING.
LEFT & RIGHT-ALL SPEEDS
PERFORMED BULLETIN 06-02-32-007B REPOSTIONED I-SHAFT
ADDED FOAM TO RESVOIR AND LUBRICATED I SHAFT 2765 0.4HRS
REPLACED STEERING GEAR ASSEY 2765 1.0HRS E9448
TECH 3070- PERFORMED TOE SET ALIGNMENT AFTER REPAIRS ON
STEERING GEAR. .7HR. OUT MIL. 42178

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15868368	GEAR 6.508			WARRANTY
	-1	15868368	CORE RETURN			WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 99CVZRENTAL RENTAL CAR TECH(S):3043 WARRANTY
RENTAL CAR

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	637339	CHEV-1108	07/28/07	KENDALL RENTAL		WARRANTY
					TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS
CHRISTINA 543-5086
3506

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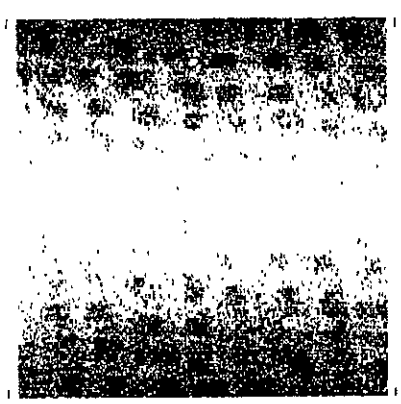
Thank You

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 10:46am



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ACURA CHEVROLET CHRYSLER DODGE FORD GMC
HONDA HYUNDAI JEEP LEXUS SUBARU TOYOTA

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Phone (541) 335-6033 Fax (541) 335-6894

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[redacted]	ADVISOR: KRISTIN KYLE 3151	INVOICE DATE: 06/02/07	INVOICE NO.: CVCS896402
	LABOR RATE / LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
[redacted] SPRINGFIELD, OR [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	[redacted]	
[redacted]	COMMENTS		MO: 39226

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5-30CVZ[illegible] QC/JAY[illegible] TECH(S):3233 [illegible] INTERNAL
QC
TEST DROVE OK AT THIS TIME-3233-39226 MI OUT

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6-09CVZ001 [illegible] SUBLET [illegible] TECH(S):3509 [illegible] INTERNAL
WASH / VAC
TECH 3509- HAND WASHED VEHICLE, FOUND MANY SCRATCHS AND SCRAPES.

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

COMMENTS----------
3506
SEE HISTORY RO 837179
1,2,3-3244

RECOMMENDATIONS----------
TECH 2765- REC. REAR BRAKES, LESS THAN 3MM LEFT (20%)

TOTALS----------

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

PAGE 2 OF 2 CUSTOMER COPY [END OF INVOICE] 10:51am

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Thank You

TRAVIS J WILLIAMS

WHEELS
RESTAURANT
335-4876
Located next to the Honda Showroom

$1.00 OFF
The Purchase of any item listed below
Deli Sandwich
Char-Broiled Hamburger
Chicken or Steak Sandwich
.50 off any Flavored 12oz Latte
Stop by the Restaurant and order to win a free lunch
RO# CVCS896402 Kendall Honda WHLS

KENDALL AUTO WASH
AT KENDALL POST GRILL
846 Goodpasture Isl Rd. Eugene OR
541-485-6111

GOOD FOR ONE COMPLIMENTARY DELUXE WASH
RO# CVCS896402 Kendall Chevrolet Cadillac
06/02/07
SI-1-1

TRAVIS J WILLIAMS

$10.00
Value Towards Any TIRE Related Purchase
(Excluding Front End Alignment)

Includes: Tire Purchase, Flat Repair and Rotation.

RO# CVCS896402 Kendall Chevrolet Cadillac
SI-1-8

KENDALL

ACURA CHEVROLET CHRYSLER DODGE FORD GMC
HONDA HYUNDAI JEEP LEXUS SUBARU TOYOTA

KENDALL CHEVROLET
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Phone (541) 335-6033 Fax (541) 335-6894

COPY

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[redacted]	ADVISOR: KRISTIN KYLE	INVOICE DATE: 06/02/07	INVOICE NO.: CVCS896402
[redacted] SPRINGFIELD, OR [redacted]	LABOR RATE / LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
		BILLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE: 05/31/07	
[redacted]	COMMENTS		MO: 39226

[OPT#1] KRISTIN KYLE

JOB# 1 CHARGES

LABOR

J#1 05CVZ SUBLET TECH(S):3043 WARRANTY
RENTAL VEHICLE
2G1WD58C279[redacted]
RENTAL PROVIDED DURING REPAIRS.

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION
636198 CHEV-1017 06/02/07 KENDALL RENTAL WARRANTY
TOTAL - SUBLET 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 05CVZ STEERING/SUSP7AL1GN TECH(S):2765 3070 WARRANTY
CLUNK IN STEERING ON TURNS / RIGHT OR LEFT
VERIFY CONCERN ISOLATE NOISE TO STEERING GEAR ASSY
REPLACED STEERING GEAR 2765 1.0HRS E9740
TECH 3070- ALIGNED SUSPENSION, .7HR. OUT MIL. 39225

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-
1 15858368 GEAR 6.508 WARRANTY
-1 15858368 CORE RETURN WARRANTY
TOTAL - PARTS 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J#-3 04CVZ ELECTRICAL TECH(S):3078 WARRANTY
WILL HESITATE ON START UP AT TIMES
WARM OR COLD
(3078)SCAN TEST. ALL SYSTEMS PASSED
(3078-.7)REPROGRAMMED PCM WITH UPDATES FOR HESITATION AND
STARTING

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CVZEN ENGINE NOISE TECH(S):3495 INTERNAL
GROWLING NOISE FROM UNDER HOOD / ENGINE AREA
3495 (W) INSPECTED NO ABNORMAL NOISES HEARD AT THIS TIME.
COULD NOT DUPLICATE AT THIS TIME.
O/M. 39223

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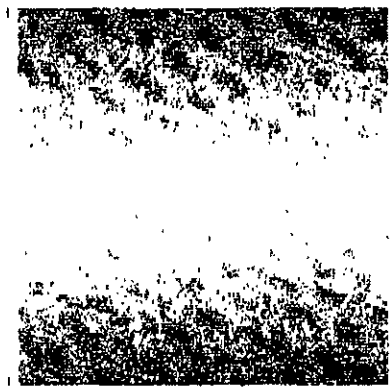
Thank You

 [CONTINUED ON NEXT PAGE] 10:51am



KENDALL

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KENDALL CHEVROLET
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COPY

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[redacted]
SPRINGFIELD, OR [redacted]

ADVISOR: KRISTIN KYLE 3151		INVOICE DATE: 02/28/07	INVOICE NO: CVCS861817
LABOR RATE	LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
YEAR/MAKE/MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
		BILLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	R.O. NO.	R.O. DATE [redacted]	
COMMENTS			MO: 34428

PARTS------QTY---FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
1 12563083	TENSIONER 1.060			
			TOTAL - PARTS	0.00

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
[redacted] OC/JAY TECH(S):3233 0:00
OC - STEERING CONCERN
INSPECTED OK AT THIS TIME-3233
34428

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

COMMENTS----------
543-5086
1665
W-3244
DELETED OPERATION(S)----------
09CVZ001 SUBLET

TOTALS----------

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

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
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CUSTOMER SIGNATURE

DUPLICATE INVOICE

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[redacted]	ADVISOR: KRISTIN KYLE 3151 [redacted]	INVOICE DATE: 02/28/07	INVOICE NO.: CVCS861817
[redacted] SPRINGFIELD, OR [redacted]	LABOR RATE / LICENSE NO. / [redacted]	COLOR: SILVER/	STOCK NO.: CP8862
	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
	[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.Y.E. NO. / P.O. NO.	R.O. DATE: 02/26/07	
[redacted]	COMMENTS		MO: 34428

[OPT#1] KRISTIN KYLE

JOB# 1 CHARGES

LABOR

J# 1 09CVZ STEERING/SUSP/ALIGN TECH(S):2786 WARRANTY

CUSTOMER STATES THAT THERE 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.
(2786 1.0 HRS) INSTALL BG BRAKE QUIET KIT. DEGLAZE PADS AND
ROTORS. LUBE CALIPER PINS AND HARDWARE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		K69-8	BRAKEKITS BG			WARRANTY
						TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 02CVZ LINE TECH(S):2786 INTERNAL

CUSTOMER STATES THAT THERE IS A BURNT RUBBER SMELL NOTICED
FROM OUTSIDE OF VEHICLE AFTER TURNED VEHICLE OFF.
2786 COULD NOT CONFIRM ANY ABNORMAL SMELL AT THIS TIME.NPF.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 09CVZ SUBLET TECH(S):3043 WARRANTY

RENTAL
1G1JC52F757[redacted]
RENTAL PROVIDED DURING REPAIRS.

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
	634005	CHEV-845		02/28/07	KENDALL RENTAL	WARRANTY
					TOTAL - SUBLET	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CVZEN ENGINE NOISE TECH(S):2786 3078 WARRANTY

WHEN AT IDLE CUSTOMER STATES THERE IS A METAL RUMBLING
NOISE IN ENGINE / EVERYTIME WHEN IDLING
2786 CONFIRMED SERP BELT TENSIONER PULLEY BEARING NOISEY.
(2786 .4HRS) REPLACE BELT TENSIONER.

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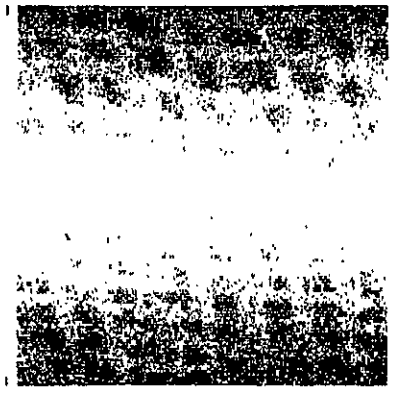
WE APPRECIATE
YOUR BUSINESS

SHOP SUPPLIES: THIS IS A SURCHARGE TO REPAIR LABOR TO COVER NON-ITEMIZED PARTS AND SUPPLIES AND DISPOSAL OF NOMINAL AMOUNTS OF REGULATED WASTE PRODUCTS. SERVICING YOUR VEHICLE REQUIRES THE USE OF SMALL AMOUNTS OF NUMEROUS CHEMICALS AND SUPPLIES. IT ALSO INVOLVES THE GENERATION OF WASTES THAT MUST BE DISPOSED OF IN STRICT COMPLIANCE WITH STATE AND FEDERAL REGULATIONS. WE SUPPORT THESE REGULATIONS AND BELIEVE OUR CUSTOMERS DO AS WELL. TO REDUCE PAPERWORK AND EXPENSE TO YOU, WE HAVE STREAMLINED THE COST OF THESE SUPPLIES AND COMPLIANCE INTO THE SHOP SUPPLIES CHARGE. SOME OF THE NON-ITEMIZED SUPPLIES: WELDING GASES AND RODS, TAPE, SOLVENT, RAGS, BUCCHER, CLEANERS, SOLDER, CAULK, SEALERS, SANDPAPER, DRILL BITS, SAW BLADES, ETC.

For Your Convenience
Kendall Chevrolet
Service Department
Hours Are
Monday - Friday
7:30 to 6:00 p.m.

Thank You

 [CONTINUED ON NEXT PAGE] 10:50am



KENDALL

ACURA CHEVROLET CHRYSLER DODGE FORD GMC
HONDA HYUNDAI JEEP LEXUS SUBARU TOYOTA

KENDALL CHEVROLET
846 Goodpasture Island Rd., Eugene, OR 97401
Phone (541) 335-6033 Fax (541) 335-6894

COPY

Visit our web site at www.kendallauto.com

[redacted]	ADVISOR: JENNIFER DEBELLE 3298	INVOICE DATE: 12/19/06	INVOICE NO.: CVCS837179
[redacted] SPRINGFIELD, OR [redacted]	LABOR RATE / LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
		BILLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE: [redacted]	
[redacted]	COMMENTS		MO: 37362

TOTALS

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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Thank You

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[redacted]
SPRINGFIELD, OR [redacted]

[redacted]

ADVISOR	JENNIFER DEBELLE 3298
LABOR RATE	
LICENSE NO.	
YEAR / MAKE / MODEL	05/CHEVROLET/MALIBU/4 DOOR SEDAN
R.T.B. NO.	
P.O. NO.	
INVOICE DATE	12/19/06
INVOICE NO.	CVCS837179
COLOR	SILVER/
STOCK NO.	CP8862
DELIVERY DATE	04/29/06
DELIVERY MILES	22,411
BILLING DEALER NO.	
PRODUCTION DATE	
R.O. DATE	12/18/06
COMMENTS	MO: 37362

[OPT#1] KRISTIN KYLE
JOB# 1 CHARGES

LABOR
J#:1:05GVZ STEERING/SUSP/ALIGN TECH(S):2786 3070 WARRANTY
KNOCK WHEN MAKING LEFT TURNS
BULLETIN APPLIES #06-02-32-007
SOP STEERING GEAR AND ALIGN SUSPENSION AFTER REPAIR
(2786 .7HRS) REPLACE STEERING GEAR PER BULLETIN.
TECH 3070- ALIGNED FRONT SUSPENSION, .7HR. OUT MIL. 37363

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	15858368	GEAR 6.500			WARRANTY
	-1	15858368	CORE RETURN			WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J#:2:09CVZ SUBLET TECH(S):3043 WARRANTY
RENTAL
COURTESY TRANSPORTATION
RENTAL VEHICLE PROVIDED DURING REPAIRS
1G1ZT64805F[redacted]

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	632383	CHEV-662	12/19/06	KENDALL RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS
1665
2088

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Thank You

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 10:50am

KENDALL

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HONDA HYUNDAI JEEP LEXUS SUBARU TOYOTA

KENDALL CHEVROLET
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Phone (541) 335-6033 Fax (541) 335-6894

COPY

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[redacted] SPRINGFIELD, OR [redacted]	ADVISOR: KRISTIN KYLE 3151	INVOICE DATE: 12/13/06	INVOICE NO.: CVCS834616
	LABOR RATE / LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / R.O. NO.	R.O. DATE [redacted]	
[redacted]	COMMENTS		MO: 30947

[OPT#1] KRISTIN KYLE
JOB# 1 CHARGES----------

LABOR----------
[redacted] TECHCS4 3074 [redacted] INTERNAL
CUST STATES THERE IS 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
3074

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	0	15858368	GEAR 6.508			INTERNAL
PART ON SPECIAL ORDER						
		** QUANTITY 1 IS SPECIAL ORDERED **				
					TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS----------
3506

TOTALS----------

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

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

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CUSTOMER SIGNATURE

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

PAGE 1 OF 1 CUSTOMER COPY (END OF INVOICE] 10:50am

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For Your Convenience Kendall Chevrolet Service Department Hours Are Monday - Friday 7:30 to 6:00 p.m.

Thank You

Reynolds and Reynolds ENVIRITE CORPORATION (2/97)

6PW-9608 Q (8/06)

KENDALL

ACURA CHEVROLET CHRYSLER DODGE FORD GMC
HONDA HYUNDAI JEEP LEXUS SUBARU TOYOTA

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[redacted]
SPRINGFIELD, O[redacted]

[redacted]

ADVISOR: JENNIFER DEBELLE 3298[redacted]		INVOICE DATE: 05/09/06	INVOICE NO.: CVCS755663
LABOR RATE	LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
YEAR/MAKE/MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
		SELLING DEALER NO.	PRODUCTION DATE
R.T.E. NO.	P.O. NO.	[redacted] 05/09/06	
COMMENTS			MO: 23021

[OPT#1] KRISTIN KYLE
JOB# 1 CHARGES----------

LABOR----------
JOB# 1 04CVZ001 ELECTRICAL TECH(S):3078 WARRANTY
CUSTOMER STATES THAT THE VEHICLE IDLES ROUGH, WHEN IN PARK MOSTLY
(3078)SCAN TEST. ALL SYSTEMS PASSED. INSPECT IGNITION WIRING, OK
(3078-.7)REPROGRAMMED PCM WITH UPDATE FOR IDLE STABILITY(109F0)

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
JOB# 2 04CVZ001 ELECTRICAL CONCERN TECH(S):3078 INTERNAL
CUSTOMER STATES THAT THE VEHICLE SEEMS TO HAVE DELAYED REACTION AFTER TURNING THE KEY TO START, DOESNT START RIGHT UP
UNABLE TO DUPLICATE COMPLAINT AT THIS TIME

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS----------
342-2276
1665
3244

TOTALS----------

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 10:50am

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Thank You

TRAVIS J WILLIAMS

WHEELS
RESTAURANT
335-4876
Located next to the Honda Showroom

$1.00 OFF
The Purchase of any Item Salad Joint
Deli-Sandwich
Char-Broiled Hamburger
Chicken or Steak Sandwich
.99 off any Flavored 12oz Latte
Stop by the Restaurant and enter to win a free lunch
Monday-Saturday
RO# CVCS755663 Kendall Honda WHLS

KENDALL AUTO WASH
A KENDALL AUTOMALL
846 Goodpasture Isl Rd. Eugene OR
541-485-6111

GOOD FOR ONE COMPLIMENTARY DELUXE WASH

RO# CVCS755663 Kendall Chevrolet Cadillac
05/09/06
51-1.1

TRAVIS J WILLIAMS

$10.00

Value Towards Any TIRE Related Purchase

(Excluding Front End Alignment)

Includes: Tire Purchase, Flat Repair and Rotation.

RO# CVCS755663 Kendall Chevrolet Cadillac

51-1-5

ACURA CHEVROLET CHRYSLER DODGE FORD GMC
HONDA HYUNDAI JEEP LEXUS SUBARU TOYOTA

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Phone (541) 335-6033 Fax (541) 335-6894

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[redacted]	ADVISOR: MARK BOWMAN 1688 [redacted]	INVOICE DATE: 04/10/06	INVOICE NO.: CVCS739704
	LABOR RATE / LICENSE NO. / [redacted]	COLOR: SILVER/	STOCK NO.: CP8862
[redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
EUGENE, OR [redacted]	[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE [redacted]	
RESIDENCE PHONE / [redacted]	COMMENTS		MO: 22394

JOB# 5 CHARGES

LABOR

J# 5 02CVZ001 LINE CONCERN TECH(S):2765 WARRANTY
RECALL # 05548 ENGINE HARMONIC BALANCER NOT SEATED
PERFORM RECALL 05548
2765 0.3HRS Y0042

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

COMMENTS
2088

TOTALS

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

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

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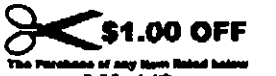
Thank You

 CUSTOMER COPY [END OF INVOICE] 10:50am

KENDALL CHEVROLET

RESTAURANT
335-4876
Located next to the Honda Showroom



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Char-Broiled Hamburger
Chicken or Steak Sandwich
.99 off any Flavored 12oz Latte

Stop by the Restaurant and enter to win a free lunch

RO# CVCS739704 Kendall Honda WHLS

KENDALL CHEVROLET

$10.00

Value Towards Any TIRE Related Purchase

(Excluding Front End Alignment)

Includes: Tire Purchase, Flat Repair and Rotation.

RO# CVCS739704 Kendall Chevrolet Cadillac

SI-1-6

KENDALL

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	LABOR RATE / LICENSE NO.	COLOR: SILVER/	STOCK NO.: CP8862
[redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN	DELIVERY DATE: 04/29/06	DELIVERY MILES: 22,411
EUGENE, OR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / R.O. NO.	R.O. DATE: 03/28/06	
RESIDENCE PHONE [redacted]	COMMENTS		MO: 22394

[CUT#1] KRISTIN KYLE

JOB# 1 CHARGES

LABOR

J# 1 07CVZUSEDCOF USED LOE & INSPECT TECH(S):2765 INTERNAL
USED CAR VEHICLE INSPECTION WITH LUBE OIL AND FILTER
LOF/INSPECTION 4.5QTS 5/30WT 2765 1.4HRS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
	1	25010792	OIL FLTR 1.836		INTERNAL
				TOTAL - PARTS	0.00

G.O.G. & SUPPLIES

5.0 GOODWRENCH 5W30 ENG OIL @ /UNIT INTERNAL
TOTAL - GOG 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 07CVZSAFETY USED SAFETY INSPECT TECH(S):2765 INTERNAL
CHECK FOR JACK AND TOOLS
TOOLS JACK SPARE TIRE PRESENT

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 07CVZUSEDDET USED DETAIL TECH(S):2262 INTERNAL
USED VEHICLE DETAIL
USED CAR DETAIL FULL COMPLETE (4.0)
USED CAR DETAIL COMPLETE 2262 4.0

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 07CVZETCH ETCH TECH(S):2262 INTERNAL
271880843 2262

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
	1	ETCH	THEFTETCH		INTERNAL
				TOTAL - PARTS	0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

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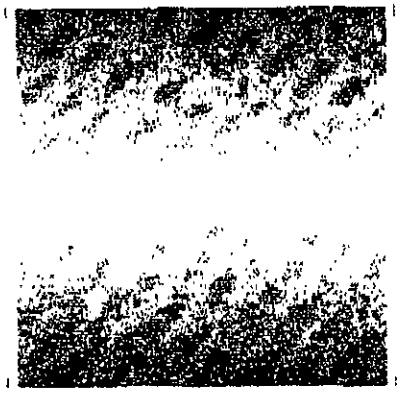
Monday - Friday
7:30 to 6:00 p.m.

Thank You

 [CONTINUED ON NEXT PAGE] 10:50am



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

VIA FAX ONLY

August 24, 2007

Tony Bowling
KENDALL CHEVROLET
PO BOX 1318
EUGENE, OR 97440-1318

RE: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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[redacted] 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
MXA	01	13 49998	00027932232	04/06/05	0.00	OA	0.00	9
REY	02	13 49998	000028983794	10/08/05	17,275.67	CA	0.00	9
YT1	01	13 23823	1AD61943394	03/19/05	0.00	IC	0.00	9

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:
VIN: 1G1ZT5285 5F[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: HXKXBP
S VIN TYPE: N

E L	EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	M AMOUNT	R
_	INCTV AUC SOLD				11/22/05	REY	6,552.67	
_	INCTV CHK REQST	13 49998	000028983794		10/08/05	REY	17,275.67	
_	INCENTIVE MEMO	13 49998	000028983794		10/08/05	REY	17,275.67	
_	INCTV PAYMENT	13 49998	000028983794		10/08/05	REY	17,275.67	
_	INCTV APPLICATN	13 49998	000028983794		10/05/05	REY	17,275.67	
_	INCENTIVE MEMO	13 49998	00027932232		04/06/05	MXA	0.00	

_ INCTV PAYMENT 13 49998 00027932232 04/06/05 MXA 0.00
_ INCTV APPLICATN 13 49998 00027932232 04/06/05 MXA 0.00
_ SETTLEMENT DATE 13 23823 1AD61943394 04/02/05 19,645.09 CR
_ EXPIRATION TRAN 13 23823 1AD61943394 04/01/05 0.00
_ INCENTIVE MEMO 13 23823 1AD61943394 03/19/05 YT1 0.00

COMMAND ===> ____ MORE RECORDS
PF01=HELP 03=PRV SCRN

RCMPR028 VEHICLE EVENT SELECTION 08/29/07
PROCESSING SOURCE: BARS 11:33:39
PAGE NO: 2
VIN: 1G1ZT5285 5F[redacted] OR
SELLING SOURCE(#): 13 MODEL YEAR(#): 05 ORDER NUMBER: HXKXBP
S VIN TYPE: N
E SS/ DOCUMENT I INC M BL
L EVENT DESC SITE CD NUMBER S EVENT DT CD AMOUNT R
RN
_ INCTV PAYMENT 13 23823 1AD61943394 03/19/05 YT1 0.00
_ INCTV APPLICATN 13 23823 1AD61943394 03/19/05 YT1 0.00
_ DELIVERY D.O.E. 13 23823 03/19/05 0.00
_ DELIVERY TO CUS 13 23823 03/19/05 0.00
_ ORIGINAL INVOIC 13 23823 1AD61943394 03/17/05 19,645.09
_ COV/NVIS DATE 13 23823 1AD61943394 03/17/05 0.00
_ SHIPMENT DATE 13 45059 03/17/05 0.00
_ PRODUCTION (BUI 13 23823 03/17/05 0.00
_ PREFERENCE TO P 13 23823 02/08/05 0.00
_ GM ORDER ACCEPT 13 23823 02/01/05 0.00
_ GM ORDER ACCEPT 02/01/05 0.00

COMMAND ===> ____ NO MORE RECORDS
PF01=HELP 03=PRV SCRN

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

VIA FAX ONLY

September 26, 2007

Joshua Trigsted, Esq.
Weisberg & Meyers LLC
100 Kerr Pkwy Apt 29
Lake Oswego, OR 97035-1410

RE: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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

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

VIA FAX ONLY

August 24, 2007

Joshua Trigsted, Esq.
Weisberg & Meyers LLC
100 Kerr Pkwy Apt 29
Lake Oswego, OR 97035-1410

RE: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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
☒ 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 _____,
(Client's Name) (Client's Social Security Number)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

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: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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.

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

[redacted]	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: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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

General Motors Corporation
Business Relations 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: [redacted]
Service Request: 71-539876849
2005 Chevrolet Malibu
Vehicle Identification Number: 1G1ZT52855F[redacted]
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.

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	
[redacted]	Client's Signature
Date	Date

1

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 x337
Dealership Name & BAC	DON DAVIS AUTOWORLD INC. 115805
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[redacted]
Customer Complete Mailing Address	[redacted] NORTH TONAWANDA NEW YORK [redacted]
Daytime phone number	[redacted]
Evening phone number	[redacted]
FULL VIN	1G2ZG528754[redacted]
Current Mileage	24881 mi
Short explanation as to why the goodwill tool was offered to the customer (Specific information required)	Customer had numerous repairs and is worried if it continues after 3/36 he will incur excessive repair bills based on history of his vehicle.
If subsequent owner, indicate date & mileage at time of purchase	original owner.

9

Mandatory Deductible			Mandatory Deductible		
☒ $50	☐ $100	☐ $200	☐ $50	☐ $100	☐ $200

Model years 2003 – Current

Available GMPP parameters for any vehicle(s) appearing on the Vehicle Model Group Classification Guide, Rate Classes 1 -8.

In service up to 12 months and 12,000 miles.
Note: GMPP Major Guard, Value Guard, & Basic Guard 36/45,000, 36/54,000, & 48/48,000 plans are unavailable 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 Guard

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

☐ $0 ☐ $100 ☐ $200

Model years 2003 – Current, 0 – 36,000 Odometer miles

☒ Major Guard ☐ Value Guard ☐ Basic 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				

Available Deductible

☒ $0 ☐ $100 ☐ $200

Model years 2003 – Current, 36,001 – 50,000 Odometer miles

☐ Major Guard ☐ Value Guard ☐ Basic 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			
☐ 20,000	☐ 40,000	☐ 45,000				
	☐ 50,000	☐ 54,000				

Mandatory Deductible

☐ $50 ☐ $100 ☐ $200

December 27, 2010

[redacted]
North Tonawanda, NY [redacted]

Service Request: 71-541224492
Customer Relationship Specialist: David Miller

Dear [redacted]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528754[redacted] is for the following:

- 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 www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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 & Phone Number	Dennis Williams 817 696 2051
Dealership Name, Location & BAC Number	Moritz Chevrolet 133016
CAC Case (SR) Number (if known)	[redacted]
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[redacted]
Customer Complete Mailing Address	BENBROOK TX[redacted]
Daytime Phone Number	[redacted]
Evening Phone Number	
FULL VIN	1G1ZS51F76F[redacted]
Current Mileage	35256
District Service Manager's Name & Phone Number	PAT MARTINEZ 817 771 2201
Customer's Concern(s) And Business Reason(s) For Offering Goodwill to this loyal, appreciative, deserving customer	CUSTOMER HAS HAD 3 VISITS TO DEALER FOR NOISE IN STEERING . THERE HAS BEEN REPAIRS TO STEERING GEAR AND STEERING SHAFT. CUSTOMER IS COMPLETELY HAPPY WITH CAR EXCEPT FOR THE PROBLEMS WITH THE STEERING. HE HAS INVESTIGATED ON THE INTERNET AND DISCOVERED THESE AND OTHER PROBLEM WITH ELECTRIC STERERING IN HIS CAR AND IS FEARFUL OF REPAIR BILLS AFTER WARRANTY PERIOD UP. I OFFERED A COMPONENT LETTER. HE WAS THANKFULL AND ACCEPTED.
Additional Information Such As RO #s Or Used Vehicle Purchase Information (date & mileage at purchase, and seller)	RO 534766 522652 496191

Component Coverage Letter

☒ Component Coverage Letter	
Definition:	A letter that covers a specific component for a defined period of time and mileage.
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
When to use:	➢ 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 vehicle" ➢ For a system ("electrical system") ➢ The vehicle has a salvage or branded title ➢ Wear and maintenance items (tires, brake pads, wiper blades, etc.) ➢ If customer has pursued third party intervention (BBB or legal) ➢ In conjunction with other goodwill tools
Parameters of use:	➢ **Can be written up to and <u>not to exceed 84 months/100,000 miles</u> from the original in-service date** o For <u>Diesel Engines</u>, it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date o For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only exception). ➢ <u>NOT</u> transferable to subsequent owners (except cold start knock) ➢ Electrical components MUST be specific (alternator, radio), NEVER the entire system ➢ Match terms to the customer's ownership cycle ➢ Preferred over GMPP due to cost & focus application
Examples:	➢ A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter ➢ The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter

Time limit (months):	Mileage limit:
72	75,000

Specific component(s) (i.e. transmission):
STEERING COMPONENTS AND LINKAGE

December 27, 2010

[redacted]
Benbrook, TX [redacted]

Service Request: 71-541224554
Customer Relationship Specialist: Sarah Ploegman

Dear [redacted]

Chevrolet is pleased to provide service coverage for the steering on your 2006 Chevrolet Malibu, Vehicle Identification Number 1G1ZS51F76F[redacted] 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

[redacted]
Colorado Springs, CO [redacted]

Service Request: 71-542359221
Customer Relationship Specialist: Daniel Nyhan

Dear [redacted]

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

December 27, 2010

[redacted]
Colorado Springs, CO [redacted]

Service Request: 71-542359221
Customer Relationship Specialist: Daniel Nyhan

Dear [redacted]

Chevrolet is pleased to provide service coverage for the Steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT52825F[redacted] 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)

[redacted]

[redacted]
Marion, AR

Case# 71-54597226

MEMPHIS TN 381

12 SEP 2007 PM 2 L

SEP 17 2007

R. Waggoner CEO
Pontiac
P.O. BOX 33172
Detroit, MI 48232-5172

If God be for me who can be against me. Romans 8:31

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,

[redacted]

December 27, 2010

[redacted]
Marion, AR [redacted]

Service Request: 71-545992264
Customer Relationship Specialist: Judy Kilgore

Dear [redacted]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2006 Pontiac G6, Vehicle Identification Number 1G2ZG558164[redacted] is for the following:

- 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 www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.