

June 5, 2008

**Dealer Confirmation Letter-Straight**

SHARPNACK II CHEVROLET, BUICK, PONTI  
1330 S CONWELL AVE  
WILLARD, OH 44890

Subject: 2007 Chevrolet Malibu  
Customer: [REDACTED]  
VIN: 1G1ZS58FX7F [REDACTED]  
RefSR: 71-588395359 V-150019

Dear Jeff Neibler:

General Motors will issue a check in the amount of \$4,164.74 made payable to Alfred E Sowards. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$13,545.06 to GMAC. 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.

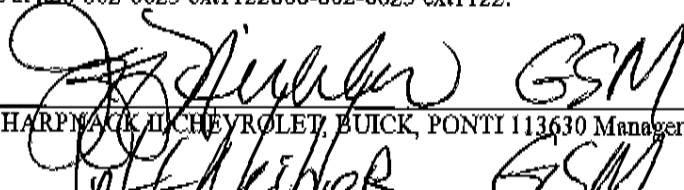
Thank you for your cooperation.

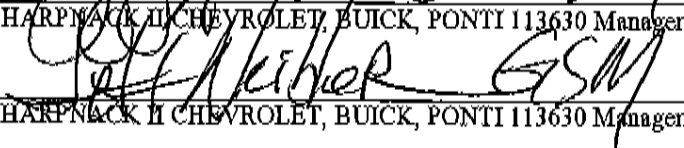
Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603

**\*If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

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 Tuesday June 10, 2008. If you have any questions you may reach me at 866-802-6625 ext1122866-802-6625 ext1122.

 GSM  
SHARPNACK II CHEVROLET, BUICK, PONTI 113630 Management Agent's Signature and Title.

 GSM  
SHARPNACK II CHEVROLET, BUICK, PONTI 113630 Management Agent's Printed Name and Title.

\*150019\*

TO: Mr. Alfred E. Sowards COMPANY:

**BBB AUTO LINE****POST DECISION SETTLEMENT FORM**

Customer: [REDACTED]

Case Number: CHV0831728Manufacturer: ChevroletDate: 05/28/08

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supercede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Patricia Chandler of GM has offered and the customer Alfred Sowards has accepted the following to resolve case CHV0831728. GM will voluntary straight lease repurchase the customer's vehicle under the terms of the Ohio Lemon Law. The customer is responsible for any over allowance and / or negative equity. The customer is responsible for returning the vehicle to the manufacture as it came from the factory allowing for regular use. Any damages must be repaired at the customer cost. If there are after market items on the vehicle they must be removed. The customer will be advised when to return the vehicle to the selling dealer. This transaction will be completed 60 days from the date the customer signs this agreement.

[REDACTED]

[REDACTED]

Signature

5/30/08

Date

Manufacturer's Representative (print name)

Signature

Date

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

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

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 #

**Voluntary Repurchase**

☐ **BBB Case**                      **Straight**

**COMPLIANCE DATE** July 29, 2008

**ADR REQUEST NUMBER** 71-588395359

**CUSTOMER NAME** [REDACTED]

**LAST SIX OF VIN** [REDACTED]

**ADR CRS** Patricia Chandler **EXT.** 11552

**DVM** Joe Semock **PHONE** 630092 8201

**DATE ACCEPTANCE RECEIVED** May 30, 2008

**NUMBER OF DAYS FOR COMPLIANCE** 60

**TEAM LEAD'S SIGNATURE** \_\_\_\_\_

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

**COMMENTS/REASON FOR EXCEPTION:**

**File will be returned without all information above completed.**



[Print](#)**GM Repurchase Case****Case Number:** 150019**Fax Number:** (866) 802-6668**Vehicle Info****VIN:** 1G1ZS58FX7F [REDACTED]**Year:** 2007 **Make:** Chevrolet **Model:** Malibu**Vehicle Owner(s)****Title in Name:** [REDACTED]**Title State:** OH**Primary Owner:** [REDACTED]**Case Documents**

- 1 - Agreement to Arbitrate
- 2 - BBB/Lemon Law Ruling Letter
- 3 - Bill of Sale (with Signatures)
- 4 - Customer Claim Form (CCF) on Mandates
- 5 - Customer Settlement Offer (signed)
- 6 - EPRA - As Received
- 7 - Finance Contract (Repurchase Veh)
- 8 - Incentive Acknowledge Form
- 9 - Vehicle Registration

**Total Number of Pages** [REDACTED]

2007 MALIBU SEDAN LS  
 63U SPORT RED METALLIC /L4G  
 83B TITANIUM  
 ORDER NO. KQQFX7/TRE STOCK NO.  
 VIN 1G1 ZS58 FX 7F

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 10D88261929  
 13\*09115S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU SEDAN LS	17155.00	16211.48	INVOICE 12/21/06
B37 FLOOR MATS	80.00	66.40	SHIPPED 12/21/06
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 12/25/06
L61 2.2L 4 CYL ENGINE	N/C	N/C	INT COM 12/26/06
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 12/21/06
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS G1309 G1309
			WFP-S QTR OPT-1
			BANK: JPMORGAN CH
			CHG-TO 09-115

SHIP WT: 3047  
 HP: 18.4  
 GMS: 16560.83  
 SUPPLR: 17299.32  
 MRM: 17885.00  
 DAN: BASE1  
 MEMO 711.75

TOTAL MODEL & OPTIONS	17235.00	16277.88	ACT 231	16410.83
DESTINATION CHARGE	650.00	650.00	H/B 261	517.05
LAM GROUP CONTRIBUTION		43.09	EXP 65A	43.09

TOTAL	17885.00	16970.97	PAY 310	16970.97
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		16196.59		

\*\*\*\*\*  
 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.  
 \*\*\*\*\*

RODNEY COBB CHEVROLET, INC.



## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1G1ZS58FX7F [REDACTED] 2007 CHEVROLET MALIBU / / / /

## 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) XX 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
BONUS CASH	\$ 1500.00	CBD
	\$ N/A	
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$ 1500.00

## 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 07/23/07. 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? XX 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](http://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: 07 23 2007

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: [REDACTED]

Dealership Name: SHARPNACK AT CHEV-OLDS INC.

07 23 2007  
Date: 07 23 2007  
Dealer Code: \_\_\_\_\_

**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.

LEASE  
ORDER

Jan. 22, 2008

2:01PM

Sharpnack II

SHARPNACK II

No. 5427 P. 3/10

3



CHEVROLET-PONTIAC-BUICK, INC.

1330 South Conwell Avenue Willard, Ohio 44880

Phone: (419) 835-0194

LESSOR: GMAC

LESSEE'S NAME

DATE 07/23/2007

STOCK NO. 07751

ADDRESS

PHONE

CITY MARBLEHEAD

COUNTY OTTAWA

STATE OH

ZIP

SALESPERSON

TIMOTHY HOWELL

Pursuant to the terms and conditions listed herein, the undersigned lessee hereby agrees to lease the listed vehicle from or through a third party if Dealer can obtain third party approval.

ENTER MY ORDER FOR ONE ☒ NEW ☐ USED ☐ CAR ☐ TRUCK ☐ DEMONSTRATOR ☐ RENTAL VEHICLE ☐ FACTORY OFFICIAL

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2007	CHEVROLET	MALIBU	4D LS	RED	LS
MY OR SERIAL NO.	G1ZS58FX7E		TO BE DELIVERED ON OR ABOUT 07/23/2007		STOCK NO. 07751

## REMARKS:

- ☐ SEE VEHICLE DELIVERY REPORT ATTACHED
- ☐ SEE SPOT DELIVERY AGREEMENT ATTACHED
- ☐ SEE USED VEHICLE LIMITED WARRANTY ATTACHED

## THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:

- The number of months this closed-end lease is for: 39
- The number of miles you may drive per year is: 12000  
And over the entire lease without an additional charge is:  
Charge you will pay for each mile over the amount listed: \$ 0.20
- Your approximate monthly payment will be: \$ 207.69
- The approximate capitalized cost will be: \$ 18185.90

\$1500 - CBD

TRADE-IN VEHICLE		DUE AT DELIVERY	
YEAR	MAKE	CAPITALIZED COST REDUCTION	AMOUNT
2001	CHEVROLET		3282.65
MODEL		FIRST PAYMENT	
MALIBU			207.69
VIN		SECURITY DEPOSIT	
1G1ND52J116			N/A
MILEAGE		TITLE FEE	
55338			N/A
PAYOFF TO:		REGISTRATION FEES	
			N/A
PAYOFF GOOD THRU:		TAX ON CAPITAL COST REDUCTION	
			97.50
ACCOUNT NO.:		USE TAX	
			N/A
TRADE IN ALLOWANCE			
	5000.00		
PAYOFF AMOUNT			
	2912.16		
NET TRADE IN ALLOWANCE			
	1782.65		
REBATE			
	1500.00		
DEPOSIT		TOTAL DUE AT DELIVERY	
	N/A		3587.84
	N/A		
TOTAL CREDIT		LESS CREDITS	
	3282.65		3282.65
		BALANCE	
			305.19

## NEGATIVE EQUITY DISCLOSURE:

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 capitalized cost be increased by \$ N/A to cover negative equity from my trade-in. The amount owed on my lease turn-in.

X

## DEPOSIT RECEIPT

Dealer hereby acknowledges receipt of the sum of \$ N/A 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:

## ODOMETER MILEAGE STATEMENT

The odometer of the above-described vehicle now reads 47 miles/kilometers and is accurate unless checked below. ☐ Odometer mileage is not accurate. Refer to the Federal Mileage Statement for full disclosure.

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 LESSEE 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 LEASE OF THE VEHICLE AND THE SALE OF 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 CONTRATO. 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 Document and any documents incorporated herein comprise the entire agreement affecting this Retail Lease Order and no other agreement or understanding of any nature concerning same has been made or entered into, or will be made or entered into. 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 of age and hereby acknowledge receipt of a copy of this Document. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

APPROVED: SHARPNACK II CHEV-OLDS INC.

ACCEPTED

LESSEE'S SIGNATURE

07/23/2007

Jan. 22, 2008 2:02PM Sharpnack II

No. 5427

P. 4/10

 Dealership Name **SHARPNAK II LEV-VOLVO INC.**  
 Lessee Name **[REDACTED]**

## LEASE Worksheet

 New ☒ Used ☐ Prior Demo ☐ Prior PEP ☐ GM Employee ☐ Low Mileage Lease ☐  
 Monthly ☒ Single ☐ Term (Months) **39** Effective Rate (to be completed by GMAC)

Maximum Agreed Upon Value of the Vehicle and Residualizable Amount		
(Lines 1, 2, 3 and 5 Apply Only to New Vehicles)	Agreed Upon Value	Residualizable Amount
1. MSRP from Factory Invoice	\$ 17885.00	\$ 17885.00
A. Times Markup Factor	x 126	
B. Marked Up MSRP	= \$ 22356.25	
2. Preferred Equipment Group Discount (FEG)		N/A
3. Dealer Installed Options:		
A. Capitalized and Residualized	+ \$ N/A	+ \$ N/A
B. Capitalized Only	+ \$ N/A	+ \$ N/A
C. MSRP of Removed Equipment	- \$ N/A	- \$ N/A
D. Total of Dealer Installed Options	- \$ N/A	- \$ N/A
4. Maximum Agreed Upon Value (Lines 1B + 3D if New Vehicle, Line R5 or R7 if Used)	= \$ 22356.25	
5. Max. Residualizable Amount		= \$ 17885.00
Net Trade-In Value		
6. Gross Trade-In Value	\$ 5000.00	
A. Less Payoff	- \$ 2912.16	
B. Net Trade-In Value (Positive or Negative)	= \$ 2087.84	
C. Less Amount Used Towards First/Last Pmt/Sec Dep	- \$ 705.19	
D. Less Amount Allocated to Capitalized Cost Reduction	- \$ 1782.55	
E. Amount Retained by Lessee	= \$ N/A	
Capitalized Cost		
7. Agreed Upon Value of the Vehicle (Not to Exceed Line 4)	\$ 17100.00	
8. GMAC Administrative Fee (if Capitalized)	+ \$ 595.00	
9. A. Optional Service Contract (if Capitalized)	+ \$ N/A	
B. Optional Maintenance Contract (if Capitalized)	+ \$ N/A	
10. Optional Life Insurance (if Capitalized)	+ \$ N/A	
11. Optional Disability Insurance (if Capitalized)	+ \$ N/A	
12. Other amounts Levied at Lease Inception Not Included in Amount Due at Signing or Delivery		
A. Title Fees	+ \$ N/A	
B. License Fees	+ \$ N/A	
C. Registration Fees	+ \$ N/A	
D. Sales/Use Tax	+ \$ 490.90	
E. Other Tax (describe)	+ \$ N/A	
F. Other (describe)	+ \$ N/A	
G. Total	= \$ 490.90	
13. Gross Capitalized Cost	= \$ 18185.90	
14. Less Capitalized Cost Reduction		
A. Cash	+ \$ N/A	
B. Trade-In Value Allocation (Line 6D)	+ \$ 1782.55	
C. Other (describe) <b>BONUS CASH</b>	+ \$ 1500.00	
D. Total Capitalized Cost Reduction	= \$ 3282.55	
15. Adjusted Capitalized Cost	= \$ 14903.25	

Mileage Factors		
	Extra Mileage Capitalized	Allowed Mileage
16. Starting Odometer Mileage		0
A. Expected Miles to be Driven for Term	39000	
B. Standard or Low Mileage Allowance for Term	39000	39000
C. Extra Mileage for Term	N/A	N/A
D. Refundable Extra Mileage Cost (per mile)	x \$ N/A	
E. Total Refundable Extra Mileage Cost	= \$ N/A	
17. Total Allowed Lease End Odometer Mileage		39047
18. Annual Mileage (Line 15A ÷ Term) x 12		12009
Residual Value		
19. Maximum Residualizable Amount (New Vehicles Only, Line 5)		\$ 17885.00
20. Times Residual Percentage (New Vehicle Only) Base 64.00% + Low Mileage	N/A %	x 54.00
21. Base Residual Value (for Used Vehicles obtain from Line R10 if Certified, Line R12 if Non-Certified)		= \$ 9657.90
22. Less Total Cost for Refundable Extra Miles (Line 16E)		= \$ N/A
23. A. Beginning Mileage Adjustment (New Vehicles Only)		= \$ N/A
B. Other Factors Affecting Depreciation (describe)		= \$ N/A
24. Residual Value		= \$ 9657.90
Monthly Payments/Single Periodic Payment (If WA, Complete R14-R18 Instead)		
25. Base Monthly/Single Periodic Payment		= \$ 207.69
A. Service Charge	N/A %	+ \$ N/A
B. Total Base Monthly/Single Periodic Payment		= \$ 207.69
26. Additions to Base Monthly/Single Periodic Payment		
A. Monthly Sales/Use Tax	N/A %	+ \$ N/A
B. Personal Property Tax	N/A %	+ \$ N/A
C. Other (describe)	N/A %	+ \$ N/A
27. Total Monthly/Single Periodic Payment		= \$ 207.69
28. Total of Monthly Payments (Line 27 x Term)		= \$ 8099.91
Depreciation and Other Amortized Amounts		
29. Adjusted Capitalized Cost (Line 15)		\$ 14903.25
30. Less Residual Value (Line 24)		= \$ 9657.90
31. Depreciation and Other Amortized Amounts		= \$ 5245.35
Rent Charge		
32. Total Base Monthly/Single Periodic Payment (Line 25B or Line R18)		\$ 207.69
33. Times Number of Periodic Payments	x 39	
34. Total Base Monthly/Single Periodic Payments for Lease Term		= \$ 8099.91
35. Less Depreciation and Other Amortized Amounts (Line 31)		= \$ 5245.35
36. Total Rent Charge		= \$ 2854.56

Amount Due at Lease Signing or Delivery		
37. Capitalized Cost Reduction		
A. Cash (Line 14A)	+ \$ N/A	
B. Trade-In Allocation (Line 6D)	+ \$ 1782.55	
C. Capitalized Cost Reduction Allowance	+ \$ N/A	
D. College Graduate Allowance	+ \$ N/A	
E. GM Card Rebate Allowance	+ \$ N/A	
F. Other (describe) <b>BONUS CASH</b>	+ \$ 1500.00	
G. Other (describe)	+ \$ N/A	
38. Total Capitalized Cost Reduction (equal to Line 14D)	= \$ 3282.55	
39. First Monthly/Single Periodic Payment (Line 27)	+ \$ 207.69	
40. Refundable Security Deposit	+ \$ N/A	
41. Additional Amounts		
A. Title Fees	+ \$ N/A	
B. License Fees	+ \$ N/A	
C. Registration Fees	+ \$ N/A	
D. GMAC Administrative Fee	+ \$ N/A	
E. Sales/Use Tax	+ \$ 490.90	
F. Other (describe)	+ \$ N/A	
G. Total	= \$ 97.50	
42. Other (describe)	+/- \$ N/A	
43. Total Amount Due at Lease Signing or Delivery	= \$ 3587.84	
Purchase Option at End of Lease Term		
44. Residual Value (Line 24)	= \$ 9657.90	
45. Purchase Option Increment	+ \$ N/A	
46. Purchase Option at End of Lease Term	= \$ 9657.90	

Amount Due Dealer From GMAC		
47. Adjusted Capitalized Cost (Line 15)		\$ 14903.25
48. Less Cash Adjustments		
A. First Monthly/Single Periodic Payment (Line 39)	- \$ 207.69	
B. Refundable Security Deposit (Line 40)	+ \$ N/A	
C. Total	= \$ 207.69	
49. A. Other (describe)	+/- \$ N/A	
B. Other (describe)	+/- \$ N/A	
50. Less GMAC Administrative Fee (Line 8 or 41D)	= \$ 595.00	
51. Amount Due Dealer	= \$ 14100.56	
New Vehicle Beginning Mileage Adjustment if Over 500 Miles		
Mileage and Term Parameters:		
Maximum Term (months)	Current Series 60	Prior Model Year 48
Standard Beginning Mileage	0	0
Unused Beginning Miles May Not Exceed	500	500
601 or more	Not Demo or PEP	Enter Actual Odometer Mileage on Line 52A
601 - 7,500	Prior Demo Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Lines 17 and Line 16B on Line 52A.
601 - 25,000	Prior PEP/GM Employee Only	Lessee may either reduce monthly mileage over lease term or purchase existing miles. If purchasing beginning miles, enter the difference of Line 17 and Line 16B on Line 52A.
52. Beginning Mileage Adjustment		
A. Actual Odometer Mileage		N/A
B. Times Beginning Mileage Adjustment Rate	x \$ N/A	
C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A)	= \$ N/A	

Salesperson <b>TIMOTHY HOWELL</b>	Submitted to GMAC <b>07/23/2007</b>
Approved By <b>2007</b>	Time <b>HALIBU</b>
Vehicle Description: Year <b>2007</b> Make <b>CHEVROLET</b> Model <b>HALIBU</b> VIN <b>1G12S58FX72</b>	Application Number <b>[REDACTED]</b>
Administrative Message #	
Security Deposit Waiver: No <input type="checkbox"/> Yes <input type="checkbox"/> If Yes, Customer Rate Increase? No <input checked="" type="checkbox"/> Yes <input type="checkbox"/>	MEMO: Program Lease Factor: <b>8.05</b>
Loyalty Program? No <input type="checkbox"/> Yes <input type="checkbox"/> If Yes, Authorization #:	Rate Decrement: <b>1.00</b>
Other Reason for Security Deposit Waiver (describe)	Single Payment Lease Decrement: <b>404.82</b>
	Dealer Lease Factor: <b>7.05</b>
	Security Deposit Waiver: <b>7.05</b>
	Federally Tax Exempt: <b>7.05</b>
	Other Increment: <b>7.05</b>
	Total Lease Factor: <b>7.05</b>

SEE REVERSE (LINES R1 - R13) FOR USED LEASE CALCULATIONS

SEE REVERSE (LINES R14 - R16) FOR WA AND ID SALES TAX EXEMPTION CALCULATIONS

governments levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 588.40

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees \$ N/A  
 b. Registration fees/taxes \$ N/A  
 c. License fees/taxes \$ N/A  
 d. Sales/use taxes (including tax on capitalized cost reduction) \$ 588.40  
 e. Excise taxes \$ N/A  
 f. Property taxes \$ N/A  
 g. Other (describe) N/A \$ N/A  
 h. Other (describe) N/A \$ N/A  
 i. Other (describe) N/A \$ N/A

#### 14. MILEAGE.

Base Mileage Allowance: ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.  
☐ Medium-duty truck (gasoline): 25,000 miles/year  
☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles: You are buying N/A extra miles at N/A per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 39047 miles.

Starting odometer mileage 47 miles

Base mileage allowance + 39000 miles

Purchased extra miles + N/A miles

Excess Mileage Charge. The excess mileage charge is \$ 0.20 per mile for each mile beyond the total allowed miles, plus tax. If the lease ends early and the vehicle is not a total loss, any excess mileage and wear charge will not be more than residual value minus the vehicle sale price. There is no excess mileage charge if you buy the vehicle.

15. LATE CHARGE. If you do not pay a monthly payment 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.

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to the terms of this lease must be in writing and signed by you and us. No oral changes are binding.

LESSEE [Signature] BY: X CO-LESSEE X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.

YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT WILLARD OH ON 07 23 2007

(city) (state) (month) (day) (year)

LESSEE X BY: X CO-LESSEE X

LESSOR: SHARPNACK II CHEV-OLDS INC. SIGNATURE AND TITLE X

Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the intended assignee under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee, under the terms of the Dealer Agreement.

LESSOR: SHARPNACK II CHEV-OLDS INC. BY: X TITLE:

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

671 MONTHLY 11/2001 (6)  
 Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.

Lease Agreement 9  
 TRIPLICATE ORIGINAL - DEALER

Policy no. N/A ☐ Physical damage  
 Deductibles: Collision \$ N/A Comprehensive \$ N/A  
 20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A

Address: N/A

N/A

☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A  
 Coverage limit \$ N/A

☐ Disability insurance (Lessee only) Premium \$ N/A  
 Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE X N/A Age N/A

CO-LESSEE'S SIGNATURE X N/A Age N/A

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below.

☒ Standard manufacturer's warranty

☐ N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease.

THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.

#### 22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.

Name N/A Term N/A months, N/A miles

Name N/A Term N/A months, N/A miles

If you are buying a service or maintenance contract now, you may pay for it at lease signing. If you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

LEASE AGREEMENT (Standard)

# 1. Total monthly payment

Early Termination: You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$0.20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$9557.90, plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

## 11. ITEMIZATION OF GROSS CAPITALIZED COST

a. Agreed upon value of the vehicle	\$ 17100.00
b. GMAC administrative fee	\$ 595.00
c. License/registration/title fees	\$ N/A
d. Sales tax	\$ 490.90
e. Other tax (describe) N/A	\$ N/A
f. Optional service contract	\$ N/A
g. Optional maintenance contract	\$ N/A
h. Optional life insurance	\$ N/A
i. Optional disability insurance	\$ N/A
j. N/A	\$ N/A
k. N/A	\$ N/A

Gross Capitalized Cost = \$ 18185.90

## 12. THE VEHICLE YOU ARE TRADING

Gross trade-in value	\$ 5000.00
Payoff	\$ 2912.16
Net trade-in value	\$ 2087.84

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE \$ 588.40

The actual total of fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

a. Title/lien fees	\$ N/A
b. Registration fees/taxes	\$ N/A
c. License fees/taxes	\$ N/A
d. Sales/use taxes (including tax on capitalized cost reduction)	\$ 588.40
e. Excise taxes	\$ N/A
f. Property taxes	\$ N/A
g. Other (describe) N/A	\$ N/A
h. Other (describe) N/A	\$ N/A
i. Other (describe) N/A	\$ N/A

## 14. MILEAGE

- Base Mileage Allowance: ☐ 15,000 miles/year. ☒ Low mileage: 12,000 miles/year.
- ☐ Medium-duty truck (gasoline): 25,000 miles/year
- ☐ Medium-duty truck (diesel): 35,000 miles/year

Extra Miles: You are buying 12,000 extra miles at \$0.20 per mile. If this lease ends on or after the last scheduled payment is due, we will credit you with \$ N/A per mile for each unused extra mile. There will be no credit if the lease ends early, you buy the vehicle, or the vehicle is a total loss.

Total Allowed Mileage on the Odometer at Lease End is 33047 miles.

16. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 10/22/2010. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: ALL STATE  
Insurance agency name: BAXTER INS SERVICE  
Agency address:  
Agency phone no.: (419) 734-9193

Agent's name:  
Policy no.: 692 884915  
Deductibles: Collision \$ Comprehensive \$

Insurance company name:  
Insurance agency name: N/A  
Agency address: N/A

Agency phone no.: N/A  
Agent's name: N/A  
Policy no.: N/A

Deductibles: Collision \$ N/A Comprehensive \$ N/A

20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include the premium in your base monthly payment. A notice you receive when you sign this lease describes the coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.

Insurer name: N/A  
Address: N/A

☐ Life insurance (Lessee) ☐ Co-Lessee ☐ Both Premium \$ N/A  
Coverage limit \$ N/A  
☐ Disability insurance (Lessee only) Premium \$ N/A  
Monthly coverage limit \$ N/A

LESSEE'S SIGNATURE: X N/A Age

CO-LESSEE'S SIGNATURE: X N/A Age

21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty checked below:

☒ Standard manufacturer's warranty  
☐ N/A

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE WE MAKE NO

a. Capitalized cost reduction	\$	207.69
b. First monthly payment	\$	N/A
c. Refundable security deposit	\$	N/A
d. Title fees	\$	N/A
e. Registration fees	\$	N/A
f. Sales/use tax	\$	97.50
g.	\$	N/A
h.	\$	N/A
i.	\$	N/A
j. Total	\$	3587.84

a. Net trade-in allowance	\$	4007.04
b. Rebates and noncash credits	\$	1500.00
c. Amount to be paid in cash	\$	N/A
d. Total	\$	3587.84

7. Your monthly payment is determined as shown below:		
a. Gross capitalized cost. The agreed upon value of the vehicle (\$17,100.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$	18185.90
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$	3282.65
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$	14903.25
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$	9657.30
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$	5245.35
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$	2854.56
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$	8099.91
h. Lease payments. The number of payments in your lease		39
i. Base monthly payment	\$	207.69
j. Monthly sales/use tax (estimated)	\$	N/A
k.	\$	N/A
l. Total monthly payment	\$	207.69

**Early Termination:** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 0.20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 9657.30, plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

11. ITEMIZATION OF GROSS CAPITALIZED COST.		
a. Agreed upon value of the vehicle	\$	17100.00
b. GMAC administrative fee	+	\$ 595.00
c. License/registration/title fees	+	\$ N/A
d. Sales tax	+	\$ 490.90
e. Other tax (describe)	+	\$ N/A
f. Optional service contract	+	\$ N/A
g. Optional maintenance contract	+	\$ N/A
h. Optional life insurance	+	\$ N/A
i. Optional disability insurance	+	\$ N/A
j.	+	\$ N/A
k.	+	\$ N/A
l. Gross Capitalized Cost	=	\$ 18185.90

12. THE VEHICLE YOU ARE TRADING: 2007 CHEVROLET MALIBU		
(year)	(make)	(model)
Gross trade-in value	\$	5000.00
Payoff	-	\$ 2912.00
Net trade-in value	=	\$ 2087.84

13. OFFICIAL FEES AND TAXES. You will pay all government license, title, registration, testing,

15. CHARGE FOR FINES. If the government places a fine on the vehicle and you do not pay it promptly, we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.

17. SCHEDULED LEASE END DATE. This lease is scheduled to end 10/22/2010. You are scheduled to return the vehicle on this date. (month) (day) (year)

18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.

19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: ALL STATE  
Insurance agency name: BAXTER INS SERVICE  
Agency address:  
Agency phone no.: (419) 734-9193  
Agent's name:  
Policy no.: 0-32 604915  
Deductibles: Collision \$ Comprehensive \$  
XX Liability XX Physical damage

Insurance company name:  
Insurance agency name: N/A  
Agency address: N/A  
Agency phone no.: N/A  
Agent's name: N/A



# GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

MARBLEHEAD OH

OTTAWA

Garaging address (if different)

N/A

Principal driver (if business use)

N/A

LESSOR (Retailer)

SHARPNACK II CHEV-OLDS INC.  
1330 S CONNELL AVE  
WILLARD OH 44890

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

## THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use
NEW	2007	CHEVROLET MALIBU	4D LS	161ZS58FX7F	47	<input type="checkbox"/> Personal, Family, or Household <input type="checkbox"/> Commercial, Business, or Agricultural
Dealer Installed Options: <u>N/A</u>						<input type="checkbox"/> GVW (if truck) <input type="checkbox"/> Public Conveyance

## FEDERAL CONSUMER LEASING ACT DISCLOSURES

1. Amount Due at Lease Signing or Delivery (Itemized Below)* \$ <b>3587.84</b>	2. Monthly Payments Your first monthly payment of \$ <b>207.69</b> is due on <b>07/23/2007</b> , followed by <b>38</b> payments of \$ <b>207.69</b> due on the <b>23rd</b> of each month. The total of your monthly payments is \$ <b>8099.91</b>	3. Other Charges (not part of your monthly payment) Disposition fee (if you do not purchase the vehicle) \$ <b>N/A</b> Total \$ <b>N/A</b>	4. Total of Payments (The amount you will have paid by the end of the lease.) \$ <b>11480.06</b>
---	---	--	---

### 5. Amount Due at Lease Signing or Delivery:

a. Capitalized cost reduction	\$ <b>3282.65</b>
b. First monthly payment	\$ <b>207.69</b>
c. Refundable security deposit	\$ <b>N/A</b>
d. Title fees	\$ <b>N/A</b>
e. Registration fees	\$ <b>N/A</b>
f. Sales/use tax	\$ <b>97.50</b>
g. <u>N/A</u>	\$ <b>N/A</b>
h. <u>N/A</u>	\$ <b>N/A</b>
i. <u>N/A</u>	\$ <b>N/A</b>
j. Total	\$ <b>3587.84</b>

### 6. How the Amount Due at Lease Signing or Delivery will be paid:

a. Net trade-in allowance	\$ <b>2087.84</b>
b. Rebates and noncash credits	\$ <b>1500.00</b>
c. Amount to be paid in cash	\$ <b>N/A</b>
d. Total	\$ <b>3587.84</b>

### 7. Your monthly payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <b>17100.00</b> ) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ <b>18185.90</b>
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ <b>3282.65</b>
c. Adjusted capitalized cost. The amount used in calculating your base monthly payment	\$ <b>14903.25</b>
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment	\$ <b>9657.90</b>
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	\$ <b>5245.35</b>
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	\$ <b>2854.56</b>
g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge	\$ <b>8099.91</b>
h. Lease payments. The number of payments in your lease	<b>39</b>
i. Base monthly payment	\$ <b>207.69</b>



# STATE OF OHIO - BUREAU OF MOTOR VEHICLES

## CERTIFICATE OF REGISTRATION

PLATE NO.: [REDACTED] REG. DATE: 03/20/2008 EXP. DATE: 03/20/2009 ISSUE DATE: 02/05/2008  
 VALIDATION NO.: 903EEC6683 ELECTRONIC POA

LESSEE NAME: [REDACTED] VEHICLE OWNERSHIP: LEASE  
 LESSOR: VAUL TRUST

APP NO.: [REDACTED]  
 AGENCY: 6212  
 USER ID: MS  
 OLD APP NO.: [REDACTED]  
 OLD PLATE: [REDACTED]

LESSEE ADDR: [REDACTED]  
 CITY: MARBLEHEAD  
 STATE: OH ZIP: [REDACTED]  
 TAX DISTRICT: DANBURY TOWNSHIP  
 COUNTY: OTTAWA  
 INSIDE CORP LIMIT: NO  
 VEHICLE YEAR: 2007  
 BODY TYPE: 4S

LESSOR ADDR: [REDACTED]  
 ADD. CITY: NORTH OLMSTED  
 ADD. STATE: OH ADD. ZIP: [REDACTED]

VEHICLE CLASS: PASSENGER  
 ODOMETER READING: 47  
 MAKE: CHEV

STATE FEES: \$31.00

CERTIFICATE TITLE NO.: [REDACTED]  
 VEH. SERIAL NO.: 1G1ZS58FX7F [REDACTED]  
 PURCHASE DATE: 05/25/2007  
 NEW

PLATE TYPE: [REDACTED]  
 REG TYPE: RENEWAL

LOCAL TAX: \$10.00  
 REFL/CO. FEE: \$0.00  
 DEPUTY FEE: \$3.50

SUSPENSION/REVOCATION: NO  
 PRIOR OPERATION: YES  
 FEES PAID: YES

TOTAL FEES: \$44.50

- 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 maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have\*A SECURITY SUSPENSION for TWO YEARS or more and\*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: \*AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage\*AN INSURANCE IDENTIFICATION CARD (same coverage)\*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company\*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000\*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State\*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

### PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.  
 APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05

Printed on 2/27/2008 2:29:10 PM

CUSTOMER COPY

CHV0831728

61005

**BBB AUTO LINE**

Date: 02/14/2008

Case Number: CHV0831728

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 OH 1G1ZS58FX7F [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 : Malibu

Year : 2007

All parties named above submit to arbitration the following:

- \* Vehicle vibrates & wobbles from side to side
- \* Muffler problem- veh. makes a roaring sound

The parties have come to agreement on the following:

N/A

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

Consumer : Repurchase

Manufacturer : Denial

If a repurchase/replacement is sought by one of the above parties, the actual amounts sought are:  
Purchase price: \_\_\_\_\_ (reflects the deduction of a rebate, if applicable)

\*  
\*  
\*  
\*  
\*  
\*

(\* Indicates additional remedies that can only be included if a lemon law repurchase is awarded )

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A

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

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

Jan. 31. 2008 11:30AM

Sharpnack II

No. 5930 P. 2

2



**SHARPNACK II**  
**CHEVROLET - OLDSMOBILE, INC.**  
 1330 SOUTH CONWELL AVE., P.O. BOX 180  
 WILLARD, OHIO 44890  
 PHONE (419) 935-0194 ♦ 1-800-252-3343

CUSTOMER NO. <b>17760</b>	ADVISOR <b>MARC T STOVER</b>	36	TAG NO. <b>3085</b>	INVOICE DATE <b>08/08/07</b>	INVOICE NO. <b>CVC5237416</b>
<b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>945</b>	COLOR	STOCK NO. <b>07751</b>
	YEAR / MAKE / MODEL <b>07 / CHEVROLET / MALIBU / 4D LS</b>			DELIVERY DATE <b>07/23/07</b>	DELIVERY MILE <b>47</b>
	VEHICLE ID. NO. <b>1G1ZS58FX7F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>08/08/07</b>
COMMENTS					

LABOR

# 1 35CVZ-1 BRAKE WORK HOURS: 2.10 TECH(S):38 WARRANTY  
 CHECK BRAKE PULSATION  
 FRONT BRAKE ROTORS OUT OF ROUND  
 RESURFACED FRONT BRAKE ROTORS, CHECKED FOR LATERAL RUNOUT.  
 NO SHIMS REQUIRED, REASSEMBLE, ROAD TEST.

# 2 40CVZ-1 ENG MECHANICAL WORK HOURS: TECH(S):38 WARRANTY  
 CHECK FOR HESITATION UPON ACCELERATION FROM TAKE OFFS  
 SCAN COMPUTER SYSTEM-NO CODES PRESENT, NO GM BULLETINS  
 FOUND FOR THIS CONDITION, UNABLE TO DUPLICATE CUSTOMER  
 CONCERN.

# 3-77CVZ-1 INTERIOR TRIM WORK HOURS: TECH(S):38 WARRANTY  
 C/S FRONT SEAT HEADRESTS C/S MAKES HTM LEAN FORWARD  
 HEADRESTS ARE NORMAL-NON ADJUSTABLE

# 4 50CVZ-1 ELECTRICAL BODY WORK HOURS: TECH(S):38 INTERNAL  
 CUSTOMER REQUEST EXTRA KEY  
 MADE EXTRA KEY

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.

TOTAL - LABOR				0.00
PARTS.....QTY..FP-NUMBER.....DESCRIPTION.....UNIT PRICE-				
JOB # 4 1 89024363 KEY 2.187				
TOTAL - PARTS				0.00

COMMENTS  
 WAITING

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 15:24

#488 P.006/006

6

**FOSTER**

**Goodwrench  
Service**
**CHEVROLET-CADILLAC, INC.**  
 2504 HAYES AVE.  
 SANDUSKY, OHIO 44870  
 (419) 625-1313


**Goodwrench  
Service**

CELL: [REDACTED]

CUSTOMER NO. <b>3295</b>	ADVISOR <b>RUSSELL A VEVERKA</b>	TAG NO. <b>226 W295</b>	INVOICE DATE <b>09/21/07</b>	INVOICE NO. <b>CVCS211244</b>
[REDACTED] <b>MARBLEHEAD, OHIO</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>1,084</b>	COLOR <b>MAROON/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>			DELIVERY MILES
	F.T.E. NO. <b>62012577</b>			SELLING DEALER NO.
		P.O. NO.	R.O. DATE <b>09/21/07</b>	PRODUCTION DATE
COMMENTS				

LABOR & PARTS  
 4-WHEEL ALIGN  
 ALIGN-FRONT AND REAR WHEELS TO SPECIFICATIONS  
 JOB # 1 TOTAL LABOR & PARTS \$49.95

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$49.95 (+TAX)

COMMENTS  
 WAIT

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

TOTAL LABOR 49.95  
 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 \$ 49.95**

Thank you for this opportunity to  
 serve you. It is our aim to perform  
 all the repairs requested on this  
 repair order to your complete sat-  
 isfaction. If our service was satis-  
 factory, tell your friends. If not,  
 please tell us immediately.

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

CUSTOMER SIGNATURE

**FOSTER**  
**CHEVROLET-CADILLAC, INC.**  
 \*\*\*\*\*  
 DUPLICATE INVOICE

Jan. 31. 2008 11:30AM

Sharpnack II

No. 5930 P. 1

1



**SHARPNACK II**  
**CHEVROLET - OLDSMOBILE, INC.**  
 1330 SOUTH CONWELL AVE., P.O. BOX 180  
 WILLARD, OHIO 44890  
 PHONE (419) 935-0194 ♦ 1-800-252-3343

CUSTOMER NO. 17760	ADVISOR MARC T STOVER	36	TAG NO.	INVOICE DATE 11/11/07	INVOICE NO. CVC5242064
MARBLEHEAD, OH	LABOR RATE	LICENSE NO.	MILEAGE 2,504	COLOR /	STOCK NO. 07751
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4D LS			DELIVERY DATE 07/23/07	DELIVERY MILES 47
	VEHICLE ID. NO. 1G1ZS58FX7F			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			P. O. NO.	R. O. DATE 10/31/07
COMMENTS					

LABOR		HOURS: 0.50 TECH(S):38		INTERNAL	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.
# 1 B2CVZ.1 BODY WORK		REPLACE RIGHT HEADLAMP CAPSULE-PART HERE		TOTAL - LABOR 0.00	
REPLACED HEADLAMP				INTERNAL 0.00	
PARTS.....QTY.....FP-NUMBER.....	DESCRIPTION.....		UNIT PRICE.....		
JOB # 1	1	15851372	HEADLAMP 2.725		
COMMENTS.....					
WAITING					

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE  
 \*\*\*\*\*



From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 15:07

#488 P.004/006

**FOSTER**

**Goodwrench  
Service**
**CHEVROLET-CADILLAC, INC.**  
 2504 HAYES AVE.  
 SANDUSKY, OHIO 44870  
 (419) 625-1313


**Goodwrench  
Service**


0101CVWS214970

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>469</b>	WAIT <b>WAIT</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVWS214970</b>
<b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>3,205</b>	COLOR <b>MAROON/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1G1ZS58FX7F</b>			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>12/27/07</b>
RESIDENCE PHONE	COMMENTS				

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
288	12/28/07	7:50	7:70	0:20	0:20	FINISH STRAIGHT TIME
288	12/28/07	12:20	12:30	0:10	0:00	FINISHED
288	01/16/08	0:00	0:00	0:00	0:10	ENTERED IN INVOICING
TOTAL TECH TIME						0:50 0:30

SOME SORT OF A CRUISING SENSATION ON LIGHT ACCELERATION  
 SEE RON I HAD HIM VERIFY IT  
 PREFORM POWER TRAIN MOUNT BALANCE LOWER MOUNT ASPER 1578526  
 TEST DROVE FEEL TIRE VIBRATION  
 EMPLOYEE # 34 CHRIS S CAPUCINI AUTHORIZED STRAIGHT  
 TIME ON 12/28/2007 AT 07:30AM FOR 2.0 HOURS  
 REASON DIA CAUSE 340 CAN T

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	12	NPN	WASHER	0.12	1.44	0.17
JOB # 2	COST TOTAL			1.44		
JOB # 2	TOTAL PARTS					2.04
JOB # 2	TOTAL LABOR & PARTS					22.86

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
340	12/27/07	10:00	12:00	1:40	0:00	LUNCH/DINNER
340	12/27/07	12:30	13:00	0:30	0:50	OVERIDE IN INVOICING
340	01/16/08	0:00	0:00	0:00	0:00	ENTERED IN INVOICING
TOTAL TECH TIME						2:00 0:50

BALANCED ALL TIRES 3 TIMES HAVE EXCESSIVE ROAD FORCE  
 READINGS  
 MOUNTED AND BALANCED THREE TIRES  
**FOSTER CHEVROLET-CADILLAC, INC.**

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 3	3	89016778	B2056515 5-880	72.00	216.09	100.80
JOB # 3	COST TOTAL			216.00		
JOB # 3	TOTAL PARTS					302.40
JOB # 3	TOTAL LABOR & PARTS					357.93

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
266	12/27/07	14:10	14:10	0:00	0:00	FINISHED
266	12/27/07	0:00	0:00	0:00	0:00	FINISHED
TOTAL TECH TIME						0:00 0:00

VIN 261WT55N57  
 JOB # 4 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 4	RN	RENTAL	
TOTAL - MISC			42.00
			42.00

PAGE 1 OF 2

SERVICE FILE COPY-W

[CONTINUED ON NEXT PAGE] 01:06pm

From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 15:17

#488 P.005/006



# FOSTER


**Goodwrench  
Service**

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313


**Goodwrench  
Service**


0101ICVWS214970

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>469</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVWS214970</b>
MARBLEHEAD, OH	LABOR RATE	LICENSE NO.	MILEAGE <b>3,205</b>	COLOR <b>MAROON/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			STOCK NO.
	VEHICLE I.D. NO. <b>1G1ZS58FX7F</b>			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE	COMMENTS		SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE <b>12/27/07</b>	

## COMMENTS

WAIT

R/O TAX

R/O TOTALS

WARRANTY CLAIM DETAILS

TOTAL

CLAIM#

214970

TOTAL

CLAIM TOTALS

TOTAL

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE

01/16/2008

1410

RO NUMBER

214970

RO DATE

12/27/2007

VIN

1G1ZS58FX7F

NARRANTY NEW CLAIM

DTY DEALER

3-28178

ODOMETER

3205

SERVICE ADVISOR

XXX-XX-2977

CUSTOMER NAME

FIRST

LAST

PHONE WORK

HOME

LN JOB CT CC PC

1 02 04

PART NO

93

LABOR LHRS

2.04

OHRS NET AMT

20.82

LAB TOT

22.86

TECH SSN

89016778

AUTH CODE

AUTH

AUTHOR

LN JOB CT CC PC

2 03 04

PART NO

89016778

LABOR LHRS

2.04

OHRS NET AMT

20.82

LAB TOT

22.86

TECH SSN

89016778

AUTH CODE

AUTH

AUTHOR

COMMENTS

UPS LABELS

261W55N579

R.O. TOTAL

422.79

DUPLICATE INVOICE

PAGE 2 OF 2

SERVICE FILE COPY-W

END OF INVOICE

101:06pm

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

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



From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 14:53

#488 P.002/006

**FOSTER**

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313

**Goodwrench  
Service****Goodwrench  
Service**

0101ICVWS215467

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>469 2073</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVWS215467</b>
<b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	COLOR <b>MAROON/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	H.O. DATE <b>01/09/08</b>
RESIDENCE PHONE	COMMENTS			

**LABOR & PARTS**

TECH# 340 DATE 01/10/08 START 15:30 FINISH 16:10 ACT TIME 0:40 DESCRIPTION OVERRIDE IN INVOICING

VIBRATION ON ACCELERATION FROM A STOP

SEE RON SUE OR CHRIS

AT THIS TIME GM DOES NOT HAVE A REPAIR FOR THE CAR

PER TECH ASSIST IF THERE ARE 2 PEOPLE IN THE CAR YOU

CAN FEEL THE VIBRATION VERY WELL IF THERE IS A THIRD

PERSON IN THE CAR THE VIBRATION IS NOT THERE GM IS AWARE

OF THIS AND SAID THEY DO NOT HAVE A REPAIR THERE IS A

PI BULLETIN FROM GM THAT DESCRIBES THE CONCERN

EMPLOYEE # 340 JOHN C NICHOLS AUTHORIZED STRAIGHT

TIME ON 01/10/2008 AT 03:18PM FOR 3.0 HOURS

REASON VIBRATION

JOB # 1 TOTAL LABOR & PARTS 0.00

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

TECH# 340 DATE 01/09/08 START 16:10 FINISH 16:20 ACT TIME 0:10 DESCRIPTION HOLD OTHER

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

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

JOB # 2 TOTAL LABOR & PARTS 0.00

TECH# 340 DATE 01/10/08 START 7:40 FINISH 8:00 ACT TIME 0:20 DESCRIPTION FINISHED

TECH# 340 DATE 01/10/08 START 8:00 FINISH 8:30 ACT TIME 0:30 DESCRIPTION FINISHED

CUSTOMER KEEPS GETTING THE BRIGHTS FLASHED AT HIM WITH LOW BEAMS ON

RT HEADLAMP ADJUSTED TO HIGH

ADJUSTED HEADLAMPS

JOB # 3 TOTAL LABOR & PARTS 21.46

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

TECH# 340 DATE 01/09/08 START 16:20 FINISH 16:50 ACT TIME 0:30 DESCRIPTION NON WORKING

From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 15:01

#1488 P.003/006

**FOSTER****Goodwrench  
Service**

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313

**Goodwrench  
Service**

0101CVWS215467

CUSTOMER NO. 27344	ADVISOR SUE COUTS	469	TAG NO. 2073	INVOICE DATE 01/16/08	INVOICE NO. CVWS215467
MARBLEHEAD, OH	LABOR RATE	LICENSE NO.	MILEAGE 3,570	COLOR MAROON/	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET/MALIBU/4 DOOR SEDAN				DELIVERY DATE
	VEHICLE ID. NO. 1G1ZS58FX7F				DELIVERY MILES
	F.T.E. NO.				SELLING DEALER NO.
RESIDENCE PHONE	COMMENTS			R.O. DATE 01/09/08	PRODUCTION DATE

TECH# 266	DATE 01/09/08	START 12:00	FINISH 12:00	ACT. TIME 0:00	DESCRIPTION FINISHED
266	01/09/08	0:00	0:00	0:00	FINISHED
TOTAL TECH TIME		0:00		0:00	

VIN 261W155K07	JOB # 5 TOTAL LABOR & PARTS	0:00
MISC. CODE	DESCRIPTION	CONTROL NO.
JOB # 5	RN RENTAL	
TOTAL MISC		42:00

COMMENTS	END
R/O TAX 0.00	
R/O TOTALS 63.46	
WARRANTY CLAIM DETAIL TOTALS	
CLAIM TOTAL	63.46
CLAIM TOTALS 63.46	

APPROVED BY: SIGNATURE	
DCS-AUDIT SLIP	
DCS DATA FILE: 01/16/2008	
WARRANTY NEW CLAIM	
RD NUMBER 215467	RD DATE 01/09/2008
VIN 1G1ZS58FX7F	DIV 3
DEALER 28178	ODOMETER 3570
SERVICE ADVISOR # XXX-XX-2977	
CUSTOMER NAME: FIRST	MIDDLE: E
LAST	PHONE: WORK
HOME	
LN JOB CT CC PC	PART NO.
TOT PTS	FC
LABOR LHRS	OHRS
NET AMT	LAB TOT
1 03 VT	3A
87280	3
21.46	
LN TOT	TECH SSN
AUTH CODE	AUTH. AUTHOR
LN JOB CT CC PC	PART NO.
TOT PTS	FC
LABOR LHRS	OHRS
NET AMT	LAB TOT
2 05 MJ	98
27901	
42.00	
LN TOT	TECH SSN
AUTH CODE	AUTH. AUTHOR
COMMENTS 261W155K079	
R.O. TOTAL: 63.46	

DUPLICATE INVOICE	
-------------------	--

PAGE 2 OF 2	
SERVICE FILE COPY-W	
END OF INVOICE: 10:06pm	

CBBB

5/1/2008 10:27:21 AM PAGE 002/002 Fax Server

TO: Patricia Chandler COMPANY:

Apr 14 08 12:05p

Don Mitchell

1-419-734-7147

p.3

**FOSTER****Goodwrench  
Service**

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313

**Goodwrench  
Service**

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COULTS</b>	TAG NO. <b>W23W</b>	INVOICE DATE <b>03/24/08</b>	INVOICE NO. <b>CVCS218285</b>
<b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>5,467</b>	COLOR <b>MAROON/</b>
	YEAR/MAKE/MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	STOCK NO.		
	VEHICLE I.C. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>	DELIVERY DATE		
	F.T.E. NO.	R.O. NO.	SELLING DEALER NO.	
RESIDENCE PHONE	COMMENTS		R.C. DATE <b>03/24/08</b>	PRODUCTION DATE

LABOR & PARTS  
 J# 1 03CVZ BODY INTERIOR 1 HOURS TECH(S) 468  
 DOORS DO NOT LOCK ALL THE TIME WHEN THE CAR IS PUT INTO  
 DRIVE  
 TEST DROVE AND VERIFIED PROPER OPERATION OF DOOR LOCKS  
 WHEN SHIFTED OUT OF AND INTO PARK

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 06CVZ WHEELS AND TIRES 2 HOURS TECH(S) 266  
 STILL HAS A VIBRATION IN THE CAR THAT HAS BEEN THERE SINCE  
 PURCHASE

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS  
 WAITING

TOTALS

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

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

**TOTAL INVOICE \$ 0.00**

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

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

CUSTOMER SIGNATURE

**DEAL RECAP**

**SHARPBACK II CHEV-OLDS INC.**  
**1330 S CONWELL AVE**  
**WILLARD OH 44890**

☐ Truth In Lending  
☐ Check In Slip  
☐ Appraisal Slip  
☐ Odometer Certs  
☐ Power Sheet  
☐ Insurance  
☐ Cash Receipts:  
 Amt. \_\_\_\_\_ No. \_\_\_\_\_  
 Amt. \_\_\_\_\_ No. \_\_\_\_\_  
 Amt. \_\_\_\_\_ No. \_\_\_\_\_  
☐ Trade: Disc. Lic. \_\_\_\_\_ Lic. \_\_\_\_\_  
☐ P.O. Amt. \_\_\_\_\_  
☐ Good Title \_\_\_\_\_  
☐ Verified By \_\_\_\_\_  
☐ Registration  
 Title In \_\_\_\_\_ Due \_\_\_\_\_  
 Source \_\_\_\_\_

☒ Bank **GMAC**  
☐ Other \_\_\_\_\_

SELLING PRICE (Inc. all Acc.) ..... **17100.00**  
 SALES TAX ..... **588.40**  
 TRADE ALLOWANCE ..... **5000.00**  
 PAY-OFF ..... **2912.16**  
 LIENHOLDER \_\_\_\_\_  
 CASH DEPOSIT ..... **N/A**  
 G.O.D. .... **1500.00**  
 DEFERRED DOWN No. 1 ..... **N/A**  
 DEFERRED DOWN No. 2 ..... **N/A**  
 DEFERRED DOWN No. 3 ..... **N/A**  
 TOTAL CASH DOWN PAYMENT ..... **3202.65**  
 NUMBER OF PAYMENTS/PAYMENT ..... **39 @ 207.69**  
 NO. DAYS BEFORE 1st PMT./DATE ..... **N/A 08/23/2007**  
 ADD-ON INTEREST RATE/APR ..... **N/A 7.05**  
 LICENSE AND REGISTRATION ..... **N/A**

**2001 CHEVROLET MALIBU**  
**1G1ND52J116**

AMOUNT FINANCED ..... **14903.25** DISCOUNT RATE: **6.05** FINANCE RESERVE: **404.82**  
 PREMIUM COST  
 CREDIT LIFE ..... **N/A** ..... **N/A** RESERVE: **N/A**  
 CREDIT A & H ..... **N/A** ..... **N/A** RESERVE: **N/A**  
 PHYSICAL DAMAGE ..... **N/A** ..... **N/A** RESERVE: **N/A**  
 SERVICE CONTRACTS ..... **N/A** ..... **N/A** RESERVE: **N/A**  
 OTHER ..... **N/A** ..... **N/A** RESERVE: **N/A**

STOCK # **07751** DESCRIPTION **2007 CHEVROLET MALIBU**  
 DEAL # **39028** ID # **1G1ZS58EX7E**  
 CUSTOMER \_\_\_\_\_ DATE **07/23/2007**  
 ADDRESS \_\_\_\_\_ **MARIETTA OH**  
 SALESMAN 1 **TIMOTHY HOWELL** MGR. **JOHN LEHMAN**  
 SALESMAN 2 \_\_\_\_\_

TOTAL INSURANCE RESERVE: **N/A**  
 TOTAL F & I RESERVE: **404.82**  
 FINANCE COMMISSION: **64.77**  
 LAH INSURANCE COMMISSION: **N/A**  
 SERVICE CONTRACT COMMISSION: **N/A**  
 PDI COMMISSION: **N/A**  
 NET F & I RESERVE: **340.05**

PRICE OF VEHICLE ..... **17100.00**  
 COST OF VEHICLE ..... **16970.97**  
 PACK .../HB ..... **867.05 \***  
 TRADE ALLOWANCE ..... **5000.00** (PAYABLE GROSS)  
 A.C.V. OF TRADE ..... **5000.00** **-220.97**  
 OVER-ALLOWANCE ..... **N/A**  
 UNDER-ALLOWANCE ..... **N/A**  
 COMMISSION No. 1/BONUS ..... **100.00** **N/A**  
 COMMISSION No. 2/BONUS ..... **N/A** **N/A**  
 MANAGER COMM. .... **64.77**  
 PROFIT OF SALE ..... **546.08**

\* PACK  
 HOLDBACK **350.00**  
**517.05**

APPROVED \_\_\_\_\_

GROSS PROFIT: **886.13**

**BBB AUTO LINE****POST DECISION SETTLEMENT FORM**

Customer: [REDACTED]  
Manufacturer: Chevrolet

Case Number: CHV0831728  
Date: 05/28/08

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supercede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Patricia Chandler of GM has offered and the customer Alfred Sowards has accepted the following to resolve case CHV0831728. GM will voluntary straight lease repurchase the customer's vehicle under the terms of the Ohio Lemon Law. The customer is responsible for any over allowance and / or negative equity. The customer is responsible for returning the vehicle to the manufacture as it came from the factory allowing for regular use. Any damages must be repaired at the customer cost. If there are after market items on the vehicle they must be removed. The customer will be advised when to return the vehicle to the selling dealer. This transaction will be completed 60 days from the date the customer signs this agreement.

Customer (print name)

Signature

Date

PATRICIA CHANDLER  
Manufacturer's Representative (print name)

Signature

Date

CBBB

5/28/2008 2:48:02 PM

PAGE 002/002

Fax Server

TO: [REDACTED] COMPANY:



## BBB AUTO LINE

## POST DECISION SETTLEMENT FORM

Customer: [REDACTED]

Case Number: CHV0831728

Manufacturer: Chevrolet

Date: 05/28/08

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supercede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Patricia Chandler of GM has offered and the customer Alfred Sowards has accepted the following to resolve case CHV0831728. GM will voluntary straight lease repurchase the customer's vehicle under the terms of the Ohio Lemon Law. The customer is responsible for any over allowance and / or negative equity. The customer is responsible for returning the vehicle to the manufacture as it came from the factory allowing for regular use. Any damages must be repaired at the customer cost. If there are after market items on the vehicle they must be removed. The customer will be advised when to return the vehicle to the selling dealer. This transaction will be completed 60 days from the date the customer signs this agreement.

[REDACTED]

PATRICIA CHANDLER

Manufacturer's Representative (print name)

P. Chandler

Signature

Signature

5/30/08

May 28/08

Date

Date

Council of Better Business Bureaus, Inc.

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

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71588395359	<b>BBB#:</b> 831728
-----------------------------	---------------------------	---------------------

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**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	17100.00
<b>MSRP</b> (from BARS Invoice screen)	- 17885.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= 785.00

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**

<b>Trade Allowance</b> (from Bill of Sale)	5000.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 5000.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

**Section 3**

<b>Trade Allowance</b> (from Bill of Sale)	5000.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 2912.16
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 2087.82

**Section 4**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	17100.00
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1500.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>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).</b>	= 15600.00

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

**BBB AUTO LINE  
Customer Claim Form**

Case number: CHV0831728  
Contact Date: 01/22/08  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Marblehead	State: OH	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2007	Current mileage: 3900
Name(s) that appears on the vehicle title: Alfred Sowards			
Selling dealer/city/state: Sharpnack, Willard, OH			
Primary Servicing dealer/city/state: FOSTER CHEVROLET-OLDS-CADILLAC,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/28/07		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		Date of accident:	
Description of damage: Veh. was damaged prior to purchase.			

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

The customer would like the manufacturer to replace the vehicle with a brand new one at no additional cost to him or repurchase the vehicle buy him out and refund his money. Chevrolet file number: 71-588395359

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

VEHICLE IDENTIFICATION NUMBER <u>1G1ZS58FX7F [REDACTED]</u>	
Lienholder/Leasing Company <u>GMAC</u>	Phone Number <u>1-800-200-4622</u>
Account Number <u>[REDACTED]</u>	



**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0831728

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Vehicle vibrates & wobbles from side to side		4		yes
Muffler problem- veh. makes a roaring sound		3		yes

Total days out of service for all problems: 19Signature of Titled Owner(s) Date 1-25-08

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

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

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



2504 HAYES AVE. SANDUSKY, OHIO 44870  
PHONE (419) 625-1313 FAX (419) 625-0784

TO: Patricia Chandler

FROM: Chris Capucini

PAGES INCLUDING COVER: 6

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# FOSTER



**Goodwrench  
Service**

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313



**Goodwrench  
Service**



01011CVWS215467

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>469 2073</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVWS215467</b>
<b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>3,570</b>	COLOR <b>MAROON/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>			SELLING DEALER NO.
	F. T. E. NO.			P. O. NO.
RESIDENCE PHONE	COMMENTS			R. O. DATE <b>01/09/08</b>

### LABOR & PARTS

J#	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
J# 1 06CVZ	WHEELS AND TIRES						
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
340	01/10/08	15.30	16.10	0.80	0.00	OVERRIDE IN INVOICING	
TOTAL TECH TIME				0.80	0.00		
VIBRATION ON ACCELERATION FROM A STOP SEE RON, SUE OR CHRIS... AT THIS TIME GM DOES NOT HAVE A REPAIR FOR THE CAR PER TECH ASSIST... IF THERE ARE 2 PEOPLE IN THE CAR, YOU CAN FEEL THE VIBRATION VERY WELL... IF THERE IS A THIRD PERSON IN THE CAR, THE VIBRATION IS NOT THERE... GM IS AWARE OF THIS AND SAID THEY DO NOT HAVE A REPAIR... THERE IS A PI BULLETIN FROM GM THAT DESCRIBES THE CONCERN EMPLOYEE # 340 JOHN C NICHOLS AUTHORIZED STRAIGHT TIME ON 01/10/2008 AT 03:18pm FOR 3.0 HOURS REASON: VIBRATION							
JOB # 1 TOTAL LABOR & PARTS						0.00	
J# 2 24CVZ	EXHAUST						
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
340	01/09/08	16.10	16.20	0.10	0.00	HOLD OTHER	
TOTAL TECH TIME				0.10	0.00		
ROARING NOISE AT 40 MPH SOUNDS LIKE ITS COMING FROM THE EXHAUST TEST DROVE FO NOISE EXHAUST NOISE CHANGES WHEN TRANS SHIFTS TO OVERDRIVE NORMAL CONDITION							
JOB # 2 TOTAL LABOR & PARTS						0.00	
J# 3 25CVZ	ELECTRICAL						
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
340	01/10/08	7.70	7.70	0.00	0.00	FINISHED	
340	01/10/08	0.00	0.00	0.00	0.30	FINISHED	
TOTAL TECH TIME				0.00	0.30		
CUSTOMER KEEPS GETTING THE BRIGHTS FLASHED AT HIM WITH LOW BEAMS ON RT HEADLAMP ADJUSTED TO HIGH ADJUSTED HEADLAMPS							
JOB # 3 TOTAL LABOR & PARTS						21.46	
J# 4 13CVZ	ENGINE COOLING						
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
340	01/09/08	16.20	16.50	0.30	0.00	NON WORKING	
TOTAL TECH TIME				0.30	0.00		
AFTER CAR SITS OVERNIGHT CUSTOMER SMELLS COOLANT COULD NOT DUPLICATE							
JOB # 4 TOTAL LABOR & PARTS						0.00	

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

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



# FOSTER


**Goodwrench  
Service**
**CHEVROLET-CADILLAC, INC.**

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313


**Goodwrench  
Service**


0101CVWS215467

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>2073</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVWS215467</b>
<b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>3,570</b>	COLOR <b>MAROON/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			STOCK NO.
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		R.O. DATE <b>01/09/08</b>		

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
266	01/09/08	12:70	12:70	0.00	0.00	FINISHED
266	01/09/08	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

VIN 261WT55K079

JOB # 5 TOTAL LABOR &amp; PARTS 0.00

MISC. CODE	DESCRIPTION	CONTROL NO.
JOB # 5	RN RENTAL	
TOTAL MISC		42.00

COMMENTS: CWD

R/O TAX 0.00  
R/O TOTALS 63.46

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL 63.46

CLAIM TOTALS 63.46

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

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

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GGMWF-091

01/16/2008

1651

WARRANTY NEW CLAIM

RO NUMBER RO DATE

215467 01/09/2008

VIN

1G1ZS58FX7F

DIV

3

DEALER

28178

ODOMETER

3570

SERVICE ADVISOR #

XXX-XX-2977

CUSTOMER NAME: FIRST:

LAST:

MIDDLE: E

PHONE: WORK: HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

1 03 VT 21.46 TECH SSN: AUTH CODE: AUTH. AUTHOR.: 21.46

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

2 05 MJ 42.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.: 42.00

LN-TOT: 42.00

COMMENTS: 261WT55K079

R.O. TOTAL: 63.46

DUPLICATE INVOICE

**FOSTER****Goodwrench  
Service**

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313

**Goodwrench  
Service**

0101ICVWS214970

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>469</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVWS214970</b>
<b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>3,205</b>	COLOR <b>MAROON/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>			SELLING DEALER NO.
	F. T. E. NO.			R. O. DATE <b>12/27/07</b>
RESIDENCE PHONE	COMMENTS			

**LABOR & PARTS**

J#	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
J# 2 17CVZ	288	12/28/07	7:50	7:70	0:20	0:20	FINISH STRAIGHT TIME
	288	12/28/07	12:20	12:90	0:70	0:00	FINISHED
	288	01/16/08	0:00	0:00	0:00	0:10	ENTERED IN INVOICING
							TOTAL TECH TIME 0:90 0:30

SOME SORT OF A CHUGGING SENSATION ON LIGHT ACCELERATION

SEE RON... I HAD HIM VERIFY IT...

PERFORM POWER TRAIN MOUNT BALANCE LOWER MOUNT ASPER 1578526

TEST DROVE FEEL TIRE VIBRATION

EMPLOYEE # 34 CHRIS S CAPUCINI AUTHORIZED STRAIGHT

TIME ON 12/28/2007 AT 07:30am FOR 2.0 HOURS

REASON:DIA CAUSE 340 CAN.T

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 2	12	NPN		WASHER	0.12	1.44	0.17
				JOB # 2 COST TOTAL		1.44	
				JOB # 2 TOTAL PARTS			2.04
				JOB # 2 TOTAL LABOR & PARTS			22.86

J#	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
J# 3 106CVZ	340	12/27/07	10:00	12:00	1:40	0:00	LUNCH/DINNER
	340	12/27/07	12:30	13:00	0:70	0:50	OVERRIDE IN INVOICING
	340	01/16/08	0:00	0:00	0:00	0:30	ENTERED IN INVOICING
							TOTAL TECH TIME 2:10 0:80

BALANCED ALL TIRES 3 TIRES HAVE EXCESSIVE ROAD FORCE

READINGS

MOUNTED AND BALANCED THREE TIRES

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 3	3		89016778	B2056515 5.880	72.00	216.00	100.80
				JOB # 3 COST TOTAL		216.00	
				JOB # 3 TOTAL PARTS			302.40
				JOB # 3 TOTAL LABOR & PARTS			357.93

J#	TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
J# 4 32CVZ00	266	12/27/07	14:10	14:10	0:00	0:00	FINISHED
	266	12/27/07	0:00	0:00	0:00	0:00	FINISHED
							TOTAL TECH TIME 0:00 0:00

VIN 2G1WT55N579

JOB # 4 TOTAL LABOR &amp; PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 4	RN	RENTAL	
			TOTAL - MISC 42.00

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

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



# FOSTER



**Goodwrench**  
Service

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

**Goodwrench**  
Service



0101ICVWS214970

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>469</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVWS214970</b>
[REDACTED] <b>MARBLEHEAD, OH</b>	LABOR RATE	LICENSE NO.	MILEAGE <b>3,205</b>	COLOR <b>MAROON/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>			STOCK NO.
	F.T.E. NO.			DELIVERY MILES
RESIDENCE PHONE	P.O. NO.		SELLING DEALER NO.	PRODUCTION DATE
COMMENTS		R.O. DATE <b>12/27/07</b>		

## COMMENTS

WAIT

R/O TAX 0.00  
R/O TOTALS 422.79

## WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL  
422.79

CLAIM TOTALS 422.79

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

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

## APPROVED BY SIGNATURE

## DCS AUDIT SLIP

DCS DATA FILE: GGMWF.091

01/16/2008

## WARRANTY NEW CLAIM

1410

RO NUMBER RO DATE

VIN 1G1ZS58FX7F

DIV

DEALER

ODOMETER

SERVICE ADVISOR #

CUSTOMER NAME: FIRST:

MIDDLE: E

LAST:

PHONE: WORK:

HOME:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

1 02 04 89016778 302.40 93 E0436 .8 55.53

LN-TOT: 22.86 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

2 03 04 3 89016778 302.40 93 E0436 .8 55.53

LN-TOT: 357.93 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

COMMENTS: UPS LABELS

LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.

3 04 MJ 77901 42.00

LN-TOT: 42.00 TECH SSN: AUTH CODE: AUTH. AUTHOR.:

COMMENTS: 2G1WT55N579

R.O. TOTAL: 422.79

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*





# FOSTER


**Goodwrench  
Service**

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313


**Goodwrench  
Service**

CELL: [REDACTED]

CUSTOMER NO. <b>3295</b>		ADVISOR <b>RUSSELL A VEVERKA</b>	TAG NO. <b>226 W295</b>	INVOICE DATE <b>09/21/07</b>	INVOICE NO. <b>CVCS211244</b>	
<b>DON'S BODY SHOP</b> <b>9900 E HARBOR ROAD</b> <b>MARBLEHEAD, OHIO 43440</b>		LABOR RATE	LICENSE NO.	MILEAGE <b>1,084</b>	COLOR <b>MAROON/</b>	
		YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>				DELIVERY DATE
		VEHICLE I.D. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>				DELIVERY MILES
		F.T.E. NO. <b>62012577</b>				SELLING DEALER NO.
RESIDENCE PHONE <b>419-656-3452</b>		BUSINESS PHONE <b>419-798-4695</b>		P.O. NO.	R.O. DATE <b>09/21/07</b>	
COMMENTS						

LABOR & PARTS  
 JOB # 1-22CVZ ALIGNMENT HOURS TECH(S) 393 49.95  
 4-WHEEL ALIGN  
 ALIGN FRONT AND REAR WHEELS TO SPECIFICATIONS  
 JOB # 1-TOTAL LABOR & PARTS 49.95

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$49.95 (+TAX)

COMMENTS  
 WAIT

TOTALS:

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

TOTAL LABOR.... 49.95  
 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 \$ 49.95**

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

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

# FOSTER

CUSTOMER SIGNATURE

CHEVROLET-CADILLAC, INC.

DUPLICATE INVOICE

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Patricia Chandler

State: Ohio

Customer Name: Alfred Sowards

SR # 71-588395359

BBB No.: CHV0831728

VIN 1G1ZS58FX7F [REDACTED]

In Service  
Date:

7/23/2007

Vehicle is: New

BAC Code: 113630

Year, Make &amp; Model 2007, Chevrolet Malibu

Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing 3,900

Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐ :  
{Type}

DVM Name: Joe Semock

CAM Name: {Name}

Phone/Cell Number: 330-418-2411

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.

**VIBRATION**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
Jan.9/08	215467	8	3,570	Vibration on acceleration from a stop.
<p>At this time, GM does not have a repair for the care, as per TAC. Even the # of people in the vehicle affects the degree of the vibration. If there are 2 people in the vehicle, you can feel the vibration very well. If there is a third person in the car, the vibration is not there. GM is aware of this and said they did not have a repair. There is a PI bulletin from GM that describes the concern. Doc. ID 1873109</p>				

☐ **NOISE**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
Jan.9/08	215467	****	3,570**	Roaring noise at 40 MPH. Sounds like it is coming from exhaust.
	***		*	Test drove for noise. Exhaust noise changes when transmission is in overdrive. Normal condition.

**Verified with customer if the vehicle has ever been involved in an accident YES**



**If yes are the RO's attached NO – CUSTOMER STATES VEHICLE WAS DAMAGED BEFORE HE PURCHASED IT**

☐ **OTHER**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<b><u>BRAKES</u></b>				
Aug.8/07	237416	1	945	Check brake pulsation  Front brake rotors out of round. Resurfaced front brake rotors, checked for lateral runout. No shims required. Reassembled & road tested
<b><u>DRIVEABILITY</u></b>				
Aug.8/07	237416 ***	****	945***	Check for hesitation upon acceleration from take offs.  Scanned computer, no code present. No GM bulletins found for this condition. Unable to duplicate customer's concern
<b><u>INTERIOR TRIM</u></b>				
Aug.8/07	237416 ***	****	945***	Customer states front seat headrests make him lean forward.  Headrests are normal. Non adjustable
<b><u>LIGHTS</u></b>				
Oct.31/07	242064	1	2,504	Replace right headlamp capsule. Part in. Headlamp replaced
Jan.9/08	215467 ***	****	3,570** *	Customer keeps getting the brights flashed at him with low beams on.  Rt. Headlamp adjusted too high. Adjusted headlamps
<b><u>DRIVEABILITY</u></b>				
Sept.21/07	211244	1	1,084	Aligned front and rear wheels to specifications
<b><u>DRIVEABILITY</u></b>				
Dec.27/07	214970	1	3,205	Some sort of chugging sensation on light acceleration.  Verified by "Ron". Performed power train mount balance lower mount as per doc. 1578526
<b><u>WHEELS/TIRES</u></b>				
Dec.27/07	214970 ***	****	3,205** *	Balanced all tires. Three tires had excessive road force readings. Mounted & balanced three tires
Jan.9/08	215467 ***	****	3,570** *	After car sits overnight, customer can smell coolant.  Could not duplicate

THE STATE LEMON LAW READS:

Days out of service: 30  
Repairs 3  
Time period 12 / 18,000

**Does Lemon Law state nonconformity must continue to exist? Y**

**If applicable, safety-related repairs 1**

**Safety-related time period 12 / 18,000 miles**

<b>Number of repair attempts in the presumption period:</b>	3
<b>Total days out of service during the presumption period:</b>	9
<b>Total days out of service during customer's ownership:</b>	12

<b>Vehicle Meets Presumption of Lemon Law    YES   or   NO</b>
--

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

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

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

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

## RECOMMENDATION AND RATIONALE

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

The customer is requesting a buy back based on Ohio Lemon Law, but the vehicle does not meet the requirements of this Lemon Law, for 3 repairs/30 days out of service in the first 12/18,000 miles of inservice date. According to info on GMVIS, there has only been 3 different repairs, and the requirement is 3 repairs on the same nonconformity. Repair orders also indicate this is correct.

The cust. has used and abused the vehicle. He had collision damage sustained to this vehicle, after purchasing it. Had it repaired, without disclosing this, to the original selling dealer. Made complaints about paint, that was related the repaired section of the vehicle. Sharpnack II paid for some additional repairs, but beyond that there is neither a defect nor their responsible, but seems to be related to collision repairs. The cust. has taken advantage of that and has been deceptive regarding the collision.

**BBB rep, John Ryan, stated he had advised the cust., if, in fact, the vehicle was sold to him, damaged, as he claims, then he should be filing against the selling dealership. The cust. declined to do this.**

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

<b>TEAM LEAD APPROVING:</b>	<b>{Name}</b>	<b>Date: {Date}</b>
-----------------------------	---------------	---------------------

<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



STATE OF OHIO - BUREAU OF MOTOR VEHICLES  
CERTIFICATE OF REGISTRATION

PLATE NO.: [REDACTED] REG. DATE: 03/20/2008 EXP. DATE: 03/20/2009 ISSUE DATE: 02/05/2008  
VALIDATION NO.: 903EEC6683 ELECTRONIC POA

LESSEE NAME: [REDACTED] VEHICLE OWNERSHIP: LEASE  
LESSOR: VAUL TRUST

APP NO.: [REDACTED]  
AGENCY: 6212  
USER ID: MS  
OLD APP NO.: [REDACTED]  
OLD PLATE: [REDACTED]

LESSEE ADDR: [REDACTED]

CITY: MARBLEHEAD

STATE: OH ZIP: [REDACTED]

TAX DISTRICT: DANBURY TOWNSHIP

COUNTY: OTTAWA

INSIDE CORP LIMIT: NO

VEHICLE YEAR: 2007

BODY TYPE: 4S

LESSOR ADDR: [REDACTED]

ADD. CITY: NORTH OLMSTED

ADD. STATE: OH ADD. ZIP: [REDACTED]

VEHICLE CLASS: PASSENGER

ODOMETER READING: 47

MAKE: CHEV

STATE FEES: \$31.00

CERTIFICATE TITLE NO.: [REDACTED]

VEH. SERIAL NO.: 1G1ZS58FX7F [REDACTED]

PURCHASE DATE: 05/25/2007

NEW

PLATE TYPE: [REDACTED]

REG TYPE: RENEWAL

SUSPENSION/REVOCATION: NO

PRIOR OPERATION: YES

FEES PAID: YES

LOCAL TAX: \$10.00

REFL./CO. FEE: \$0.00

DEPUTY FEE: \$3.50

TOTAL FEES: \$44.50

- 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 maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles for THREE or FIVE YEARS.
- ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
- IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have\*A SECURITY SUSPENSION for TWO YEARS or more and\*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
- THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
- WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING:\*AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage\*AN INSURANCE IDENTIFICATION CARD (same coverage)\*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company\*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000\*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State\*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13.  
APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD.

THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 08/05

Printed on: 2/5/2008 2:39:10 PM

CUSTOMER COPY

CHV0831728

61005



## BBB AUTO LINE

April 14, 2008

PATRICIA CHANDLER  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re: M24 CHV0831728: [REDACTED] vs Chevrolet Motor Division  
1G1ZS58FX7F [REDACTED]

Dear Madam/Sir:

The above referenced customer has failed to return the *Acceptance/Rejection of Decision Form* within the specified time and rejection is assumed.

If you have any questions, please call me at 800.334.2406, or consult your weekly manufacturer's report.

Sincerely,

John Ryan at Extension 529

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Patricia Chandler

State: Ohio

Customer Name: [REDACTED]

SR # 71-588395359

BBB No.: CHV0831728

VIN 1G1ZS58FX7F [REDACTED]

In Service  
Date:  
7/23/2007

Vehicle is: New

BAC Code: 113630

Year, Make & Model 2007, Chevrolet Malibu  
Mileage at Time of BBB Filing 3,900

Vehicle Purchased Used on: N/A

Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐ :  
{Type}

DVM Name: Joe Semock

CAM Name: {Name}

Phone/Cell Number: 330-418-2411

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}**Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**

INFO WILL BE COMPLETED AFTER REPAIR ORDERS ARE IN

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

☐ {Symptom}

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

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

☐ Other

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

### THE STATE LEMON LAW READS:

**Days out of service: 30**

**Repairs 3**

**Time period 12 / 18,000**

**Does Lemon Law state nonconformity must continue to exist? Y**

**If applicable, safety-related repairs 1**

**Safety-related time period 12 / 18,000 miles**

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

{ # of repair  
attempts}

**Total days out of service during the presumption period:**

{ # of Days}

**Total days out of service during customer's ownership:**

{ # of Days}

<b>Vehicle Meets Presumption of Lemon Law   YES or   NO</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

The customer is requesting a buy back based on Ohio Lemon Law, but the vehicle does not meet the requirements of this Lemon Law, for 3 repairs/30 days out of service in the first 12/18,000 miles of inservice date. According to info on

GMVIS, there has only been 3 different repairs, and the requirement is 3 repairs on the same nonconformity. I am waiting for the ro's to definitely see what is going on.

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

<b>TEAM LEAD APPROVING:</b>	<b>{Name}</b>	<b>Date: {Date}</b>
-----------------------------	---------------	---------------------



<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

2007 MALIBU SEDAN LS			GENERAL MOTORS CORPORATION
63U SPORT RED METALLIC	/L4G		& SUBSIDIARIES
83B TITANIUM			RENAISSANCE CENTER
ORDER NO. KQQFX7/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 ZS58 FX 7F			VEHICLE INVOICE 10D88261929
*****			*****13*09115S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZS69 MALIBU SEDAN LS	17155.00	16211.48	INVOICE 12/21/06
B37 FLOOR MATS	80.00	66.40	SHIPPED 12/21/06
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 12/25/06
L61 2.2L 4 CYL ENGINE	N/C	N/C	INT COM 12/26/06
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 12/21/06
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS G1309 G1309
			WFP-S QTR OPT-1
			BANK: JPMORGAN CH
			CHG-TO 09-115
			SHIP WT: 3047
			HP: 18.4
			GMS: 16560.83
			SUPPLR: 17299.32
			MRM: 17885.00
			DAN: BASE1
			MEMO 711.75

TOTAL MODEL & OPTIONS	17235.00	16277.88	ACT 231	16410.83
DESTINATION CHARGE	650.00	650.00	H/B 261	517.05
LAM GROUP CONTRIBUTION		43.09		
			EXP 65A	43.09
TOTAL	17885.00	16970.97	PAY 310	16970.97
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		16196.59		

\*\*\*\*\*

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.

\*\*\*\*\*

RODNEY COBB CHEVROLET, INC.



## BBB AUTO LINE

### POST DECISION SETTLEMENT FORM

Customer: \_\_\_\_\_ Case Number: CHV0831728  
Manufacturer: Chevrolet Date: 05/28/08

The parties named above have agreed to the settlement outlined below as the basis for a final resolution of the issues brought before the arbitrator in this case.

By signing this agreement, the parties have agreed to have this settlement supercede the decision rendered by the arbitrator.

The terms of the settlement are as follows:

Patricia Chandler of GM has offered and the customer Alfred Sowards has accepted the following to resolve case CHV0831728. GM will voluntary straight lease repurchase the customer's vehicle under the terms of the Ohio Lemon Law. The customer is responsible for any over allowance and / or negative equity. The customer is responsible for returning the vehicle to the manufacture as it came from the factory allowing for regular use. Any damages must be repaired at the customer cost. If there are after market items on the vehicle they must be removed. The customer will be advised when to return the vehicle to the selling dealer. This transaction will be completed 60 days from the date the customer signs this agreement.

_____ Customer (print name)	_____ Manufacturer's Representative (print name)
_____ Signature	_____ Signature
_____ Date	_____ Date

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

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



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

Jeff Neibler, New Car Sales Manager  
Sharpnack II Chevrolet, Buick, Pontiac, Inc.  
P.O. Box 180  
WILLARD, OH. 44890

Re:

Siebel Request: 71-588395359  
2007 Chevrolet Malibu  
VIN # 1G1ZS58FX7F

Dear Mr. Neibler:

Further to our telephone conversation of today, as requested, this is a letter of notification regarding a Better Business Bureau case the above referenced customer.

In order to perform a case assessment, please provide me with copies of all dealer sales 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 (if applicable)**

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,

*Patricia Chandler*

Patricia Chandler  
BRC Customer Relationship Specialist  
Ph#: 866-790-5600, extension 11552  
FAX# 866-893-7511

CBBB

3/3/2008 11:03:00 AM FROM 0027001 TO 00101

TO: Mr Alfred E. Sowards  
John Ryan at Extension 529

COMPANY:

**BBB AUTO LINE**

ACCEPTANCE OR REJECTION OF DECISION



Date: 03/29/08

Case Number: CHV0831728

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 OH 1G1ZS58FX7F [REDACTED]

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

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

Please check one of the following.

☒

I ACCEPT THE ARBITRATION DECISION. I understand this means:

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

☐

I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s) [REDACTED]

Date: 4-12-08

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

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

TO: Patricia Chandler COMPANY:



## FACSIMILE TRANSMISSION

BBB AUTO LINE  
Council of Better Business Bureaus, Inc.  
4200 Wilson Blvd. Suite 800  
Arlington, VA 22203

---

<b>FROM:</b>	Name:	John Ryan
	Fax Number:	(703) 247-9700
<b>TO:</b>	Name:	Patricia Chandler
	Fax Number:	18668937511

---

MESSAGES:

Date and time of transmission: Friday, March 21, 2008 8:29:46 AM  
Number of pages including this cover sheet: 03

TO: Patricia Chandler COMPANY:

Ryan, John

CHV0831728 COMTE

From: [REDACTED]  
Sent: Sunday, March 16, 2008 12:22 AM  
To: Ryan, John  
Subject: Re: BBB AUTO LINE Case CHV0831728 for [REDACTED] 71-588395359

Dear Mr. Ryan,

My comments in regards to the independent Inspector's findings are as follows:

The vibration and wobbling sensation that I have been experiencing since the first day I drove the vehicle home have now been verified by two parties - Foster Chevrolet in Sandusky, Ohio and the independent Inspector, Mr. Ryan Curry, whose services were requested by Mr. Schultz, the Arbitrator. I would like to also reiterate that GM issued a "PI" bulletin addressing this problem in 2006, prior to the date I purchased this vehicle. This would certainly seem to validate that GM is aware of a problem causing vibration and wobbling.

Further, I continue to believe that the roaring noise I hear when the car is accelerating up to speeds of 50mph is not normal.

I sincerely hope that the Arbitrator will consider these facts when rendering his decision.

Please respond to verify receipt of my comments in the allotted timeframe. Thank you for your consideration.

[REDACTED]

From: jryan@council.bbb.org  
Date: 2008/03/14 Fri PM 02:47:55 CDT  
To: alsowards@verizon.net  
Subject: BBB AUTO LINE Case CHV0831728 for Alfred Sowards 71-588395359

The attached document(s) for the BBB AUTO LINE case referenced in the subject line above are sent for your review, and action, as appropriate. Please contact me if you have any questions about the BBB AUTO LINE process or the documents sent in this communication. The documents are in tiff format. If you have difficulties viewing the documents, please consult with your IT staff, or someone familiar with computers, to ensure you are using an image viewer such as the Kodak Image Viewer or Microsoft Office Image Viewer and not QuickTime or another video/mpeg viewer. Thank you,

John Ryan

TO: Patricia Chandler COMPANY:



## BBB AUTO LINE

March 21, 2008

PATRICIA CHANDLER  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re: M13 CHV0831728: [REDACTED] vs Chevrolet Motor Division  
1G1ZS58FX7F [REDACTED]

Dear Madam/Sir:

Enclosed are the consumer's comments to the technical expert's report. These comments were forwarded to the arbitrator and are for your informational purposes only. Please do not forward any additional comments, as they will not be sent to the arbitrator.

If you have any questions about the BBB AUTO LINE process, please do not hesitate to call me at 800.334.2406.

Sincerely,

John Ryan at Extension 529





## BBB AUTO LINE

### MANUFACTURER RESPONSE FORM

Case Number: CHV0831728  
Customer Name: [REDACTED]  
VIN: 1G1ZS58FX7F [REDACTED]

Start Date: 02/05/08  
State: OH  
Probable Hearing Location: Toledo

This claim is  
Has the customer contacted you regarding the claim?  
Is the VIN listed above correct?  
If you checked NO, please indicate the correct VIN:  
Customer Contact Info:

☐ IN Warranty      ☐ OUT of Warranty  
☒ YES                      ☐ NO  
☐ YES                      ☐ NO

#### SETTLEMENT INFORMATION

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

Has this offer been communicated to the customer?      ☐ YES      ☐ NO

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

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

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

#### ARBITRATION INFORMATION

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

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

Please indicate the decision you request the arbitrator to render:

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

I will participate      ☐ By phone      ☐ In person      ☐ In writing

Return this form as soon as possible

To: \_\_\_\_\_ Completed by: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

BBB AUTO LINE      Future contact: \_\_\_\_\_

Fax: 703.247.9700      Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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

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



## BBB AUTO LINE

February 5, 2008

PATRICIA CHANDLER  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Re:m09 CHV0831728 [REDACTED] vs Chevrolet Motor Division  
1G1ZS58FX7F [REDACTED]

Dear Madam/Sir:

The customer listed above has completed the *Customer Claim Form (CCF)*, and the case is officially open in the BBB AUTO LINE program. Enclosed you will find an updated *CCF* and any support documentation provided by the customer. Please note that for Florida and California cases and cases opened via mail, support documentation may not have been supplied by the customer. When received, this information will be forwarded to you under separate cover.

Please review the customer's claim and submit any documentation you may have pertaining to this claim as soon as possible. We will contact you within the next couple of days to discuss the claim, explain our telephone settlement efforts, which we may utilize prior to arbitration and offer our assistance in the settlement process. If you resolve the dispute, or if you believe that any portion of claim is not eligible for arbitration, please contact me at 800.334.2406.

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

Sincerely,

John Ryan at Extension 529

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

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



SHARPNACK II  
CHEVROLET - OLDSMOBILE, INC.  
1330 SOUTH CONWELL AVE., P.O. BOX 180  
WILLARD, OHIO 44890  
PHONE (419) 935-0194 ♦ 1-800-252-3343

CUSTOMER NO.	17760	ADVISOR	MARC T STOVER	36	TA		INVOICE DATE	08/08/07	INVOICE NO.	CVCS237416	
		LABOR RATE		LICENSE NO.		MILEAGE	945	COLOR	/	STOCK NO.	07751
		YEAR / MAKE / MODEL	07/CHEVROLET/MALIBU/4D LS				DELIVERY DATE	07/23/07	DELIVERY MILES	47	
		VEHICLE I.D. NO.	1 G 1 Z S 5 8 F X 7 F				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.					P.O. NO.		R.O. DATE	08/08/07	
		COMMENTS									

LABOR										
J# 1	35CVZ-1	BRAKE WORK	HOURS:	2.10	TECH(S):	38	WARRANTY			
CHECK BRAKE PULSATION FRONT BRAKE ROTORS OUT OF ROUND RESURFACED FRONT BRAKE ROTORS CHECKED FOR LATERAL RUNOUT. NO SHIMS REQUIRED REASSEMBLE ROAD TEST.										
J# 2	40CVZ-1	ENG MECHANICAL WORK	HOURS:		TECH(S):	38	WARRANTY			
CHECK FOR HESITATION UPON ACCELERATION FROM TAKE OFFS SCAN COMPUTER SYSTEM NO CODES PRESENT NO GM BULLETINS FOUND FOR THIS CONDITION UNABLE TO DUPLICATE CUSTOMER CONCERN.										
J# 3	77CVZ-1	INTERIOR TRIM WORK	HOURS:		TECH(S):	38	WARRANTY			
C/S FRONT SEAT HEADRESTS C/S MAKES HIM LEAN FORWARD HEADRESTS ARE NORMAL NON ADJUSTABLE										
J# 4	50CVZ-1	ELECTRICAL BODY WORK	HOURS:		TECH(S):	38	INTERNAL			
CUSTOMER REQUEST EXTRA KEY MADE EXTRA KEY										
TOTAL - LABOR 0.00										
PARTS	QTY	FP NUMBER	DESCRIPTION		UNIT PRICE					
JOB # 4	1	89024363	KEY 2:187				INTERNAL			
TOTAL - PARTS 0.00										
COMMENTS										
WAITING										
TOTALS										
TOTAL LABOR..... 0.00										
TOTAL PARTS..... 0.00										
TOTAL SUBLET..... 0.00										
TOTAL G.O.G..... 0.00										
TOTAL MISC CHG..... 0.00										
TOTAL MISC DISC..... 0.00										
TOTAL TAX..... 0.00										
TOTAL INVOICE \$ 0.00										

Thank you for 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.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



# FOSTER

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



Goodwrench  
Service



Goodwrench  
Service



01011CVCS214970

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	TAG NO. <b>469</b>	INVOICE DATE <b>12/28/07</b>	INVOICE NO. <b>CV65214970</b>
MARBLEHEAD, OH	LABOR RATE	LICENSE NO.	MILEAGE <b>3,205</b>	COLOR <b>MAROON/</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>1 G1ZS58FX7F</b>			SELLING DEALER NO.
	F.T. E. NO.			R.O. DATE <b>12/27/07</b>
RESIDENCE PHONE	COMMENTS			

### LABOR & PARTS

RESET OIL LIFE METER  
CHANGED OIL AND FILTER LUBED SUSPENSION TOPPED OFF ALL FLUID  
SET TIRE PRESSURES TO SPEC

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	12605566	FILTER 1836	7.86	7.86
JOB # 1	1	12345615	OIL 5W30B 8-800	1.99	1.99
JOB # 1 TOTAL PARTS				9.85	9.85
JOB # 1 TOTAL LABOR & PARTS				25.03	25.03

SOME SORT OF A CHUGGING SENSATION ON LIGHT ACCELERATION  
SEEK RIDE HAD HIM VERTEX  
PREFORM POWER TRAIN MOUNT BALANCE LOWER MOUNT ASPER 1578526  
TEST DROVE FEEL TIRE VIBRATION

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 2	1	NON	WASHER	0.00	0.00
JOB # 2 TOTAL PARTS				0.00	0.00
JOB # 2 TOTAL LABOR & PARTS				0.00	0.00

Added Operation (KATHY @ 12/27/2007 10:35)  
BALANCED ALL TIRES 3 SHOPS HAVE BEEN DONE REPAIR FORCE  
READINGS  
MOUNTED AND BALANCED TIRE TRES

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 3	1	89016778	CHEV NO 82056515 5-880	0.00	0.00
JOB # 3 TOTAL PARTS				0.00	0.00
JOB # 3 TOTAL LABOR & PARTS				0.00	0.00

Added Operation (DOLORES @ 12/27/2007 11:27)  
VIN 261WT55N57

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 4	1	NON	CONTROL NO	0.00	0.00
JOB # 4 TOTAL PARTS				0.00	0.00
JOB # 4 TOTAL LABOR & PARTS				0.00	0.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 4	SS	SHOP SUPPLIES	0.87
JOB # 4	RY	RY RENTAL	0.87
TOTAL MISC			0.87

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$30.00 (+TAX)

PAGE 1 OF 2  
ACCOUNTING COPY  
(CONTINUED ON NEXT PAGE) 07:53am

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

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

FOSTER CHEVROLET CADILLAC, INC. is not responsible for any damage to or loss of property, including but not limited to, vehicles, personal property, or any other property, which may occur while the vehicle is in the shop or while the vehicle is being driven by the customer or any other person. The customer agrees to hold FOSTER CHEVROLET CADILLAC, INC. harmless from and against any and all claims, damages, losses, or expenses, including reasonable attorney's fees, which may be asserted against or incurred by FOSTER CHEVROLET CADILLAC, INC. in connection with the sale of these parts.

1-31-08

To whom it may concern

I requested a work order from  
SHARPBACK Motors, when the  
Rep from General Motors, drove  
this car, this would have been  
another complaint from me, but  
they refused to give me one!

Thanks





# FOSTER

CHEVROLET-CADILLAC, INC.

2504 HAYES AVE.

SANDUSKY, OHIO 44870

(419) 625-1313

Goodwrench  
ServiceGoodwrench  
Service

0101ICVCS215467

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	ING NO. <b>469</b>	INVOICE DATE <b>01/16/08</b>	INVOICE NO. <b>CVCS215467</b>
	LABOR RATE	LICENSE NO.	MILEAGE <b>3,570</b>	COLOR <b>MAROON/</b>
MARBLEHEAD, OH	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>1G1ZS58FX7F</b>	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.Q. NO.	R.O. DATE <b>01/09/08</b>	REPRINT# <b>1</b>
RESIDENCE PHONE	COMMENTS			

LABOR & PARTS		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.	
VIBRATION ON ACCELERATION FROM A STOP. SEE FROM SUB OR THIS. AT THIS TIME GM DOES NOT HAVE A REPAIR FOR THE CAR. PER TECH ASSISTANCE THERE ARE 2 PEOPLE IN THE CAR. YOU CAN FEEL THE VIBRATION VERY WELL. IF THERE IS A THIRD PERSON IN THE CAR, THE VIBRATION IS NOT THERE. GM IS AWARE OF THIS AND SAID THEY DO NOT HAVE A REPAIR. THERE IS A PI BULLETIN FROM GM THAT DESCRIBES THE CONCERN.			
JOB # 1 TOTAL LABOR & PARTS		0.00	
ROARING NOISE AT 40 MPH. SOUNDS LIKE ITS COMING FROM THE EXHAUST. TESTA DROVE NOISE. EXHAUST NOISE CHANGES WHEN TRANS SHIFTS TO OVERDRIVE. NORMAL CONDITION.			
JOB # 2 TOTAL LABOR & PARTS		0.00	
CUSTOMER KEEPS GETTING THE BRIGHTS FLASHED AT HIM WITH LOW BEAMS ON. RC HEADLAMP ADJUSTED TO HIGH. ADJUSTED HEADLAMP.			
JOB # 3 TOTAL LABOR & PARTS		0.00	
AFTER CAR SITS OVERNIGHT, CUSTOMER SMELS COOLANT. COULD NOT DUPLICATE. AVALON 1.6 COLLIER INC.			
JOB # 4 TOTAL LABOR & PARTS		0.00	
VIN 261M155K07			
JOB # 5 TOTAL LABOR & PARTS		0.00	
HISC CODE DESCRIPTION CONTROL NO. WARRANTY			
JOB # 5 RUN RENTAL			
TOTAL HISC		0.00	
ESTIMATE			
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF		30.00 (+TAX)	
COMMENTS			
CLO			
PAGE 1 OF 2		ACCOUNTING COPY (CONTINUED ON NEXT PAGE) 07-53307	

&lt;- Back

Forward -&gt;

Document ID# 1873109  
2007 Chevrolet Malibu

Feedback

Print

**Subject:** L61 Engine Front End Wobble or Vibration on Acceleration  
(Refer to SI Procedure for Powertrain Mount Balance -  
Lower Mount) #06-06-01-025 - (11/17/2006)



**Models:** 2004-2007 Chevrolet Malibu (Sedan)  
with Ecotec™ 2.2L I-4 Engine (VIN F -- RPO L61)

### Condition

Some customers may comment on a wobble (side to side motion) on moderate acceleration from a stop (up to about 48 km/h (30 mph)).

### Cause

This condition may be caused by the powertrain mount being incorrectly loaded.

### Correction

**Important:** Do not replace the drive axles for this condition.

The powertrain mounts are loaded and must be neutralized.

**Important:** It is not necessary to start the engine and put vehicle into drive and reverse before re-torquing the through bolts. The powertrain will neutralize when both through bolts are loosened.

Refer to Powertrain Mount Balance - Lower Mount in SI and follow the balance procedure for the lower powertrain mounts.

### Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
K9511*	Balance Procedure - Powertrain Mounts, Lower	0.3 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

# Don's BODY SHOP

Don Hanville • 9900 E. Harbor Road  
P.O. Box 153 • Lakeside, Ohio 43440  
(419) 798-4695 • Fax (419) 798-4647

EPA # OHIO 151406717  
Federal ID #34-1539505

## Estimate of Repairs

NAME [REDACTED] DATE 9-22-07  
STREET [REDACTED] PHONE [REDACTED]  
CITY, STATE Marblehead, Oh CLAIM# [REDACTED] INS. CO. [REDACTED]

YEAR - MAKE - MODEL		COLOR	SERIAL NO.			
07 Cherry Malibu		red met	1G1Z558FXE [REDACTED]			
REPAIR	REPLACE	PARTS NECESSARY & ESTIMATE OF LABOR REQUIRED		PARTS & MATERIAL	LABOR HOURS	REFINISH HRS.
		I am DON HANVILLE owner of Don's Body Shop in Marblehead. We repaired a 07 Malibu in Sept 07 do to damage on left side In the clean up process I noticed damaged on rt side. 1. ft cover rt side 2. rt rocker molding 3. rt ft door 4. rt side rear bumper cover 5. rt ft door mirror edge It appears someone tried to rub scratches out compound in cracks.  Donald R Hanville				
		SUBTOTAL OF HOURS				
		SUBTOTALS				

The above report is based on our inspection and does not cover additional parts or labor which may be required after the work has been opened up. Occasionally after the work has been started, damaged or broken parts are discovered which are not evident on the first inspection. Because of this, above prices cannot be guaranteed. This estimate is for immediate acceptance only.

TOTAL  
SALES TAX  
TOWING

Always at Your Service! 24-Hour Emergency Towing 7 Days a Week

GRAND TOTAL



# RETAIL LEASE ORDER



## SHARPNACK II

CHEVROLET-PONTIAC-BUICK, INC.

1330 South Conwell Avenue Willard, Ohio 44890

Phone: (419) 935-0194

LESSOR: GMAC

LESSEE'S NAME: [REDACTED]

DATE: 07/23/2007

STOCK NO. 07751

ADDRESS: [REDACTED]

PHONE: [REDACTED]

CITY: MARBLEHEAD

COUNTY: OTTAWA

STATE: OH

ZIP: [REDACTED]

SALESPERSON: TIMOTHY HOWELL

Pursuant to the terms and conditions listed herein, the undersigned lessee hereby agrees to lease the listed vehicle from or through a third party if Dealer can obtain third party approval.

ENTER MY ORDER FOR ONE ☐ NEW ☐ USED ☐ CAR ☐ TRUCK ☐ DEMONSTRATOR ☐ RENTAL VEHICLE ☐ FACTORY OFFICIAL

YEAR	MAKE	MODEL	BODY TYPE	COLOR	TRIM
2007	CHEVROLET	MALIBU	4D LS	RED	LS
MVI OR SERIAL NO.	TO BE DELIVERED ON OR ABOUT		STOCK NO.		
1G17S58EY7C	07/23/2007		07751		

REMARKS:	THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS:
<input type="checkbox"/> SEE VEHICLE DELIVERY REPORT ATTACHED	1. The number of months this closed-end lease is for: 39
<input type="checkbox"/> SEE SPOT DELIVERY AGREEMENT ATTACHED	2. The number of miles you may drive per year is: 12000
<input type="checkbox"/> SEE USED VEHICLE LIMITED WARRANTY ATTACHED	And over the entire lease without an additional charge is: 39000
	Charge you will pay for each mile over the amount listed: \$ 0.20
	3. Your approximate monthly payment will be: \$ 207.69
	4. The approximate capitalized cost will be: \$ 3282.65

TRADE-IN VEHICLE		DUE AT DELIVERY		AMOUNT
YEAR	MAKE	CAPITALIZED COST REDUCTION		
2001	CHEVROLET			3282.65
MODEL		FIRST PAYMENT		207.69
MALIBU				
VIN		SECURITY DEPOSIT		N/A
1G1ND52J116				
MILEAGE		TITLE FEE		N/A
55338				
PAYOFF TO:		REGISTRATION FEES		N/A
PAYOFF GOOD THRU:		TAX ON CAPITAL COST REDUCTION		97.50
ACCOUNT NO.:		USE TAX		N/A
TRADE IN ALLOWANCE	5000.00			
PAYOFF AMOUNT	2912.16			
NET TRADE IN ALLOWANCE	1782.65			
REBATE	1500.00			
DEPOSIT	N/A	TOTAL DUE AT DELIVERY		3597.84
	N/A			
TOTAL CREDIT	3282.65	LESS CREDITS		3282.65
		BALANCE		305.19

**NEGATIVE EQUITY DISCLOSURE:**  
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 capitalized cost be increased by \$ 117.10 to cover negative equity from my trade-in/the amount owed on my lease turn-in.

☒ IS ☐ IS NOT refundable, subject to the conditions on the reverse side and the following:

**DEPOSIT RECEIPT**  
Dealer hereby acknowledges receipt of the sum of \$ 117.10 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

**ODOMETER MILEAGE STATEMENT**  
The odometer of the above-described vehicle now reads 47 miles/kilometers and is accurate unless checked below. ☐ Odometer mileage is not accurate. Refer to the Federal Mileage Statement for full disclosure.

**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 CONTRATO. 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 Document and any documents incorporated herein comprise the entire agreement affecting this Retail Lease Order 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 Document. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.



# DEPARTMENT OF PUBLIC SAFETY

POWER OF ATTORNEY TO TRANSFER OWNERSHIP AND ATTESTATION OF MILEAGE AND IDENTITY FOR THE TRANSFER OF OWNERSHIP OF A VEHICLE TO OR FROM A MOTOR VEHICLE DEALER LICENSED BY CHAPTER 4517 PURSUANT TO OHIO REVISED CODE 4505.032 AND APPLICATION FOR CERTIFICATE OF TITLE.

## ASSIGNMENT OF OWNERSHIP

I (we) certify the vehicle or watercraft or outboard motor described in this statement was delivered on 07-23-07 for the price of \$ 17100.00 to: [REDACTED] Is Seller a Minor? ☐ Yes ☒ No

Transferee's / Buyer's printed name

Transferee's / Buyer's printed address

HARBLEHEAD OH

Warning to transferor and transferee (seller and buyer). You are required by law to state the true selling price. A false statement is in violation of section 2921.13 of the Ohio Revised Code and is punishable by six months imprisonment and a fine of up to one thousand dollars or both. All transfers are audited by the Department of Taxation. The seller and buyer must provide any information requested by the Department of Taxation. The buyer may be assessed any additional tax found to be due.

Picture ID Issued From State of:

Operator License Number or Identity Number:

Current Titled Owner(s) Name:

VIN

Year

Make

Model

SHARPNACK II CHEV-OLDS INC.

1G17S58Y7F

2007

CHEVROLET

MAINTENANCE

Current Title Type:

☒ Regular

☐ Salvage

☐ Off Road

This vehicle was a (if applicable):

☐ Former Law Enforcement

☐ Former Taxi

☐ Flood Vehicle

Federal and State laws require that you state the mileage in connection with transfer of ownership. Failure to complete or providing false information may result in fines and/or imprisonment.

I (we) certify to the best of my (our) knowledge that the odometer now reads

☐

☐

☐

☐

☐

☐

no tenths miles

and is the actual mileage of the vehicle unless one of the following statements is checked:

☐ The mileage stated is in excess of the mechanical limits.

☐ The odometer reading is not the actual mileage  
WARNING - ODOMETER DISCREPANCY

## TRANSFEE'S / BUYER'S ACKNOWLEDGEMENT OF ABOVE ODOMETER CERTIFICATION

X

Transferee's / Buyer's or Applicant's printed name

Transferee's / Buyer's signature

I/We, the current titled owner or applicant, appoint \_\_\_\_\_ as my true and lawful attorney-in-fact to execute any and all applications for assignment of Certificate of Title for the motor vehicle listed above. I attest to the above odometer reading.

I warrant the title to be free of all liens.

X

SHARPNACK II CHEV-OLDS INC.

Transferor's / Seller's printed name

Transferor's / Seller's signature

X

1330 S CORWELL AVE

Transferor's / Seller's printed address

HILLARD OH 44530

NOTE: All blank spaces above must be completed before acknowledgement. If not applicable, insert NA or NONE in the space provided.

Sworn to and subscribed in my presence by \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ yr \_\_\_\_\_

My commission expires \_\_\_\_\_ yr \_\_\_\_\_

(seal) Clerk, Deputy Clerk of Courts Notary \_\_\_\_\_

Witness by Dealer or Salesperson

## APPLICATION FOR CERTIFICATE OF TITLE (Type or Print in Ink) Fee of \$5.00 for failure to apply for title within 30 days of assignment.

Check type of application(s): ☒ Motor Vehicle ☐ Memorandum ☐ Watercraft ☐ Outboard Motor ☐ Salvage ☐ Replacement

Applicant's printed name V.A.U.L. TRUST

SSN/EIN 51-6499362

Applicant's printed address 25000 COUNTRY CLUB BLVD #340A NORTH OLINSTEAD OH 44070-8012 STREET CITY ZIP COUNTY

Purchase Price \$ \_\_\_\_\_ Trade In Allowance \$ 5000.00 Gross Tax Due \$ N/A Vendor's Discount \$ N/A

Tax Paid \$ 490.90 Tax exemption: ☒ Yes Reason LEASE LD006320-02 Dealer's Permit Number 34-1701946

Vendor's Number 39-010053

Condition of vehicle or watercraft or outboard motor (check only one): ☒ Good ☐ Fair ☐ Poor ☐ Wrecked

LIEN INFORMATION: If no lien, state "none". If more than one lien, attach statement of all additional liens.

Lienholder GMAC

Address PO BOX 8133

I (we) state that all information contained in this application is true and correct.

Is Applicant a Minor? ☐ Yes ☐ No

Applicant's signature X

☐ Printed ☐ Non Printed

# CONFIRMATION OF ACCIDENTAL PHYSICAL DAMAGE INSURANCE

To provide protection against serious financial loss should an accident or damage occur, I understand that my instalment contract requires that the vehicle be continuously covered with insurance against the risks of fire, theft and collision. Accordingly, I have arranged for the required insurance through the insurance company shown below and have requested that the policy contain a loss payable endorsement in favor of the holder of my contract located at:

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

BR # \_\_\_\_\_

NAMED INSURED		FIRST	MIDDLE	LAST		
ADDRESS		NUMBER	STREET	CITY	STATE	ZIP CODE
TEL. NO.		DRIVERS LICENSE #				

GMAC ACCOUNT NUMBER
---------------------

NAMED PURCHASER:		FIRST	MIDDLE	LAST		
ADDRESS		NUMBER	STREET	CITY	STATE	ZIP CODE
TEL. NO.						

## VEHICLE INSURED:

YEAR	MAKE	BODY	MODEL	VEHICLE IDENTIFICATION NUMBER
2007	CHEVROLET	4D LS	MALIBU	1G1ZS58FX7F

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

## INSURANCE AGENT

PLEASE PRINT CLEARLY FULL AND EXACT ADDRESS TO APPEAR IN WINDOW ENVELOPE

NAME	BAXTER INS SERVICE		
MAILING ADDRESS			
CITY	STATE	ZIP CODE	
AGENT'S TELEPHONE NUMBER	(419) 734-9193		

## INSURANCE CARRIER

PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER

NAME	ALLSTATE		
POLICY NUMBER	0 92 604915		
DATE THIS VEHICLE COVERED		FROM 07/01/07 TO 01/01/08	
		COVERAGE	

## AGENTS COMMENT

--

☐ Collision \$ \_\_\_\_\_ Deductible  
Type: ☐ BROAD FORM OR STANDARD  
☐ LIMITED (NOT ACCEPTABLE)  
☐ Comprehensive \$ \_\_\_\_\_ Deductible  
☐ Fire-Theft

NAMED INS  
SIGNS

07/23/2007

DATE

# GMAC SMARTLEASE® AGREEMENT — Monthly Payment

LESSEE (and CO-LESSEE) ("You") name and address, including county

Garaging address (if different)

LESSOR (Retailer)

MARBLEHEAD OH 43440

N/A

Principal driver (if business use)

N/A

WILLARD OH

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front of this lease. "We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

- ☒ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to General Motors Acceptance Corporation ("GMAC").
- ☐ If this box is checked, GMAC helped to arrange this lease and Lessor (Retailer) will assign it and sell the vehicle to Central Originating Lease Trust.
- ☐ If this box is checked, Lessor (Retailer) will assign this lease and sell the vehicle to N/A.
- ☐ If this box is checked, Lessor (Retailer) intends not to assign this lease.

## THE VEHICLE YOU ARE LEASING

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	
NEW	2007	CHEVROLET MALIBU	4D LS	1G1ZS58FX7F	47	<input type="checkbox"/> Personal, Family, or Ho

Dealer Installed Options:

GVW (if truck)

## FEDERAL CONSUMER LEASING ACT DISCLOSURES

<b>1. Amount Due at Lease Signing or Delivery (Itemized Below)*</b> \$ 3587.84	<b>2. Monthly Payments</b> Your first monthly payment of \$ 207.69 is due on 07/23/2007. \$ 207.69, followed by 38 payments of \$ 207.69 due on the 23rd of each month. The total of your monthly payments is \$ 8099.91	<b>3. Other Charges (not part of your monthly payment)</b> Disposition fee (if you do not purchase the vehicle) \$ N/A Total \$ N/A
---	---	---

### 5. Amount Due at Lease Signing or Delivery:

### \*Itemization of Amount Due at Lease Signing or Delivery

a. Capitalized cost reduction	\$ 3282.65
b. First monthly payment	\$ 207.69
c. Refundable security deposit	\$ N/A
d. Title fees	\$ N/A
e. Registration fees	\$ N/A
f. Sales/use tax	\$ 97.50
g. N/A	\$ N/A
h. N/A	\$ N/A
i. N/A	\$ N/A
j. Total	\$ 3587.84

### 6. How the Amount Due at Lease Signing or Delivery will

- a. Net trade-in allowance
- b. Rebates and noncash credits
- c. Amount to be paid in cash

### 7. Your monthly payment is determined as shown below:

- a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 17100.00) and any items you pay for over the lease term (such as service co insurance, and any outstanding prior credit or lease balance)
- b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost
- c. Adjusted capitalized cost. The amount used in calculating your base monthly payment
- d. Residual value. The value of the vehicle at the end of the lease used in calculating your base monthly payment
- e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term
- f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts
- g. Total of base monthly payments. The depreciation and any amortized amounts plus the rent charge
- h. Lease payments. The number of payments in your lease
- i. Base monthly payment
- j. Monthly sales/use tax (estimated)
- k. Total monthly payment

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 9657.90 plus official fees and taxes.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 9657.90 plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges.

### 11. ITEMIZATION OF GROSS CAPITALIZED COST.

a. Agreed upon value of the vehicle	\$ 17100.00
b. GMAC administrative fee	+ \$ 595.00
c. License/registration/title fees	+ \$ N/A
d. Sales tax	+ \$ 490.90

**16. CHARGE FOR FINES.** If the government places a fine promptly, we may pay it. Each time we pay a fine, you will pay the same amount.

**17. SCHEDULED LEASE END DATE.** This lease is scheduled to end on 07/23/2010. You are scheduled to return the vehicle on this date.

gross Capitalized Cost = \$ 18185.90  
2001 CHEVROLET MALIBU  
(year) (make) (model)  
\$ 5000.00  
\$ 2912.16  
\$ 2087.84  
will pay all government license, title, registration, testing,  
will pay all taxes on the lease or the vehicle that the  
or us (except our net income taxes). We may change  
a may bill you separately for official fees and taxes.  
1ST PAY DURING LEASE \$ 588.40  
a higher or lower depending on tax rates in effect or the  
id.  
\$ N/A  
\$ N/A  
\$ N/A  
capitalized cost reduction) \$ 588.40  
\$ N/A  
\$ N/A  
\$ N/A  
\$ N/A  
\$ N/A  
\$ N/A

miles/year. ☒ Low mileage: 12,000 miles/year.  
1-duty truck (gasoline): 25,000 miles/year  
1-duty truck (diesel): 35,000 miles/year  
/A extra miles at \$ N/A per mile. If this lease ends  
t is due, we will credit you with \$ N/A per mile for  
I be no credit if the lease ends early, you buy the  
meter at Lease End is 39047 miles.  
47 miles  
+ 39000 miles  
+ N/A miles  
ss mileage charge is \$ 0.20 per mile for each mile  
ax. If the lease ends early and the vehicle is not a total  
charge will not be more than residual value minus the  
mileage charge if you buy the vehicle.  
a monthly payment in full within 10 days after it is due,  
rt of the payment that is late.

This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to  
and signed by you and us. No oral changes are binding.  
BY: X CO-LESSEE: X  
any of our rights under this lease without losing them.  
GN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.  
ND RECEIVED A COPY AT WILLARD OH ON 07 23 2007  
(city) (state) (month) (day) (year)  
BY: X  
-OLDS INC. SIGNATURE AND TITLE: X  
it in this lease to the party identified in this lease as the intended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to  
ement\*). Lessor also assigns all right, title, and interest in the leased vehicle to the party identified in this lease as the intended assignee, or its designee,  
DS INC. BY: X TITLE:  
OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST.

You are scheduled to return the vehicle on this date. (month) (day) (year)  
18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning on  
the eighth day after scheduled lease end date.  
19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical  
damage policies that meet our requirements (see the other side) are in force on the date of this  
lease as follows:  
Insurance company name: ALLSTATE  
Insurance agency name: BAXTER INS SERVICE  
Agency address:  
Agency phone no.:  
Agent's name:  
Policy no.: ☒ Liability ☒ Physical damage  
Deductibles: Collision \$ Comprehensive \$  
Insurance company name:  
Insurance agency name: N/A  
Agency address: N/A  
Agency phone no.: N/A  
Agent's name: N/A  
Policy no.: N/A ☐ Physical damage  
Deductibles: Collision \$ N/A Comprehensive \$ N/A  
20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability  
insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include  
the premium in your base monthly payment. A notice you receive when you sign this lease describes the  
coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.  
Insurer name: N/A  
Address: N/A  
☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A  
Coverage limit \$ N/A  
☐ Disability insurance (Lessee only) Premium \$ N/A  
Monthly coverage limit \$ N/A  
LESSEE'S SIGNATURE: X N/A Age  
CO-LESSEE'S SIGNATURE: X N/A Age  
21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty  
checked below.  
☒ Standard manufacturer's warranty  
Warranty papers that are separate from this lease state any coverage limits.  
The law gives you a warranty that the vehicle conforms to the description in this lease.  
THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO  
IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE  
VEHICLE IS FIT FOR A PARTICULAR PURPOSE.  
22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.  
Name N/A Term N/A months, N/A miles  
Name N/A Term N/A months, N/A miles  
If you are buying a service or maintenance contract now, you may pay for it at lease signing. If  
you do not, the price will be in the capitalized cost and you will pay rent charges on the price.

COMPLETION OF THIS FORM IS REQUIRED WHILE PROPER TITLE  
AND REGISTRATION IS BEING OBTAINED AND MUST BE REPORTED  
TO THE BUREAU WITHIN 48 HOURS OF SALE O.R.C. 4503.182

APPLICATION NUMBER

JP 43066

PURCHASE DATE 07/23/2007		ISSUE DATE 07/23/2007		EXPIRATION DATE 08/21/2007		DEALER PERMIT # ND001957		FEE \$10.50		TEMPORARY TAG # [REDACTED]		
PURCHASER / LESSEE NAME (FIRST, M.I., LAST) [REDACTED]						ADDITIONAL PURCHASER NAME (FIRST, M.I., LAST)				OWNER TYPE (SEE BELOW)		
OR BUSINESS NAME [REDACTED]						OR LESSOR BUSINESS NAME V A I I TRUST				VEHICLE SERIAL # 1G1ZS58FX7E [REDACTED]		
SS#/TAX ID # REQUIRED OR WRITE NON-CITIZEN						SS#/TAX ID # REQUIRED OR WRITE NON-CITIZEN				VEH YEAR 2007		
										VEH MAKE CHEVROI		
										VEH TYPE 4D LS		
HOME ADDRESS - NO PO BOXES [REDACTED]						HOME ADDRESS - NO PO BOXES				NAME OF ISSUING DEALERSHIP SHARPNACK IT CHEV-OLDS INC		
CITY MARBLEHEAD			STATE OH		ZIP [REDACTED]		CITY		STATE		ZIP	
OR BUSINESS ADDRESS - NO PO BOXES						LESSOR BUSINESS ADDRESS - NO PO BOXES 25000 COUNTRY CLUB BLVD #340 WILLARD				CITY OH		
CITY			STATE		ZIP		CITY		STATE		ZIP	
						ALL BOXES PERTAINING TO PURCHASE MUST BE COMPLETED						

## PROOF OF FINANCIAL RESPONSIBILITY

I AFFIRM THAT THE OWNERS (OR LESSEES OF LEASED VEHICLE) NOW HAVE INSURANCE OR OTHER PROOF OF FINANCIAL RESPONSIBILITY COVERAGE (FR COVERAGE) COVERING THIS VEHICLE AND WILL NOT OPERATE OR PERMIT THE OPERATION OF THIS VEHICLE WITHOUT FR COVERAGE. BY SIGNING THIS I ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE FINANCIAL RESPONSIBILITY NOTICE PRINTED ON THE OTHER SIDE OF THIS APPLICATION.

**(SIGNATURE OF PURCHASER(S))**

~~07/23/2007~~  
DATE

OWNER TYPE CODES: 0-SINGLE 1-JOINT 2-COMMERCIAL 4-LEASED 6-RENTAL 7-TRUST FUND

MAIL ORIGINAL TO: OHIO BUREAU OF MOTOR VEHICLES, TEMPORARY TAG UNIT, P.O. BOX 182154, COLUMBUS, OHIO 43218-2154

BMV 4349 2/06

GREEN COPY - CUSTOMER

RED COPY - DEALER

**BBB AUTO LINE  
Customer Claim Form**

Case number: CHV0831728  
Contact Date: 01/22/08  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]		
Mailing address: [REDACTED]		
City: Marblehead	State: OH	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone:	Cell phone:
Fax:	E-mail address: [REDACTED]	

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2007	Current mileage: 3900
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Sharpnack, Willard, OH			
Primary Servicing dealer/city/state: FOSTER CHEVROLET-OLDS-CADILLAC,			
Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/28/07		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no		Date of accident:	
Description of damage: Veh. was damaged prior to purchase.			

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

The customer would like the manufacturer to replace the vehicle with a brand new one at no additional cost to him or repurchase the vehicle buy him out and refund his money. Chevrolet file number: 71-588395359
---

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

VEHICLE IDENTIFICATION NUMBER <u>1G1ZS58FX7F</u> [REDACTED]	
Lienholder/Leasing Company <u>GMAC</u>	Phone Number <u>1-800-200-4622</u>
Account Number [REDACTED]	

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: CHV0831728

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Vehicle vibrates & wobbles from side to side		4		yes
Muffler problem- veh. makes a roaring sound		3		yes

 Total days out of service for all problems: 19

 Signature of Titled Owner(s) 

 Date 1-25-08

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

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

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



## STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number  
71-588395359Customer Name  
[REDACTED]

Worksheet Filled Out By:

Heidi Stecker

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

1G1ZS58FX7F [REDACTED]

Date:

June 5, 2008

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	<b>To calculate usage:</b>	1	Base Price	\$0.00	1	Down Pmt / Cap Cost Reduction	\$2,087.84	includes 1st
2	Use ONLY one of the 4 methods in this column or	2	Conversion / Upfit cost	\$0.00	2	Pmts (10 pymts @ \$207.69)	\$2,076.90	10 pymts @
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees	\$0.00	3	Reg./Lic./Title Fees (leases only)	\$0.00	
4		4	State Fees	\$0.00	4	Tax (leases only)	\$0.00	
5	<b>A. USAGE USING L.L. FORMULA</b>	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	
6	Base Price/Total Repurch Price	6	Sales Tax	\$0.00	6	Other-Explain	\$0.00	
7	Mileage	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00	
8	Denominator	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00	
9	<b>Usage</b>	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00	
10		10	<b>Total Purchase Price</b>	<b>\$0.00</b>	10	<b>Total Additions</b>	<b>\$4,164.74</b>	
11	<b>B. USAGE - NEGOTIATED</b>	11			11			
12	waived per OH Lemon Law	12	<b>* Usage/Depreciation</b>	<b>\$0.00</b>	12	<b>* Usage/Depreciation</b>	<b>\$0.00</b>	
13		13	Damage	\$0.00	13	Damage	\$0.00	
14	<b>C. USAGE USING CENTS/MILE</b>	14	Late charges	\$0.00	14	Late charges	\$0.00	
15	Mileage	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00	
16	Cents per mile	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00	
17	<b>Usage</b>	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	<b>D. USAGE-CALIFORNIA ONLY</b>	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	<b>"Actual Price Paid" (Base)</b>	22	<b>Total Deductions</b>	<b>\$0.00</b>	22	<b>Total Deductions</b>	<b>\$0.00</b>	
23	Mileage	23			23			
24	<b>Usage</b>	24	<b>Repurchase Subtotal</b>	<b>\$0.00</b>	24	<b>Total Refund to Customer</b>	<b>\$4,164.74</b>	
25	<b>OR</b>	25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$13,545.06	
26	Payment/Lease-Used when financed.	26	<b>Total Refund to Customer</b>	<b>\$0.00</b>	26	(GMAC=DL quote) good thru 06-22-08		
27	<b>"Actual Price Paid" (Pmt/Lease)</b>	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00	
28	Mileage	28	<b>Total Repurchase</b>	<b>\$0.00</b>	28	<b>Total Repurchase</b>	<b>\$17,709.80</b>	
29	Any ext service contract (CA only)	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00	
30	<b>Usage</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>	
31		31	<b>Projected Loss</b>	<b>\$0.00</b>	31	<b>Projected Loss</b>	<b>\$17,709.80</b>	
	PURCHASE PRICE (before t/t/t)		TRADE ALLOWANCE	\$ 5,000.00		PURCHASE PRICE	\$ 17,100.00	
	MSRP ( FROM BARS INVOICE)		PAYOFF OF TRADE	\$ 2,912.16		INCENTIVE* (from BARS)	\$ 1,500.00	
	<b>DIFFERENCE</b>		<b>DIFFERENCE</b>	<b>\$ 2,087.84</b>		OVERALLOWANCE	\$ -	
	if positive look for over allowance		if negative=negative equity			<b>ACTUAL PRICE</b>	<b>\$ 15,600.00</b>	
			<b>TRADE ALLOWANCE</b>	<b>\$ 5,000.00</b>				
			ACV OF TRADE	\$ 5,000.00		Do not include fuel fill credit		
	Authorized Signature		<b>DIFFERENCE</b>	<b>\$ -</b>		Include GM card points		
	Date		ACV=actual cash value					

[illegible]

**ADR File Checklist**

**SR Number: 71-588395359**

**BBB Case: CHV0831728**

**Customer:** [REDACTED]

**VIN: 1G1ZS58FX7F** [REDACTED]

**Make/Model/Year: Chevrolet/Malibu/2007**

**In Service: 7/23/07**

**Mileage: 3,900**

**Received Date: Jan. 22/08**

**Day 15 Date: Feb. 5/08**

**Goes Active:**

**Primary Concern: Vibration**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 1/22/08 12:15 pm /**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 1/22/08 12:17 pm /**

☐ **Dealer Finance Mgr**

**Completion Date/Time: /**

☒ **AVM**

**Completion Date/Time: 1/22/08 12:18 pm /**

☒ **Repair Orders Requested:**

**Received: 1/22/2008**

☒ **Sales Documents:**

**Received: 1/22/2008**

☒ **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: Feb. 29/08**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time: 4/16/08 01:58 pm /**

**Executive Summary**

**Completion Date/Time: 4/16/08 02:00 pm /**

**Close Siebel**

**Completion Date/Time: 4/16/08 02:20 pm /**

**DVM: Joe Seock**

**Node/Box: 630092-8201**

**Service Dealer: Foster Chevrolet**

**Svc Mgr: Chris Capucini**

**Sharpnack II Chevrolet**

**Tom Burger**

**Selling Dealer: Sharpnack II Chevrolet**

**Contact: Tom Burger**

**NOTES:**



## BBB AUTO LINE

### ACCEPTANCE OR REJECTION OF DECISION

Date: 03/29/08

Case Number: CHV0831728

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 OH 1G1ZS58FX7F [REDACTED]

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

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

Please check one of the following.

\_\_\_\_\_ I ACCEPT THE ARBITRATION DECISION. I understand this means:

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

\_\_\_\_\_ I REJECT THE ARBITRATION DECISION. I understand this means:

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

Signature(s) of Titled Owner(s): \_\_\_\_\_

Date: \_\_\_\_\_

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

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



## BBB AUTO LINE

March 29, 2008  
Re:m04 CHV0831728: [REDACTED] vs Chevrolet Motor Division  
1G1ZS58FX7F [REDACTED]

PATRICIA CHANDLER  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

Enclosed is the arbitrator's *Decision* and *Reasons for Decision* for your case.

The customer has been sent an *Acceptance/Rejection Form* and has 14 days to return the form to the BBB AUTO LINE. For good cause the BBB AUTO LINE may extend this time frame. We will notify you as soon as we know whether the customer has accepted or rejected the *Decision*.

If you have any questions about the decision or if I may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,

John Ryan at Extension 529



## Interim Repair Decision

Submitted Date: 03/28/08

CHV0831728

VIN: 1G1ZS58FX7F [REDACTED]

Customer: [REDACTED]

Hearing Date: 02/29/08

Arbitrator: Nicholas K Shultz

### Question 1

Vehicle (Year/Make/Model):

2007 Chevrolet Malibu

### Question 2

The manufacturer shall repair, within 30 days from the manufacturer's receipt of the customer's acceptance of this Decision, the following components/symptoms in the above named ("vehicle") owned or leased by the customer.

(List all components/symptoms to be repaired)

- a Vibration concern on acceleration
- b
- c
- d
- e
- f
- g
- h
- i
- j

The manufacturer will contact the customer to make all arrangements for the completion of these repairs which shall take place at a dealership chosen by the manufacturer.

The customer will have 30 days to test drive the vehicle after the repairs have been completed. If the repairs are not completed properly, the customer must notify the BBB in writing before the test drive period expires. The arbitrator will be informed and will make a decision in your case. Before making a decision, the arbitrator(s) will reconvene the hearing. If the customer does not notify the BBB within the test drive period, this decision will become final.

CASE: CHV0831728

Arbitrator: Nicholas K Shultz

Customer: [REDACTED]

Date: 03/28/08



## Reasons for Decision

Submitted Date: 03/28/08

CHV0831728

VIN: 1G1ZS58FX7F [REDACTED]

Customer: [REDACTED] Hearing Date: 02/29/08

Arbitrator: Nicholas K Shultz

### Question 1

It is determined that a { Please list below } decision is a fair resolution of this dispute.

Interim repair decision

- b For the following reasons, the decision listed above is a fair resolution of this dispute. (If relevant, explain how lemon law standards apply to the facts in this case)**

The Ohio lemon law covers:

(1) a passenger car,

(2) a noncommercial motor vehicle, or

(3) those parts of any motor home that are not part of the permanently installed facilities used for cold storage, cooking, eating and sleeping. A "passenger car" is any motor vehicle that is designed and used for carrying not more than nine persons and includes any motor vehicle that is designed and used for carrying not more than fifteen persons in a ridesharing arrangement. Guidance from the

Attorney General's Office indicates that a pick-up truck used exclusively for business purposes is not covered by the lemon law.

A "noncommercial motor vehicle" is any motor vehicle, including a farm truck, that is designed by the manufacturer to carry a load of no more than one ton and is used exclusively for purposes other than engaging in business for profit.

The lemon law covers the following "consumers":

1. The purchaser, other than for purposes of resale, of a motor vehicle;
2. Any lessee of a motor vehicle for 30 days or more while title remains in the name of a person other than the user;
3. Any person to whom the vehicle is transferred during the duration of the manufacturer's written vehicle warranty; and
4. Any other person entitled by the terms of the warranty to enforce the warranty.

The lemon law appears to cover a subsequent transferee if the vehicle is acquired during the warranty period.

The lemon law does not apply to vehicle converters.

The lemon law covers any "nonconformity", which it defines as a defect or condition that:

1. Substantially impairs the use, value, or safety of a motor vehicle to the

consumer; and

2. Does not conform to the express written warranty of the manufacturer or distributor.

The lemon law provides the manufacturer an affirmative defense if the manufacturer can show that the nonconformity is the result of abuse, neglect, or unauthorized modification or alteration of the passenger motor vehicle by anyone other than the manufacturer, its agent or authorized dealer.

If a vehicle does not conform to the manufacturer's written new vehicle warranty and the consumer reports the nonconformity to the manufacturer, its agent or authorized dealer during the period of one year following the date of original delivery or during the first 18,000 miles of operation - whichever is earlier - the manufacturer, its agent or authorized dealer must make any repairs necessary to conform the vehicle to the warranty. Repairs must be made even after the expiration of the one year or 18,000 mile period.

If the manufacturer or dealer is unable to conform the vehicle to the manufacturer's written vehicle warranty by repairing or correcting any nonconformity after a reasonable number of repair attempts, the manufacturer must (at the consumer's option) replace the vehicle with a new vehicle acceptable to the consumer or repurchase the vehicle.

The lemon law establishes a presumption for determining whether the manufacturer had a reasonable number of attempts to repair. Case law<sup>1</sup> interprets the lemon law's presumption as establishing a definition that a reasonable number of repair attempts has been made if, during the period of one year following the date of original delivery or during the first 18,000 miles of operation, whichever is earlier, any of the following occurs:

1. Substantially the same nonconformity has been subject to repair three or more times and either continues to exist or recurs;
2. The vehicle is out of service by reason of repair for a cumulative total of thirty or more calendar days;
3. There have been eight or more attempts to repair any nonconformity; or
4. There has been at least one attempt to repair a nonconformity that results in a condition that is likely to cause death or serious bodily injury if the vehicle is driven, and the nonconformity either continues to exist or recurs.

The lemon law provisions authorizing a civil action under the lemon law do not apply to a consumer who has not first used an informal dispute settlement mechanism if:

<sup>1</sup> Royster v. Toyota Motor Sales, U.S.A., Inc., 92 Ohio St. 327, 750 N.E.2d 531 (2001); Temple v. Fleetwood Enterprises, Inc., 133 Fed. Appx. 254, 2005 U.S. App. LEXIS 9992 (6th Cir. 2005).

1. The mechanism qualifies under rules promulgated by the Attorney General; and
2. The consumer receives timely notification, in writing, of the availability of the mechanism, along with a description of its operation and effect. If a qualified mechanism does not exist, if the consumer is dissatisfied with the decision produced by a qualified mechanism, or if the manufacturer, its agent or authorized dealer fails to promptly fulfill the decision, the consumer may bring a civil action in court.



The consumer and the manufacturer agreed to arbitration by the Better Business Bureau Autoline for the following concerns:

Vehicle vibrates and wobbles from side to side  
Muffler makes a roaring sound

Testimony and evidence was presented by both parties regarding these concerns.

**Vibration Concern:**

Evidence was introduced indicating that the vehicle was presented to the manufacturers servicing dealer for a vibration concern in the front end at 945 miles (r.o. #cvcs237416, 08-08-07). The Repair order reflects that a Brake pulsation was addressed. There is no mention of a vibration in the front end beyond the brake concern. A concern with a hesitation on acceleration was also addressed at this time.

A representative of GM met with the consumer in mid-October (no repair order available) to address the concerns the consumer was having with the vehicle. The GM representative indicated to the consumer that the problems were normal characteristics of that particular vehicle.

Consumer presented vehicle to manufacturers servicing dealer on 12-27-08 (R.O.# CVCS214970) for a chugging sensation on light acceleration. The servicing dealer believed the problem to be a tire concern and replaced three tires.

The consumer presented a Technical Service Bulletin - ID # 1873109 regarding a known vibration concern regarding vehicles such as the vehicle involved in this arbitration. The article presents a purposed resolution to the concern.

The consumer presented the vehicle for repairs to the manufacturers servicing dealer on 01-09-08 (R.O. # CVCS215467), The repair order does not indicate that the servicing dealer made an attempt to resolve the concern but it does indicate that they observed the consumers condition.

The consumer indicated during testimony that indeed the servicing dealer had made an attempt to resolve the concern on the above repair order. However, as stated before, the repair order does not support this claim.

There is no other supporting documentation regarding this concern.

**Roaring noise from exhaust:**

The consumer presented one supporting document regarding the roaring concern from the exhaust. Repair Order #CVCS215467 dated 01-09-08. The manufacturers servicing dealer could not verify an abnormal condition regarding this matter.

During the arbitration the consumer and myself performed a road test. The weather and road conditions were very bad on the day of the hearing and I was unable to verify any of the consumers concerns. Therefore I ordered an independent inspector road test the vehicle. Magoos automotive consultants performed this inspection. The ASE Master Certified inspector was unable to verify the concern with the roaring exhaust. However he did identify a vibration on acceleration concern. The technician believed that the problem was in the front end of the vehicle.

**Decision:**

It is obvious that a vibration problem exists with this vehicle. Nonetheless the documentation presented at the time of the hearing indicates that only two repair attempts were performed regarding this issue. There were two repair attempts if I consider the first repair attempt as a vibration concern. Although the first repair order only indicates a brake pulsation. Two repair attempts for the same non-conformity does not meet the standards set forth in the Ohio Lemon Law. Therefore it I must order another repair attempt to in an effort to resolve this non-conformity.

**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.

N/A

**Question 3**

Please indicate the cumulative number of days the vehicle was out of service for all problems

9

**Question 4**

Was final notice given? (Yes / No / Not Applicable)

N/A

**Question 5**

Please identify the mileage on the vehicle at the time of the hearing/inspection:

**CASE: CHV0831728**

**Arbitrator: Nicholas K Shultz**

**Customer:** [REDACTED]

**Date: 03/28/08**

TO: Patricia Chandler COMPANY:



# FACSIMILE TRANSMISSION

BBB AUTO LINE  
Council of Better Business Bureaus, Inc.  
4200 Wilson Blvd. Suite 800  
Arlington, VA 22203

---

<b>FROM:</b>	Name:	John Ryan
	Fax Number:	(703) 247-9700
<b>TO:</b>	Name:	Patricia Chandler
	Fax Number:	18668937511

---

MESSAGES:

Date and time of transmission: Thursday, May 01, 2008 10:27:06 AM  
Number of pages including this cover sheet: 02

TO: Patricia Chandler COMPANY:

Apr 14 08 12:05p

Don Mitchell

1-419-734-7147

p.3



# FOSTER



**Goodwrench  
Service**

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

**Goodwrench  
Service**

CUSTOMER NO. <b>27344</b>	ADVISOR <b>SUE COUTS</b>	469	TAG NO.	INVOICE DATE <b>03/24/08</b>	INVOICE NO. <b>CVCS218285</b>
MARBLEHEAD, OH	LABOR RATE	LICENSE NO	MILEAGE <b>5,467</b>	COLOR <b>MAROON/</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>07/CHEVROLET/MALIBU/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 1 Z S 5 8 F X 7 F</b>			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.C. NO.	R.O. DATE <b>03/24/08</b>
RESIDENCE PHONE	COMMENTS				

## LABOR &amp; PARTS

J# 1 03CVZ BODY INTERIOR HOURS: TECH(S): 468 WARRANTY  
DOORS DO NOT LOCK ALL THE TIME WHEN THE CAR IS PUT INTO  
DRIVE  
TEST DROVE AND VERIFIED PROPER OPERATION OF DOOR LOCKS  
WHEN SHIFTED OUT OF AND INTO PARK

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 06CVZ WHEELS AND TIRES HOURS: TECH(S): 266 WARRANTY  
STILL HAS A VIBRATION IN THE CAR THAT HAS BEEN THERE SINCE  
PURCHASE

JOB # 2 TOTAL LABOR & PARTS 0.00

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

COMMENTS  
WAITING

## TOTALS

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

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

**TOTAL INVOICE \$ 0.00**

Thank you for this opportunity to  
serve you. It is our aim to perform  
all the repairs requested on this  
repair order to your complete sat-  
isfaction. If our service was satis-  
factory tell your friends, if not,  
please tell us immediately.

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



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

February 5, 2008

VIA FAX ONLY

Kathy Livingston, Controller  
CARL BLACK PONTIAC  
Roswell, GA 30076

RE: Name: [REDACTED]  
Service Request: 71-589263931  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZF55B064 [REDACTED]  
Customer Relationship Specialist: Mary Greer

Dear Ms. Livingston:

Pursuant to my conversation with you on this date, this is notification of a legal matter involving the above referenced customer. Kindly fax copies of all dealer sales and service documents regarding this vehicle. Fax them to the number below. The documents required are:

- The Application for Title or Title, the Actual Cash Value statement of any trade-in vehicle, the incentives acknowledgement form, all sales, purchase, and finance agreements and signed contracts, the Purchase Order, and the vehicle conversion invoice (if any)
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, including front and back as well as technician notes, bulletins, and any other related documents.. Please confirm the number of actual days out of service on the repair orders. Also include any receipts for aftermarket or dealer add-ons. **This is an urgent matter, which is time sensitive. Please fax these documents as soon as possible.**

If the documents exceed 50 pages, you may wish to split the fax and send two or more faxes as appropriate. In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact me at our Business Resource Center at 1-866-790-5600 extension 11135, Monday through Friday between 8:00 a.m. and 4:45 p.m., Eastern Time.

Sincerely,

Mary Greer  
General Motors Corporation



February 5, 2008

Page 2

Phone: 1-866-790-5600 X 11135

Fax: 1-866-393-8081



**Privileged and Confidential Information**

**CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Desire' Gallagher for Mary Greer/**Kathy Sandlin** State: **GA**

Customer Name: [REDACTED] Service Request: **71-589263931**

Vehicle ID No.: **1G2ZF55B064** [REDACTED] In Service Date: **02/07/2006**

Vehicle is: **New** BAC Code: **172614**

Year, Make & Model: **2006 Pontiac G6**

Purchased at 59 miles

Lien holder: GMAC ☒ Other ☐: {Name}

DVM requests Purchase Price of  
involvement?: Vehicle: \$ 17,990  
{Yes/No}

☐ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3-22-06	122304	15	3670	C/S SES light came on, while in traffic, reduced power light came on, vehicle stalled, restarted ok, but SES light is still on Cause: DTC P0601, Internal failure in ECM checked and found DTC P0601 stored, checked voltage at all power circuits and also checked ground circuits and 5 volts reference circuits from ECM and were found ok, ECM was diagnostic with an internal failure Repair: Replaced with new ECM reprogrammed new ECM and VTD system performed crankshaft position learn procedure tested and found ok.
8-2-06	131289	1	12520	C/S SES light is on, seems to be running ok Cause: F Repair: Ordered Canister vent solenoid.
8-10-06	131861	1	14242	C/S SES light is on, SOP here Cause: Short P0449 EVAP vent system checked CKT 1540 and CKT 1910 for open, short to ground, high resistance, and short to voltage ok. Repair: Replaced vent solenoid and replaced PCM per TAC and PQC TAC Case # 9136356

☐ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-4-07	158505	1	43603	C/S A roaring noise coming from the front end when driving Cause: Knocking verified complaint on test drive found noise coming from steering gear assembly REF BUL 06-02-32-007B Repair: Attempted to re adjust the inter shaft at the steering gear assembly as described noise still present replaced steering gear assembly and adjusted vehicle alignment (Toe) confirmed repair on test drive.
1-2-08	166639	1	50202	C/S Knocking/ popping feeling in the steering wheel when turning or going over bumps Cause: Noise - Knocking verified complaint on test drive found noise coming from previously installed steering rack Repair: Replaced Steering rack and adjusted vehicle toe confirmed repair on test drive.
1-7-08	167031	1	50359	C/S SVC power steering message has been on and off for a week now Cause: C0460 verified customer complaint, found sensors int the steering assist motor not reading correctly Repair: Replaced steering assist motor and steering column confirmed repair on test drive Case # 100732636 NIC Ferrante.

☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3-13-07	146524	1	30017	C/S Driver front door pops when opening Cause: Misaligned Repair: Driver side front door pops when opening tightened door check strap verified repair.

☐ Other/Reimbursement

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
9-7-06	133894	*	14254	A monthly payment reimbursement per Ron Tate for customer satisfaction Cause: Per Ron Tate "Repair": Reimbursement customer for 438.06 (one car payment)

☐ Maintenance

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7-11-06	129767	*	10729	Customer cam in for LOF Repair: <b>Performed LOF ( NO days out of service for LOF )</b>
10-30-06	137693	*	19076	Customer cam in for LOF Repair: <b>Performed LOF ( NO days out of service for LOF )</b>
6-7-07	152404	*	36826	Customer cam in for LOF Repair: <b>Performed LOF ( NO days out of service for LOF )</b>
11-13-07	163384	*	48741	Customer cam in for LOF Repair: <b>Performed LOF ( NO days out of service for LOF )</b>

THE STATE LEMON LAW READS:

Days out of service: **30 Cumulative Calendar days during any period of two years or 24k miles (which ever comes first) and at least the first 15 of those days must fall within the lemon law rights period.**

Repairs: Must meet one of the four criteria listed in law (see law)

Time period: **12 months/12k miles (Lemon Law rights period) and 2 years/24k miles**

Does Lemon Law state nonconformity must continue to exist? **YES**

If applicable, safety-related repairs: **One repair attempt on steering/braking**

Safety-related time period: **12 months / 12k miles (Lemon Law rights period)**

The lemon law establishes a lemon law rights period, which is the period ending one year after the date of the original delivery of a new motor vehicle to a consumer OR the first 12,000 miles of operation after delivery of a new motor vehicle to a consumer, whichever occurs first.

Final Opportunity to Repair:

<b>Number of repair attempts in the presumption period:</b>	<b>2-Engine</b>
<b>Total days out of service during the presumption period:</b>	<b>18</b>
<b>Total days out of service during customer's ownership:</b>	<b>21</b>

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager



## PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

*Dealership has given this customer countless GW's of LOF, and 1 month's car payment reimbursed, and fixed things up to 14,000 miles outside of warranty.*

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

Concern: **SR# 1-429379039 parts delayed**

Date & Offer/Result: **9/07/06 GW was given of a 1-month car payment \$438.06**

Concern:

Date & Offer/Result:

Concern:

Date & Offer/Result:

## RECOMMENDATION AND RATIONALE

*CRS recommends denial of this claim.*

**2 Repairs made under the presumption of LL, and customer was also given GW car payment \$438.06. All repairs to the steering were outside warranty and LL, and were also given as GW to customer by Dealer. Customer purchased a Service Contract and does not want to pay the deductible.**

MSRP=\$17,990      BASE PRICE=\$17,990

10%=\$1,799      20%=\$3,598      30%=\$5,397

## REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
---

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

TEAM MANAGER APPROVING:

Date:

# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

2300 HENDERSON MILL ROAD, SUITE 300

ATLANTA, GA 30345

770-414-1002 1-866-865-3666

FACSIMILE: 770-414-9891 1-877-216-0365

---

## FACSIMILE TRANSMITTAL SHEET

---

TO: Mary Greer

FROM: Lindsay Harden

COMPANY: General Motors

DATE: 2/4/2008

FAX NUMBER: (866)393-8081

TOTAL NO. OF PAGES:

---

RE: [REDACTED] v. General Motors

Our Client: [REDACTED]  
Vehicle: 2006 Pontiac G-6  
VIN: 1G2ZF55B064 [REDACTED]  
Date of purchase: February 7, 2006  
Our File No.: GA08-10117

Please find attached the purchase and service history requested in the above-referenced claim.  
Please let me know if you need anything further.

Thanks,

Lindsay Harden

Paralegal

[Lindsay@lemonlawinfo.com](mailto:Lindsay@lemonlawinfo.com)

This facsimile message contains information from ALEX SIMANOVSKY & ASSOCIATES, LLC, that may be privileged and confidential attorney work product or attorney/client communication. This information is intended to be for the use of the addressee only. If you are not the addressee, note that any disclosure, copying, distribution or use of the contents of this message is prohibited. If you receive this message in error, please notify the sender immediately. The recipient may not use any communication herein for any reason not associated with the specific communication. All other uses are strictly prohibited.

## PURCHASE AGREEMENT



Carl Black Pontiac-Buick-GMC  
Isuzu-Hummer, LLC  
11225 Alpharetta Highway  
Roswell, Georgia 30078

Stock #

61117

Salesperson 1 &amp; emp #

BAILEY, JOHN A

Deal #

629198

Salesperson 2 &amp; emp #

Purchase Date  
02/07/06

Purchaser #1

D.L. #

ST

D.O.B 03/25/58

Purchaser #2

D.L. #

ST

D.O.B

Home Address

City DOUGLASVILLE

County DOUGLAS

State GA

Zipcode 30135

Business Address

City

County

State

Zipcode

P1 Home Phone

Bus. Phone

Cell

email

PURCHASED	Year 2006	Make PONTIAC	Model G6	V.I.N. 1G2ZF55B064
NEW ( ) USED ( )	( ) 2 Dr. ( ) Van	2006 PONTI		
DEMO ( ) OTHER ( ) MSO ( )	( ) 4 Dr. ( ) Truck	Mileage 59	Cyls 4	Color BLK
		2WD	4WD	ISD

TRADE 1	Year 01	Make PONT	Model BUNN	V.I.N. 1G2HZ541614
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD 4WD	Mileage 117285
TRADE 2	Year	Make	Model	V.I.N.
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD 4WD	Mileage
				Cyls
				Color

Balance Owed to: T1	STYLE FIN	T2	1. MSRP/Selling Price	17990.00
Onstar YES NO	Delivery Date: _____	Time: _____	2. First Place Finish	
XM Radio YES NO			3.	
GMS <input type="checkbox"/>			4.	
Supplier <input type="checkbox"/>			5.	
GID <input type="checkbox"/>			6. Total Vehicle Price	

INSURANCE (Must Be Current)		7. Selling Price	17988.00
Agent	Phone No. 800.841.3000	8. Less Trade-In Allowance	5500.00
Company GEICO	Eff Dates 11.1304 05.13.06	9. Selling Price/Trade Difference	12488.00
Address	Pol No. 4026.97.90.31	10. Delivery and Handling Fee	499.00
City, State, Zip	Coll/Comp Ded. 500/500	11. Sub-Total	12987.00

LIENHOLDER (If Outside Lien)		12 Sales Tax ( ) 7% ( ) 6% ( ) 5%	909.09
Name - GMAC	Phone No.	13. Total	13896.09
Address PO BOX 8102	Lienholder Code:	14. GA Mtr Veh Warr Rights Act	3.00
City, State, Zip COCKEYSVILLE	MD 21030	15. Certificate of Title Fee	18.00

This order shall not become binding until accepted by the Dealer or his authorized representative and in the event of a time sale, Dealer shall not be obligated to sell until approval of terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms. Further if financed through any of CARL, BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC finance sources, this order will not be considered binding until full disclosure is made at the time of execution of the chattel mortgage. Purchaser, by his execution of this order certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions.

In the event of increase in price by manufacturer before delivery I agree to pay the difference in price. The above comprises the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promises whatsoever will be recognized.

Upon failure or refusal of purchaser to complete for any reason the cash deposit may be retained as liquidated damages.

## DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC hereby expressly disclaim all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC. Neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products.

PARTIAL PAYMENT IS NON-REFUNDABLE WHEN FINANCING HAS BEEN ARRANGED

Purchaser 1 Signature	Purchaser 2:	CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC
-----------------------	--------------	---

BY

## PURCHASE AGREEMENT



Carl Black Pontiac-Buick-GMC  
Isuzu-Hummer, LLC  
11225 Alpharetta Highway  
Roswell, Georgia 30076

Stock #

61117

Salesperson 1 &amp; emp #

BAILEY, JOHN A

Deal #

629198

Salesperson 2 &amp; emp #

Purchase Date  
02/07/06

Purchaser #1

D.L. #

ST

D.O.B.

Purchaser #2

D.L. #

ST

D.O.B.

Home Address

City DOUGLASVILLE

County

DOUGLAS

State GA

Zipcode

Business Address

City

County

State

Zipcode

P1 Home Phone

Bus. Phone

Cell

email

PURCHASED

Year

2006

Make

PONTIAC

Model

66

V.I.N. 1G2ZF558064

NEW ( ) USED ( )

( ) 2 Dr. ( ) Van

2006 PONTI

Mileage. 59

Cyls. 4

Color BLK

DEMO ( ) OTHER ( ) MSO ( )

( ) 4 Dr. ( ) Truck

2WD 4WD

ISD

TRADE 1

Year 01

Make PONT

Model BONN

V.I.N. 1G2H2541614

Tag No.

Decal No.

( ) 2 Dr. ( ) 4 Dr. ( ) SUV

2WD 4WD

Mileage. 117285

Cyls 6

Color BLK

TRADE 2

Year

Make

Model

V.I.N.

Tag No.

Decal No.

( ) 2 Dr. ( ) 4 Dr. ( ) SUV

2WD 4WD

Mileage.

Cyls

Color

Balance Owed to: T1 STYLE FIN T2

Onstar YES NO

XM Radio YES NO

GMS

Supplier

GID

Delivery Date: Time:

1. MSRP/Selling Price

17990.00

2. First Place Finish

3.

4.

5.

6. Total Vehicle Price

7. Selling Price

17988.00

8. Less Trade-In Allowance

5500.00

9. Selling Price/Trade Difference

12488.00

10. Delivery and Handling Fee

499.00

11. Sub-Total

12987.00

12 Sales Tax ( ) 7% ( ) 6% ( ) 5%

909.09

13. Total

13896.09

14. GA Mtr Veh Warr Rights Act

3.00

15. Certificate of Title Fee

18.00

16. Balance Owed on Trade-In

T1

6867.74

T2

N/A

18. Total Cash Delivered Price

20784.83

19. Total Down Payment

1500.00

20. Rebates

N/A

21. Warranty/GAP

1358.00

23. Total Balance Due

20642.83

INSURANCE (Must Be Current)

Agent  
Company GEICO  
Address  
City, State, Zip

Phone No. 800.841.3000  
Eff Dates 11.1304 05.13.06  
Pol No. 4026.97.90.31  
Coll/Comp Ded. 500/500

LIENHOLDER (If Outside Lien)

Name GMAC  
Address PO BOX 8102  
City, State, Zip COCKEYSVILLE

Phone No.  
Lienholder Code:  
MD 21030

This order shall not become binding until accepted by the Dealer or his authorized representative and in the event of a time sale, Dealer shall not be obligated to sell until approval of terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms. Further if financed through any of CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC finance sources, this order will not be considered binding until full disclosure is made at the time of execution of the chattel mortgage. Purchaser, by his execution of this order certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions.

In the event of increase in price by manufacturer before delivery I agree to pay the difference in price. The above comprises the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promises whatsoever will be recognized.

Upon failure or refusal of purchaser to complete for any reason the cash deposit may be retained as liquidated damages.

## DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC, Neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products.

PARTIAL PAYMENT IS NON REFUNDABLE WHEN FINANCING HAS BEEN ARRANGED

Purchaser 1 Signature

Purchaser 2:

CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC

BY

# RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

629198

Dealer Number

Contract Number

61117

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

Creditor (Seller name and address)

CARL BLACK PONTIAC-BUICK-GMC-ISUZU-HUMMER LLC  
 11225 ALPHARETTA HWY  
 ROSWELL, GA 30076

0000 ASYLLE DOUGLAS GA

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	PONTIAC G6	1G2ZF55B064	<input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> Agricultural <input type="checkbox"/> business

Your trade-in is a: Year 2001 Make PONTIAC Model BONNEVILLE

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid after you have made all payments as scheduled	The total cost of your purchase on credit, including your downpayment
5.99%	\$ 5718.77	\$ 20642.83	\$ 26361.60	\$ 132.26 is \$ 26493.86

Your Payments Schedule Will Be:

Payment Method	Amount of Payment	When Payments Are Due	Or as Follows
Monthly	\$ 439.86	Monthly beginning 03/24/2006	

Late Charge: If a payment is not received in full 15 days after it is due, you will be charged a late charge of 5% of the part of the payment that is late, with a maximum charge of \$25.00.

Prepayment: If you pay off all or part of the debt early, you will not be charged a prepayment 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 default, any required repayment in full before the scheduled date, and security interest.

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 ☐ Both  
☐ Credit Disability (Buyer Only)

Physical Damage Insurance: ☐ Yes ☐ No  
 If you choose physical damage insurance, you must purchase it from the insurance company named on this contract.

Life Insurance: ☐ Yes ☐ No  
 If you choose life insurance, you must purchase it from the insurance company named on this contract.

Not a factor in the credit approval process: They will not be provided unless you sign and agree to pay the extra cost. Insurance pays only the amount you paid all your payments.

Gross trade-in \$	5500.00	
= net trade-in \$	1400.00	
+ other (describe)		
3 Unpaid balance of cash price (1 minus 2)	19263.86	

GEORGIA MVD - RECEIPT (COPY)

STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

1G2ZF55B064 - 2006 PONTIAC SE 4S

Tag Number: [REDACTED] Expires: 03/25/2008  
Valuation: 141466 \$53.00 Tag Fee: 20.00  
Title Number: [REDACTED] Equip. No:  
County: 007 District: 09 Mill Rate: 20.7500 Fuel: G  
Farm Vehicle? N GVW: Color: BLK  
Classification: WILDFLOWER TAG  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: [REDACTED] Customer 2 No:

STANDARD TAG FEE 20.00  
2007 AD VALOREM TAX 158.07  
TOTAL FEE PAID 178.07

1G2ZF55B064

BANK

PURCH DT: 02/07/2006  
APP DT: 03/23/2007

PEGGY EILEEN RIGGS  
3832 WANA CT SE  
MABLETON GA 30135-1942

Signature: \_\_\_\_\_

STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

1G2ZF55B064 - 2006 PONTIAC SE 4S

Tag Number: [REDACTED] Expires: 03/25/2008  
Valuation: 141466 \$53.00 Tag Fee: 20.00  
Title Number: [REDACTED] Equip. No:  
County: 007 District: 09 Mill Rate: 20.7500 Fuel: G  
Farm Vehicle? N GVW: Color: BLK  
Classification: WILDFLOWER TAG  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: 000150916171 Customer 2 No:

STANDARD TAG FEE 20.00  
2007 AD VALOREM TAX 158.07  
TOTAL FEE PAID 178.07

1G2ZF55B064

007143/22/2007 0007DUE

PURCH DT: 02/07/2006  
APP DT: 03/22/2007

MABLETON GA

66938021

Signature: \_\_\_\_\_

BANK  
THIS IS NOT A BILL.  
THIS IS YOUR RECEIPT  
\*\*\* RETAIN FOR TAX PURPOSES \*\*\*

66938021

GAIL DOWNING  
COBB COUNTY TAX COMMISSIONER  
700 SOUTH COBB DRIVE  
MARIETTA GA 30060-3115  
(770) 538-4020

1G2ZF55B064

007143/22/2007 0007DUE

PURCH DT: 02/07/2006  
APP DT: 03/22/2007

66938021

BY

07:45

07:45

07:45

07:45

07:45

HHA: 1699 67356-0393

RO No: 122304

Opened: 22MAR06

Closed: 06APR06

Mileage: 3670

Line Code: C

Booker: 436

Comeback: N

Complaint:

Cause: E

CUSTOMER STATES SES LIGHT CAME ON, WHILE IN TRAFFIC, REDUCED P

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

289 1613 WG4 J6360

POWERTRAIN CONTROL MODULE REPLACEMENT  
PTSS 268.72 LBR\$ 96.24 MSC\$ 0.00  
Comeback: N

Line Code: D Booker: 289

Complaint:

Cause: RENTAL

ENTERPRISE RENTAL

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

289 752 WG4 Z7906

15 DAYS RENTAL, DUE TO PARTS UNAVAILABLE  
E, TAC CASE OPEN, VEHICLE NOT DRIVAEABL  
E UNTIL PART CAME IN. NEEDED TO TEST DR  
IVE EXTENSIVELY AFTER D

PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

SUBLET REPAIRS

PTSS 0.00 LBR\$ 0.00 MSC\$ 627.84

289 WG4 9999

\*--- 12 of 12 - Dealer: CBR-S

RO No: 116901

Opened: 29DEC05

Closed: 30DEC05

Mileage: 5

Line Code: A

Booker: 260

Comeback: N

Press B, S#, Return for next page. EST#, ?, or E to Exit:

RO No: 129767      Opened: 11JUL06      Closed: 18JUL06      Mileage: 10729  
 Line Code: A      Booker: 289      Comeback: N  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

289    178    ICB    01CB

Carl Black Lifetime Oil and Filter Change - Customer Pays for Filter and Taxes  
 PTSS    18.26 LBR\$    10.63 MSC\$    0.00

\*--- 11 of 12 - Dealer: CER-S -----  
 RO No: 122304      Opened: 22MAR06      Closed: 06APR06      Mileage: 3670  
 Line Code: A      Booker: 436      Comeback: N  
 Complaint: 01CB      Cause: Carl Black Lifetime Oil and Filter Change - Customer Pays for

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289    1613    ICB    01CB  
 Carl Black Lifetime Oil and Filter Change - Customer Pays for  
 PTSS    17.25 LBR\$    10.63 MSC\$    0.00  
 Comeback: N

Line Code: B      Booker: 289  
 Complaint:      REBUFF AND WASH VEHICLE PER WORK ORDER  
 Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289    752    ICB    ST  
 REBUFF AND DETAIL VEHICLE  
 PTSS    0.00 LBR\$    0.00 MSC\$    0.00

Press B, S#, Return for next page. EST#, ?, or E to Exit:



RO No: 131861  
Line Code: C  
Complaint: 13  
Cause:  
Opened: 10AUG06  
Booker: 289  
ROTATE TIRES  
Closed: 29AUG06  
Comeback: N  
Mileage: 14253

SA... TECH. TYPE. OPCODE.....	CB-RO..	DESCRIPTION..	ROTATE TIRES	PTSS\$	0.00 LBS\$	12.50 MSC\$	0.00
289 107 1 13							
*--- 9 of 12 - Dealer: CBR-9 RO No: 131289 Line Code: A Complaint:							
Opened: 02AUG06 Booker: 289 Closed: 02AUG06 Mileage:							

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289 107 WG4 SOP PART ORDERED  
PTSS 0.00 LBR\$ 0.00 MSCS 0.00

\*--- 10 of 12 - Dealer: CBR-S  
RO No: 129767 Opened: 11JUL06 Closed: 18JUL06 Mileage: 10729  
Line Code: A Booker: 289 Comeback: N  
Complaint: 01CB Carl Black

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... Customer Pays for  
Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 133894

Opened: 07SEP06

Closed: 08SEP06

Mileage: 14254

\*--- 8 of 12 - Dealer: CBR-S ----- PTSS 0.00 LBR\$ 0.00 MSC\$ 0.00

RO No: 131861

Opened: 10AUG06

Closed: 29AUG06

Mileage: 14253

Line Code: A

Booker: 260

Comeback: N

Complaint:

Cause: SHORT

CUSTOMER STATES SES LIGHT IS ON, SOP HERE

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289 107 WG4 J6441VALVE, EVAPORATIVE EMISSION CANISTER VEN  
NT SOLENOID REPLACE

PTSS 18.20 LBR\$ 112.28 MSC\$ 0.00

POWERTRAIN CONTROL MODULE REPLACEMENT  
PTSS 268.72 LBR\$ 96.24 MSC\$ 0.00

Comeback: N

Customer Pays for

Line Code: B Booker: 260

Complaint: 01CB Carl Black Lifetime

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289 107 ICB 01CBCarl Black Lifetime Oil and Filter Chang  
ge - Customer Pays for Filter and Taxes

PTSS 18.26 LBR\$ 10.63 MSC\$ 0.00

Comeback: N

Line Code: C Booker: 289

Press B, SW, Return for next page, EST#, ?, or E to Exit:

```

RO No: 137693      Opened: 30OCT06      Closed: 31OCT06      Mileage: 19076
Line Code: A Booker: 289      Comeback: N
Complaint: 01CB      Carl Black Lifetime Oil and Filter Change - Customer Pays for
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
289   178   ICB   01CB
          Carl Black Lifetime Oil and Filter Change - Customer Pays for Filter and Taxes
          PTSS$   18.26 LBR$   10.63 MSC$   0.00
          Comeback: N

Line Code: B Booker: 289
Complaint: WASH      CAR WASH
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
289   178   ICB   WASH
          CAR WASH
          PTSS$   0.00 LBR$   0.00 MSC$   0.00
          *--- 7 of 12 - Dealer: CBR-3 -----*

RO No: 133894      Opened: 07SEP06      Closed: 08SEP06      Mileage: 14254
Line Code: A Booker: 260      Comeback: N
Complaint: Z7901 MONTHLY PAYMENT REIMBURSEMENT PER RON TATE FOR CUSTOMER SATISF
Cause: PER RON TATE
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
289   126   WQ4   Z7091
          REUND TO CUSTOMER BY DSM

Press B, S#, Return for next page, EST#, ?, or E to Exit:

```

RO No: 146524      Opened: 13MAR07      Closed: 28MAR07      Mileage: 30017  
Line Code: B      Booker: 289      Comeback: N  
Complaint: 13      ROTATE TIRES  
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	212	I	13		ROTATE TIRES			
					PTSS	0.00	LBR\$	0.00 MSC\$ 0.00

Line Code: C      Booker: 260      Comeback: N  
Complaint:      CUSTOMER STATES DRIVER FRONT DOOR POPS WHEN OPENING  
Cause: MISALIGNED

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	212	WG4	B4001		DOOR ASSEMBLY, FRONT LEFT ALIGN			
					PTSS	0.00	LBR\$	16.64 MSC\$ 0.00

Line Code: D      Booker: 289      Comeback: N  
Complaint: Z7911      2 WAY SHUTTLE RIDE  
Cause: SHUTTLE

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	212	WG4	Z7911		2 WAY SHUTTLE RIDE			
					PTSS	0.00	LBR\$	10.00 MSC\$ 0.00

\*--- 6 of 12 - Dealer: CBR-S -----\*

RO No: 137693      Opened: 30OCT06      Closed: 31OCT06      Mileage: 19076

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 158505      Opened: 04SEP07      Closed: 06SEP07      Mileage: 43603  
PTSS      0.00 LBR\$      0.00 MSC\$      23.29  
\*--- 4 of 12 - Dealer: CBR-S -----\*  
RO No: 152404      Opened: 07JUN07      Closed: 07JUN07      Mileage: 36826  
Line Code: A      Booker: 63      Comeback: N  
Complaint: 01CB      Carl Black Lifetime Oil and Filter Change - Customer Pays for  
Cause:  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289      316      ICB      01CB  
                                 Carl Black Lifetime Oil and Filter Chang  
                                 ge - Customer Pays for Filter and Taxes  
                                 PTSS      18.26 LBR\$      10.63 MSC\$      0.00  
\*--- 5 of 12 - Dealer: CBR-S -----\*  
RO No: 146524      Opened: 13MAR07      Closed: 28MAR07      Mileage: 30017  
Line Code: A      Booker: 289      Comeback: N  
Complaint: 01CB      Carl Black Lifetime Oil and Filter Change - Customer Pays for  
Cause:  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289      212      ICB      01CB  
                                 Carl Black Lifetime Oil and Filter Chang  
                                 ge - Customer Pays for Filter and Taxes  
                                 PTSS      18.26 LBR\$      10.63 MSC\$      0.00  
                                 Comeback: N  
Line Code: B      Booker: 289  
Press B, S#, Return for next page, EST#, ?, or E to Exit:

\*--- 1 of 12 - Dealer: CBR-S  
 RO No: 166639 Opened: 02JAN08 Closed: 03JAN08 Mileage: 50202  
 Line Code: A Booker: 260 Comeback: N  
 Complaint: CUST STATES THERE IS A KNOCKING POPPING FEELING IN THE STEERING  
 Cause: NOISE  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289 68 WRYAN E9740 GEAR ASSEMBLY, POWER STEERING REPLACE  
 PTSS 201.81 LBR\$ 120.05 MSC\$ 0.00

\*--- 2 of 12 - Dealer: CBR-S  
 RO No: 163384 Opened: 13NOV07 Closed: 13NOV07 Mileage: 48741  
 Line Code: A Booker: 289 Comeback: N  
 Complaint: 01CB Carl Black Lifetime Oil and Filter Change Customer Pays for  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289 316 ICB 01CB Carl Black Lifetime Oil and Filter Change  
 ge - Customer Pays for Filter and Taxes  
 PTSS 18.86 LBR\$ 10.63 MSC\$ 0.00

Line Code: B Booker: 289 Comeback: N  
 Complaint: CUST REQUESTS TOP OFF COOLANT  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press S#, Return for next page, EST#, ?, or E to Exit:

Before

Since <sup>1</sup> January 2<sup>nd</sup>

Power Steering light has been on -  
 Taken in Again on January 7<sup>th</sup> -  
 Ran diagnostic

8/8 → Replaced something to do with electronic  
 Powering Steering - Asked me to bring  
 back again on January 8<sup>th</sup> as diagnostic  
 ✓ Sheel showed issue with power steering -  
 Got car back on 8<sup>th</sup> light (power steering)  
 still on - Took back on Jan. 9<sup>th</sup>  
 9/8 - finished testing & said steering column  
 needed to be replaced due to something  
 w/ electronic power steering.

✓ They kicked in extended warranty to replace  
 steering column - Have to order part & I  
 have to take it back when part arrives. AGAIN!

RO No: 163384      Opened: 13NOV07      Closed: 13NOV07      Mileage: 48741  
 Line Code: B      Booker: 289      Comeback: N  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289    316    ICB    ST

\*--- 3 of 12 - Dealer: CBR-S -----  
 RO No: 158505      Opened: 04SEP07      Closed: 06SEP07      Mileage: 43603  
 Line Code: A      Booker: 63      Comeback: N  
 Complaint: 01CB      Carl Black Lifetime Oil and Filter Change - Customer Pays for  
 Cause: C=LOP  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 63    62    ICB    01CB

Carl Black Lifetime Oil and Filter Change - Customer Pays for Filter and Taxes  
 PTSS    18.26 LBR\$    10.63 MSC\$    0.00  
 Comeback: N

Line Code: B      Booker: 260  
 Complaint:      CUST STATES THAT THERE IS A ROARING NOISE COMING FROM THE FRO  
 Cause: E

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 63    62    WG4    E9740  
 63           WG4    9999  
 GEAR ASSEMBLY, POWER STEERING REPLACE  
 PTSS    317.34 LBR\$    141.42 MSC\$    0.00  
 SUBLET REPAIRS

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 158505

Opened: 04SEP07

Closed: 06SEP07

Mileage: 43603

\*--- 4 of 12 - Dealer: CBR-S ----- PTSS 0.00 LBR\$ 0.00 MSC\$ 23.29

RO No: 152404

Opened: 07JUN07

Closed: 07JUN07

Mileage: 36826

Line Code: A Booker: 63

Comeback: N

Complaint: 01CB

Carl Black Lifetime Oil and Filter Change

Customer Pays for

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

289 316 ICB 01CB

Carl Black Lifetime Oil and Filter Chang

ge - Customer Pays for Filter and Taxes

PTSS 18.26 LBR\$ 10.63 MSC\$ 0.00

\*--- 5 of 12 - Dealer: CBR-S -----

RO No: 146524

Opened: 13MAR07

Closed: 28MAR07

Mileage: 30017

Line Code: A Booker: 289

Comeback: N

Complaint: 01CB

Carl Black Lifetime Oil and Filter Change

Customer Pays for

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

289 212 ICB 01CB

Carl Black Lifetime Oil and Filter Chang

ge - Customer Pays for Filter and Taxes

PTSS 18.26 LBR\$ 10.63 MSC\$ 0.00

Line Code: B Booker: 289

Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:



RO No: 146524      Opened: 13MAR07      Closed: 28MAR07      Mileage: 30017  
 Line Code: B      Booker: 289      Comeback: N  
 Complaint: 13      ROTATE TIRES

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS	LBR\$	MSC\$	
289	212	I	13		ROTATE TIRES				
						0.00	LBR\$	0.00	MSC\$

Line Code: C      Booker: 260  
 Complaint:      CUSTOMER STATES DRIVER FRONT DOOR POPS WHEN OPENING  
 Cause: MISALIGNED

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS	LBR\$	MSC\$	
289	212	WG4	B4001		DOOR ASSEMBLY, FRONT LEFT ALIGN				
						0.00	LBR\$	16.64	MSC\$

Line Code: D      Booker: 289  
 Complaint: Z7911      2 WAY SHUTTLE RIDE  
 Cause: SHUTTLE

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....	PTSS	LBR\$	MSC\$	
289	212	WG4	Z7911		2 WAY SHUTTLE RIDE				
						0.00	LBR\$	10.00	MSC\$

\*--- 6 of 12 - Dealer: CBR-S      Opened: 30OCT06      Closed: 31OCT06      Mileage: 19076  
 RO No: 137693

Press B, S#, Return for next page, EST#, ?, or E to Exit:

\*--- 1 of 12 - Dealer: CBR-S  
 RO No: 166639 Opened: 02JAN08 Closed: 03JAN08 Mileage: 50202  
 Line Code: A Booker: 260 Comeback: N  
 Complaint: CUST STATES THERE IS A KNOCKING POPPING FEELING IN THE STEERING  
 Cause: NOISE  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289 69 WRYAN E9740 GEAR ASSEMBLY, POWER STEERING REPLACE  
 PTSS 201.81 LBR\$ 120.05 MSC\$ 0.00

\*--- 2 of 12 - Dealer: CBR-S  
 RO No: 163384 Opened: 13NOV07 Closed: 13NOV07 Mileage: 48741  
 Line Code: A Booker: 289 Comeback: N  
 Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for  
 Cause: SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289 316 ICB 01CB Carl Black Lifetime Oil and Filter Change  
 ge - Customer Pays for Filter and Taxes  
 PTSS 18.86 LBR\$ 10.63 MSC\$ 0.00  
 Comeback: N  
 CUST REQUESTS TOP OFF COOLANT

Line Code: B Booker: 289  
 Complaint: SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 Cause: Press S#, Return for next page, EST#, ?, or E to Exit:

Before

Since <sup>1</sup> January 2nd

Power Steering light has been on -  
 Taken in Again on January 7th -  
 Ran diagnostic

3/8 → Replaced something to do with electronic  
 powering steering - Asked me to bring  
 back again on January 8th as diagnostic  
 → still showed issue with power steering -  
 Got car back on 8th light (power steering)  
 still on - Took back on Jan. 9th

4/9/8 - finished testing & said steering column  
 needed to be replaced due to something  
 w/ electronic power steering.

→ They kicked in extended warranty to replace  
 steering column - Have to order part & I  
 have to take it back when part arrives. AGAIN!

RO No: 163384      Opened: 13NOV07      Closed: 13NOV07      Mileage: 48741  
Line Code: B      Booker: 289      Comeback: N  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION  
289    316    ICB    ST

*... 3 of 12 - Dealer: CBR-S		STRAIGHT TIME		
RO No: 158505		PTSS		0.00 LBR\$
Line Code: A		Opened: 04SEP07		0.00 MSC\$
Complaint: 01CB		Booker: 63		0.00
Cause: C=LOF		Closed: 06SEP07		
SA... TECH. TYPE.		Comeback: N		Mileage: 43603
63 62		ICB 01CB		Customer Pays for
OPCODE.....		CB-RO..		DESCRIPTION..

Line Code: 8 Booker: 260  
Complaint: CUST STATES THAT THERE IS A ROARING NOISE COMMING FROM THE FRO  
Cause: E Comeback: N  
SA... TECH. TYPE. OPCODE..... CE-RO.. DESCRIPTION.....  
63 62 WG4 E9740 GEAR ASSEMBLY, POWER STEERING REPLACE  
63 WG4 9999 PTSS 317.34 LBS\$ 141.42 MSC\$ 0.00  
Press B. C#

Press B, S#, Return for next page, EST#, 7, or E to Exit:



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

**VIA FAX ONLY**

February 19, 2008

E. Fortas, Esq.  
Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road, Suite 300  
Atlanta, GA 30345

RE: [REDACTED]  
Service Request: 71-589263931  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZF55B064 [REDACTED]  
Customer Relationship Specialist: Kathy Sandlin

Dear Mr. Fortas:

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.
- ◆ Your client has a service contract which offers protection for your client's concerns.
- ◆ The current concerns relating to the vehicle occurred outside the terms of the manufacturer's warranty, yet the dealership has covered them and your client has had no out-of-pocket expenses.

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



GMC



HUMMER







General Motors Corporation  
Business Resource Center  
PO Box 30370  
Detroit, MI 48232-5170

VIA FAX ONLY

February 19, 2008

E. Fortas, Esq.  
Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road, Suite 300  
Atlanta, GA 30345

RE: [REDACTED]  
Service Request: 71-589263931  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZF55B064 [REDACTED]  
Customer Relationship Specialist: Kathy Sandlin

Dear Mr. Fortas:

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.
- ◆ Your client has a service contract which offers protection for your client's concerns.
- ◆ The current concerns relating to the vehicle occurred outside the terms of the manufacturer's warranty, yet the dealership has covered them and your client has had no out-of-pocket expenses.

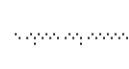
General Motors Corporation would like to assist you in addressing any outstanding concerns in accordance with the terms of the existing warranty coverages. Should subsequent factual developments warrant, we would be willing to consider a renewed request for assistance.

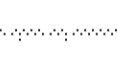
If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

LG0007  
V07092007







Alex Simanovsky & Assocs.  
2300 Henderson Mill Rd., Ste 300  
Atlanta, GA 30345

General Motors  
c/o MSX Int'l, ATTN: BRC LEGAL  
1919 Concept Drive  
Warren, MI 48091

JAN 29 2008



# ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

E. SCOTT FORTAS, ESQ.  
EXTENSION: 1015  
DIRECT DIAL: 678-781-1015  
E-MAIL: SCOTT@LEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300  
ATLANTA, GA 30345  
770-414-1002 1-866-865-3666  
FACSIMILE: 770-414-9891 1-877-216-0365

January 17, 2008

General Motors  
c/o MSX Int'l, ATTN: BRC LEGAL  
1919 Concept Drive  
Warren, MI 48091

RE: [REDACTED] v. General Motors

**NOTICE OF CONSUMER WARRANTY LAW VIOLATION**

Our Client: [REDACTED]  
Vehicle: 2006 Pontiac G-6  
VIN: 1G2ZF55B064 [REDACTED]  
Date of purchase: February 7, 2006  
Our File No.: GA08-10117

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Electrical;**
3. **Steering**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not

bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. 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, we 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 my 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) in the amount of \$100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

A handwritten signature in black ink, appearing to be 'E. Scott Fortas'.

E. Scott Fortas, Esq.  
Attorney at Law

EFS/jst

CC:



## GEORGIA MVD - RECEIPT (COPY)

2006 PONTIAC  
1G2ZF55B064  
776674868469879  
0072 03/22/2007 2007DJS  
BANK

STANDARD TAG FEE 20.00  
2007 AD VALOREM TAX 150.87  
TOTAL FEES PAID 170.87

PURCH DT: 02/07/2006  
APP DT: 03/22/2007

66938021

GAIL DOWNING  
COBB COUNTY TAX COMMISSIONER  
700 SOUTH COBB DRIVE  
KENNESAW GA 30145-3115  
(770) 528-4020

STANDARD TAG FEE 20.00  
2007 AD VALOREM TAX 150.87  
TOTAL FEES PAID 170.87

PURCH DT: 02/07/2006  
APP DT: 03/22/2007

66938021

BANK

THIS IS NOT A BILL  
THIS IS YOUR RECEIPT  
\*\*\* RETAIN FOR TAX PURPOSES \*\*\*

STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

1G2ZF55B064 - 2006 PONTIAC SE 48

Tag Number: Expires: 03/25/2008  
Valuation: 141466 \$5340 Tag Fee: 20.00  
Title Number: Equip. No:  
County: 007 District: 09 Mill Rate: 29.7500 Fuel: G  
Farm Vehicle? N GVW: Color: BLK  
Classification: WILDFLOWER TAG  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: 000050916271 Customer 2 No:

MARLETON GA

Signature: \_\_\_\_\_

STATE OF GEORGIA  
MOTOR VEHICLE REGISTRATION

1G2ZF55B064 - 2006 PONTIAC SE 48

Tag Number: Expires: 03/25/2008  
Valuation: 141466 \$5340 Tag Fee: 20.00  
Title Number: Equip. No:  
County: 007 District: 09 Mill Rate: 29.7500 Fuel: G  
Farm Vehicle? N GVW: Color: BLK  
Classification: WILDFLOWER TAG  
Insurance Status: VALID INSURANCE COVERAGE  
Customer 1 No: 000050916271 Customer 2 No:

MARLETON GA

Signature: \_\_\_\_\_

LINEX

09/20/2007 07:45 6783560393

HH: 14957 67356-0393

RO No: 122304      Opened: 22MAR06      Closed: 06APR06      Mileage: 3670  
 Line Code: C      Booker: 436      Comeback: N  
 Complaint:      CUSTOMER STATES SES LIGHT CAME ON, WHILE IN TRAFFIC, REDUCED P  
 Cause: E

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
289	1613	WG4	J6360		POWERTRAIN CONTROL MODULE REPLACEMENT				
					PTSS	268.72	LBR\$	96.24	MSC\$ 0.00

Line Code: D      Booker: 289      Comeback: N

Complaint:      ENTERPRISE RENTAL

Cause: RENTAL

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
289	752	WG4	Z7906		15 DAYS RENTAL, DUE TO PARTS UNAVAILABLE				

E, TAC CASE OPEN, VEHICLE NOT DRIVAEHL  
 E UNTIL PART CAME IN; NEEDED TO TEST DR  
 IVE EXTENSIVELY AFTER D

					PTSS	0.00	LBR\$	0.00	MSC\$ 0.00
					SUBLET REPAIRS				

289      WG4      9999

PTSS      0.00 LBR\$      0.00 MSC\$      627.84

\*--- 12 of 12 - Dealer: CBR-S ---\*

RO No: 116901      Opened: 29DEC05      Closed: 30DEC05      Mileage: 5

Line Code: A      Booker: 260      Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:

LINEX

09/20/2007 07:45 6783560393

RO No: 129767 Opened: 11JUL06 Closed: 18JUL06 Mileage: 10729

Line Code: A Booker: 289 Comeback: N

SA...	TECH.	TYPE	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	178	ICB	01CB		Carl Black Lifetime Oil and Filter Change			
					ge - Customer Pays for Filter and Taxes			
					PTSS	18.26 LBR\$	10.63 MSC\$	0.00

\*--- 11 of 12 - Dealer: CBR-S -----\*

RO No: 122304 Opened: 22MAR06 Closed: 06APR06 Mileage: 3670

Line Code: A Booker: 436 Comeback: N

Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for Cause:

SA...	TECH.	TYPE	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	1613	ICB	01CB		Carl Black Lifetime Oil and Filter Change			
					ge - Customer Pays for Filter and Taxes			
					PTSS	17.25 LBR\$	10.63 MSC\$	0.00

Line Code: B Booker: 289

Comeback: N

Complaint: REBUFF AND WASH VEHICLE PER WORK ORDER

Cause:

SA...	TECH.	TYPE	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	752	ICB	ST		REBUFF AND DETAIL VEHICLE			
					PTSS	0.00 LBR\$	0.00 MSC\$	0.00

Press B, S#, Return for next page. EST#, ?, or E to Exit;

LINEX

09/20/2007 07:45 6783560393

RO No: 131861    Opened: 10AUG06    Closed: 29AUG06    Mileage: 14253  
 Line Code: C    Booker: 289    Comeback: N  
 Complaint: 13    ROTATE TIRES  
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
289	107	I	13		ROTATE TIRES				
					PTSS	0.00	LBR\$	12.50	MSC\$ 0.00

\*--- 9 of 12 - Dealer: CBR-S ---\*

RO No: 131289    Opened: 02AUG06    Closed: 02AUG06    Mileage: 12520  
 Line Code: A    Booker: 289    Comeback: N  
 Complaint:    CUSTOMER STATES SES LIGHT IS ON, SEEMS TO BE RUNNING OK  
 Cause: F

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
289	107	WG4	SOP		PART ORDERED				
					PTSS	0.00	LBR\$	0.00	MSC\$ 0.00

\*--- 10 of 12 - Dealer: CBR-S ---\*

RO No: 129767    Opened: 11JUL06    Closed: 18JUL06    Mileage: 10729  
 Line Code: A    Booker: 289    Comeback: N  
 Complaint: 01CB    Carl Black Lifetime Oil and Filter Change - Customer Pays for  
 Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				

Press B, S#, Return for next page. EST#, ?, or E to Exit:

09/20/2007 07:45

6783550393

LINEX

PAGE 05

RO No: 133894    Opened: 07SEP06    Closed: 08SEP06    Mileage: 14254  
PTSS    0.00 LBR\$    0.00 MSC\$    0.00

\*--- 8 of 12 - Dealer: CBR-S

RO No: 131861    Opened: 10AUG06    Closed: 29AUG06    Mileage: 14253

Line Code: A    Booker: 260

Comeback: N

Complaint:    CUSTOMER STATES SES LIGHT IS ON, SOP HERE

Cause: SHORT

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    107    WG4    J6441    VALVE, EVAPORATIVE EMISSION CANISTER VEN

NT SOLENOID REPLACE

PTSS    18.20 LBR\$    112.28 MSC\$    0.00

289    107    WG4    J6360

POWERTRAIN CONTROL MODULE REPLACEMENT

PTSS    268.72 LBR\$    96.24 MSC\$    0.00

Line Code: B    Booker: 260

Comeback: N

Complaint: 01CB    Carl Black Lifetime Oil and Filter Change - Customer Pays for  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    107    ICB    01CB    Carl Black Lifetime Oil and Filter Chang

ge - Customer Pays for Filter and Taxes

PTSS    18.26 LBR\$    10.63 MSC\$    0.00

Line Code: C    Booker: 289

Comeback: N

Press B, S#, Return for next page, EST#, ?, or E to Exit:



RO No: 137693      Opened: 30OCT06      Closed: 31OCT06      Mileage: 19076  
Line Code: A      Booker: 289      Comeback: N  
Complaint: 01CB      Carl Black Lifetime Oil and Filter Change      Customer Pays for  
Cause:  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    178    ICB    01CB      Carl Black Lifetime Oil and Filter Chang  
                                 ge - Customer Pays for Filter and Taxes  
                                 PTSS    18.26 LBR\$    10.63 MSC\$    0.00  
                                 Comeback: N

Line Code: B      Booker: 289  
Complaint: WASH      CAR WASH  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    178    ICB    WASH      CAR WASH  
                                 PTSS    0.00 LBR\$    0.00 MSC\$    0.00

\*--- 7 of 12 - Dealer: CBR-S -----\*  
RO No: 133894      Opened: 07SEP06      Closed: 08SEP06      Mileage: 14254  
Line Code: A      Booker: 260      Comeback: N  
Complaint: Z7901      MONTHLY PAYMENT REIMBURSEMENT PER RON TATE FOR CUSTOMER SATISF  
Cause: PER RON TATE  
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    126    WC4    Z7091      REUND TO CUSTOMER BY DSM

Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 146524      Opened: 13MAR07      Closed: 28MAR07      Mileage: 30017  
Line Code: B      Booker: 289      Comeback: N  
Complaint: 13      ROTATE TIRES  
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
289	212	I	13		ROTATE TIRES				
					PTSS	0.00	LBR\$	0.00	MSC\$ 0.00

Line Code: C      Booker: 260      Comeback: N  
Complaint:      CUSTOMER STATES DRIVER FRONT DOOR POPS WHEN OPENING  
Cause: MISALIGNED

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
289	212	WG4	B4001		DOOR ASSEMBLY, FRONT LEFT ALIGN				
					PTSS	0.00	LBR\$	16.64	MSC\$ 0.00

Line Code: D      Booker: 289      Comeback: N  
Complaint: Z7911      2 WAY SHUTTLE RIDE

Cause: SHUTTLE

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....				
289	212	WG4	Z7911		2 WAY SHUTTLE RIDE				
					PTSS	0.00	LBR\$	10.00	MSC\$ 0.00

\*--- 6 of 12 - Dealer: CBR-S -----\*

RO No: 137693      Opened: 30OCT06      Closed: 31OCT06      Mileage: 19076

Press B, S#, Return for next page, EST#, ?, or E to Exit:

```

RO No: 158505      Opened: 04SEP07      Closed: 06SEP07      Mileage: 43603
                   PT$$      0.00 LBR$      0.00 MSC$      23.29
*--- 4 of 12 - Dealer: CBR-S -----*
RO No: 152404      Opened: 07JUN07      Closed: 07JUN07      Mileage: 36826
Line Code: A      Booker: 63              Comeback: N
Complaint: 01CB   Carl Black Lifetime Oil and Filter Change - Customer Pays for
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
289   316   ICB   01CB               Carl Black Lifetime Oil and Filter Chang
                                   ge - Customer Pays for Filter and Taxes
                                   PT$$      18.26 LBR$      10.63 MSC$      0.00
*--- 5 of 12 - Dealer: CBR-S -----*
RO No: 146524      Opened: 13MAR07      Closed: 28MAR07      Mileage: 30017
Line Code: A      Booker: 289              Comeback: N
Complaint: 01CB   Carl Black Lifetime Oil and Filter Change - Customer Pays for
Cause:
SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....
289   212   ICB   01CB               Carl Black Lifetime Oil and Filter Chang
                                   ge - Customer Pays for Filter and Taxes
                                   PT$$      18.26 LBR$      10.63 MSC$      0.00
Line Code: B      Booker: 289              Comeback: N
Press B, S#, Return for next page, EST#, ?, or E to Exit:

```

\*--- 1 of 12 - Dealer: CBR-S -----  
 RO No: 166639 Opened: 02JAN08 Closed: 03JAN08 Mileage: 50202  
 Line Code: A Booker: 260 Comeback: N  
 Complaint: CUST STATES THERE IS A KNOCKING POPPING FEELING IN THE STEERING  
 Cause: NOISE  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289 68 WRYAN E9740 GEAR ASSEMBLY, POWER STEERING REPLACE  
 PTSS 201.81 LBS 120.05 MSCS 0.00

\*--- 2 of 12 - Dealer: CBR-S -----  
 RO No: 163384 Opened: 13NOV07 Closed: 13NOV07 Mileage: 48741  
 Line Code: A Booker: 289 Comeback: N  
 Complaint: 01CB Carl Black Lifetime Oil and Filter Change Customer Pays for  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
 289 316 ICB 01CB Carl Black Lifetime Oil and Filter Change  
 ge - Customer Pays for Filter and Taxes  
 PTSS 18.86 LBS 10.63 MSCS 0.00

Line Code: B Booker: 289 Comeback: N  
 Complaint: CUST REQUESTS TOP OFF COOLANT  
 Cause:  
 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press S#, Return for next page, EST#, ?, or E to Exit:

Before

Since January 2<sup>nd</sup>

Power Steering light has been on -

Taken in Again on January 7<sup>th</sup> -

Ran diagnostic

8/8 → Replaced something to do with electronic  
 powering steering - Asked me to bring  
 back again on January 8<sup>th</sup> as diagnostic

Still showed issue with power steering -  
 Got car back on 8<sup>th</sup> light (power steering)  
 still on - Took back on Jan. 9<sup>th</sup>

4/9/8 - finished testing & said steering column  
 needed to be replaced due to something  
 w/ electronic power steering.

They kicked in extended warranty to replace  
 steering column - Have to order part & I  
 have to take it back when part arrives. AGAIN!

RO No: 163384      Opened: 13NOV07      Closed: 13NOV07      Mileage: 48741  
Line Code: B      Booker: 289      Comeback: N

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    316    ICB    ST

STRAIGHT TIME

PTSS      0.00 LBR\$

0.00 MSC\$      0.00

\*--- 3 of 12 - Dealer: CBR-S

RO No: 158505      Opened: 04SEP07      Closed: 06SEP07      Mileage: 43603  
Line Code: A      Booker: 63      Comeback: N

Complaint: 01CB      Carl Black Lifetime Oil and Filter Change - Customer Pays for  
Cause: C==LOF

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
53      62      ICB      01CB

Carl Black Lifetime Oil and Filter Chang  
ge - Customer Pays for Filter and Taxes

PTSS      18.26 LBR\$      10.63 MSC\$      0.00

Comeback: N

Line Code: B      Booker: 260

Complaint:      CUST STATES THAT THERE IS A ROARING NOISE COMING FROM THE FRO  
Cause: E

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
53      62      WG4      E9740

GEAR ASSEMBLY, POWER STEERING REPLACE

PTSS      317.34 LBR\$      141.42 MSC\$      0.00

SUBLET REPAIRS

Press B, S#, Return for next page, EST#, ?, or E to Exit:

## PURCHASE AGREEMENT



Carl Black Pontiac-Buick-GMC  
Isuzu-Hummer, LLC  
11225 Alpharetta Highway  
Roswell, Georgia 30076

Stock # 61117	Salesperson 1 & emp # BAILEY, JOHN A
Deal # 629198	Salesperson 2 & emp #

Purchase Date 02/07/06	
Purchaser #1	D.L. #
Purchaser #2	D.L. #
Home Address	
City DOUGLASVILLE	County DOUGLAS
State GA	Zipcode 30135
Business Address	
City	County
State	Zipcode
P1 Home Phone	Cell
email	

PURCHASED	Year 2006	Make PONTIAC	Model G6	V.I.N. 1G2ZF55B064
NEW ( ) USED ( )	( ) 2 Dr. ( ) Van	2006 PONTI		Mileage 59
DEMO ( ) OTHER ( ) MSO ( )	( ) 4 Dr. ( ) Truck			Cyls 4
				Color BLK
				2WD 4WD ISD

TRADE 1	Year 01	Make PONTI	Model UNN	V.I.N. 1G2H2541614
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD 4WD	Mileage 117285
TRADE 2	Year	Make	Model	V.I.N.
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD 4WD	Mileage
				Cyls
				Color

Balance Owed to: T1	STYLE FIN	T2	1. MSRP/Selling Price	17990.00
Onstar YES NO	Delivery Date: _____	Time: _____	2. First Place Finish	
XM Radio YES NO			3.	
GMS <input type="checkbox"/>			4.	
Supplier <input type="checkbox"/>			5.	
GID <input type="checkbox"/>			6. Total Vehicle Price	

INSURANCE (Must Be Current)		7. Selling Price	17988.00
Agent GEICO	Phone No. 800.841.3000	8. Less Trade-In Allowance	5500.00
Company	Eff Dates 11.1304 05.13.06	9. Selling Price/Trade Difference	12488.00
Address	Pol No. 4026.97.90.31	10. Delivery and Handling Fee	499.00
City, State, Zip	Coll/Comp Ded. 500/500	11. Sub-Total	12987.00

LIENHOLDER (If Outside Lien)		12 Sales Tax ( ) 7% ( ) 6% ( ) 5%	909.09
Name GMAC	Phone No.	13. Total	13896.09
Address PO BOX 8102	Lienholder Code:	14. GA Mtr Veh Warr Rights Act	3.00
City, State, Zip COCKEYSVILLE	MD 21030	15. Certificate of Title Fee	18.00

This order shall not become binding until accepted by the Dealer or its authorized representative and in the event of a time sale, Dealer shall not be obligated to sell until approval of terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms. Further if financed through any of CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC finance sources, this order will not be considered binding until full disclosure is made at the time of execution of the chattel mortgage. Purchaser, by his execution of this order certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions.

In the event of increase in price by manufacturer before delivery I agree to pay the difference in price. The above complies the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promises whatsoever will be recognized.

Upon failure or refusal of purchaser to complete for any reason the cash deposit may be retained as liquidated damages.

## DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC hereby expressly disclaim all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC. Neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products.

PARTIAL PAYMENT IS NON REFUNDABLE WHEN FINANCING HAS BEEN ARRANGED

Purchaser 1 Signature	Purchaser 2:	CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC
		BY _____

16. Balance Owed on Trade-In	T1 6867.74	T2 N/A
18. Total Cash Delivered Price	20784.83	
19. Total Down Payment	1500.00	
20. Rebates	N/A	
21. Warranty/GAP	1350.00	
23. Total Balance Due	20642.83	

RO No: 158505      Opened: 04SEP07      Closed: 06SEP07      Mileage: 43603  
\*--- 4 of 12 - Dealer: CBR-S ----- PTSS      0.00 LBR\$      0.00 MSC\$      23.29  
RO No: 152404      Opened: 07JUN07      Closed: 07JUN07      Mileage: 36826  
Line Code: A      Booker: 63      Comeback: N  
Complaint: 01CB      Carl Black Lifetime Oil and Filter Change - Customer Pays for  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    316    ICB    01CB      Carl Black Lifetime Oil and Filter Chang  
                                 ge - Customer Pays for Filter and Taxes  
                                 PTSS      18.26 LBR\$      10.63 MSC\$      0.00

\*--- 5 of 12 - Dealer: CBR-S -----  
RO No: 146524      Opened: 13MAR07      Closed: 28MAR07      Mileage: 30017  
Line Code: A      Booker: 289      Comeback: N  
Complaint: 01CB      Carl Black Lifetime Oil and Filter Change - Customer Pays for  
Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....  
289    212    ICB    01CB      Carl Black Lifetime Oil and Filter Chang  
                                 ge - Customer Pays for Filter and Taxes  
                                 PTSS      18.26 LBR\$      10.63 MSC\$      0.00  
Line Code: B      Booker: 289      Comeback: N

Press B, S#, Return for next page, EST#, ?, or X to Exit:

LINEX

09/20/2007 07:53

6783560393

RO No: 146524      Opened: 13MAR07      Closed: 28MAR07      Mileage: 30017  
Line Code: B      Booker: 289      Comeback: N  
Complaint: 13      ROTATE TIRES  
Cause:

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	212	I	13		ROTATE TIRES			
					PTSS	0.00	LBR\$	0.00 MSC\$ 0.00

Line Code: C      Booker: 260      Comeback: N  
Complaint:      CUSTOMER STATES DRIVER FRONT DOOR POPS WHEN OPENING  
Cause: MISALIGNED

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	212	WG4	B4001		DOOR ASSEMBLY, FRONT LEFT ALIGN			
					PTSS	0.00	LBR\$	16.64 MSC\$ 0.00

Line Code: D      Booker: 289      Comeback: N  
Complaint: Z7911      2 WAY SHUTTLE RIDE  
Cause: SHUTTLE

SA...	TECH.	TYPE.	OPCODE.....	CB-RO..	DESCRIPTION.....			
289	212	WG4	Z7911		2 WAY SHUTTLE RIDE			
					PTSS	0.00	LBR\$	10.00 MSC\$ 0.00

\*--- 6 of 12 - Dealer: CBR-S -----\*  
RO No: 137693      Opened: 30OCT06      Closed: 31OCT06      Mileage: 19076

Press B, S#, Return for next page, EST#, ?, or E to Exit:



\*--- 1 of 12 - Dealer: CBR-S -----\*

RO No: 166639    Opened: 02JAN08    Closed: 03JAN08    Mileage: 50202

Line Code: A    Booker: 260    Comeback: N

Complaint:    CUST STATES THERE IS A KNOCKING POPPING FEELING IN THE STEERING

Cause: NOISE

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

289    68    WRYAN E9740    GEAR ASSEMBLY, POWER STEERING REPLACE

PT\$\$    201.81 LBR\$    120.05 MSC\$    0.00

\*--- 2 of 12 - Dealer: CBR-S -----\*

RO No: 163384    Opened: 13NOV07    Closed: 13NOV07    Mileage: 48741

Line Code: A    Booker: 289    Comeback: N

Complaint: 01CB    Carl Black Lifetime Oil and Filter Change - Customer Pays for

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

289    316    1CB    01CB    Carl Black Lifetime Oil and Filter Change - Customer Pays for Filter and Taxes

PT\$\$    18.86 LBR\$    10.63 MSC\$    0.00

Line Code: B    Booker: 289    Comeback: N

Complaint:    CUST REQUESTS TOP OFF COOLANT

Cause:

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION.....

Press B#, Return for next page, EST#, ?, or E to Exit:

Before

Since <sup>1</sup> January 2<sup>nd</sup>

Power Steering light has been on -  
Taken in Again on January 7<sup>th</sup> -  
Ran diagnostic

1/8 → Replaced something to do with electronic  
powering steering - Asked me to bring  
back again on January 8<sup>th</sup> as diagnostic  
still showed issue with power steering -  
Got car back on 8<sup>th</sup> light (power steering)  
still on - Took back on Jan. 9<sup>th</sup>

1/9/8 - Finished testing & said steering column  
needed to be replaced due to something  
w/ electronic power steering.

→ They kicked in extended warranty to replace  
steering column - Have to order part & I  
have to take it back when part arrives - AGAIN!

09/20/2007 07:53 6783560393

RO No: 163384      Opened: 13NOV07      Closed: 13NOV07      Mileage: 48741  
Line Code: B      Booker: 289      Comeback: N

LINE	QTY	UNIT	DESCRIPTION	PRICE	AMOUNT	TAX	TOTAL
289	316	ICB	ST				
STRAIGHT TIME							
			PTSS	0.00	LBR\$	0.00	MSC\$ 0.00

\*--- 3 of 12 ~ Dealer: CBR-S -----

RO No: 158505      Opened: 04SEP07      Closed: 06SEP07      Mileage: 43603

Line Code: A Booker: 63 Comeback: N  
Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for  
Cause: C==LOF

SA...	TECH.	TYPE	OPCODE.....	CB-RO..	DESCRIPTION.....
63	62	ICB	01CB		Carl Black Lifetime Oil and Filter Change - Customer Pays for Filter and Taxes
					PTSS 18.26 LBS\$ 10.63 MSC\$ 0.00

Line Code: B    Booker: 260    Comeback: N  
Complaint:        CUST STATES THAT THERE IS A ROARING NOISE COMING FROM THE FRO  
Cause: E

SA...	TECH.	TYPE.	OPCODE.....	CH-RO..	DESCRIPTION.....
63	62	WG4	E9740		GEAR ASSEMBLY, POWER STEERING REPLACE
					PTSS\$ 317.34 LBR\$ 141.42 MSC\$ 0.00
63		WG4	9999		SUBLET REPAIRS

Press B, S#, Return for next page, EST#, ?, or E to Exit:

## PURCHASE AGREEMENT



Carl Black Pontiac-Buick-GMC-  
Isuzu-Hummer, LLC  
11225 Alpharetta Highway  
Roswell, Georgia 30076

Stock #  
61117Salesperson 1 & emp #  
BAILEY, JOHN ADeal #  
629198

Salesperson 2 &amp; emp #

Purchase Date 02/07/06		Purchaser #1		D.L. #		ST		D.O.B 03/25/58	
		Purchaser #2		D.L. #		ST		D.O.B	
Home Address									
City DOUGLASVILLE			County DOUGLAS			State GA		Zipcode 30135	
Business Address									
City			County			State		Zipcode	
P1 Home Phone			Bus. Phone			Cell		email	

PURCHASED	Year 2006	Make PONTIAC	Model G6	V.I.N. 1G2ZF55B064
NEW ( ) USED ( )		( ) 2 Dr. ( ) Van	2006 PONTI	Mileage. 59
DEMO ( ) OTHER ( ) MSO ( )		( ) 4 Dr. ( ) Truck		Cyls. 4
				Color BLK
				2WD 4WD ISD

TRADE 1	Year 01	Make PONT	Model BUNN	V.I.N. 1G2H2541614
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD 4WD	Mileage. 117285
TRADE 2	Year	Make	Model	V.I.N.
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD 4WD	Mileage.
				Cyls
				Color

Balance Owed to: T1 STYLE FIN T2		1. MSRP/Selling Price		17990.00
Onstar YES NO	Delivery Date: Time:	2. First Place Finish		
XM Radio YES NO		3.		
GMS		4.		
Supplier		5.		
GID		6. Total Vehicle Price		

INSURANCE (Must Be Current)		7. Selling Price		17988.00
Agent	Phone No. 800.841.3000	8. Less Trade-In Allowance		5500.00
Company GEICO	Eff Dates 11-1304 05.13.06	9. Selling Price/Trade Difference		12488.00
Address	Pol No. 4026.97.90.31	10. Delivery and Handling Fee		499.00
City, State, Zip	Coll/Comp Ded. 500/500			

LIENHOLDER (If Outside Lien)		11. Sub-Total		12987.00
Name GMAC	Phone No.	12 Sales Tax ( ) 7% ( ) 6% ( ) 5%		909.09
Address PO BOX 8102	Lienholder Code:	13. Total		13896.09
City, State, Zip COCKEYSVILLE	MD 21030	14. GA Mtr Veh Warr Rights Act		3.00

This order shall not become binding until accepted by the Dealer or his authorized representative and in the event of a time sale, Dealer shall not be obligated to sell until approval of terms hereof is given by a bank or finance company willing to purchase a retail installment contract between the parties hereto based on such terms. Further if financed through any of CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC finance sources, this order will not be considered binding until full disclosure is made at the time of execution of the chattel mortgage. Purchaser, by his execution of this order certifies that he is 18 years of age or older and acknowledges that he has read its terms and conditions.

In the event of increase in price by manufacturer before delivery I agree to pay the difference in price. The above comprises the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise whatsoever will be recognized.

Upon failure or refusal of purchaser to complete for any reason the cash deposit may be retained as liquidated damages.

## DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC hereby expressly disclaim all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC. Neither assumes nor authorized any other person to assume for it any liability in connection with the sale of said products.

PARTIAL PAYMENT IS NON REFUNDABLE WHEN FINANCING HAS BEEN ARRANGED

Purchaser 1 Signature	Purchaser 2:	CARL BLACK PONTIAC, BUICK, GMC, ISUZU, HUMMER LLC
		BY

15. Certificate of Title Fee	18.00
16. Balance Owed on Trade-In	T1 6867.74 T2 N/A
18. Total Cash Delivered Price	20784.83
19. Total Down Payment	1500.00
20. Rebates	N/A
21. Warranty/GAP	1350.00
23. Total Balance Due	20642.83

# RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

629198

Dealer Number

Contract Number

61117

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

Creditor (Seller name and address)

CARL BLACK PONTIAC-BUICK-GMC-ISUZU-HUMMER LLC  
 11225 ALPHARETTA HWY  
 ROSWELL, GA 30076

DOUGLASVILLE DOUGLAS GA

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.

Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
NEW 2006	PONTIAC G6	1G2ZF558064	<input checked="" type="checkbox"/> Personal, family, or household <input type="checkbox"/> Agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year 2001 Make PONTIAC Model BONNEVILLE

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

APPROXIMATE PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate	The dollar amount the credit will cost you	The amount of credit provided to you or on your behalf	The amount you will have paid after you have made all payments as scheduled	The total cost of your purchase on credit, including your downpayment
6.99%	\$ 5718.77	\$ 20642.83	\$ 26361.60	\$ 132.26 is \$ 26493.86

Your Payments Schedule Will Be:

Amount of Payments	When Payments Are Due	Or as Follows
\$ 439.86	Monthly beginning 03/24/2006	

**Late Charge:** If a payment is not received in full 15 days after it is due, you will be charged 5% of the part of the payment that is late, with a maximum charge of \$50.00.  
**Prepayment:** If you pay off all your debt early, you will not be charged a prepayment 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 default, any required repayment in full before the scheduled date, and security interest.

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 ☐ Both  
☐ Credit Disability (Buyer Only)

Life Insurance (Buyer Only)  
☐ Life Insurance (Buyer Only)

Life Insurance (Co-Buyer Only)  
☐ Life Insurance (Co-Buyer Only)

Life Insurance (Both)  
☐ Life Insurance (Both)

1 Cash  
 Gross trade-in \$ 5500.00  
 Net trade-in \$ 1361.11  
 + other (describe) \$ 1926.86  
 3 Unpaid balance of cash price (1 minus 2)

Insurance  
 you sign and agree to pay the extra cost of insurance. You will not be provided unless you paid all your payments.



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

January 31, 2008

VIA FAX ONLY

E. Scott Fortas, Esq.  
Alex Simanovsky & Associates, LLC  
2300 Henderson Mill Road, Suite 300  
Atlanta, GA 30345

RE: [REDACTED]  
Service Request: 71-589263931  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZF55B064 [REDACTED]

Dear Mr. Adamucci:

This is to advise that General Motors is in receipt of the above referenced case dated January 17, 2008. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

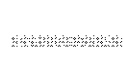
- |                                     |   |                                     |                   |
|-------------------------------------|---|-------------------------------------|-------------------|
| <input type="checkbox"/>            | Copy of owner's current title and/or registration | <input checked="" type="checkbox"/> | Finance agreement |
| <input checked="" type="checkbox"/> | Other: Signed Release of Lien Information form    | <input type="checkbox"/>            | Buyer's agreement |

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

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

Sincerely,

General Motors Corporation



## RELEASE OF LIEN INFORMATION

I \_\_\_\_\_,  
(Client's Name) (Client's Social Security Number)

hereby authorize \_\_\_\_\_  
(Lien holder Name)

\_\_\_\_\_  
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # \_\_\_\_\_  
(Account Number)

with \_\_\_\_\_  
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

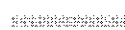
Date \_\_\_\_\_.

## VEHICLE INFORMATION

The current vehicle mileage is \_\_\_\_\_ Date mileage read: \_\_\_\_\_.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature



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

January 31, 2011

[REDACTED]  
[REDACTED]  
Port Washington, WI [REDACTED]

Service Request: 71-589425739  
Customer Relationship Specialist: Jerry Robinson

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.

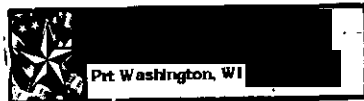
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$368.28.

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

Sincerely,

Chevrolet Customer Assistance Center

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



MILWAUKEE WI 532

14 DEC 2007 PM 8 L



DEC 18 2007

Reimbursement Department  
P.O. Box 33170

Detroit, Mi. 48232-5170

48232+5170





## CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-14-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52815F

Mileage at Time of Repair: 51145 Date of Repair: 7-3-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: PORT WASHINGTON State: WI ZIP Code: [REDACTED]

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

Evening Telephone Number (include Area Code): Same

Amount of Reimbursement Requested: \$ 368.28 for labor only

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).



23848

2 3 6 4 9 7

**ERNIE VON SCHLEDORN**  
**SAUKVILLE, INC.**
*Buick - Pontiac - Cadillac - Chrysler - Jeep*

 805 E. GREEN BAY AVE.  
 SAUKVILLE, WISCONSIN 53080  
 262-284-8000  
 800-648-6789  
 Metro 262-241-4141  
 Service Direct 262-241-2630  
 BAC: 118882 / 55-68338

\*INVOICE\*

PAGE 1

 PORT WASHINGTON, WI  
 HOME: [REDACTED] BUS:  
 CELL: [REDACTED]

SERVICE ADVISOR: 77 CHRIS FOAT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZT52815F		51145/51145	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18MAY06 IS			17:00 03JUL07	EB	0.00 CASH	03JUL07
R.O. OPENED	DATE OFFERED BACK	OPTIONS: STK:E5860 DLR:53633				

08:04 03JUL07 13:30 03JUL07

LINE OPCODE TECH TYPE HOURS

 A CST STATES THAT THE PWR STEERING WENT OUT AND DID NOT RETURN TILL  
 AFTER THE CAR WAS TURNED OFF

 CAUSE: FOUND CODE C0545 STEERING TORQUE INPUT SENSOR OPEN/SHORTED.  
 E7680 COLUMN ASSEMBLY, STEERING - REPLACE

11 SCHUCKIT, DAVE LIC#: 4011

WC

1 15926870 COLUMN

FC: 6C

PART#: 15926870

COUNT: 1

CLAIM TYPE:

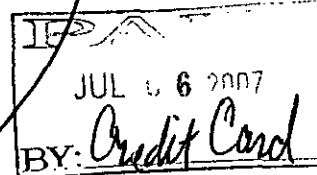
AUTH CODE: A

OJ

(N/C)

(N/C)

COPY



REPLACED THE STEERING COLUMN AND RECALIBRATED THE SYSTEM

\*\*\*\*\*

 B\*\* LABOR TO REPLACE THE COLUMN, PART COVERED UNDER GM GOODWILL  
 WARRANTY

100 REPLACED THE COLUMN

11 SCHUCKIT, DAVE LIC#: 4011

C

348.75 348.75

\*\*\*\*\*

Our Parts & Service Team is dedicated to providing a high level of customer service and we ask that you please mark your GM or Chrysler survey, "COMPLETELY SATISFIED". Any other column is considered a FAILING GRADE. If you're unable to do so, please call ROB TANNER OR DAVID SLATINSHEK. THANK YOU!

## SERVICE DEPARTMENT HOURS:

 MONDAY  
 7:30 AM - 8:00 PM  
 TUESDAY THRU FRIDAY  
 7:30 AM - 5:30 PM  
 YOUR CONTINUED SATISFACTION  
 IS OUR PRIMARY CONCERN  
 THANK YOU!


CHRYSLER



Goodwrench

 Note:  
 (W-) or (I) in front of Part Description indicates  
 Goodwrench Service Plus Lifetime Warranty.

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of the item/items. The Seller hereby expressly disclaim 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 the item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	348.75
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	348.75
LESS MISC	0.00
SALES TAX	19.53
PLEASE PAY THIS AMOUNT	368.28

EPHIE VON SCHLEDORF SA  
805 E GREEN BAY AVE  
SAUKVILLE, WI 53080

TERMINAL ID:  
MERCHANT #:

008326100  
455162110599

UTSA

SAL

BATCH: 000443  
DATE: JUL 06, 07  
SQ: 001

INVOICE: 046710  
TIME: 07:37  
AUTH NO: 752166

TOTAL \$368.28

CUSTOMER COPY

11-2-14-87

Customer + relationships Services

The Car is in my

Name ( [REDACTED] )  
Grandmother

because my Grand Daughter

[REDACTED]

Did not have good credit

[REDACTED]

Makes the Car Payments

Go GM

And also pays her car  
expenses.

The Car was bought at  
Ernie Von Schledgen - Saultville  
office

So I thought I would clarify  
this with you

Thank you

[REDACTED]

- Grandmother

**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

\*\*\*\*\*368 DOLLARS

\*\*\*\*28 CENTS

AMOUNT

\*\*\*\*\*368.28

PAY  
TO THE  
ORDER  
OF

PORT WASHINGTON WI [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

VENDOR  
DUNS NO

BB 000000131

1

**North American Operations**

General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

01/08/08

VENDOR NAME [REDACTED]

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

161ZT52815F [REDACTED]

01/07/08

71-589425739.1-9QXFTP

VM 1-9QXFTP

00.0000

368.28

.00

368.28

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

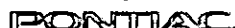
H3

TOTAL

368.28

.00

368.28



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

Powder Springs GA

[illegible]

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

Home telephone:

Change to: ( )

**Please provide us with your preferred email address:**

Dear

Our records indicate that you had your **2005 G6 serviced at Lou Sobh Pontiac on July 9, 2007**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to [www.gmdealershipsurvey.com](http://www.gmdealershipsurvey.com) and entering your personal **User ID:** [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](http://www.gm.com/privacy) or call 1-866MYPRIVACY (1-866-697-7482).

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

left car for service then was  
because parts had to be ordered.  
received a card in the mail that  
to make appointment.

Sincerely, called to come get car  
about 10-14 days later  
parts were in. Called  
Scott Lawson, General Director  
Customer and Relationship Services

## Instructions

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

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

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 9, 2007, COMPLETE THIS SURVEY. \*\***

## About Your Pontiac Dealership's Service Department

- |  | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied  | Not At All Satisfied                |
|--|--------------------------|-------------------------------------|-----------------------------|---|-------------------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours?.....                                   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>  | <input checked="" type="checkbox"/> |
|  | Yes                      | No                                  | Does Not Apply/Not Required | Don't Know  |                                     |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                                 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>  |                                     |
| 3. When arriving for service, were you greeted promptly?.....  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | Service Rep never looked up from his computer when I handed him the keys he said "I have walk-ins, it will be a while." |                                     |
|  | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied  | Not At All Satisfied                |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>  | <input checked="" type="checkbox"/> |
- About Your Service Consultant/Advisor**

### 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?..... | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Yes                      | No                                  | Does Not Apply/Not Required | Don't Know               | Not at first                        |
| 6. Were you <u>offered</u> transportation options?.....   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                                     |
|   | Yes                      | No                                  | Does Not Apply/Not Required | Don't Know               |                                     |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                       | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied                |
|   | Yes                      | No                                  | No Time Promised            |                          | told by another service rep when    |
| 8. Was your vehicle ready by the original time promised?.....   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    |                          |                                     |
|   | Yes                      | No                                  | No Time Promised            |                          |                                     |

1G2ZG528454 [REDACTED] 18153

022727022687 00000167240 091544

2101

CSI 020850

July 30 Appointment at 900AM arrived at 8:45

About Your Service Consultant/Advisor (continued)

When I arrived for appointment was told that walk-ins (several) were in front of me, after 2hr wait almost 3hr I asked for Rental car! was told "I don't know about that" Told (Jeff) "Well I'll talk to someone else" 15 min later was told "enterprise will be here in 10 min".

9. How satisfied were you with the explanation you were given of all services performed? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied Never given explanation
10. Overall, how satisfied were you with your Service Consultant? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied it was on the invoice.

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

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Lou Sobh Pontiac? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
17. Would you recommend this dealership for service? ☐ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☒ Definitely Not
18. Overall, how satisfied are you with your 2005 G6? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
19. Are you... ☐ Male ☒ Female
20. Your age... ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☒ 45 - 54 ☐ 55 - 64 ☐ 65 or older
21. May we include your name when providing this survey information to your dealership? ☒ Yes ☐ No
22. Do you have any other comments/recommendations about Lou Sobh Pontiac?

MC Because of my experience at the service dept alone. I will not be trading my car at another pontiac or GM Dealership. I number 1. Should not have had this many defects with this vehicle. 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. Number 2. Had to deal with such Nasty Service Reps who had the nerve to remind me to give him (Jeff) a good survey because his raise depends on it. 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

1G2ZG528454 18153

022727022687 7709442844 091544

Also Rental vehicle provided to me was a crew cab pick-up truck, I was not at all pleased with having to drive a truck so I went straight home. They said that is all they had GM.



December 29, 2010

[REDACTED]

Powder Springs, GA [REDACTED]

Service Request: 71-548410033

Customer Relationship Specialist: Jane Miller

Dear [REDACTED]:

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

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

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

Sincerely,

Pontiac Customer Assistance Center

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

December 29, 2010

[REDACTED]  
White Bear Lake, MN [REDACTED]

Service Request: 71-548894553

Customer Relationship Specialist: Christopher Carter

Dear [REDACTED]:

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

**THANE HAWKINS**  
**POLAR CHEVROLET MAZDA**



BEAR FAX

TO: Angelina

FROM: Dee Schroeder

PHONE: 651-653-5555 FAX: 651-653-5540

NUMBER OF PAGES:(including cover) 14

NOTES: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# POLAR



1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F) • WHITE BEAR LAKE, MN 55110  
(651) 429-7791

P.02

SALES/LEASE/RENTAL (TYPE)  
02/09/2005 (NAME)

DATE 60430  
STOCK # PROGRESSIVE INS  
INS. CO. [REDACTED]  
POLICY # 09/20/1977

BUYER'S NAME [REDACTED] D.L. # [REDACTED] DOB [REDACTED]  
CO-BUYER'S NAME [REDACTED] D.L. # [REDACTED]  
E-MAIL ADDRESS [REDACTED] BUSINESS PHONE [REDACTED]  
ADDRESS [REDACTED] RESIDENCE PHONE [REDACTED]  
STREET ADDRESS [REDACTED] COUNTY RAMSEY CAR MALIBU MALIBU  
CITY, STATE, ZIP ROSEVILLE MN [REDACTED] (MODEL) (BODY TYPE)  
NEW 2005 CHEVROLET  
PLEASE ENTER MY ORDER FOR A BLACK NEW USED DEMO (YEAR AND MAKE) 42  
COLOR BODY [REDACTED] LIC. # [REDACTED] MILEAGE [REDACTED] VIN 1G1ZS52F65F [REDACTED]

CASH DELIVERED PRICE OF UNIT	\$		NON GM/MAZDA INSTALLED OPTIONS	\$	NONE
FACTORY INSTALLED OPTIONS					
OPTIONS					
					20695.00
			RETAIL VALUE OF VEHICLE	1994	BUICK
			TRADE IN	YEAR	MAKE
					1700.00
			CASH VALUE OF TRADE-IN	\$	6120.00
			REBATE & DISCOUNT - TOTAL ALLOWANCE	\$	14575.00
			BALANCE	\$	
					NONE
					14575.00
			SUB TOTAL TAXABLE AMOUNT	\$	947.38
			SALES TAX	\$	256.00
			LICENSE	\$	
			DOCUMENT ADMINISTRATION FEE	29.75	50.00
			RECORDING / TRANSFER + CERTIFICATION - FEES		
			BASIC \$17.50 / LIENHOLDER ADD \$2.00 / PLATES ADD \$4.25 / INCL. ST. HWY. PAT. FEE	\$	15852.13
			BALANCE	\$	500.00
			LESS DEPOSIT CASH • CHECK • CREDIT CARD	\$	
			MFG. CASH AS ADDITIONAL DOWN PAYMENT	\$	NONE
			SERVICE CONTRACT	\$	NONE
			DUPLICATE TITLE FEES	\$	7.50
			TRADE-IN PAYOFF AMOUNT	\$	15352.13
			BALANCE DUE ON DELIVERY	\$	

### TRADE-IN DATA

YEAR 1994 MAKE BUICK  
MODEL LESABRE MILEAGE 93109  
SERIAL NO. 1G4HR52L1RH [REDACTED]  
PLATE [REDACTED] EXPIRES 08/31/05

I CERTIFY THAT THE VEHICLE I AM TRADING IN IS FREE & CLEAR OF ANY LIENS EXCEPT: \_\_\_\_\_

Buyer's Signature X

Transferor (Dealer) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle being sold, including the gasoline pipe, has not been removed, altered, or rendered inoperative.

The front and back of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or understanding of any nature. You certify that no credit has been extended by dealer for the purchase of this motor VEHICLE. You certify that you are 18 years of age or older, and acknowledge receiving a copy of this contract.

The terms of this CONTRACT were agreed upon and the CONTRACT signed in this dealership credit for YOU. \_\_\_\_\_ made as described in \_\_\_\_\_ NOTICE OF SALE unless signed \_\_\_\_\_ not valid

**POLLUTION CONTROL SYSTEM DISCLOSURE (TRADE-IN VEHICLE)**  
In order to comply with Minnesota Statutes, Section 325E.0951, no person may transfer a motor vehicle without providing a written disclosure to the transferee (buyer) certifying the condition of the pollution control system.  
Transferor (seller) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle being removed, altered, or rendered inoperative. \_\_\_\_\_ gasoline pipe, has not been removed, altered, or rendered inoperative.

Seller's Signature X

### DEALER'S DISCLAIMER OF WARRANTY

The Dealer expressly disclaims all warranties, either express or implied on the vehicle sold, except any warranties offered and explained in Paragraphs 10 through 13 on the back of this contract. Buyer acknowledges having read \_\_\_\_\_ before the sale and further acknowledges having read \_\_\_\_\_ back of this contract.

Buyer's Signature X

**IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS. CUSTOMER(S) AUTHORIZES DEALERSHIP TO OBTAIN A CONSUMER CREDIT REPORT IN CONNECTION WITH THE FINANCING OF THIS VEHICLE.**

CUSTOMER # \_\_\_\_\_ DEAL NUMBER \_\_\_\_\_ SALES CONSULTANT 1/1m # \_\_\_\_\_

Buyers Name \_\_\_\_\_ D.L. # \_\_\_\_\_ DOB \_\_\_\_\_

Co-Buyers Name \_\_\_\_\_ D.L. # \_\_\_\_\_ DOB \_\_\_\_\_

Buyers Soc. Sec. # \_\_\_\_\_ Co-Buyers Soc. Sec. # \_\_\_\_\_

Street Address \_\_\_\_\_ County **1** W. Phone \_\_\_\_\_

City, State Zip \_\_\_\_\_ H. Phone \_\_\_\_\_

Insurance Co. \_\_\_\_\_ Policy # \_\_\_\_\_ e-mail address \_\_\_\_\_

Insurance Agent Name \_\_\_\_\_ Agents Phone \_\_\_\_\_ Date of Glass Loss 7/1/05

Agent Address \_\_\_\_\_ ☐ First Time Buyer ☐ Commercial Account ☐ College Grad

Customer(s) authorizes dealership to obtain a consumer credit report in connection with the sale/delivery of this vehicle. Yes ☐ No ☐

Customer(s) Signature \_\_\_\_\_ Date \_\_\_\_\_

Term of Requested Loan/Lease? 2 Total Cash Down \_\_\_\_\_

### Purchase Vehicle

Stock # \_\_\_\_\_ Year \_\_\_\_\_ Make \_\_\_\_\_ Model **3** Color \_\_\_\_\_ Mileage \_\_\_\_\_

### Trade In Information

Year 94 Make Buick Model LeSabre Vin 1G4HR5ZL1RH4

Trim Level LTD Color GREEN

Body Type 4DR Reg Ext Crew Short Box Long Box Plate # \_\_\_\_\_ Expiration 8/31/05 State MN

Appraised Miles 93109 Act Over Unk Lien Holder \_\_\_\_\_ Amt Owed \_\_\_\_\_

Purchased: ☒ New ☐ Demo ☐ Rental ☐ Used Thru: ☒ Dealer ☐ Private Warranty Start: 1/1

Engine Size V6 Displacement 3.8 Tranny Manual 4 5 6 Auto 3 4 8 6 4x4 AWD Z71/Off Road

Power Features: ☒ Steering ☒ Brakes ☒ ABS(R/A) ☒ Air Cond. ☒ PDL ☒ PW ☒ PW DRS SEAT ☒ PW PAS SEAT ☐ Sun/Moon Roof ☐ PWR or Man

Additional Features: ☒ Tilt ☒ Cruise ☒ Split ☒ Buckets ☒ Quad ☒ Leather ☒ Heated ☒ Remote Keyless ☒ Alloys ☐ Assist Steps ☐ Bedliner

Sound System: ☒ AM/FM ☒ Cass ☒ CD ☐ CD Changer/MP3 DVD Factory or After Mkt Trailering Pkg

Protection Options: ☒ Service Contract ☐ Rustproof ☐ Sealant ☐ Fabric ☐ Alarm ☐ Transferable/Warranties?

Additional Options/Comments \_\_\_\_\_

Recent Repairs: \_\_\_\_\_ Preliminary: ☐ GM Cert ☐ Gold ☐ Silver ☐ Bronze ☐ Wholesale / Re-cycle

EQUIPMENT	CONDITION	RECON \$	EQUIPMENT	CONDITION	RECON \$
Tires/Covers			Exhaust/Muffler		
Body/Panels			Engine		
Paint/Finish			Transmission		
Windshield/Top	<u>2494441 4/19</u>	<u>300</u>	Steering		
Upholstery			Radio/Electrical/Horn		
Brakes			Power Options/Cruise		
Emissions			Detail/Fluids/Inspect		<u>350</u>
Air Condition			Low/High Miles		
Local Market Adj.			Undetected Reconditioning		

\*\*\*THIS APPRAISAL IS VALID FOR SEVEN DAYS\*\*\*

Equipment/Mileage Adjustment \$ \_\_\_\_\_ Reconditioning Estimate \$ 1090 Current Market Value \$ 1700 Appraised By #1 [Signature] #2 [Signature]

☐ 60/2,500 ☐ 30/1,000 ☐ 90/4,000 ☐ As Is Date 2-8-05 Department \_\_\_\_\_

Estimated Arrival \_\_\_\_\_ ☐ Stock ☐ Locate ☐ Future ☐ In-Transit

APPRAISER COMMENTS ONLY

10/08/2007  
07:40:13

## SUMMARY HISTORY DISPLAY

3010  
PAGE 1

CUSTOMER NAME

SERIAL NO. 1G1ZS52F65F

TOTAL R/O'S

11

TOTAL SERV. DAYS 31

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION	CODE.	DESCRIPTION.....
1	533265	10/03/2007	29523	A					
				T			1 W	04CVZ	STEER
				T			2 W	25CVZ	COURTESY TRANS/R
2	529359	08/18/2007	28026	A					
				T			1 W	04CVZ	STEER
3	527502	07/28/2007	37382	A					
				T			1 W	16CVZ	DRIVEABILITY
				T			2 W	25CVZ	COURTESY TRANS/R
4	521556	05/25/2007	26656	A					
				T			1 W	04CVZ	STEER
				T			2 W	25CVZ	COURTESY TRANS/R
5	520141	05/11/2007	26165	A					
				T			1 W	04CVZ	STEER
6	514561	03/13/2007	23270	A					
				T			1 W	04CVZ	STEER
				T			2 W	25CVZ	COURTESY TRANS/R
				T			3 C	05CVZ	WHEELS
7	468865	11/04/2005	7766	A					
				T			1 W	02CVZ	QUICK LUBE
				T			2 C	33CVZGWINS	GOODWRENCH INSP
8	458256	07/20/2005	4175	A					
				T			1 C	02CVZ	QUICK LUBE
				T			2 C	33CVZGWINS	GOODWRENCH INSP
9	447354	04/08/2005	1520	A					
				T			1 I	02CVZ	QUICK LUBE
				T			2 C	33CVZGWINS	GOODWRENCH INSP
10	441596	02/09/2005	12	A					
				T			1 I	96CVZ	RE-CLEAN
11	428959	10/11/2004	8	A					
				T			1 W	99CVZ	NEW CAR GET READ
				T			2 W	97CVZ	WASH & CLEAN PDI
				T			3 I	82CVZPNTSLNT	PAINT SEALANT



# POLAR


**MAZDA**

SERVICE DIRECT: (651) 653-5555  
TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)  
WHITE BEAR LAKE, MN 55110

CUSTOMER NO.	603791	NAME	MICHAEL PATTEN	716 TAG	INVOICE NO.	10/03/07	INVOICE	CVS533265	
		LABOR RATE		MILEAGE	29,523	COLOR	BLACK/GRAY	STOCK	68430
WBL, MN		YEAR MAKE MODEL	05/CHEVROLET/MALIBU/MALIBU			DATE	02/09/05	DELIVERY MILES	42
		VEHICLE I.D. NO.	1G1ZS52F65F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		DATE	10/03/07		
		COMMENTS							

MO: 29523

## LABOR &amp; PARTS

INSPECT FOR NOISE HEARD FROM THE FRONT END.  
CAN ALSO BE FELT THROUGH THE STEERING AND FLOOR. IT IS  
GETTING HARD TO TURN.  
ROAD TEST. REPROGRAM POWER STEERING CONTROL MODULE  
E7631

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

COURTESY TRANS/RIDE  
COURTESY TRANS/RIDE  
COURTESY TRANS/RIDE

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 2		RNTL RENTAL CHARGE		
TOTAL - MISC				0.00

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

COMMENTS  
RENTAL

## TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

## QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC Oil filter
- Chassis Lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

**AN AMERICAN  
REVOLUTION**
**zoom-zoom**

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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



# POLAR

CHEVROLET **mazda**

SERVICE DIRECT: (651) 653-5555  
TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)  
WHITE BEAR LAKE, MN 55110

CUSTOMER NO. <b>603791</b>	INVOICE # <b>MICHAEL PATTEN 716</b>	DATE <b>08/20/07</b>	INVOICE NO. <b>CVC5529359</b>
LABOR RATE <b>28.026</b>	MILEAGE <b>28,026</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
YEAR/MAKE/MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>	DATE OF SALE <b>08/09/05</b>	DELIVERY MILES <b>42</b>	
VEHICLE I.D. NO. <b>1G1ZS52F65F</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	F.O. NO.	DATE <b>08/18/07</b>	
COMMENTS			MO: 28026

### LABOR & PARTS

CHECK FOR HEAVY CLUNK NOISE FROM THE STEERING WHILE TURNING  
ALSO THE WHEEL STICKS AT TIMES WHILE TURNING  
LUBE AND REPOSITION INTERMEDIATE SHAFT PER BULLETIN  
06-02-32-007B  
E9448

JOB # 1 TOTAL LABOR & PARTS 0.00

### COMMENTS

RENTAL

### TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

### QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

**GM Goodwrench Service**

**AN AMERICAN  
REVOLUTION**

**mazda**  
**ZOOM-ZOOM**

Thank You!  
WE APPRECIATE YOUR BUSINESS

**X**

Signature

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





# POLAR

CHEVROLET MAZDA

SERVICE DIRECT: (651) 653-5555  
TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)  
WHITE BEAR LAKE, MN 55110

CUSTOMER NO. <b>603791</b>	NAME <b>MICHAEL PATTEN</b>	716 TAG NO. [REDACTED]	INVOICE DATE <b>07/26/07</b>	INVOICE NO. <b>527502</b>
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>27,382</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
WBL, MN [REDACTED]	VEHICLE MAKE/MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>	DATE OF SALE <b>02/09/05</b>	DELIVERY MILES <b>42</b>	
[REDACTED]	VEHICLE I.D. NO. <b>1G1ZS52F65F [REDACTED]</b>	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/28/07</b>	
[REDACTED]	COMMENTS			MO: <b>37382</b>

### LABOR & PARTS

CUST STATES VEHICLE HAD HARD START... WHEN STARTED THE SES LAMP CAME ON... VEHICLE DIES WHILE DRIVING  
DIAGNOSTIC CODE P0335. REPROGRAM PCM FOR P0335 AND LONG CRANK ISSUES.  
J6354

JOB # 1 TOTAL LABOR & PARTS 0.00

RENTAL #17877  
COURTESY TRANS/RIDE  
1612751FX6F [REDACTED]

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 2	RNTL	RENTAL CHARGE		0.00
TOTAL - MISC				0.00

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

COMMENTS  
RENTAL

### TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

### QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC or filter
- Chassis Lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4 wheel drive)
- Transmission fluid
- Windshield washer fluid

**GM Goodwrench Service**

**AN AMERICAN  
REVOLUTION**

**mazda**  
**ZOOM-ZOOM**

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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



# POLAR

CHEVROLET **mazda**

SERVICE DIRECT: (651) 653-5555  
TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)  
WHITE BEAR LAKE, MN 55110

CUSTOMER NO. <b>100</b>	ADVISOR <b>CALVIN M SAXBY</b>	359 TAG N	INVOICE DATE <b>09/27/07</b>	INVOICE NO. <b>MACP532556</b>
THANE HAWKINS POLAR CHEVROLET I 1801 EAST COUNTY ROAD F WHITE BEAR LAKE, MN 55110-3882	LABOR RATE	LICENSE NO.	MILEAGE <b>8</b>	CAUSE <b>VOLCANIC RE</b>
	YEAR/MAKE/MODEL <b>08/MAZDA/MAZDA6 SDN/MAZDA6 4-DOOR</b>	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. <b>1YVHP80CX85</b>	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO. <b>3191744</b>	F.O. NO.	R.O. DATE <b>09/25/07</b>	
RE	COMMENTS			MO: <b>8</b>

## LABOR &amp; PARTS

PDI HRS 1.0

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

10.00 PER APP

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

## TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

## QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis lube
- Inspection
- Drive belts
- Flares
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4-wheel drive)
- Transmission fluid
- Windshield washer fluid

Goodwrench Service

 AN AMERICAN  
REVOLUTION

 **mazda**  
ZOOM-ZOOM

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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



# POLAR

CHEVROLET **mazda**

SERVICE DIRECT: (651) 653-5555  
TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)  
WHITE BEAR LAKE, MN 55110

CUSTOMER NO. <b>603791</b>	<b>MICHAEL PATTEN</b>	716 TAG NO. <b>9234</b>	INVOICE DATE <b>05/14/07</b>	INVOICE NO. <b>CVCS520141</b>
LABOR RATE		MILEAGE <b>25,165</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
VEHICLE MAKE/MODEL	<b>05/CHEVROLET/MALIBU/MALIBU</b>		DATE <b>02/09/05</b>	DELIVERY MILES <b>42</b>
VEHICLE I.D. NO.	<b>1G1ZS52F65F</b>		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	<b>05/11/07</b>		
COMMENTS				MO: <b>26165</b>

### LABOR & PARTS

CHECK FOR RUBBING NOISE FROM THE FRONT END WHILE DRIVING  
CLUNK NOISE OVER BUMPS  
REPLACE FRONT STABILIZER BAR BUSHINGS. STILL HAS NOISE.  
FOUND RIGHT LOWER BALL JOINT WORN. CAUSING RF STEERING  
KNUCKLE TO WEAR. REPLACE RF LOWER CONTROL ARM AND KNUCKLE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		22670300	LINK 7.240	
JOB # 1	1		22730776	ARM 6.168	
JOB # 1	1		15225210	KNUCKLE 6.020	
JOB # 1	1		628051	ROSEDALE	

JOB # 1 TOTAL PARTS

WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY

JOB # 1 TOTAL LABOR & PARTS

0.00

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

COMMENTS  
RENTAL

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

### QUICK LUBE plus

- Oil Change (up to 8 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

**GM Goodwrench Service**

**AN AMERICAN  
REVOLUTION**

**mazda**  
**ZOOM-ZOOM**

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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

CUSTOMER SIGNATURE  
\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



# POLAR

CHEVROLET **mazda**

SERVICE DIRECT: (651) 653-5555  
TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)  
WHITE BEAR LAKE, MN 55110

CUSTOMER NO. <b>603791</b>	NAME <b>MICHAEL PATTEN</b>	716 TAG NO. <b>3915</b>	INVOICE DATE <b>03/13/07</b>	INVOICE NO. <b>CVC5514561</b>
ADDRESS [REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>23,270</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
WBL, MN [REDACTED]	YEAR MAKE MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>	DATE OF SALE <b>02/09/05</b>	DELIVERY MILES <b>42</b>	
	VEHICLE I.D. NO. <b>1G1ZS52F65F [REDACTED]</b>	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	DATE OF SALE <b>03/13/07</b>	
	COMMENTS	MO: 23270		

### LABOR & PARTS

C/S: CHECK FOR CLUNK NOISE FROM THE STEERING WHILE TURNING  
REPLACE STEERING GEAR  
ADJUST VEHICLE TOE IN TO SPECS  
E9740

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15858368	GEAR 6.508		
JOB # 1	-1		15858368	CORE RETURN		
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

RENTAL #17901  
COURTESY TRANS/RIDE  
2G1WT55K469 [REDACTED]  
Z7901

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

ROTATE TIRES  
MAINTENANCE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					19.00	

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 2	RNTL	RENTAL CHARGE		
TOTAL - MISC				0.00

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

COMMENTS  
RENTAL CREATED 2007-03-12 08:49:00AM CST TAKEN BY MIKE P  
ATTEN

### QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC/Oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4 wheel drive)
- Transmission fluid
- Windshield washer fluid

**GM** Goodwrench Service

**CHEVROLET** AN AMERICAN  
**REVOLUTION**

**mazda**  
**ZOOM-ZOOM**

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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



# POLAR


**MAZDA**

1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F)  
WHITE BEAR LAKE, MN 55110

SERVICE DIRECT: (651) 653-5555  
TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

CUSTOMER NO. <b>603791</b>	NAME <b>MICHAEL PATTEN</b>		716 TAG # [REDACTED]	INVOICE DATE <b>09/13/07</b>	INVOICE NO. <b>EVCS514561</b>
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>23,270</b>		COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
WBL, MN [REDACTED]	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DATE OF SALE <b>02/09/05</b>	DELIVERY MILES <b>42</b>
	VEHICLE I.D. NO. <b>1G1ZS52F65F [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		R.O. NO.	R.O. DATE <b>09/13/07</b>	
COMMENTS				MO: <b>23270</b>	

**TOTALS**

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

TOTAL LABOR	19.00
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 \$ 19.00**

## QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AG oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4 wheel drive)
- Transmission fluid
- Windshield washer fluid

CUSTOMER SIGNATURE

DUPLICATE INVOICE



**Goodwrench Service**



**AN AMERICAN**

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Angelina Moncivais State: MN

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0755134  
548894553

Vehicle ID No.: 1G1ZS52F65F [REDACTED] In Service Date: 2/9/2005 Vehicle is: New BAC Code: 111544

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing 29,000

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

Lien holder: GMAC ☐ Other ☒: {Name}

Sale Type: Purchase ☒ Lease ☐ Other ☐ :  
Financed

DVM Name: Tice Barry

CAM Name: {Name}

Phone/Cell Number: 630092 8170

Phone Number: {Phone Number}

**VEHICLE REPAIR HISTORY**

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

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

☒ **Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/13/07	514561	1	23,270	C/S check for clunk noise from the steering while turning. Replace steering gear adjust vehicle toe in to specs.
<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/11/07	520141	4	25,165	Check for rubbing noise from the front end while driving clunk noise over bumps. Replace front stabilizer bar bushings, still has noise. Found right lower ball joint worn, causing RF steering knuckle to wear. Replace RF lower control arm and knuckle.
<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/18/07	529359	3	28,026	Check for heavy clunk noise from the steering while turning also the wheel sticks at times while turning lube and repostion intermediate shaft per bulletin 06-02-32-007B.
<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/3/07	533265	1	29,523	Inspect for noise heard from the front end. Can also be felt through the steering and floor. It is getting hard to turn. Road test reprogram power steering control module.

☐ **No start**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/28/07	527502	3	27,382	Cust states vehicle had hard start... When started the SES lamp came on... Vehicle dies while driving diagnostic code po335 reprogram pcm for P0335 and long crank issues. J6354.



## THE STATE LEMON LAW READS:

**Days out of service: 30**

**Repairs: 4 or more.**

**Time period: 2 years following the date of original delivery of the vehicle to a consumer.**

**Does Lemon Law state nonconformity must continue to exist? Yes**

**If applicable, safety-related repairs N/A**

**Safety-related time period N/A**

**Number of repair attempts in the presumption period: 4**

**Total days out of service during the presumption period: 12**

**Total days out of service during customer's ownership: 12**

<b>Vehicle Meets Presumption of Lemon Law YES</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

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

Crs just rec'd the ro's from the dlr and performed the case assessment and the cust has 4 repair attempts to the steering concern and could possibly meet presumption based on the # of repair attempts. Crs will call the dvm for his input.

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

<b>TEAM LEAD APPROVING:</b>	<b>{Name}</b>	<b>Date: {Date}</b>
-----------------------------	---------------	---------------------

<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



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

December 29, 2010

[REDACTED]  
[REDACTED]  
Waterbury, CT [REDACTED]

Service Request: 71-550892464  
Customer Relationship Specialist: Dawn Hart

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 \$409.26. 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.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Waterbury, CT

SEP 11 2007

Chevrolet  
P.O. Box 33170  
Detroit, MI

482 32-5170

48232+3170



0000

48232

U.S. POSTAGE  
PAID  
WATERBURY, CT  
06704  
SEP 08 07  
HMOUN1

\$0.41

00027991-19



September 3, 2007

Chevrolet  
P. O. Box 33170  
Detroit, Michigan 48232-5170

Re: File #71-550892464

Attention: Laura

Attached is the reimbursement request for the repair of my 2005 Chevy Malibu. We discussed this claim early this week. I have had the car repaired. Attached are the original repair order, copy of receipt, copy of registration. I am seeking one hundred percent reimbursement for this repair bill, \$748.80. This was a result of a sensor malfunction.

If you have any questions, you can contact Robert at West Chevrolet in Woodbury, CT.

I can be reached at [REDACTED]

Payment can be mailed to me at [REDACTED] Waterbury, CT [REDACTED]

I appreciate all of your assistance.

Thanks in advance.

Sincerely,

[REDACTED]

✓

7578799

114392

file # 71-530892464



Our Pledge  
to You:  
**QUALITY  
SERVICE**

\*INVOICE\*

DUPLICATE 2  
PAGE 1

729 MAIN STREET SOUTH • WOODBURY, CT. 06798 Tel. 263-3500

WATERBURY, CT

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

SERVICE ADVISOR: 108 ROBERT RICHNAVSKY

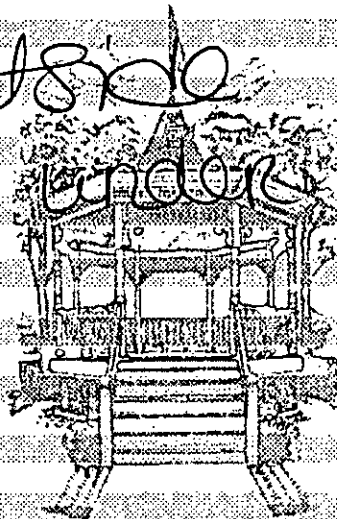
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
WHITE	05	CHEVROLET MALIBU	1G1ZT54875F [REDACTED]	[REDACTED]	57412/57412
DEL DATE	PROMISED	PO NO.	PAYMENT	INV DATE	
30NOV04 DD	19:30 18AUG07		95.00 CASH	31AUG07	
R.O. OPENED	READY	OPTIONS:	DLR:02505 ENG:3.5_Liter_SFI		

07:34 18AUG07 14:07 31AUG07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	VEHICLE LOST POWER STEERING					
	MISCR	CHECKED VEHICLE FOR LOSS OF POWER STEERING					
		FOUND FAULTY SENSOR IN STEERING COLUMN					
		REPLACED COLUMN TEST DROVE small towns of					
		569CCLTR			285.00	285.00	
1	15926870	COLUMN	America	409.26	409.26	409.26	
*****							

Service still remains  
a virtue...

lock outside  
gate key under mat



ORIGINAL

RM

UTA

DIAGNOSTIC TIME WILL BE CHARGED AT APPROPRIATE SKILL LEVEL. THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN RECOGNIZED LABOR TIME GUIDES, WHICH REFLECT AN AVERAGE TIME REQUIRED FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

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.

STATEMENT BELOW OF LIMITED WARRANTY. WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENTS FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL FIX IT, FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	285.00
PARTS AMOUNT	409.26
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE & SUPPLIES	12.15
TOTAL CHARGES	706.41
LESS INS/DISC	0.00
SALES TAX	42.39
PLEASE PAY THIS AMOUNT	748.80

Service  
263-3500

Parts  
263-2400

Showroom  
263-2500

Body Shop  
263-2788

CUSTOMER SIGNATURE

CUSTOMER COPY

114292

WEST CHEVROLET  
729 MAIN STREET SOUTH  
WOODBURY, CT 06798  
203-263-2500

DATE 08/31/07

TIME 03:29 PM

IFCH: 014 VIS SALE

OP: 00

ACCT: [REDACTED]

EXP: XXXX M

RESP: AUTH/TKT 470507

CVV2 RESP CODE: P

PHONE ORDER

TOTAL:

\$748.80

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

SIGNATURE

#71-550892464

ORIGINAL

STATE OF CONNECTICUT  
DEPARTMENT OF MOTOR VEHICLES  
60 STATE STREET, WETHERSFIELD, CT 06161

REGISTRATION CERTIFICATE

This registration must be carried upon  
the motor vehicle herein described at all times.

IF YOU SELL OR TRANSFER THIS VEHICLE COMPLETE THE SECTION ON THE  
BACK AND RETURN THIS CERTIFICATE TO DMV

VOID UNLESS VALIDATED BELOW

TRAN: 20.00  
TITLE: 25.00  
LIEN: 10.00  
EMIS: 40.00  
ADMIN: 10.00  
TOTAL: 105.00

02/20/2006  
VALIDATION DATE

02/20/2006  
ISSUANCE DATE

106  
CLOCK

01 347SXS 02/06/2008 4D SED WHT  
CC SC MARKER NO. EXP DATE BODY STYLE COLOR(S)

2005 CHEVR MALIBU 1G1ZT54875F  
YEAR MAKE MODEL IDENTIFICATION NUMBER

6 G 151 20060220143411060285  
CYLINDERS FUEL TAX TOWN VALIDATION NUMBER

PASSENGER 206165P  
STOCK NUMBER

REGISTRANT(S)

[REDACTED]  
WATERBURY, CT [REDACTED]

RESIDENT ADDRESS

[REDACTED] F  
APPLICANT'S DOB SEX

[REDACTED] CO-APPLICANT'S DOB SEX

3297

TIRES STAND CAP SEAT CAP AXLES GROSS WEIGHT LIGHT WEIGHT

29,336 3297  
ODOMETER EMISSIONS TEST DUE DATE VEHICLE(New or Used)

USED

## CERTIFICATE OF SALE OR TRANSFER

If you sell or transfer this vehicle, you must immediately fill in the information requested below, sign and return your marker plate(s) and this entire registration certificate to DMV.

THE MOTOR VEHICLE DESCRIBED ON THIS FORM HAS BEEN

☒ SOLD ☐ TRANSFERRED ☐ OTHER (Specify):

TO: NAME

ADDRESS (No. & Street) (City or Town) (State) (Zip Code)

I declare, under the penalties of false statement, that this certificate has been examined by me, and that the statements made herein are true and complete to the best of my knowledge and belief.

SIGNATURE OF REGISTERED OWNER(S)

DATE SIGNED

X

## CHANGE OF ADDRESS

Change of address must be reported to Department of Motor Vehicles within 48 hours; give both old and new addresses. Obtain form no B-58 for official address change notification. Also enter new address below, but do not return this certificate. Continue to keep it in the vehicle.

NEW ADDRESS (No. & Street)

(City or Town) (State) (Zip Code)

**KEEP THIS CERTIFICATE FOR PROOF OF SALES/USE TAX PAID ON THIS VEHICLE**

## BENEFICIARY DESIGNATION - (If Vehicle Is Owned by One (1) Person)

If the owner is an individual (not a firm or corporation), and if there is no specified co-owner, then the owner may designate a BENEFICIARY below who shall assume ownership of the motor vehicle described on this certificate upon the death of the owner of record. The owner must complete the area below naming such BENEFICIARY. (Public Act 02-105, effective January 1, 2003)

NAME OF BENEFICIARY (Last Name, First Name, Middle Initial)	OPERATOR LICENSE NUMBER (If NOT CT, specify state issuing license)	DATE OF BIRTH (if known)
ADDRESS (No. & Street)	(City or Town)	(State) (Zip Code)

I hereby designate the above individual person as my BENEFICIARY with respect to this motor vehicle specified on the front of this certificate, who shall assume ownership of this motor vehicle after my death upon proper application to the DMV no later than sixty (60) days from the date of death.

SIGNATURE OF OWNER (As appearing on front of this certificate)	DATE SIGNED
X	
SIGNATURE OF WITNESS (NOTE: Beneficiary can NOT sign as a witness)	DATE SIGNED
X	
PRINTED NAME OF WITNESS (NOTE: Beneficiary can NOT be the witness)	DATE SIGNED

**NOTICE TO BENEFICIARY:** NO LATER THAN SIXTY (60) DAYS AFTER THE DEATH OF THE OWNER, the beneficiary named above shall submit the following items to DMV: (1) this certificate of registration, properly completed above and naming the individual as beneficiary, (2) a certificate of death of the owner as listed on this certificate of registration, (3) proof of identity of the beneficiary, (4) the current certificate of title for this vehicle, (5) a properly completed application for registration and title together with the appropriate fees.

**North American Operations**

General Motors Corporation  
Disbursements (2613)  
PO Box 62530  
Phoenix, AZ 85082-2530

**GM**

CHECK No. [REDACTED]

50-837  
213DATE  
09/24/07

\*\*\*\*\*409 DOLLARS

\*\*\*\*26 CENTS

AMOUNT  
\*\*\*\*\*409.26PAY  
TO THE  
ORDER  
OF[REDACTED]  
WATERBURY CT [REDACTED]North American Operations  
General Motors Corporation  
Disbursement Account  
SIGNATUREThe Chase Manhattan Bank, N.A.  
Syracuse, New YorkAUDIT  
[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 09/24/07VENDOR  
DUNS NO BB 000000076 1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54875F [REDACTED]	09/21/07 71-550892	VM 1-97X1GL 464.1-97X1GL	00.0000	409.26	.00	409.26
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				N3		
TOTAL				409.26	.00	409.26



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

**ADR File Checklist**

**SR Number: 71-551454899**

**BBB Case: CHV0752024**

**Customer:** [REDACTED]

**VIN: 1G1ZT52835F** [REDACTED]

**Make/Model/Year: Chevrolet/Malibu/2005**

**In Service: 6/7/05**

**Mileage: 46,660**

**Received Date: 8/29/07**

**Day 15 Date: 9/13/07**

**Goes Active:**

**Primary Concern: steering**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 8/29/07 / 2 PM**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 8/29/07 / 2:15 PM**

☐ **Dealer Finance Mgr**

**Completion Date/Time: /**

☒ **AVM**

**Completion Date/Time: 8/29/07 / 2:20 PM**

☒ **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: 11/15/07 / 4 PM**

**Executive Summary**

**Completion Date/Time: 11/15/07 / 4 PM**

**Close Siebel**

**Completion Date/Time: 11/15/07 / 4 PM**

**DVM: Ben Hall**

**Node/Box: 404082 - 8206**

**Service Dealer: Marine Chevrolet**

**Svc Mgr: Carlas Hardin**

**Selling Dealer: Day Centennial**

**Contact: Rich Stone**

**NOTES:**



**GMC**

**HUMMER\***

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 5, 2007

Carlas Hardin  
MARINE CHEVROLET COMPANY  
1408 WESTERN BLVD  
JACKSONVILLE, NC 28546

Re:

Siebel Request: 71-551454899  
2005 Chevrolet Malibu  
VIN # 1G1ZT52835F

Dear Mr. Carlas Hardin:

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

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

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

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

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

Sincerely,

*Joel Verburg*

Joel Verburg  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691  
FAX# 866-259-4607

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Joel Verburg State: Pennsylvania

Customer Name: [REDACTED] SR: 71-551454899 BBB Case No.: CHV0752024

Vehicle ID No.: 1G1ZT52835F [REDACTED] In Service Date: 6/7/05 Vehicle is: Used BAC Code: 112174

Year, Make & Model: 2005 Chevrolet Malibu Vehicle Purchased Used on: n/a  
 Mileage at Time of BBB Filing (46,660)  
 Lien holder: GMAC ☐ Sale Type: Lease ☐  
 DVM Name: Ben Hall CAM Name: Craig Joseph  
 Phone/Cell Number: n/a Phone Number: (914) 244-6130

**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}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

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

☐ Other

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

### THE STATE LEMON LAW READS:

**Days out of service: 30**

**Repairs 3**

**Time period 60 / unlimited**

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

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

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

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

{ # of repair  
attempts }

**Total days out of service during the presumption period:**

{ # of Days }

**Total days out of service during customer's ownership:**

{ # of Days }

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

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

{TEXT}

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

TEAM LEAD APPROVING:	Bridget Cazabon	Date: {Date}
----------------------	-----------------	--------------





**BBB AUTO LINE**

**4200 Wilson Boulevard, Suite 800**

**Arlington, VA 22203-1838**

**Phone 800.955.5100 Fax: 703.247.9700**

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

August 29, 2007

Re:m01 CHV0752024 [REDACTED] vs Chevrolet Motor Division

MARIA DALGLEISH  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

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

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

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

Sincerely,

## Customer Claim Form

Contact Date: 08/29/07

Start Date:

Case Number : CHV0752024

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

CONNELLSVILLE, PA

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

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

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

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

Make: Chevrolet Model: Malibu LS Model Year: 2005 Current Mileage: 46660

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Centennial Chevrolet,

Selling Dealer/City/State : centennial chevrolet, uniontown, PA

Insurance Carrier : bristol west insurance

Policy Number: \_\_\_\_\_

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

Description of Damage : 34000

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

Purchase Date: 12/21/06 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☐ New ☒ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: none

Leasing Company's Name:

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) -

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

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

They told me it was 1,000.00 to fix and we have a car at the dealer now wanting 80\$ for to look at it and was never told that to me on 8-27-07 at chevy dealer in jacksonville north carolina i want the car fixed it is dangerous the wheel locks up around the corners on you!

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

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

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



Customer Name: [REDACTED]

Case Number: CHV0752024

First Repair Attempt (any reported problem)

Date: 02/10/07 Mileage: 0

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. steering wheel locks up	yes				
2. geer shifter was replaced	no				
3. clicking noise to the left fron tire	yes				

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

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

### LEMON LAW CLAIMS

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

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

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

Please note:

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

### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

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

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

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

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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

## **OTHER IMPORTANT INFORMATION**

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

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

## **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

### **Time Period for Filing Claims**

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

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

### **Eligible Claims**

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

### **Eligible Vehicles**

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

The customer's vehicle must be:

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

### **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

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

### **Repairs/Reimbursement for Repairs**

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

### **Repurchase or Replacement**

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

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

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

#### **Deductions/Exclusions from a Repurchase or Replacement Award**

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

$$\begin{array}{lcl} \text{Use} & & \text{Vehicle purchase} \\ \text{Deduction/} & = & \text{price or gross} \\ \text{Payment} & = & \text{capitalized cost} \end{array}$$

$$\frac{\begin{array}{l} \# \text{ miles attributable to the customer} \\ \text{at the time of the arbitration hearing} \end{array}}{100,000} \times$$

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

## STANDARDS OF THE PENNSYLVANIA LEMON LAW

The following is a brief explanation of most relevant provisions of the Pennsylvania lemon law. The complete text of the lemon law can be found at 73 Pa. Cons. Stat. section 1951 *et seq.*

### VEHICLES COVERED

The Pennsylvania lemon law covers a "new motor vehicle", defined as a new and unused self-propelled motorized vehicle that:

1. Is driven upon public roads, streets or highways;
2. Is designed to transport not more than 15 persons;
3. Was (a) purchased in Pennsylvania, (b) leased in Pennsylvania on or after February 11, 2002, or (c) purchased or leased elsewhere on or after December 1, 2002 and registered for the first time in Pennsylvania;
4. Is registered in Pennsylvania; and
5. Is utilized, leased or bought for use primarily for personal, family or household purposes.

This includes a demonstrator or dealer car, but does not include a motorcycle, motor home or off-road vehicle.

### CONSUMERS COVERED

The lemon law covers the "purchaser", defined as a person who has obtained ownership of a new motor vehicle by transfer or purchase, or who has entered into an agreement or contract for the purchase of a new motor vehicle, that is used or bought for use primarily for personal, family or household purposes. To qualify as a "purchaser", the person must maintain continued ownership and possession of the vehicle, and must never have relinquished title.<sup>1</sup>

Beginning February 11, 2002, "purchaser" also includes a person who has obtained possession of a new motor vehicle by lease, or who has entered into an agreement or contract for the lease of a new motor vehicle, that is used, leased, or bought for use primarily for personal, family or household purposes.

### VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

### PROBLEMS COVERED

The lemon law covers any vehicle "nonconformity", defined as a defect or condition that substantially impairs the use, value or safety of a new motor vehicle and does not conform to the manufacturer's express warranty.

---

<sup>1</sup> *Rueves v. Morelli-Hoskins Ford, Inc.*, 415 Pa. Super. 431, 609 A.2d 828 (Pa. Super. Ct. 1992); *Sinnerard v. Ford Motor Company*, 1996 U.S. Dist. LEXIS 8735 (E.D. Pa. 1996).

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

© 2005, Council of Better Business Bureaus, Inc.

Pennsylvania

A consumer is not entitled to lemon law repurchase or replacement if the nonconformity does not substantially impair the use, value or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect or modification or alteration of the motor vehicle by the purchaser.

### **MANUFACTURER'S DUTY TO REPAIR**

A manufacturer must repair or correct a nonconformity that occurs within whichever of the following periods ends first:

1. One year following the actual delivery of the vehicle to the purchaser;
2. The first 12,000 miles of use; or
3. The term of the manufacturer's warranty.

The purchaser must deliver the vehicle for repair to the manufacturer's authorized service and repair facility in Pennsylvania, unless the vehicle cannot reasonably be delivered because of the nature of the nonconformity. If the purchaser cannot deliver the vehicle for repair, the purchaser must notify the manufacturer or its authorized service and repair facility in writing. Such written notice shall constitute delivery of the vehicle; however, the manufacturer may service or repair the vehicle at the vehicle's location, or the manufacturer may, at its own expense, transport the vehicle to its authorized service and repair facility.

### **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty<sup>2</sup>) after a *reasonable number of attempts*, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle.

### **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if either of the following occurs:

1. The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
2. The vehicle is out-of-service by reason of any nonconformity for a cumulative total of 30 calendar days or more.

### **DISPUTE RESOLUTION**

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer must first resort to the informal dispute settlement procedure before bringing a civil action.

---

<sup>2</sup> *Mikula v. Ford Motor Co.*, 26 Pa. D. & C.4th 116 (1995); *Zellhart v. General Motors Corp.*, 50 Pa. D. & C.3d 511 (1988); *Green v. Ford Motor Co.*, 1996 U.S. Dist. Lexis 4102 (E.D. Pa. 1996); *Musko v. Ford Motor Co.*, 1994 U.S. Dist. Lexis 8979 (E.D. Pa. 1994).

## TIME PERIOD FOR FILING CLAIMS

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.<sup>3</sup>

---

<sup>3</sup> *Gabriel v. O'Hara*, 368 Pa. Super. 383, 534 A.2d 488, n.20 (1987); *Lowe v. Volkswagen Of America, Inc.*, 879 F. Supp. 28 (E.D. Pa. 1995).

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

© 2005, Council of Better Business Bureaus, Inc.

Pennsylvania



## REMEDIES UNDER THE PENNSYLVANIA LEMON LAW

### REPURCHASE

The Pennsylvania lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

1. The full purchase or lease price; and
2. All collateral charges, which courts have found to mean all possible charges associated with the purchase of a vehicle, including tags, lien fees, sales tax, document fees, and finance charges<sup>4</sup>;
3. Less a reasonable allowance for the purchaser's use of the vehicle.

The reasonable allowance for use is that amount directly attributable to use by the purchaser prior to the purchaser's first report of the nonconformity to the manufacturer. The reasonable allowance for use may not exceed the lesser of 10 cents per mile driven prior to the first report or 10% of the vehicle's purchase or lease price.

### REPLACEMENT

When replacing a vehicle under the Pennsylvania lemon law, the manufacturer must provide a comparable motor vehicle of equal value. The reasonable allowance for use appears not to apply to a replacement.

---

<sup>4</sup> *Baker v. Chrysler Corporation*, 1993 U.S. Dist. LEXIS 727 (E.D. Pa. 1993); *Giacinto v. General Motors Corporation*, 1989 U.S. Dist. LEXIS 1459 (E.D. Pa. 1989); *Gambrill v. Alfa Romeo, Inc.*, 696 F. Supp. 1047 (E.D. Pa. 1988); *Robinson v. Hyundai Motor America*, 683 F. Supp. 515 (E.D. Pa. 1988).

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

© 2005, Council of Better Business Bureaus, Inc.

Pennsylvania

PAR GMWA  
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/24/07	Service Request #	71-557757271
Customer Name			
VIN	1G1ZT618X6F		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dir Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	3,247.73	
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:		3,247.73	
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		
Additional Comments:	n/a		

# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/17/07	Service Request #	71-557757271
Customer Name	[REDACTED]		
VIN	1G1ZT618X6F [REDACTED]		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dir Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt: 3,997.32		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	3,997.32		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478</b>			
Internal PAR Information			
<b>Complaint:</b>			
	Steering		
<b>Cause:</b>			
	n/a		
<b>Correction:</b>			
<b>Justification:</b>			
	Repair vehicle		
<b>PAR CRS:</b>			
	Alyson Hollar		
<b>Additional Comments:</b>			
	n/a		

# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/24/07	Service Request #	71-557757271
Customer Name	[REDACTED]		
VIN	1G1ZT618X6F [REDACTED]		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dlr Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	3,247.73	
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	3,247.73		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478</b>			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
<b>Complaint:</b>			
	Steering		
<b>Cause:</b>			
	n/a		
<b>Correction:</b>			
<b>Justification:</b>			
	Repair vehicle		
<b>PAR CRS:</b>			
	Alyson Hollar		
<b>Additional Comments:</b>			
	n/a		

**Stateline Auto Group, Inc.**

413 East Main Street  
Andover, Ohio 44003

Phone Number: 1-800-228-0751  
Fax Number: 1-866-215-0477

**FAX TRANSMITTAL FORM**

To: GM inspector

Name: Alison

CC:

Phone: 866-790-5700 x21049

Fax: 866-775-9478

From: Mike Uzarski

Date Sent: 10-8-07

Number of Pages: 5

**Message:**

Claim for Payment

T-628 P02/05 U-095



## STATELINE

**Chevrolet - Pontiac - Buick**  
**413 E. Main St. • Andover, Ohio 44003**  
**Phone: (440) 293-7656**  
**Toll Free: (800) 228-0751**  
[www.statelineautogroup.com](http://www.statelineautogroup.com)

RO: 119974  
Cashier: 09:39-2  
Date Out: 10/08/2007

Customer: 77832      Stock #: 6C1017

VIN:1G1ZT618X6F [REDACTED] IN:0839OUT:0936

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

Home: [REDACTED]  
Advisor: 003015-CHERYL SANISLO

Hat: 855

Sold By: WALTER E LITWIN

OP ##	Acct #####	Tech #####	Hours #####	Complaint/Cause/Correction #####	Per Unit #####	Extended Price #####
				[ CUSTOMER PAY ]		

A SCPR 004072W

Labor Total: 187.33

CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO  
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE  
TEST DROVE VEHICLE COULD NOT DUPLICATE-DROVE VEHICLE HOME NE  
XT MORNING POWER STEERING MESSAGE DISPLAY ON RADIO-WHILE DRI  
VING SLIGHT TURN TO RIGHTVEH WOULD NOT COUNTER STEER AT THIS  
TIME-STEERING WOULD START SIDE TO SIDE MOVEMENT ON ITS OWN  
RETURNED TO SHOP SCANNED VEHICLE POWER STEERING DTC C0475  
SET SYMPTOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER  
STEERING MOTOR AND MODULE-CASE #71-557757271

Parts:	QTY	SO	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	SO	25805894	S/S 15775370 MOTOR	6.605	
1	SO	15921259	MIRROR	10.185	
2	SO	15835615	CAP	10.552	
2	SO	22672194	LEVER	10.527	
2	SO	15830597	HOUSING	10.527	
1	SO	15223298	WEATHERST	10.701	
1	SO	22627166	WDO F/S/D	10.681	
1	SO	19120375	MOLDING	12.112	
1		19120377	MOLDING	12.114	

274.30	274.30
93.63	93.63
9.31	18.62
18.05	36.10
26.08	52.16
83.45	83.45
239.85	239.85
75.12	75.12
62.17	62.17
Total Parts:	935.40

D &amp; D COLLISION

PO: 12622 Non-Taxable: 1949.59

RENTAL-25 DAYS:	925.00
Operation Total:	3997.32

Operation Total: 3997.32

\*B SCPR 004077  
CUSTOMER STATES RENTAL  
LINE A

Labor Total: 0.00

Operation Total: 0.00

>>>> CONTINUED ON NEXT PAGE <<<<

**STATELINE**

Chevrolet - Pontiac - Buick

413 E. Main St. Andover, Ohio 44003

Phone: (440) 293-7656

Toll Free: (800) 228-0751

www.statelineautogroup.com

RO: 119974

Cashier: 09:39-2

Date Out: 10/08/2007

&gt;&gt;&gt;&gt; CONTINUED FROM PREVIOUS PAGE &lt;&lt;&lt;&lt;

Customer: 77832 Stock #: 6C1017

IN: 0839 OUT: 0936

VIN: 1G1ZT618X6F

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

Home: [REDACTED]

Work: [REDACTED]

Advisor: 003015-CHERYL SANISLO

Hat: 855

Sold By: WALTER E LITWIN

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
ee	eeeee	eeeee	eeeee	ee	eeeeeeee	eeeeeeeeeeeeee

SO = Special Order Parts

Customer Pay Labor:	187.33
Customer Pay Parts:	935.40
Customer Pay Sublets:	1949.59
Customer Pay Miscellaneous:	925.00
Customer Total Due:	3997.32

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 the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

• **DISCLAIMER OF WARRANTIES:** All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

• "All parts installed are new/salvaged or reconditioned parts."

TERMS: STRICTLY CASH unless arrangements made.

Signature: [REDACTED]

Thank you for allowing us to serve you!

15928



STATELINE AUTO GROUP Inc.  
413 East Main St. Telephone (440) 293-7656  
ANDOVER, OHIO 44003



## RENTAL AGREEMENT

Vin# 1G1ZT51F46F [REDACTED]

TIME IN 8:00	TIME OUT 8:00	VEHICLE NO. 72	[REDACTED]	VEHICLE WILL BE RETURNED BY DATE [REDACTED]	DATE OUT 9-13-07	DATE IN 10-6-07
<b>IMPORTANT</b> THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.				OUT BY MRE MILEAGE IN 36134 MILEAGE OUT 34343 MILES DRIVEN 1791	RATE: RENTAL CARS \$ PER PLUS ¢ PER MILE MILES @ 25 DAYS @ 37 92500	
DAMAGE NOTED BEFORE CHECK OUT: None						
DAMAGE NOTED ON CHECK IN: None				MONTHS @		
DRIVERS LICENSE NO. [REDACTED]	STATE Pa	EXPIRATION DATE: 12-10-07	AGE	SUB TOTAL		
INSURANCE CO. Erie	AGENT Pat Casper	POLICY NO. [REDACTED]		LESS GAS ALLOWANCE		
<b>NOTICE OF RESPONSIBILITY -</b> CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAM- AGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.				3/4 Tank		
				LESS DEPOSIT		
				TAX		
T X [REDACTED]				NET AMOUNT DUE 92500		

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]  
CITY Linesville STATE Pa PHONE [REDACTED]  
CUSTOMER'S SIGNATURE [REDACTED]

**TERMS ON REVERSE SIDE**



## CLAIM CHECK

855

25421

## STATELINE

violet - Pontiac - Buick  
 in St. Andover, Ohio 44003  
 one: (440) 293-7656  
 Free: (800) 228-0751  
 www.statelineautogroup.com

Scottie

RO: 119974

6F121770

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F  
 2006 CHEV MALIBU MAX BLK  
 Mileage In: 25421

Home: [REDACTED] Work: [REDACTED]  
 Advisor: 003015-CHERYL SANISLO Hat: 855

Delivered: 08/05/2006  
 In Service: 08/05/2006  
 Date In: 09/13/2007 08:39

Promised: 09/13/2007 17:00 - Call when ready.

25537-

SERVICE HISTORY

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type	Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W	STEERING	WHEEL MOVES BY ITSELF
118959	07/11/07	21528		ROBBINS, W	004075	W	STEERING	WANDER ALOT AT HIGHWAY
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C	LUBE, OIL	FILTER
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C	TIRE	ROTATION
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C	LUBE, OIL	FILTER
117040	03/06/07	11708		ROBBINS, W	004021	W	IGNITION	HANGS UP
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W	LEFT HEADLIGHT	BOUNCES ALOT
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C	TIRE	ROTATION

## OP Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS  
 MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475 2A  
 1384

\*B CUSTOMER STATES RENTAL SCPR

Stephanie - Case # 71-557757271

1-866-790-5700

ext. 21936

Cell #

814-547-1079

DSM - Gary Ross

800-823-0055-8537

814-397-1448

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 the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."  
 TERMS: STRICTLY CASH unless arrangements made.

gnat

25587

**Stateline Auto Group, Inc.**

413 East Main Street  
Andover, Ohio 44003

Phone Number: 1-800-228-0751  
Fax Number: 1-866-215-0477

**FAX TRANSMITTAL FORM**

To: GM Inspector

Name: Allison

CC:

Phone: 866-790-5700

Fax: 866-775-9478

From: Mike Uzarski

Date Sent: ~~10-8-07~~ 10-24-07

Number of Pages: 6

**Message:**

Claim for Payment



## STATELINE

**Chevrolet - Pontiac - Buick**  
**413 E. Main St. - Andover, Ohio 44003**  
**Phone: (440) 293-7656**  
**Toll Free: (800) 228-0751**  
**[www.statelineautogroup.com](http://www.statelineautogroup.com)**

RO: 119974  
Cashier: 12:01-1  
Date Out: 10/24/2007  
Status: MODIFIED REPRINT

Customer: 77832      Stock #: 6C1017

VIN:1G1ZT618X6F [REDACTED] IN:0839OUT:1201

2006 CHEV MALIBU MAX BLK  
Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

Home: [REDACTED]  
 Advisor: 003015-CHERYL SANISLO  
 Sold By: WALTER E LITWIN

Hat: 855

OP ##	Acct #####	Tech #####	Hours #####	Complaint/Cause/Correction #####	Per Unit #####	Extended Price #####
				[ CUSTOMER PAY ]		

A SCPR 004072W

Labor Total: 187.33

CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO  
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE  
TEST DROVE VEHICLE COULD NOT DUPLICATE-DROVE VEHICLE HOME NE  
XT MORNING POWER STEERING MESSAGE DISPLAY ON RADIO-WHILE DRI  
VING SLIGHT TURN TO RIGHTVEH WOULD NOT COUNTER STEER AT THIS  
TIME-STEERING WOULD START SIDE TO SIDE MOVEMENT ON ITS OWN  
RETURNED TO SHOP SCANNED VEHICLE POWER STEERING DTC C0475  
SET SYMPTOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER  
STEERING MOTOR AND MODULE-CASE #71-557757271

Parts:	QTY	SO	DESCRIPTION	UNIT PRICE	TOTAL PRICE
	1	SO 25805894	S/S 15775370 MOTOR		6.605
	1	SO 15921259	MIRROR	10.185	
	2	SO 15835615	CAP	10.552	
	2	SO 22672194	LEVER	10.527	
	2	SO 15830597	HOUSING	10.527	
	1	SO 15223298	WEATHERST	10.701	
	1	SO 22627166	WDO F/S/D	10.681	
	1	SO 19120375	MOLDING	12.112	
	1	19120377	MOLDING	12.114	

Total Parts:	935.40
--------------	--------

D &amp; D COLLISION

PO: 12622 Non-Taxable: 1200.00

Sublet: 1200.00

25 DAYS:	925.00
----------	--------

RENTAL-25 DAYS:	925.00
-----------------	--------

Operation Total: 3247.73

Operation Total: 3247.73

\*B SCPR 004077  
CUSTOMER STATES RENTAL  
LINE A

Labor Total: 0.00

Operation Total: 0.00

Operation Total: 0.00

>>>> CONTINUED ON NEXT PAGE <<<<



## STATELINE

**Chevrolet - Pontiac - Buick**  
**413 E. Main St. Andover, Ohio 44003**  
**Phone: (440) 293-7656**  
**Toll Free: (800) 228-0751**  
**[www.stateinerautoaroup.com](http://www.stateinerautoaroup.com)**

RO: 119974  
Cashier: 12:01-1  
Date Out: 10/24/2007  
Status: MODIFIED REPRINT

>>>> CONTINUED FROM PREVIOUS PAGE <<<<  
Customer: 77832      Stock #:6C1017

IN: 0839OUT: 1201

VIN:1G1ZT618X6F [REDACTED]  
2006 CHEV MALIBU MAX BLK  
Miles-In: 25421 Out: 25421  
Delivered: 08/05/20  
[REDACTED]  
In Service: 08/05/20  
855 Date In: 09/13/20

Home: [REDACTED]  
 Advisor: 003015-CHERYL SANISLO  
 Sold By: WALTER E LITWIN

Work: [REDACTED]  
Hat: 855

[illegible]

SO = Special Order Parts

Customer Pay Labor:	187.33
Customer Pay Parts:	935.40
Customer Pay Sublets:	1200.00
Customer Pay Miscellaneous:	925.00
	aaaaaaa
Customer Total Due:	3247.73

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 the 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 the permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. A express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF 6 HOUR RESPONSE

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

\* "All parts installed are new/salvaged or reconditioned parts."  
TERMS: STRICTLY CASH unless arrangements made.

signature:

Thank you for allowing us to serve you!

## CLAIM CHECK

855

## STATELINE

violet - Pontiac - Buick  
in St. Andover, Ohio 44003  
one: (440) 293-7656  
Free: (800) 228-0751  
www.statelineautogroup.com

Scottie

RO: 119974

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F  
2006 CHEV MALIBU MAX BLK  
Mileage In: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007 08:39

Home: [REDACTED] Work: [REDACTED]  
Advisor: 003015-CHERYL SANISLO Hat: 855

Promised: 09/13/2007 17:00 - Call when ready.

SERVICE HISTORY

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W/STEERING WHEEL MOVES BY ITSELF	
118959	07/11/07	21528		ROBBINS, W	004075	W/STEERING WANDER ALOT AT HIGHWAY	
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C/LUBE, OIL FILTER	
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C/TIRE ROTATION	
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C/LUBE, OIL FILTER	
117040	03/06/07	11708		ROBBINS, W	004021	W/IGNITION HANGS UP	
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W/LEFT HEADLIGHT BOUNCES ALOT	
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C/TIRE ROTATION	

## OP Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS  
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475  
13.84

\*B CUSTOMER STATES RENTAL SCPR

Stephanie - Case # 71-557757271

1-866-790-5700

e.A. 21936

Cell #

814-547-1079

DSM - Gary Ross

800-823-0055-8537

814-397-1448

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 the vehicle to secure the amount of repairs thereto.

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."  
TERMS: STRICTLY CASH unless arrangements made.

Signature

25587

15928



STATELINE AUTO GROUP Inc.  
413 East Main St. Telephone (440) 293-7656  
ANDOVER, OHIO 44003



## RENTAL AGREEMENT

Vin# 1G1ZTS1F46F [REDACTED]

TIME IN 800	TIME OUT 800	VEHICLE NO. 72	LICENSE NO. [REDACTED]	VEHICLE WILL BE RETURNED BY DATE [REDACTED]	DATE OUT 9-13-07	DATE IN 10-6-07
SERVICE RENTALS				OUT BY MRE	RENTAL CARS	
<b>IMPORTANT</b> THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.				IN BY MRE	RATE:	
					\$ PER PLUS ¢ PER MILE	
				MILEAGE IN 36134	MILES @	
				MILEAGE OUT 34343		
				MILES DRIVEN 1791	25 DAYS @ 37	92500
DAMAGE NOTED BEFORE CHECK OUT: None						
DAMAGE NOTED ON CHECK IN: None					MONTHS @	
DRIVERS LICENSE NO. [REDACTED]	STATE Pa	EXPIRATION DATE: 12-10-07	AGE		SUB TOTAL	
INSURANCE CO. Erie	AGENT Pat Casper	POLICY NO. [REDACTED]		LESS GAS ALLOWANCE		
<b>NOTICE OF RESPONSIBILITY.</b>  CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAM- AGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.					3/4 Tank	
					LESS DEPOSIT	
					TAX	
					NET AMOUNT DUE	
THE CUSTOMER ACCEPTS ALL RESPONSIBILITY					92500	

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]  
CITY Linesville STATE Pa PHONE [REDACTED]  
CUSTOMER'S SIGNATURE X [REDACTED]

**TERMS ON REVERSE SIDE**

*D & D Collision*  
*27472 Drake Hill Road*  
*Cochran, PA 16314*  
*1-814-425-1321 fax 1-814-425-1321*

Invoice No.

30

**INVOICE****Customer**

Name Stateline Auto  
Address 413 E. Main Street  
City Andover State OH ZIP 44003

Date 10/4/2007  
Model 06 Chevy Malibu  
Stock # 1G1ZT618X6F

Qty	Description	Unit Price	TOTAL
1	FENDER		
1	Blnd RT Fender, R & I RT Fender liner		
	FRONT DOOR		
1	R & I RT trim panel, body side mldg, emblem		
1	Repl. RT handle, mirror, door glass, belt w/strip, glass run chanel		
1	Rpr. RT outer panel,		
	REAR DOOR		
1	R & I RT trim panel, belt w/strip, body side mldg		
1	Repl. RT handle,		
1	Rpr. RT outer panel		
1	QUARTER PANEL		
1	Rpr RT quarter panel, uniside assy		
1	R & I RT Finish molding, antenna, pillars, rocker & floor	\$1,000.00	
1	Paint & materials	\$200.00	
	SubTotal		\$1,200.00
	TOTAL		\$1,200.00

**Payment Details**

- ☐ Cash  
☒ Check  
☐ Credit Card

Name Stateline

Thank You for using D &amp; D Collision!!

RD 119947  
SUBLETPO-12022  
246/CS

**Stateline Auto Group, Inc.**

413 East Main Street  
Andover, Ohio 44003

Phone Number: 1-800-228-0751

Fax Number: 1-866-215-0477

**FAX TRANSMITTAL FORM**

To: Allison

Name: GM-Inspector

CC:

Phone: 1-800-790-5700 ext 21049

Fax:

800-775-9478

From: Mike Uzarski

Date Sent: 9-26-07

Number of Pages: 10

**Message:**

[REDACTED]

06 Malibu Max

[REDACTED]



## STATELINE

violet - Pontiac - Buick  
 in St. Andover, Ohio 44003  
 one: (440) 293-7656  
 Free: (800) 228-0751  
 www.statelineautogroup.com

Scottie

RO: 119974

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F  
 2006 CHEV MALIBU MAX BLK  
 Mileage In: 25421

Home:

LINESVILLE PA

Work:

Advisor: 003015-CHERYL SANISLO

Hat: 855

Delivered: 08/05/2006  
 In Service: 08/05/2006  
 Date In: 09/13/2007 08:39

Promised: 09/13/2007 17:00 - Call when ready.

SERVICE HISTORY

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W/STEERING	WHEEL MOVES BY ITSELF
118959	07/11/07	21528		ROBBINS, W	004075	W/STEERING	WANDER ALOT AT HIGHWA
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C/LUBE,OIL	FILTER
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C/TIRE	ROTATION
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C/LUBE,OIL	FILTER
117040	03/06/07	11708		ROBBINS, W	004021	W/IGNITION	HANGS UP
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W/LEFT	HEADLIGHT BOUNCES ALOT
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C/TIRE	ROTATION

## Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS  
 MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475

13.84

B CUSTOMER STATES RENTAL  
 SCPR

Stephanie - Case # 71-557757271

1-866-790-5700

ext. 21936

Cell #

814-547-1079

DSM- Gary Ross

800-823-0055-8537

814-397-1448

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

REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are  
 the manufacturer's. STATELINE AUTO GROUP hereby  
 expressly disclaims all warranties either express or implied,  
 including any implied warranty of merchantability or fitness  
 for a particular purpose and STATELINE AUTO GROUP  
 neither assumes nor authorizes any other person to assume for  
 it any liability in connection with the sale of the product.  
 This disclaimer by STATELINE AUTO GROUP in no way  
 affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."  
 TERMS: STRICTLY CASH unless arrangements made.

Signature:

15928



STATELINE AUTO GROUP Inc.  
413 East Main St. Telephone (440) 293-7656  
ANDOVER, OHIO 44003



## RENTAL AGREEMENT

Vin # 1G12TS1F46F [REDACTED]

TIME IN	TIME OUT	VEHICLE NO.	LICENSE NO.	VEHICLE WILL BE RETURNED BY DATE TIME	DATE OUT 9-13-07	DATE IN
<b>IMPORTANT</b> THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.				OUT BY	IN BY	RATE: RENTAL CARS
				MILEAGE IN		\$ PER PLUS ¢ PER MILE
				MILEAGE OUT	34343	MILES @
				MILES DRIVEN		DAYS @
DAMAGE NOTED BEFORE CHECK OUT: None						
DAMAGE NOTED ON CHECK IN: None				MONTHS @		
DRIVERS LICENSE NO.	STATE Pa	EXPIRATION DATE: 12-10-07	AGE	SUB TOTAL		
INSURANCE CO. Erie	AGENT Pat Casper	POLICY NO.		LESS GAS ALLOWANCE		
<b>NOTICE OF RESPONSIBILITY -</b>  CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAM- AGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.				3/4 Tank		
				LESS DEPOSIT		
				TAX		
				NET AMOUNT DUE		

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME	[REDACTED]	ADDRESS	[REDACTED]
CITY	Lanesville	STATE	Pa
PHONE	[REDACTED]		
CUSTOMER'S SIGNATURE	[REDACTED]		

**TERMS ON REVERSE SIDE**

119974

# STATELINE AUTO GROUP

413 East Main Street

Andover, Ohio 44003

440-293-7656

## TECHNICIAN

# ESTIMATE SERVICE DEPT. SHEET

**20% extra on all emergency parts picked up**

**Customer Waiting** yes( )no( ) RO#

[illegible]

119974

Story

Q Test drive veh 1st day  
could not duplicate customer's concern  
No DTCs -  
Drove veh home - Next morning Power Steering  
Message Display - ON Radio  
While driving veh on slight turn to  
Right - Veh would not counter steer  
at this time - Steering wheel would start  
side to side movement on its own  
Returned to shop - Scanned Veh  
Power Steering DTC C0475 Set symptom (07)  
Followed flow chart DTC current  
Replace the power steering Motor and Module  
Assy ID378243 Scottie Smith 9-26-07  
Password Jackson3 Scottie Smith

09/20/2007 at 04:35 PM  
6886

Job Number:

**ANDOVER COLLISION CENTER LLC**

License # [REDACTED] Federal ID #:204835401

" IT'S WORTH THE DRIVE "

409 East Main

Andover, OH 44003

(440)293-6890 Fax: (440)293-4357

**PRELIMINARY ESTIMATE**

Written By: Frank Curtis 447816

Adjuster: STEPHANIE

Insured:  
Owner:  
Address:

LINESVILLE, PA

Day:  
Business:

Claim # [REDACTED]  
Policy # [REDACTED]  
Deductible:  
Date of Loss:  
Type of Loss:  
Point of Impact:

Inspect  
Location:

Insurance  
Company:

Business: (866)790-5700x21936  
Days to Repair

2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK

VIN: 1G1ZT618X6F [REDACTED] Lic: [REDACTED] PA Prod Date: 09/2005 Odometer: 25421

Condition: Good

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FENDER					
2	Blnd RT	Fender					0.9
3	R&I RT	Fender liner				0.4	
4		FRONT DOOR					
5	R&I RT	R&I trim panel				0.4	
6	Repl RT	Handle, outside	1	23.16		0.4	0.4
7		Add for Clear Coat					0.1
8	Repl RT	Mirror assy w/heated	1	128.45		0.3	
9	Repl RT	Door glass NAGS	1	174.35		0.5	
10	Repl RT	Belt w'strip	1	32.77		0.2	
11*	R&I RT	Body side mldg black				0.3	

09/20/2007 at 04:35 PM  
6886

Job Number:

**PRELIMINARY ESTIMATE**

2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12*	Rpr	RT Outer panel				3.0	2.0
13		Overlap Minor Panel					-0.2
14		Add for Clear Coat					0.7
15#		Add refinish upper door frame	1				0.5
16*	R&I	RT Emblem				0.2	
17		REAR DOOR					
18	R&I	RT R&I trim panel				0.4	
19	Repl	RT Handle, outside	1	23.16		0.4	0.4
20		Overlap Minor Panel					-0.2
21		Add for Clear Coat					0.1
22	R&I	RT Belt w'strip				0.2	
23*	R&I	RT Body side mldg black				0.3	
N 24*	Rpr	RT Outer panel				6.0	2.0
25		Overlap Major Adj. Panel					-0.4
26		Add for Clear Coat					0.3
27		Add for Edging					0.5
28		QUARTER PANEL					
29*	Rpr	RT Quarter panel				7.0	2.0
30		Overlap Major Adj. Panel					-0.4
31		Add for Clear Coat					0.3
32		Add for Lock Pillar					0.5
33		Add for Clear Coat					0.1
34	R&I	RT Finish molding				0.3	
35		ELECTRICAL					
36	R&I	Antenna, fixed				0.1	
37		PILLARS, ROCKER & FLOOR					
38*	Rpr	RT Uniside assy / INC			s	0.5	1.5
		WINDSHEILD PILLAR					
39		Overlap Major Adj. Panel					-0.4
40		Add for Clear Coat					0.2
41#		COVER VEHICLE	1	6.00		0.2	
42#	Repl	CORROSION PROTECTION	1	12.00		0.3	
43#	Repl	FLEX ADDITIVE	1	7.00			
44#		DE'NIB NEWLY REFINISHED AREA'S	1				
Subtotals ==>				406.89		21.4	10.9

Line 24 : time includes damage inside rear edge

## Estimate Notes:

## NOTE:

ALL REPAIRS RECIEVE A WRITTEN LIFETIME WARRANTY.

09/20/2007 at 04:35 PM  
6886

Job Number:

**PRELIMINARY ESTIMATE**

2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK

Parts			406.89
Body Labor	21.4 hrs @ \$ 40.00/hr		856.00
Paint Labor	10.9 hrs @ \$ 40.00/hr		436.00
Paint Supplies	10.9 hrs @ \$ 23.00/hr		250.70
-----			
SUBTOTAL		\$ 1949.59	
Sales Tax	\$ 1949.59 @ 6.5000%	126.72	
-----			
GRAND TOTAL		\$ 2076.31	

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04 Database Date 08/2007, CCC Data Date 08/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

&lt;- Back

Forward -&gt;

Document ID# 1239320  
2006 Chevrolet Malibu

Feedback

Print

## DTC C0475 (Symptom 00)

### Circuit Description

The power steering control module (PSCM) continuously monitors the voltage and current levels being commanded to the power steering motor. The PSCM compares the commanded and feedback current levels to detect malfunctions in the power steering motor.

### DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0475 Electric Steering Motor Circuit

This vehicle has DTCs which include DTC symptoms. For more information on DTC symptoms, refer to DTC Symptom Description.

DTC Symptom	DTC Symptom Descriptor
00	No Additional DTC Information

### Conditions for Running the DTC

- The ignition is ON, with the engine ON.
- Power Steering System voltage is 9-16 volts.
- Steering input is present.

### Conditions for Setting the DTC

A short to ground, short to voltage, or an open in the power steering motor, or the circuits to the motor.

### Action Taken When the DTC Sets

- A DTC C0475 00 is stored in memory.
- The DIC displays the POWER STEERING warning message.
- No steering assist is provided.

### Conditions for Clearing the DTC

- A current DTC will clear on the next malfunction-free ignition cycle.



## Service Information

- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

Step	Action	Yes	No
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. With the scan tool, select Diagnostic Trouble Codes (DTC) function.  Does the scan tool indicate that DTC C0475 00 is current?	Go to Step 3	<i>Yes</i> Go to Step 4
3	Replace the power steering motor and module assembly. Refer to <u>Motor Replacement - Power Steering Assist</u> .  Did you complete the repair?	Go to Step 3	--
4	1. Use the scan tool in order to clear the DTC. 2. Operate the vehicle within the Conditions for Running the DTC.  Does the DTC reset?	Go to Step 2	System OK

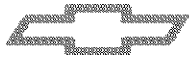
&lt; Back

Forward &gt;

Document ID# 1239320  
2006 Chevrolet Malibu

Feedback

Print



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

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

September 25, 2007

Randy Timmons  
Motor City Buick-Pontiac-GMC  
3101 Pacheco Road  
Bakersfield, CA 93313

Re:

[REDACTED]  
Siebel Request: 71-558308798  
2006 Pontiac G6  
VIN # 1G2ZG558564 [REDACTED]

Dear Mr. Timmons:

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

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

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

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

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

Sincerely,

Gina Kulakowski  
BRC Customer Relationship Specialist  
Ph# 866-790-5700, extension 2-1221  
FAX# 866-480-3632  
EMAIL: gina\_kulakowski@gmexpert.com

## **Voluntary Repurchase**

☐ **BBB Case**

**Straight**

☐ **State Case**

**COMPLIANCE DATE** \_\_\_\_\_ **11/27/07** \_\_\_\_\_

**ADR REQUEST NUMBER** \_\_\_\_\_ **71-558308798** \_\_\_\_\_

**CUSTOMER NAME** \_\_\_\_\_  \_\_\_\_\_

**LAST SIX OF VIN** \_\_\_\_\_  \_\_\_\_\_

**ADR CRS** \_\_\_\_\_ **Gina Kulakowski** \_\_\_\_\_ **EXT.** \_\_\_\_\_ **2-1221** \_\_\_\_\_

**DVM** \_\_\_\_\_ **Dan Rowe** \_\_\_\_\_ **PHONE** \_\_\_\_\_ **80509 58715** \_\_\_\_\_

**DATE ACCEPTANCE RECEIVED** \_\_\_\_\_ **10/12/07** \_\_\_\_\_

**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:**

**File will be returned without all information above completed.**



THE FEELING IS GENUINE

# MOTOR CITY AUTO CENTER

BUICK • PONTIAC • GMC TRUCK

3101 Pacheco Road  
P.O. BOX 40340  
Bakersfield, CA 93384-0340  
(661) 836-9000

B.A.R. # AG 029792  
E.P.A. # CAD982053027



0101PNC5385235

CELL: [REDACTED]

CUSTOMER NO. <b>110655</b>	ADVISOR <b>SANDRA ALEMAN</b>	112	TAG NO. <b>T015</b>	INVOICE DATE <b>09/24/07</b>	INVOICE NO. <b>PNC5385235</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>12,482</b>	COLOR <b>CRIMSON RED</b>	STOCK NO. <b>P60112</b>
BAKERSFIELD, CA	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4D</b>	VEHICLE I.D. NO. <b>1 G 2 Z G 5 5 8 5 6 4</b>		DELIVERY DATE <b>08/01/06</b>	DELIVERY MILES <b>25</b>
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/19/07</b>	REPRINT# <b>1</b>	
COMMENTS			MO: 12482		

## LABOR &amp; PARTS

JOB # 1 06BUZ

\*STEER/SUSP DIAG

TECH(S):203

WARRANTY

PARTS WARRANTY ON COLUM HOUSING REFER TO HISTORY  
CODE C0545 00 STEERING TORQUE SENSOR MALIFUNCTION  
PARTS WARRANTY  
REPLACED STEERING COLUMN HAS ADJUSTABLE PEDALS  
NG C0545 E9740 2.0  
TAG 4456

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		15926870 4456	COLUMN 6.618	

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

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

**IMPORTANT**  
You will receive a questionnaire  
in the next few days. If for any  
reason you cannot grade us  
"Completely Satisfied"  
please contact Randy Timmons,  
Service Manager.  
Thank you!  
Goodwrench Service Plus Dealer  
Motor City Auto Center  
(661) 836-8731

**FOR YOUR CONVENIENCE  
OUR SERVICE HOURS ARE  
7:00 A.M. TO 5:30 P.M.  
MONDAY THRU FRIDAY**

**SERVICE AND PARTS  
VEHICLES CANNOT BE  
RELEASED AFTER  
SERVICE DEPT. HOURS**

## WE ACCEPT

☐ CASH ☐ VISA ☐ MASTERCARD  
☐ DISCOVER ☐ AMERICAN EXPRESS  
☐ GMPP

*Thank You  
For Your  
Business!*



THE FEELING IS GENUINE

# MOTOR CITY AUTO CENTER

BUICK • PONTIAC • GMC TRUCK



0101PNC538491

3101 Pacheco Road  
P.O. BOX 40340  
Bakersfield, CA 93384-0340  
(661) 836-9000

B.A.R. # AG 029792  
E.P.A. # CAD982053027

CELL: [REDACTED]

CUSTOMER NO. <b>110655</b>		ADVISOR <b>SANDRA ALEMAN</b>		YAG NO. <b>112</b>	INVOICE DATE <b>09/24/07</b>	INVOICE NO. <b>PNC5384917</b>
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE <b>12,482</b>	COLOR <b>CRIMSON RED</b>	STOCK NO. <b>P60112</b>
BAKERSFIELD, CA [REDACTED]		YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4D</b>		DELIVERY DATE <b>08/01/06</b>		DELIVERY MILES <b>25</b>
[REDACTED]		VEHICLE I.D. NO. <b>1 G 2 Z G 5 5 8 5 6 4</b>		SELLING DEALER NO.		PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO.	R.O. DATE <b>09/17/07</b>	REPRINT# <b>2</b>
[REDACTED]		COMMENTS		MO: <b>12482</b>		

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

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

**IMPORTANT**  
You will receive a questionnaire  
in the next few days. If for any  
reason you cannot grade us  
"Completely Satisfied"  
please contact Randy Timmons,  
Service Manager.  
Thank you!  
Goodwrench Service Plus Dealer  
Motor City Auto Center  
(881) 836-6731

**FOR YOUR CONVENIENCE  
OUR SERVICE HOURS ARE  
7:00 A.M. TO 5:30 P.M.  
MONDAY THRU FRIDAY**

**SERVICE AND PARTS  
VEHICLES CANNOT BE  
RELEASED AFTER  
SERVICE DEPT. HOURS**

## WE ACCEPT

☐ CASH ☐ VISA ☐ MASTERCARD  
☐ DISCOVER ☐ AMERICAN EXPRESS  
☐ GMPP

*Thank You  
For Your  
Business!*



THE FEELING IS GENUINE

# MOTOR CITY AUTO CENTER

BUICK • PONTIAC • GMC TRUCK

3101 Pacheco Road  
P.O. BOX 40340  
Bakersfield, CA 93384-0340  
(661) 836-9000

B.A.R. # AG 029792  
E.P.A. # CAD982053027



0101PNC5384917

CELL: [REDACTED]

CUSTOMER NO. <b>110655</b>	ADVISOR <b>SANDRA ALEMAN</b>	TAG NO. <b>112 015</b>	INVOICE DATE <b>09/24/07</b>	INVOICE NO. <b>PNC5384917</b>
BAKERSFIELD, CA	LABOR RATE	LICENSE NO.	MILEAGE <b>12,482</b>	COLOR <b>CRIMSON RED</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4D</b>		DELIVERY DATE <b>08/01/06</b>	STOCK NO. <b>P60112</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 5 8 5 6 4</b>		DELIVERY MILES <b>25</b>	PRODUCTION DATE
	R.T.E. NO.	R.O. N.	R.O. DATE <b>09/17/07</b>	REPRINT# <b>2</b>
COMMENTS			MO: 12482	

## LABOR &amp; PARTS

J# 1 06BUZ \*STEER/SUSP DIAG TECH(S):203 WARRANTY  
CUST STATES STEERING GETS STIFF WHILE DRIVING ALSO RADIO  
DISPLAYS CHECK STEERING  
CODE C0545 00 STEERING TORQUE SENSOR RESISTANCE ERRATIC  
PN# 15926870  
SPECIAL ORDER PARTS ARE HELD 14 DAYS ONCE THEY ARRIVE  
REFER TAC CASE 9883163/KEN RATCLIFF INTERMITTENT CONDITION  
INTERNAL TO TORQUE SENSOR(PART STEERING COLUMN ASSM)  
REPLACED COLUMN HOUSING RETEST SENSOR MALFUNCTION HAD TO  
ORDER COLUMN PARTS WARRANTY  
E7680  
TAG4453  
MM

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15926870	COLUMN 6.518		WARRANTY
JOB # 1	0		15926870	COLUMN 6.518		WARRANTY
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

J# 2 BOBUZ04 SUBLET RENTAL TECH(S):355 WARRANTY  
USAVE RENTAL  
VIN# 2G2WS522341  
8 DAYS RENTAL 335.99  
MJ 98 27908 335.99

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

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 2	186884	31961		09/17/07	RENTAL	0.00
TOTAL - SUBLET						0.00

**IMPORTANT**  
You will receive a questionnaire  
in the next few days. If for any  
reason you cannot grade us  
"Completely Satisfied"  
please contact Randy Timmons,  
Service Manager.  
Thank you!  
Goodwrench Service Plus Dealer  
Motor City Auto Center  
(661) 836-8731

**FOR YOUR CONVENIENCE  
OUR SERVICE HOURS ARE  
7:00 A.M. TO 5:30 P.M.  
MONDAY THRU FRIDAY**

**SERVICE AND PARTS  
VEHICLES CANNOT BE  
RELEASED AFTER  
SERVICE DEPT. HOURS**

## WE ACCEPT

☐ CASH ☐ VISA ☐ MASTERCARD  
☐ DISCOVER ☐ AMERICAN EXPRESS  
☐ GMPP

*Thank You  
For Your  
Business!*

---

**PONTIAC**

Tuesday, November 13, 2007

Bakersfield, CA

**Straight Settlement Letter**

Subject: Repurchase of 2006 Pontiac G6

VIN: 1G2ZG558564

Ref SR: 71-558308798 V-141863

Dear

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN **1G2ZG558564** and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Pontiac customer. Pontiac will repurchase your vehicle for **\$21,622.03**. This offer was calculated by using the following figures:

Total Repurchase Amount	\$21,622.03
Base Price	\$21,274.41
Registration/License/Title Fees	\$63.00
State Fees	\$8.75
Sales Tax	\$1,545.80
Doc Fee	\$45.00
Less Usage	\$314.93
Less Incentives	\$1,000.00
Less Payoff of Original Vehicle-Good until 11/25/07	\$19,834.15
<b>Total Amount due to Customer</b>	<b>\$1,787.88</b>

**\*\*AMOUNT 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 x 1187** if you have any questions or concerns.

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

**11-13-07**

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

*The requirements of the straight repurchase are as follows:*

**\*141863\***

# MOTOR CITY AUTO CENTER

BUICK • PONTIAC • GMC TRUCK • SATURN • LEXUS

## Fax

**FAXED**  
10/30/07

To: GINA KULAKOWSKI - GMRVDC

From: REGINA MOONEY

Fax: 866-480-3632

Pages: 3

Phone:

Date: 10/3/07 10/5/07

Re:

Fax: 661-834-6352

☐ Urgent

☒ For Review

☐ Please Comment

☒ Please Reply

☐ Please Recycle

SALES DOCS ON [REDACTED] #71-558308798 TO FOLLOW  
CALL WITH ANY QUESTIONS

***"This is where you want to be!"***

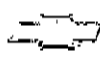
3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

[www.motorcitywest.com](http://www.motorcitywest.com)

**Est. 1940**



## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: \_\_\_\_\_

VIN: 1 / 6 / 2 / 7 / 6 / 5 / 5 / 8 / 5 / 4 / 4 / \_\_\_\_\_

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_ to the down payment of this vehicle, (b) \_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) \_\_\_ a check be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
_____	\$ 1000.00	_____
_____	\$ N/A	_____
_____	\$ N/A	_____
_____	\$ N/A	_____
_____	\$ N/A	_____
Total Incentive Amount Received		\$ 1000.00

## 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 0 INT RATE FOR 60 MONTHS  
in lieu of ANY OTHER REBATES


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 08/01/06. 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 XX No

b.  ☐ Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://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: \_\_\_\_\_

Date: 08/01/2006

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: \_\_\_\_\_

Date: 08/01/2006

Dealership Name: \_\_\_\_\_

MOTOR CITY BUICK PONTIAC GMC

Dealer Code: \_\_\_\_\_

**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.

Appraisal Report Prepared for [REDACTED]

Page 1 of 1



## Motor City Sales & Service

### Appraisal Report Prepared for TANISHA GONZALEZ

**Customer Information****Name:** [REDACTED]**Address:** [REDACTED]**City/ST/Zip:** [REDACTED], CA**Appraisal Date:** 7/28/2006 9:14:00 PM**Appraisal Value:** \$19200**Appraiser:** Jack Klassen**Salesperson:** Dan Killough

**Vehicle Description:** 2004 BMW  
3 SERIES 325I RWD 4DR SEDAN  
SDN

**Stock #:** 4N [REDACTED]**VIN:** WBAET37454N [REDACTED]**Color:** Silver**Mileage:** 32,868**Accessory Equipment:**

Air Conditioning	Power Steering	Power Windows	Power Door Locks	Telescoping Wheel	Cruise Control
AM/FM Stereo	Single Compact Disc	Dual Front Air Bags	Front Side Air Bags	ABS (4-Wheel)	Traction Control
Leather	Moon Roof	Alloy Wheels			

**Appraiser Notes:** [REDACTED]**No Condition Report.****Photos:**

Flood Yes ☐ No ☒ Frame Yes ☐ No ☒ Accident Yes ☐ No ☒ Exhaust Smoke Yes ☐ No ☒

**OWNER ACKNOWLEDGMENT**

The owner acknowledges that the trade-in vehicle has not been damaged by flood, has not had frame damage, or the trade title does not and should not indicate salvage or gross polluter in any manner, regardless of state or origin.

Owner Signature: X \_\_\_\_\_ Sales Manager \_\_\_\_\_ Appraiser \_\_\_\_\_

**Motor City Sales & Service**  
3001 Pacheco Rd  
Bakersfield, CA 93313

**Date:** 7/28/2006

Expiration Date: 8/4/2006 and/or 150 miles

**Customer:** [REDACTED] **\$19,200**

Nineteen Thousand Two Hundred Dollars and Zero Cents

**Signature:** \_\_\_\_\_**Voucher Good for Purchase of Vehicle****VIN:** WBAET37454N [REDACTED]

## Customer Claim Form

Contact Date: 09/24/07

Start Date: 09/24/07

Case Number : PGM0754389

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

BAKERSFIELD, CA

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

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

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

Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: 1

Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 12000

Vehicle Identification Number: 1G2ZG558564 \_\_\_\_\_

Servicing Dealer/City/State : MOTOR CITY PONTIAC GMC D,

Selling Dealer/City/State : MOTOR CITY PONTIAC GMC D, BAKERSFIELD, CA

Insurance Carrier : Merit Plan

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 06/01/07

Description of Damage : hood

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

Purchase Date: 08/01/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

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

Customer wants the vehicle repurchased. She is afraid to drive it.

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: PGM0754389

First Repair Attempt (any reported problem)

Date: 08/28/06 Mileage: 0

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. power steering keeps going out					

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



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

September 24, 2007

Re: cam8 PGM0754389 [REDACTED] vs Pontiac/GMC Division 1G2ZG558564 [REDACTED]

GINA KULAKOWSKI  
PONTIAC/GMC  
P O BOX 33172  
DETROIT MI 48232

Dear Madam/Sir:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form, a Manufacturer's Response Form (MRF)*, and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our assistance sooner, please contact me.

Please send us:

- a) Your position in this dispute in writing on the attached *MRF*; and
- b) Provide copies of any documents relevant to this dispute including the following:
  - Technical service bulletins (if any);
  - Recall notices (if any);
  - Vehicle repair records; and
  - Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to the hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see the extension listed below) if you have any questions.

Sincerely,

Rosa Tinoco at Extension 211

## Customer Claim Form

Contact Date: 09/24/07

Start Date: 09/24/07

Case Number : PGM0754389

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

BAKERSFIELD, CA

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

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

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

Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: 1

Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 12000

Vehicle Identification Number: 1G2ZG558564 \_\_\_\_\_

Servicing Dealer/City/State : MOTOR CITY PONTIAC GMC D,

Selling Dealer/City/State : MOTOR CITY PONTIAC GMC D, BAKERSFIELD, CA

Insurance Carrier : Merit Plan

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 06/01/07

Description of Damage : hood

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

Purchase Date: 08/01/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

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

Customer wants the vehicle repurchased. She is afraid to drive it.

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: PGM0754389

First Repair Attempt (any reported problem)

Date: 08/28/06 Mileage: 0

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. power steering keeps going out					

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



**Case Number:** 141863

**Originator Name:** Gina Kulakowski 866-790-5700 21221 gina\_kulakowski@gmexpert.com

**Created Date:** 10/22/2007

**Vehicle Info**

**\*VIN:** 1G2ZG558564 [REDACTED]

**Year:** 2006

**MSRP:** 0.0

**Make:** Pontiac

**\*TAC #:** 9883163

**Model:** G6

**Vehicle Comments & TAC Explanation:**

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

**\*Date Reviewed with Customer:** 10/12/2007

**Original Purchase Date:** 07/28/2006

**\*Repurchase Mileage:** 12000

**\* Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type** Person

**\* Names(s) on Title:** [REDACTED]

**\* Primary Owner:** [REDACTED]

**\* Address**

**\* City** Bakersfield

**\* Day Phone:** [REDACTED]

**\* E-mail:**

**\* Title State:** CA

**\* State** CA

**\* Home Phone:** [REDACTED]

**\* Fax Phone:**

**\* ZIP Code:**

**\* Cell Phone:**

**UCC Codes**

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

M0311 M4104

**Vehicle Lien Holder**

**Type of Secured Interest:** Standard Lien

**Contact or Attention:**

**Address**

**City**

**Day Phone:** 1-888-516-9464

**\* Company:** GMAC

**Account #:** [REDACTED]

**State** CA

**Fax:**

**ZIP Code:**

**E-mail:**

**Original Selling Dealer**

**\* Dealer #:** 118685

**Region:** 10

**\* Phone:** (661) 836-9000

**\* Contact Name:** Randy Timmons

**Dealer Name:** MOTOR CITY BUICK PONTIAC GMC

**District:** 1552

**Fax:** (661) 836-9509

**\* Contact Title:** service director

**E-Mail:**

**Repurchasing Dealer:** -

**Repair**

**\* Contact Name:**

**\* Contact Title:**

**Vehicle Location:** -



**Repurchase**

\* **Reason** power steering went out

**Transaction****Details:**

**Siebel Request #:** 71-558308798

\* **Disposition** Auction

**State:** CA

\* **Type:** Straight Repurchase

**Source:** ADR BBB Mediated

**Replacement VIN:**

-

**Order #:**

**MSRP:** 0.0

**Repurchase:** process as per settlement letter

\* **Processing**

**Instructions:**

**Disposition:** send vehicle to auction

\* **Processing**

**Instructions:**

**Transaction Details**

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

2006 G6 - 6CYL SEDAN			PONTIAC/GMC DIVISION
27U CRIMSON RED	/V6G		GENERAL MOTORS CORPORATION
19B EBONY			100 RENAISSANCE CENTER
ORDER NO. JMMHP7/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZG55 85 64			VEHICLE INVOICE 2AD52776091
*****			*****16*12113S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 10/03/05
AP3 REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED 10/03/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 10/18/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 10/18/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 10/03/05
PCH PREMIUM VALUE PACKAGE INCLUDES	1575.00	1307.25	KEYS G0649 G0649
* (4) 16" PAINTED ALLOY WHEELS			WFP-S QTR OPT-1
*AM/FM STEREO 6 DISC CD PLAYER			BANK: GMAC - 061
(REPLACES STD/OPT/PKG RADIO)			CHG-TO 12-113
* SUNROOF, POWER TILT & SLIDE			
			SHIP WT: 3387
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	HP: 32.9
* POWER ADJ BRAKES & ACCEL.			GMS: 20295.35
PEDALS			SUPPLR: 21205.27
* FLOOR MATS, CARPET			MRM: 23220.00
* CARGO NET			DAN: W002
			MEMO 1029.75
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
T43 SPOILER	225.00	186.75	
U2K XM SATELITE RADIO - SERVICE	325.00	269.75	
FEE EXTRA 1ST 3 MONTHS INCL.			
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

TOTAL MODEL & OPTIONS	22095.00	20258.20	ACT 231	20220.35
DESTINATION CHARGE	625.00	625.00	H/B 261	662.85
LAM DEALER CONTRIBUTION		110.48	ADV 261	110.48
LAM GROUP CONTRIBUTION		220.95	EXP 65A	220.95
TOTAL	22720.00	21214.63	PAY 310	21214.63
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		20251.33		

\*\*\*\*\*

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.

MOTOR CITY BUICK PONTIAC GMC	REMIT TO GMAC NO. 061
	VIN 1G2ZG558564
	\$ 21214.63 INV 2AD52776091
	DUE 10/18/05 DEALER 12-113

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71558308798	<b>BBB#:</b> 754389
-----------------------------	---------------------------	---------------------

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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21274.41
<b>MSRP</b> (from BARS Invoice screen)	- 22720.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -1445.59
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

<b>Trade Allowance</b> (from Bill of Sale)	19500.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 19200.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 300.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	19500.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 0.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -3000.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21274.41
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>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).</b>	= 20274.41

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

REGISTRATION VALID FROM  
**AUTO 08/08/2007 TO 08/08/2008 11** TYPE LICENSE NUMBER

VEHICLE IDENTIFICATION NUMBER <b>16ZZ6558564</b>				CYLS.		DATE FIRST SOLD		CLASS		MAKE <b>PONT</b>	
BODY TYPE MODEL <b>SD</b>						<b>00/00/2006</b>		<b>EZ</b>		Yr. Model <b>2006</b>	
DATE ISSUED <b>07/21/2007</b>				TYPE VEH. <b>120</b>		MP <b>6</b>		AX <b>WG</b>		UNLADENWG/CSW	
										TOTAL FEES PAID <b>\$190 1500</b>	

REGISTERED  
OWNER

**BAKERSFIELD CA**

LIENHOLDER

GMAC  
PO BX 8129  
COCKEYSVILLE

MD

0



R0041  
L0127

21030  
143071220072260

STATE OF CALIFORNIA  
 DEPARTMENT OF MOTOR VEHICLES  
**VALIDATED REGISTRATION CARD**  
 READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

## **ADR REPURCHASE CHECKLIST**

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

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

## Voluntary Repurchase


☐ **BBB Case**


**Straight**

☐ **State Case**

**COMPLIANCE DATE** \_\_\_\_\_ **11/27/07** \_\_\_\_\_

**ADR REQUEST NUMBER** \_\_\_\_\_ **71-558308798** \_\_\_\_\_

**CUSTOMER NAME** \_\_\_\_\_  \_\_\_\_\_

**LAST SIX OF VIN** \_\_\_\_\_  \_\_\_\_\_

**ADR CRS** \_\_\_\_\_ **Gina Kulakowski** \_\_\_\_\_ **EXT.** \_\_\_\_\_ **2-1221** \_\_\_\_\_

**DVM** \_\_\_\_\_ **Dan Rowe** \_\_\_\_\_ **PHONE** \_\_\_\_\_ **80509 58715** \_\_\_\_\_

**DATE ACCEPTANCE RECEIVED** \_\_\_\_\_ **10/12/07** \_\_\_\_\_

**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:**

**File will be returned without all information above completed.**

# MOTOR CITY AUTO CENTER

BUICK • PONTIAC • GMC TRUCK • SATURN • LEXUS

## Fax

<b>To:</b> GINA KULAKOWSKI - GMRVDC	<b>From:</b> REGINA MOONEY
<b>Fax:</b> 866-480-3632	<b>Pages:</b> 3
<b>Phone:</b>	<b>Date:</b> 10/30/07
<b>Re:</b>	<b>Fax:</b> 661-834-6352

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

THIS IS AS DARK AS I COULD GET THE SALES CONTRACT FOR [REDACTED] #71-558308798  
LET ME KNOW IF YOU NEED ANYTHING ELSE.

***“This is where you want to be!”***

3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

[www.motorcitywest.com](http://www.motorcitywest.com)

**Est. 1940**

Dealer Number 101435 Contract Number 14941055 R.O.S. Number Stock Number P60112

Buyer (and Co-Buyer) Name and Address (including County and Zip Code)	Creditor/Seller (Name and Address)
BAKERFIELD CA 93315	MOTOR CITY BUICK PONTIAC GMC 3101/PACHECO RD BAKERFIELD CA 93315

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
NEW	2006	PONTIAC G6 SEDAN 4-C	25	1G2ZG55854	<input type="checkbox"/> personal, family or household <input checked="" type="checkbox"/> business or commercial

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of.
0.00%	\$0.00 (e)	\$25320.60	\$25320.60 (e)	\$0.00 (e)

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	550.51	09/10/2006
One Payment of	N/A	N/A
59 Payments	422.01	Monthly, Beginning 09/16/2006
Payments:	N/A	Monthly, Beginning
One Final Payment	422.01	DUE ON 02/16/2011

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	\$21274.41 (A)
1. Cash Price Vehicle	\$21274.41
2. Cash Price Accessories	N/A
3. Other (Nontaxable)	N/A
Describe	N/A
Describe	N/A
B. Document Preparation Fee (not a governmental fee)	\$45.00 (B)
C. Smog Fee Paid to Seller	N/A (C)
D. Theft Deterrent Device	N/A (D)
E. Theft Deterrent Device	N/A (E)
F. Surface Protection Product	N/A (F)
G. Surface Protection Product	N/A (G)
H. Sales Tax (on taxable items in A through G)	\$1545.80 (H)
I. Optional DMV Electronic Filing Fee	N/A (I)
J. (Optional) Service Contract (to whom paid) N/A	N/A (J)
K. (Optional) Service Contract (to whom paid) N/A	N/A (K)
L. Prior Credit or Lease Balance paid by Seller to	
FNCL SEP VEH TRST	\$1948.64 (L)
(see downpayment and trade-in calculation)	
M. (Optional) Gap Contract (to whom paid) MOTOR CITY B	\$375.00 (M)
N. (Optional) Used Vehicle Contract Cancellation Option Agreement	N/A (N)
O. Other (to whom paid) N/A	N/A (O)
Total Cash Price (A through O)	\$25110.85 (1)

2. Amounts Paid to Public Officials	
A. License Fees	\$130.00 (A)
B. Registration/Transfer/Titling Fees	\$43.00 (B)
C. California Tire Fees	\$75 (C)
D. Other	N/A (D)
E. Other	N/A (E)
Total Official Fees (A through E)	\$248.00 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance column a, b, c)	N/A (3)
4. Smog Certification or Exemption Fee Paid to State	
5. Subtotal (1 through 4)	\$25320.60 (5)
6. Total Downpayment	
A. Agreed Trade-In Value Yr 2004 Make Buick	\$19500.00 (A)
Model 325 Odom 32373	
VIN 1BBAET37454N	
B. Less Prior Credit or Lease Balance	\$2288.35 (B)
C. Net Trade-In (A less B) (indicate if a negative number)	\$-7388.35 (C)
D. Deferred Downpayment	\$550.51 (D)
E. Manufacturer's Rebate	\$1000.00 (E)

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 \$ N/A Limits	Mos.	\$ N/A
Medical N/A	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		
Co-Buyer		
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		
<input type="checkbox"/> Credit Life	<input type="checkbox"/> Buyer	<input type="checkbox"/> Co-Buyer
<input type="checkbox"/> Credit Disability (Buyer Only)		
	Term	Exp.
Credit Life	N/A Mos.	\$ N/A
Credit Disability	N/A Mos.	\$ N/A (b)
Total Credit Insurance Premiums		\$ N/A
Insurance Company Name	N/A	
Home Office Address	N/A	
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 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	Buyer Signature	Age
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 1M. See your gap contract for details on the protection it provides. It is a part of this contract.		
Term	40 Mos	Gap \$550
Name of Gap Contract		
You want to buy a gap contract.		



D. Deferred Downpayment

E. Manufacturer's Rebate

F. Other

G. Cash

Total Downpayment (C through G)

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

7. Amount Financed (5 less 6)

\*Seller may keep part of these amounts.

\$ 550.51

\$ 1000.00

\$ N/A

\$ 0.20

\$ 0.00

\$ 25320.40

**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:

Amount \$

Finance Charge \$

Total \$

Payable in

installments of \$

\$

from this loan is shown in item 6D.

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract, the Seller's right to cancel this contract and assign this contract to a financial institution will apply.

X  
Buyer**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

You want to buy a new contract

Buyer X

**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 1J and/or 1K above.

1J Company

Term

Mos

Miles

1K Company

Term

Mos

Miles

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.

Buyer Signs X

Co-Buyer Signs X

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

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY 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

**Representations of Buyer:** Seller has relied on the truth and accuracy of the information provided by you in connection with this Transaction. You represent that you have given a true and accurate statement of the vehicle's condition and that the payoff amount is more than the amount shown above in item 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X

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

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 UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**

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. However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**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 08/01/08

Co-Buyer Signature X

Date N/A

**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 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

Guarantor X

Date

Address

Address

Seller Signature MOTOR CITY BUICK PONTIAC GMC

Date 08/01/08

By X

Title

**LAW FORM NO. 553-CA** (REV. 7/08) U.S. PATENT NO. D400,762  
©2008 Reynolds and Reynolds. TO ORDER: www.reynolds.com; 1-800-344-0090; fax 1-800-631-0005  
THIS PRINTED MATTER NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR  
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR LOCAL COUNSEL.

**DEALER COPY**



## BBB AUTO LINE

October 12, 2007

Re: caset PGM0754389: [REDACTED] vs Pontiac/GMC Division 1G2ZG558564 [REDACTED]

[REDACTED]  
BAKERSFIELD 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:

Ms. Gina Kulakowski of Pontiac/GMC has offered [REDACTED] a settlement of her claim. The manufacturer has offered to repurchase the consumer's 2006 Pontiac G6 for the following amounts: Cash purchase price \$21,274.41; sales tax \$1545.80; documentary fee \$45.00; registration fee \$63.00; and California tire fee \$8.75. The consumer will be charged a usage deduction taken from 1864 miles, which was the first repair for the power steering. The total usage fee is \$314.93. There shall also be a deduction of \$1000 which was for a manufacturer's rebate. The amount of \$3399.35 which was negative equity was also considered in the offer of repurchase. The consumer has accepted this offer. The manufacturer will send a separate settlement letter with the total repurchase amount. The repurchase shall be completed within 45 days from the date of this letter.

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

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

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

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

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

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



5575AB-007005  
BILLST-ROLL 12/06PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

**GMAC**

THANK YOU FOR CHOOSING YOUR DEALER AND GMAC.

BAKERSFIELD CA

MAKE/MODEL: 06 PONT G6  
VIN: 1G2ZG558564

PAGE 1 OF 1

ACCOUNT NUMBER:

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 10/03/07**ACCOUNT SUMMARY**

NEXT PAYMENT DUE	
Due Date	10/25/07
Amount Due	421.68
TOTAL	
	421.68

PAST DUE PAYMENTS PAY IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER UNPAID AMOUNTS	
Late Charge	
Insurance Premium	
Miscellaneous	
TOTAL	
TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	
	421.68

**PAYMENTS APPLIED AS FOLLOWS**

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
07/25/07	422.01	08/03/07	425.00				425.00
08/25/07	422.01	08/30/07	420.00				420.00
09/25/07	422.01	09/26/07	421.00				421.00

**MESSAGES**

REMAINING UNPAID BALANCE \$20,256.15. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL US FOR YOUR PAYOFF.

**RETURN THIS PORTION WITH YOUR PAYMENT**

ACCOUNT NUMBER:

**GMAC**

NEXT PAYMENT DUE:	421.68
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL DUE NOW:	421.68
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	

PAYMENT PROCESSING CENTER  
PO BOX 78234  
PHOENIX AZ 85062-8234



DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC.  
RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

GMAC

02 01 061 9094 68426 0 00042168 5 7 1

## Customer Claim Form

Contact Date: 09/24/07

Start Date: 09/24/07

Case Number : PGM0754389

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

BAKERSFIELD, CA

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

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

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

Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: 1

Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 12000

Vehicle Identification Number: 1G2ZG558564 \_\_\_\_\_

Servicing Dealer/City/State : MOTOR CITY PONTIAC GMC D,

Selling Dealer/City/State : MOTOR CITY PONTIAC GMC D, BAKERSFIELD, CA

Insurance Carrier : Merit Plan Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 06/01/07

Description of Damage : hood

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

Purchase Date: 08/01/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

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

Customer wants the vehicle repurchased. She is afraid to drive it.

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: PGM0754389

First Repair Attempt (any reported problem)

Date: 08/28/06 Mileage: 0

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. power steering keeps going out					

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



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

September 24, 2007

Re: cam8 PGM0754389 : [REDACTED] vs Pontiac/GMC Division 1G2ZG558564 [REDACTED]

GINA KULAKOWSKI  
PONTIAC/GMC  
P O BOX 33172  
DETROIT MI 48232

Dear Madam/Sir:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form, a Manufacturer's Response Form (MRF)*, and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our assistance sooner, please contact me.

Please send us:

- a) Your position in this dispute in writing on the attached *MRF*; *and*
- b) Provide copies of any documents relevant to this dispute including the following:
  - Technical service bulletins (if any);
  - Recall notices (if any);
  - Vehicle repair records; and
  - Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to the hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see the extension listed below) if you have any questions.

Sincerely,

Rosa Tinoco at Extension 211

## Customer Claim Form

Contact Date: 09/24/07

Start Date: 09/24/07

Case Number : PGM0754389

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

BAKERSFIELD, CA

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

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

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

Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: 1

Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Mileage: 12000

Vehicle Identification Number: 1G2ZG558564 \_\_\_\_\_

Servicing Dealer/City/State : MOTOR CITY PONTIAC GMC D,

Selling Dealer/City/State : MOTOR CITY PONTIAC GMC D, BAKERSFIELD, CA

Insurance Carrier : Merit Plan Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 06/01/07

Description of Damage : hood

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

Purchase Date: 08/01/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

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

Customer wants the vehicle repurchased. She is afraid to drive it.

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: PGM0754389

First Repair Attempt (any reported problem)

Date: 08/28/06 Mileage: 0

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. power steering keeps going out					

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

Dealer Number 121435 Contract Number 16841055 R.O.S. Number 16841055 Stock Number P60112

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
BAKERSTEDT, CA 95008	MOTOR CITY BUICK PONTIAC GMC 3101 PACHECO RD BAKERSTEDT, CA 95008

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
NEW	2006	PONTIAC	1672658544		<input type="checkbox"/> personal, family or household <input checked="" type="checkbox"/> 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 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 of \$0.00 (e)
5.99%	\$0.00 (e)	\$0.00 (e)	\$0.00 (e)	\$0.00 (e)
(e) means an estimate				
YOUR PAYMENT SCHEDULE WILL BE:				
Number of Payments:	Amount of Payments:	When Payments Are Due:		
One Payment of	\$51.51	08/10/2006		
One Payment of	N/A	N/A		
45 Payments	\$22.01	Monthly, Beginning 08/11/2006		
Payments	N/A	Monthly, Beginning		
One Final Payment	\$22.01	DUE ON 02/11/2011		
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	\$4124.94 (A)
1. Cash Price Vehicle	\$3124.94
2. Cash Price Accessories	N/A
3. Other (Nontaxable)	N/A
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. Theft Deterrent Device	\$N/A (D)
E. Theft Deterrent Device	\$N/A (E)
F. Surface Protection Product	\$N/A (F)
G. Surface Protection Product	\$N/A (G)
H. Sales Tax (on taxable items in A through G)	\$455.00 (H)
I. Optional DMV Electronic Filing Fee*	\$N/A (I)
J. (Optional) Service Contract (to whom paid)* N/A	\$N/A (J)
K. (Optional) Service Contract (to whom paid)* N/A	\$N/A (K)
L. Prior Credit or Lease Balance paid by Seller to	\$N/A (L)
FMC SEP 15TH 2006	\$455.00
(see downpayment and trade-in calculation)	
M. (Optional) Gap Contract (to whom paid)* N/A	\$N/A (M)
N. (Optional) Used Vehicle Contract Cancellation Option Agreement	\$N/A (N)
O. Other (to whom paid)* N/A	\$N/A (O)
For N/A	
Total Cash Price (A through O)	\$4124.94 (1)
2. Amounts Paid to Public Officials	
A. License Fees	\$45.00 (A)
B. Registration/Transfer/Titling Fees	\$45.00 (B)
C. California Tire Fees*	\$N/A (C)
D. Other N/A	\$N/A (D)
E. Other N/A	\$N/A (E)
Total Official Fees (A through E)	\$90.00 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance column a + b)*	\$N/A (3)
4. Smog Certification or Exemption Fee Paid to State	
	\$N/A (4)
5. Subtotal (1 through 4)	
	\$4124.94 (5)
6. Total Downpayment	
A. Agreed Trade-In Value Yr 2006 Make Buick	\$1450.00 (A)
Model 227 Odom 32275	
VIN 1B4FT374511	
B. Less Prior Credit or Lease Balance	\$N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number)	\$1450.00 (C)
D. Deferred Downpayment	\$N/A (D)
E. Manufacturer's Rebate	\$1000.00 (E)
F. Other N/A	\$N/A (F)
G. Cash	\$N/A (G)
Total Downpayment (C through G)	\$1450.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1L above)	
7. Amount Financed (5 less 6)	
	\$2674.94 (7)
*Seller may keep part of these amounts.	

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
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:	
<input type="checkbox"/> Name of autobroker receiving fee, if applicable:	N/A

SELLER'S RIGHT TO CANCEL. If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.	
X	X
Buyer	Co-Buyer

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	
\$N/A Bodily Injury	Limits Mos. \$N/A	
\$N/A Property Damage	Limits Mos. \$N/A	
\$N/A Medical	Mos. \$N/A	
Total Vehicle Insurance Premiums \$N/A (b)		
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		
Co-Buyer X		
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		
<input type="checkbox"/> Credit Life	<input type="checkbox"/> Buyer <input type="checkbox"/> Co-Buyer <input type="checkbox"/> Both	
<input type="checkbox"/> 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 N/A		
Home Office Address N/A		
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 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		
Date	Buyer Signature	Age
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 1M. See your gap contract for details on the protection it provides. It is a part of this contract.	
Term	Mos. \$N/A
Name of Gap Contract	
You want to buy a gap contract.	
Buyer X	

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 1J and/or 1K above.	
1J Company N/A	Mos. \$N/A
1K Company N/A	Mos. \$N/A
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.	
Buyer Signs X	
Co-Buyer Signs X	

OPTION: <input type="checkbox"/> You pay no finance charge if the Amount Financed, Item 7, is paid in full on or before 12/1/06, Year 12/1/06. 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 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.	
Buyer X	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	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 UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION	
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.	
However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.	

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 08/10/06	Co-Buyer Signature X	Date 08/10/06
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 X		Address	

OTHER GUARANTY: To X			
On this contract, each Guarantor 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 gives 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	Guarantor X	Date
Address		Address	
Seller Signs		Title	



**Case Number:** 141863

**Originator Name:** Gina Kulakowski 866-790-5700 21221 gina\_kulakowski@gmexpert.com

**Created Date:** 10/22/2007

**Vehicle Info**

**\*VIN:** 1G2ZG558564 [REDACTED]

**Year:** 2006

**MSRP:** 0.0

**Make:** Pontiac

**\*TAC #:** 9883163

**Model:** G6

**Vehicle Comments & TAC Explanation:**

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

**\*Date Reviewed with Customer:** 10/12/2007

**Original Purchase Date:** 07/28/2006

**\*Repurchase Mileage:** 12000

**\* Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type** Person

**\* Names(s) on Title:** [REDACTED]

**\* Primary Owner:** [REDACTED]

**\* Address** [REDACTED]

**\* City** Bakersfield

**\* Day Phone:** [REDACTED]

**\* E-mail:** [REDACTED]

**\* Title State:** CA

**\* State** CA

**\* Home Phone:** [REDACTED]

**\* Fax Phone:** [REDACTED]

**\* ZIP Code:**

**\* Cell Phone:**

**UCC Codes**

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5  
M0112

**Vehicle Lien Holder**

**Type of Secured Interest:** Standard Lien

**Contact or Attention:**

**Address**

**City**

**Day Phone:** 1-888-516-9464

**\* Company:** GMAC

**Account #:** [REDACTED]

**State** CA

**Fax:**

**ZIP Code:**

**E-mail:**

**Original Selling Dealer**

**\* Dealer #:** 118685

**Region:** 10

**\* Phone:** (661) 836-9000

**\* Contact Name:** Randy Timmons

**Dealer Name:** MOTOR CITY BUICK PONTIAC GMC

**District:** 1552

**Fax:** (661) 836-9509

**\* Contact Title:** service director

**E-Mail:**

**Repurchasing Dealer:** -

**Repair**

**\* Contact Name:**

**\* Contact Title:**

**Vehicle Location:** -

**Repurchase**

\* **Reason** repairs completed to correct a lack of power in the steering

**Transaction****Details:**

<b>Siebel Request #:</b>	71-558308798	<b>* Disposition:</b>	Auction
<b>State:</b>	CA	<b>* Type:</b>	Straight Repurchase
<b>Source:</b>	ADR BBB Mediated		
<b>Replacement VIN:</b>			-
<b>Order #:</b>			
<b>MSRP:</b>	0.0		

**Repurchase:** process as per settlement letter

\* **Processing**  
**Instructions:**

**Disposition:** send vehicle to auction

\* **Processing**  
**Instructions:**

**Transaction Details**

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

# STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

**File Number**  
71-558308798

**Customer Name**

**Worksheet Filled Out By:**  
Olivia Costello

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

**Vehicle VIN:**  
1G2ZG558564

**Date:**  
November 7, 2007

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	<b>To calculate usage:</b>	1	Base Price	\$21,274.41	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	\$63.00	3	Reg./Lic./Title Fees (leases only)	\$0.00	
4		4	State Fees	\$8.75	4	Tax (leases only)	\$0.00	
5	<b>A. USAGE USING L.L. FORMULA</b>	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00	
6	Base Price/Total Repurch Price	\$20,274.41	6	Sales Tax	\$1,545.80	6	Other-Explain	\$0.00
7	Mileage	1,864	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	120,000	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9	<b>Usage</b>	<b>\$314.93</b>	9	Doc Fee	\$45.00	9	Other-Explain	\$0.00
10			10	<b>Total Purchase Price</b>	<b>\$22,936.96</b>	10	<b>Total Additions</b>	<b>\$0.00</b>
11	<b>B. USAGE - NEGOTIATED</b>	<b>\$0.00</b>	11			11		
12			12	<b>* Usage/Depreciation</b>	<b>\$314.93</b>	12	<b>* Usage/Depreciation</b>	<b>\$314.93</b>
13			13	Damage	\$0.00	13	Damage	\$0.00
14	<b>C. USAGE USING CENTS/MILE</b>		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	<b>Usage</b>	<b>\$0.00</b>	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	<b>D. USAGE-CALIFORNIA ONLY</b>		20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when <b>NOT</b> financed.		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	<b>"Actual Price Paid" (Base)</b>	<b>\$21,936.96</b>	22	<b>Total Deductions</b>	<b>\$1,314.93</b>	22	<b>Total Deductions</b>	<b>\$314.93</b>
23	Mileage	0	23			23		
24	<b>Usage</b>	<b>\$0.00</b>	24	<b>Repurchase Subtotal</b>	<b>\$21,622.03</b>	24	<b>Total Refund to Customer</b>	<b>-\$314.93</b>
25	<b>OR</b>		25	Loan Payoff good thru 11/25/07	\$19,834.15	25	Dir Buyout (lease) or Loan Payoff	\$0.00
26	Payment/Lease-Used <b>when</b> financed.		26	<b>Total Refund to Customer</b>	<b>\$1,787.88</b>	26	(GMAC=DL quote) good thru xx/xx/xx	
27	<b>"Actual Price Paid" (Pmt/Lease)</b>	<b>\$0.00</b>	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	<b>Total Repurchase</b>	<b>\$21,622.03</b>	28	<b>Total Repurchase</b>	<b>-\$314.93</b>
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	<b>Usage</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>
31			31	<b>Projected Loss</b>	<b>\$21,622.03</b>	31	<b>Projected Loss</b>	<b>-\$314.93</b>
	PURCHASE PRICE (before t/t/t)	\$ 21,274.41		TRADE ALLOWANCE	\$ 19,500.00		PURCHASE PRICE	\$ 21,274.41
	MSRP ( FROM BARS INVOICE)	\$ 22,720.00		PAYOFF OF TRADE	\$ 22,899.35		INCENTIVE* (from BARS)	\$ 1,000.00
	<b>DIFFERENCE</b>	<b>\$ (1,445.59)</b>		<b>DIFFERENCE</b>	<b>\$ (3,399.35)</b>		OVERALLOWANCE	\$ 300.00
	if positive look for over allowance			if negative=negative equity			<b>ACTUAL PRICE</b>	<b>\$ 19,974.41</b>
				<b>TRADE ALLOWANCE</b>	<b>\$ 19,500.00</b>			
				ACV OF TRADE	\$ 19,200.00		Do not include fuel fill credit	
	Authorized Signature	Date		<b>DIFFERENCE</b>	<b>\$ 300.00</b>		Include GM card points	
				ACV=actual cash value				
				CA CASE!!				

**Privileged and Confidential Information****CASE ASSESSMENT**

By: Gina Kulakowski

State: CA

Customer Name: [REDACTED]

Service Request: 71-  
558308798

BBB Case No.: PGM0754389

Vehicle ID No.:  
1G2ZG558564 [REDACTED]In Service  
Date:  
7/28/2006

Vehicle is: NEW

BAC Code: 118685

Year, Make &amp; Model: 2006 Pontiac G6

Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing 12,000

Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐:  
{Type}

DVM Name: Dan Rowe

CAM Name: [REDACTED]

Phone/Cell Number: 805-279-1999

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.

☐ Power steering went out on the highway

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08.29.06	333535	2	1,864	CUST STS THAT TEHPOWIER STEERING WENT OUT ON THE HIGHWAY – CODE C0545 TORQUE SENSOR MALFUNCTION, REPLACED STEERING MOTOR AND MODULE
06.13.07	371641	2	11,234	CUST STS STEERING GETS HARD AND STIFF WHILE DRIVING – CODE C0545 TORQUE SENSOR MALFUNCTION, REPLACED STEERING MOTOR AND CALIBRATE
09.17.07	384917	3	12,482	CUST STS STEERING GETS STIFF WHILE DRIVING ALSO RADIO DISPLAYS CHECK STEERING – CODE C0545 STEERING TORQUE SENSOR RESISTANCE ERRATIC, TAC CASE # 9883163, REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION HAD TO ORFER COLUMN PARTS WARRANTY
09.19.07	385235	5	12,482	PARTS WARRANTY ON COLUMN HOUSING – REPLACED STEERING COLUMN

☐ Weak battery

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
02.17.07	356021	1	8220	CUST STS THEY HAD TO JUMP START VEHICLE – REPLACED BATTERY

☐ Excessive crank

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
02.17.07	356021	*	8220	CUST STS THE VEHICLE WILL CRANK OVER A LOT BEFORE STARTING – REPROGRAM PCM

☐ Sunvisor mirror broken

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06.13.07	371641	*	11234	CUST STS DRIVERS SUNVISORS MIRROR LID WON'T STAY OPEN – REPLACED DRIVERS SIDE SUNVISOR MIRROR ASSEMBLY

**Verified with customer if the vehicle has ever been involved in an accident Y**

### THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4

Time period 18 months / 18,000 miles

Does Lemon Law state nonconformity must continue to exist? N

If applicable, safety-related repairs 2

Safety-related time period 18 months / 18,000 miles

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	13
Total days out of service during customer's ownership:	13

<b>Vehicle Meets Presumption of Lemon Law YES</b>
---

### RECOMMENDATION AND RATIONALE

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

Cust sks: replacement or repurchase of the vehicle

DVM sts: that customer may be offered a voluntary trade replacement and she is unwilling to accept that to offer a straight repurchase, but only if customer is willing to accept responsibility for the negative equity on her contract

SVM sts: that is his opinion with more than 2 repairs for safety concerns the vehicle would appear to meet presumption

CRS Rationale: offers customer a voluntary trade replacement, cust declined. Crm offers cust a straight repurchase.

Usage to be set at:  $1864/120000 \times 20274.41 = \$314.93$

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

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

<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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



REGISTRATION VALID FROM  
**AUTO 08/08/2007 TO 08/08/2008** TYPE **11** LICENSE NUMBER [REDACTED]

VEHICLE IDENTIFICATION NUMBER

**162Z6558564** [REDACTED]

BODY TYPE MODEL

**SD**

DATE ISSUED

**07/21/2007**

DATE FIRST SOLD

**00/00/2006**

CLASS

**EZ**

MAKE

**PONT**

YR

Yr. Model

**2006**

TYPE VEH.

MP

AX

WC

UNLADENWG/CW

TOTAL FEES PAID

**120****6****\$190****1500**

REGISTERED  
 OWNER

[REDACTED]  
**BAKERSFIELD CA** [REDACTED]

LIENHOLDER

**GMAC**  
**PO BOX 8129**  
**COCKEYSVILLE**

**MD****0**

**R0041**  
**L0127**

**21030**  
**143071220072260**

STATE OF CALIFORNIA  
 DEPARTMENT OF MOTOR VEHICLES  
**VALIDATED REGISTRATION CARD**  
 READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

CHEVROLET PONTIAC BUICK ~~Oldsmobile~~ GMC Oldsmobile SATURN ~~Vauxhall~~

November 13, 2007

Dealer Confirmation Letter-Straight

MOTOR CITY BUICK PONTIAC GMC  
3101 PACHECO RD  
BAKERSFIELD, CA 93313

Subject: 2006 Pontiac G6  
Customer: [REDACTED]  
VIN: 1G2ZG558564 [REDACTED]  
Ref SR: 71-558308798 V-141863

Dear Randy Timmons:

[REDACTED] will bring a certified check or money order in the amount of \$1,787.88 made payable to General Motors. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of \$19,834.15 to GMAC. 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 aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.

If you are in agreement with this offer, please sign and date below and return to my attention at the following fax # 866-802-6668 by Tuesday November 13, 2007. If you have any questions you may reach me at 866-802-6625 x 1187.

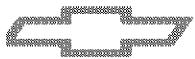
SERVICE DIRECTOR

MOTOR CITY BUICK PONTIAC GMC 118685 Management Agent's Signature and Title.

RANDY TIMMONS, SERVICE DIRECTOR

MOTOR CITY BUICK PONTIAC GMC 118685 Management Agent's Printed Name and Title.

\*141863\*



## General Motors Business Resource Center

# FAX

**To:** Gina Kulakowski

Company:

Fax: 18664803632

Phone:

**From:**

Fax:

Phone:

E-mail:

**cc:**

---

**NOTES:**

10/05/07 14:33 FAX 1 661 833 4450

MOTOR CITY F &amp; I

001

# MOTOR CITY AUTO CENTER

**BUICK • PONTIAC • GMC TRUCK • SATURN • LEXUS**

# Fax

**FAXED**  
10/30/07**To:** GINA KULAKOWSKI - GMRVDC**From:** REGINA MOONEY**Fax:** 866-480-3632**Pages:** 3**Phone:****Date:** 10/3/07 10/5/07**Re:****Fax:** 661-834-6352☐ **Urgent**☒ **For Review**☐ **Please Comment**☒ **Please Reply**☐ **Please Recycle**

SALES DOCS ON [REDACTED] #71-558308798 TO FOLLOW  
CALL WITH ANY QUESTIONS

***"This is where you want to be!"***

3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

[www.motorcitywest.com](http://www.motorcitywest.com)

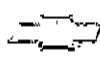
**Est. 1940**

10/05/07 14:33 FAX 1 661 833 4450

MOTOR CITY F &amp; I

002

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 / 6 / 2 / 7 / 6 / 5 / 5 / 8 / 5 / 4 / 4 / [REDACTED]

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_ to the down payment of this vehicle, (b) \_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) \_\_\_ a check be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
_____	\$ 1000.00	_____
_____	\$ N/A	_____
_____	\$ N/A	_____
_____	\$ N/A	_____
_____	\$ N/A	_____
Total Incentive Amount Received		\$ 1000.00


## 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 0 INT RATE FOR 60 MONTHS  
in lieu of ANY OTHER REBATES  
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 08/01/06. 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 XX No

- b.  Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://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: 08/01/2006

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: 08/01/2006Dealership Name: MOTOR CITY BUICK PONTIAC GMC

Dealer Code: \_\_\_\_\_

**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.

10/05/07 14:33 FAX 1 661 833 4450

MOTOR CITY F &amp; I

003

Appraisal Report Prepared for [REDACTED]

Page 1 of 1



## Motor City Sales & Service

### Appraisal Report Prepared for [REDACTED]

**Customer Information**

Name: [REDACTED]

Address: [REDACTED]

City/ST/Zip: [REDACTED], CA

Appraisal Date: 7/28/2006 9:14:00 PM

Appraisal Value: \$19200

Appraiser: Jack Klassen

Salesperson: Dan Killough

**Vehicle Description:** 2004 BMW  
3 SERIES 325I RWD 4DR SEDAN  
SDN

Stock #: 4N [REDACTED]

VIN: WBAET37454N [REDACTED]

Color: Silver

Mileage: 32,868

**Accessory Equipment:**

Air Conditioning

Power Steering

Power Windows

Power Door Locks

Telescoping Wheel

Cruise Control

AM/FM Stereo

Single Compact Disc

Dual Front Air Bags

Front Side Air Bags

ABS (4-Wheel)

Traction Control

Leather

Moon Roof

Alloy Wheels

Appraiser Notes: [REDACTED]

No Condition Report.

Photos:

Flood Yes ☐ No ☒Frame Yes ☐ No ☒Accident Yes ☐ No ☒Exhaust Smoke Yes ☐ No ☒**OWNER ACKNOWLEDGMENT**

The owner acknowledges that the trade-in vehicle has not been damaged by flood, has not had frame damage, or the trade title does not and should not indicate salvage or gross polluter in any manner, regardless of state or origin.

Owner Signature: X \_\_\_\_\_

Sales Manager \_\_\_\_\_

Appraiser \_\_\_\_\_

Motor City Sales & Service  
3001 Pacheco Rd  
Bakersfield, CA 93313

Date: 7/28/2006

Expiration Date: 8/4/2006 and/or 150 miles

Customer: [REDACTED] \$19,200

Nineteen Thousand Two Hundred Dollars and Zero Cents

Signature: \_\_\_\_\_

Voucher Good for Purchase of Vehicle  
VIN: WBAET37454N [REDACTED]

**Customer Claim Form**

Contact Date: 09/24/07

Start Date: 09/24/07

Case Number : PGM0754389

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

**Titled Owner(s) Name&Address**

BAKERSFIELD, CA

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

**Vehicle Information****Name(s) of individual(s) or business that appear on vehicle title:** \_\_\_\_\_Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic Number of vehicles registered in California by vehicle owner/lessee: 1

Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Milage: 12000

Vehicle Identification Number: 1G2ZG558564 \_\_\_\_\_

Servicing Dealer/City/State : MOTOR CITY PONTIAC GMC D,

Selling Dealer/City/State : MOTOR CITY PONTIAC GMC D, BAKERSFIELD, CA

Insurance Carrier : Merit Plan

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 06/01/07

Description of Damage : hood

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

Purchase Date: 08/01/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

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

Customer wants the vehicle repurchased. She is afraid to drive it.

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:



Case Number: PGM0754389

First Repair Attempt (any reported problem)

Date: 08/28/06 Mileage: 0

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. power steering keeps going out					

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





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

September 24, 2007

Re: cam8 PGM0754389 : [REDACTED] vs Pontiac/GMC Division 1G2ZG558564 [REDACTED]

GINA KULAKOWSKI  
PONTIAC/GMC  
P O BOX 33172  
DETROIT MI 48232

Dear Madam/Sir:

The customer named above has submitted all required information to open a claim, and his/her case is officially opened in the BBB AUTO LINE program. Enclosed you will find a *Customer Claim Form, a Manufacturer's Response Form (MRF)*, and any support documentation provided by the customer.

Please review the customer's claim. We will contact you within seven days to discuss possible settlement of the claim. If you resolve the dispute, or if you would like our assistance sooner, please contact me.

Please send us:

- a) Your position in this dispute in writing on the attached *MRF*; and
- b) Provide copies of any documents relevant to this dispute including the following:
  - Technical service bulletins (if any);
  - Recall notices (if any);
  - Vehicle repair records; and
  - Purchase/lease contracts with respect to this vehicle.

Please complete the *MRF* and fax it to me at 703.247.9700 no later than seven days from the date of this letter.

Your position on the *MRF* and any documents that you attach will be sent to the consumer and arbitrator prior to the hearing.

Thank you for your active participation in the BBB AUTO LINE program. You may call me at 800.334.2406 (see the extension listed below) if you have any questions.

Sincerely,

Rosa Tinoco at Extension 211

**Customer Claim Form**

Contact Date: 09/24/07

Start Date: 09/24/07

Case Number : PGM0754389

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

**Titled Owner(s) Name&Address**

[REDACTED]

BAKERSFIELD, CA

Day Phone: [REDACTED]

Evening Phone: [REDACTED]

Cell Phone:

Fax Number:

E-mail Address:

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: Automatic Number of vehicles registered in California by vehicle owner/lessee: 1

Make: Pontiac/GMC Model: G6 Model Year: 2006 Current Milage: 12000

Vehicle Identification Number: 1G2ZG558564 [REDACTED]

Servicing Dealer/City/State : MOTOR CITY PONTIAC GMC D,

Selling Dealer/City/State : MOTOR CITY PONTIAC GMC D, BAKERSFIELD, CA

Insurance Carrier : Merit Plan

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☒ No ☐ Date of accident: 06/01/07

Description of Damage : hood

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

Purchase Date: 08/01/06 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name:

Address: \_\_\_\_\_

Address:

City/St/Zip: \_\_\_\_\_

City/St/Zip:

Phone: ( ) - \_\_\_\_\_

Phone:

Lienholder Acct # :

Leasing Company's Acct #:

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

Customer wants the vehicle repurchased. She is afraid to drive it.

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:



Case Number: PGM0754389

First Repair Attempt (any reported problem)

Date: 08/28/06 Mileage: 0

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. power steering keeps going out					

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

**Case Number:** 141863**Originator Name:** Gina Kulakowski 866-790-5700 21221 gina\_kulakowski@gmexpert.com**Created Date:** 10/22/2007**Vehicle Info****\*VIN:** 1G2ZG558564 [REDACTED]**Year:** 2006**MSRP:** 0.0**Make:** Pontiac**\*TAC #:** 9883163**Model:** G6**Vehicle Comments & TAC Explanation:**

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

**\*Date Reviewed with Customer:** 10/12/2007  
**Original Purchase Date:** 07/28/2006**\*Repurchase Mileage:** 12000  
**\* Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Person**\* Names(s) on Title:** [REDACTED]**\* Primary Owner:** [REDACTED]**\* Address** [REDACTED]**\* City** Bakersfield**\* Day Phone:** [REDACTED]**\* E-mail:** [REDACTED]**\* Title State:** CA**\* State** CA**\* Home Phone:** [REDACTED]**\* Fax Phone:** [REDACTED]**\* ZIP Code:** [REDACTED]**\* Cell Phone:** [REDACTED]**UCC Codes**UCC 1 UCC 2 UCC 3 UCC 4 UCC 5  
M0311 M4104**Vehicle Lien Holder****Type of Secured Interest:** Standard Lien**Contact or Attention:****Address****City****Day Phone:** 1-888-516-9464**\* Company:** GMAC**Account #:** [REDACTED]**State** CA**Fax:****ZIP Code:****E-mail:****Original Selling Dealer****\* Dealer #:** 118685**Region:** 10**\* Phone:** (661) 836-9000**\* Contact Name:** Randy Timmons**Dealer Name:** MOTOR CITY BUICK PONTIAC GMC**District:** 1552**Fax:** (661) 836-9509**\* Contact Title:** service director**E-Mail:****Repurchasing Dealer:** -**Repair****\* Contact Name:****\* Contact Title:****Vehicle Location:** -

**Repurchase**

\* Reason power steering went out

**Transaction****Details:**

Siebel Request #: 71-558308798 \* Disposition Auction  
State: CA \* Type: Straight Repurchase  
Source: ADR BBB Mediated  
Replacement VIN: -  
Order #:  
MSRP: 0.0

Repurchase: process as per settlement letter

\* Processing  
Instructions:

Disposition: send vehicle to auction

\* Processing  
Instructions:

**Transaction Details**

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

2006 G6 - 6CYL SEDAN PONTIAC/GMC DIVISION  
27U CRIMSON RED /V6G GENERAL MOTORS CORPORATION  
19B EBONY 100 RENAISSANCE CENTER  
ORDER NO. JMMHP7/TRE STOCK NO. DETROIT MI 48243-1114  
VIN 1G2 ZG55 85 64 VEHICLE INVOICE 2AD52776091  
\*\*\*\*\*16\*12113S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 10/03/05
AP3 REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED 10/03/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 10/18/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 10/18/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 10/03/05
PCH PREMIUM VALUE PACKAGE INCLUDES	1575.00	1307.25	KEYS G0649 G0649
* (4) 16" PAINTED ALLOY WHEELS			WFP-S QTR OPT-1
*AM/FM STEREO 6 DISC CD PLAYER			BANK: GMAC - 061
(REPLACES STD/OPT/PKG RADIO)			CHG-TO 12-113
* SUNROOF, POWER TILT & SLIDE			
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	SHIP WT: 3387
* POWER ADJ BRAKES & ACCEL.			HP: 32.9
PEDALS			GMS: 20295.35
* FLOOR MATS, CARPET			SUPPLR: 21205.27
* CARGO NET			MRM: 23220.00
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	DAN: W002
T43 SPOILER	225.00	186.75	MEMO 1029.75
U2K XM SATELITE RADIO - SERVICE	325.00	269.75	
FEE EXTRA 1ST 3 MONTHS INCL.			
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

TOTAL MODEL & OPTIONS	22095.00	20258.20	ACT 231	20220.35
DESTINATION CHARGE	625.00	625.00	H/B 261	662.85
LAM DEALER CONTRIBUTION		110.48	ADV 261	110.48
LAM GROUP CONTRIBUTION		220.95	EXP 65A	220.95

TOTAL	22720.00	21214.63	PAY 310	21214.63
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		20251.33		

\*\*\*\*\*  
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.

MOTOR CITY BUICK PONTIAC GMC	REMIT TO GMAC NO. 061
	VIN 1G2ZG558564
	\$ 21214.63 INV 2AD52776091
	DUE 10/18/05 DEALER 12-113

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71558308798	<b>BBB#:</b> 754389
-----------------------------	---------------------------	---------------------

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**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21274.41
<b>MSRP</b> (from BARS Invoice screen)	- 22720.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -1445.59

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**

<b>Trade Allowance</b> (from Bill of Sale)	19500.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 19200.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 300.00

**Section 3**

<b>Trade Allowance</b> (from Bill of Sale)	19500.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 0.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -3000.00

**Section 4**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21274.41
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>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).</b>	= 20274.41

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

10/10/2007 12:56

6618682107

REVENUE RECOVERY

PAGE 02

AUTO 08/08/2007 TO 08/08/2008 11

VEHICLE IDENTIFICATION NUMBER

162Z6558564

BODY TYPE MODEL

SD

DATE ISSUED

07/21/2007

REGISTRATION VALID FROM

TYPE

LICENSE NUMBER

DATE FIRST SOLD

CLASS

MAKE

PONT

Yr. Model

00/00/2006

EZ

2006

TYPE VEH.

MP

AX

WG

UNLADEN/GCSW

TOTAL FEES PAID

120

6

\$190

1500

REGISTERED  
OWNER

BAKERSFIELD CA

LIE NHOLDER

0

GHAC  
PO BX 8129  
COCKEYSVILLE

MD

R0041  
L012721030  
143071220072260

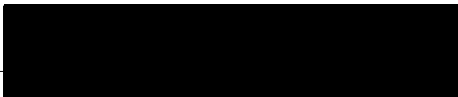
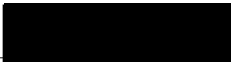
STATE OF CALIFORNIA  
DEPARTMENT OF MOTOR VEHICLES  
VALIDATED REGISTRATION CARD  
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS



## **ADR REPURCHASE CHECKLIST**

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

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

**Voluntary Repurchase**☐ **BBB Case****Straight**☐ **State Case****COMPLIANCE DATE** \_\_\_\_\_ **11/27/07** \_\_\_\_\_**ADR REQUEST NUMBER** \_\_\_\_\_ **71-558308798** \_\_\_\_\_**CUSTOMER NAME** \_\_\_\_\_  \_\_\_\_\_**LAST SIX OF VIN** \_\_\_\_\_  \_\_\_\_\_**ADR CRS** \_\_\_\_\_ **Gina Kulakowski** \_\_\_\_\_ **EXT.** \_\_\_\_\_ **2-1221** \_\_\_\_\_**DVM** \_\_\_\_\_ **Dan Rowe** \_\_\_\_\_ **PHONE** \_\_\_\_\_ **80509 58715** \_\_\_\_\_**DATE ACCEPTANCE RECEIVED** \_\_\_\_\_ **10/12/07** \_\_\_\_\_**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:****File will be returned without all information above completed.**

10/30/07 16:45 FAX 1 661 833 4450

MOTOR CITY F &amp; I

001

# MOTOR CITY AUTO CENTER

**BUICK • PONTIAC • GMC TRUCK • SATURN • LEXUS**

# Fax

**To:** GINA KULAKOWSKI - GMRVDC**From:** REGINA MOONEY**Fax:** 866-480-3632**Pages:** 3**Phone:****Date:** 10/30/07**Re:****Fax:** 661-834-6352

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

THIS IS AS DARK AS I COULD GET THE SALES CONTRACT FOR [REDACTED] #71-558308798  
LET ME KNOW IF YOU NEED ANYTHING ELSE.

***“This is where you want to be!”***

3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

[www.motorcitywest.com](http://www.motorcitywest.com)

**Est. 1940**



10/30/07 16:45 FAX 1 661 833 4450

MOTOR CITY F &amp; I

003

D. Deferred Downpayment

E. Manufacturer's Rebate

F. Other: N/A

G. Cash

Total Downpayment (C through G)

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

7. Amount Financed (5 less 6)

\*Seller may keep part of these amounts.

\$ 550.51 (D)

\$ 1000.00 (E)

\$ N/A (F)

\$ 0.20 (G)

(D)

(E)

(F)

(G)

\$ 0.00 (8)

\$ 25320.40 (7)

You want to buy a new contract

Buyer X

**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 1J and/or 1K above.

1J Company N/ATerm N/A Mos. 0 / 0 Miles1K Company N/ATerm N/A Mos. 0 / 0 Miles

Buyer

**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.

Buyer Signs X

Co-Buyer Signs X

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

Proceeds of Loan From: N/AAmount \$ N/A Finance Charge \$ N/ATotal \$ N/A Payable in N/AInstallments 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

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back of this contract shall apply. If Seller is unable to assign this contract to a financial institution, it will apply.

X

Buyer

X

Co-Buyer

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

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY 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 KNOW AND UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.**

S/S X

X

Representative of the Seller hereby certifies that the information provided by you in connection with the Trade-In Vehicle was correct and that you have given your best estimate of the value of the vehicle traded in. If the payoff amount is more than the amount shown above in item 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X

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 if the seller does so.

Buyer Signature X

Co-Buyer Signature X

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**THERE IS NO COOLING OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**

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.

However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**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

Date 10/30/07

Co-Buyer Signature X

Date N/A

**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

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

Guarantor X

Date

Address

Address

Seller Signature

MOTOR CITY BUICK PONTIAC GMC

Date 10/30/07

By X

Title

**LAW FORM NO. 553-CA** (REV. 7/06) U.S. PATENT NO. 6,490,782  
©2006 Reynolds and Reynolds. TO ORDER: www.reynolds.com; 1-800-344-0096; fax 1-800-631-6205  
THIS INSTRUMENT IS NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR  
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR LOCAL COUNSEL.

DEALER COPY

**BBB AUTO LINE**

October 12, 2007

Re: caset PGM0754389: [REDACTED] vs Pontiac/GMC Division 1G2ZG558564 [REDACTED]

[REDACTED]  
BAKERSFIELD 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:

Ms. Gina Kulakowski of Pontiac/GMC has offered [REDACTED] a settlement of her claim. The manufacturer has offered to repurchase the consumer's 2006 Pontiac G6 for the following amounts: Cash purchase price \$21,274.41; sales tax \$1545.80; documentary fee \$45.00; registration fee \$63.00; and California tire fee \$8.75. The consumer will be charged a usage deduction taken from 1864 miles, which was the first repair for the power steering. The total usage fee is \$314.93. There shall also be a deduction of \$1000 which was for a manufacturer's rebate. The amount of \$3399.35 which was negative equity was also considered in the offer of repurchase. The consumer has accepted this offer. The manufacturer will send a separate settlement letter with the total repurchase amount. The repurchase shall be completed within 45 days from the date of this letter.

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

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

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

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

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

Sincerely,  
Rosa Tinoco at Extension 211

10/10/2007 12:56

6618682107

REVENUE RECOVERY

PAGE 06

557568-007009  
BILLST-ROLL 12/06PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

**GMAC**

THANK YOU FOR CHOOSING YOUR DEALER AND GMAC.

BAKERSFIELD CA

MAKE/MODEL: 06 PONT G6  
VIN: 1G2ZG558564

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 10/03/07**ACCOUNT SUMMARY**

NEXT PAYMENT DUE	
Due Date	10/25/07
Amount Due	421.68
TOTAL	
	421.68

PAST DUE PAYMENTS PAY IMMEDIATELY	
Due Date	Amount
TOTAL	

OTHER UNPAID AMOUNTS	
Late Charge	
Insurance Premium	
Miscellaneous	
TOTAL	
TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	
	421.68

**PAYMENTS APPLIED AS FOLLOWS**

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
07/25/07	422.01	08/03/07	425.00				425.00
08/25/07	422.01	08/30/07	420.00				420.00
09/25/07	422.01	09/26/07	421.00				421.00

**MESSAGES**

REMAINING UNPAID BALANCE \$20,256.15. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL US FOR YOUR PAYOFF.

**RETURN THIS PORTION WITH YOUR PAYMENT**

ACCOUNT NUMBER:

**GMAC**

NEXT PAYMENT DUE:	421.68
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL DUE NOW:	421.68
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	

PAYMENT PROCESSING CENTER  
PO BOX 78234  
PHOENIX AZ 85062-8234





## **ADR REPURCHASE CHECKLIST**

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

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

2006 G6 - 6CYL SEDAN			PONTIAC/GMC DIVISION
27U CRIMSON RED	/V6G		GENERAL MOTORS CORPORATION
19B EBONY			100 RENAISSANCE CENTER
ORDER NO. JMMHP7/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZG55 85 64			VEHICLE INVOICE 2AD52776091
*****			*****16*12113S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZG69 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 10/03/05
AP3 REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED 10/03/05
F83 AXLE RATIO 3.05	N/C	N/C	EXP I/T 10/18/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 10/18/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 10/03/05
PCH PREMIUM VALUE PACKAGE INCLUDES	1575.00	1307.25	KEYS G0649 G0649
* (4) 16" PAINTED ALLOY WHEELS			WFP-S QTR OPT-1
*AM/FM STEREO 6 DISC CD PLAYER			BANK: GMAC - 061
(REPLACES STD/OPT/PKG RADIO)			CHG-TO 12-113
* SUNROOF, POWER TILT & SLIDE			
			SHIP WT: 3387
PDD CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	HP: 32.9
* POWER ADJ BRAKES & ACCEL.			GMS: 20295.35
PEDALS			SUPPLR: 21205.27
* FLOOR MATS, CARPET			MRM: 23220.00
* CARGO NET			DAN: W002
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	MEMO 1029.75
T43 SPOILER	225.00	186.75	
U2K XM SATELITE RADIO - SERVICE	325.00	269.75	
FEE EXTRA 1ST 3 MONTHS INCL.			
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

TOTAL MODEL & OPTIONS	22095.00	20258.20	ACT 231	20220.35
DESTINATION CHARGE	625.00	625.00	H/B 261	662.85
LAM DEALER CONTRIBUTION		110.48	ADV 261	110.48
LAM GROUP CONTRIBUTION		220.95	EXP 65A	220.95

TOTAL	22720.00	21214.63	PAY 310	21214.63
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		20251.33		

\*\*\*\*\*

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.

MOTOR CITY BUICK PONTIAC GMC	REMIT TO GMAC NO. 061
	VIN 1G2ZG558564
	\$ 21214.63 INV 2AD52776091
	DUE 10/18/05 DEALER 12-113



**Case Number:** 141863

**Originator Name:** Gina Kulakowski 866-790-5700 21221 gina\_kulakowski@gmexpert.com

**Created Date:** 10/22/2007

**Vehicle Info**

**\*VIN:** 1G2ZG558564 [REDACTED]

**Year:** 2006

**MSRP:** 0.0

**Make:** Pontiac

**\*TAC #:** 9883163

**Model:** G6

**Vehicle Comments & TAC Explanation:**

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

**\*Date Reviewed with Customer:** 10/12/2007

**Original Purchase Date:** 07/28/2006

**\*Repurchase Mileage:** 12000

**\* Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type**

Person

**\* Names(s) on Title:**

**\* Primary Owner:**

**\* Address**

**\* City**

Bakersfield

**\* Day Phone:**

**\* E-mail:**

**\* Title State:** CA

**\* State** CA

**\* Home Phone:**

**\* Fax Phone:**

**\* ZIP Code:**

**\* Cell Phone:**

**UCC Codes**

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5  
M0311 M4104

**Vehicle Lien Holder**

**Type of Secured Interest:** Standard Lien

**Contact or Attention:**

**Address**

**City**

**Day Phone:**

1-888-516-9464

**\* Company:** GMAC

**Account #:** [REDACTED]

**State** CA

**Fax:**

**ZIP Code:**

**E-mail:**

**Original Selling Dealer**

**\* Dealer #:** 118685

**Region:** 10

**\* Phone:** (661) 836-9000

**\* Contact Name:** Randy Timmons

**Dealer Name:** MOTOR CITY BUICK PONTIAC GMC

**District:** 1552

**Fax:** (661) 836-9509

**\* Contact Title:** service director

**E-Mail:**

**Repurchasing Dealer:** -

**Repair**

**\* Contact Name:**

**\* Contact Title:**

**Vehicle Location:** -

**Repurchase**

\* **Reason** power steering went out

**Transaction****Details:**

**Siebel Request #:** 71-558308798  
**State:** CA  
**Source:** ADR BBB Mediated  
**Replacement VIN:**  
**Order #:**  
**MSRP:** 0.0

\* **Disposition:** Auction  
\* **Type:** Straight Repurchase

-

**Repurchase:** process as per settlement letter

\* **Processing**  
**Instructions:**

**Disposition:** send vehicle to auction

\* **Processing**  
**Instructions:**

**Transaction Details**

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

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71558308798	<b>BBB#:</b> 754389
-----------------------------	---------------------------	---------------------

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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21274.41
<b>MSRP</b> (from BARS Invoice screen)	- 22720.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -1445.59

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

<b>Trade Allowance</b> (from Bill of Sale)	19500.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 19500.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	19500.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 22889.35
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -3389.35

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21274.41
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 20274.41

---

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

# MOTOR CITY AUTO CENTER

BUICK • PONTIAC • GMC TRUCK • SATURN • LEXUS

## Fax

**FAXED**  
10/30/07

To: GINA KULAKOWSKI - GMRVDC

From: REGINA MOONEY

Fax: 866-480-3632

Pages: 3

Phone:

Date: 10/3/07 10/5/07

Re:

Fax: 661-834-6352

☐ Urgent

☒ For Review

☐ Please Comment

☒ Please Reply

☐ Please Recycle

SALES DOCS ON [REDACTED] #71-558308798 TO FOLLOW  
CALL WITH ANY QUESTIONS

***"This is where you want to be!"***

3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

[www.motorcitywest.com](http://www.motorcitywest.com)

**Est. 1940**

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 / 6 / 2 / 7 / 6 / 5 / 5 / 8 / 5 / 4 / 4 / [REDACTED]

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_ to the down payment of this vehicle, (b) \_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) \_\_\_ a check be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
	\$ 1000.00	
	\$ N/A	
	\$ N/A	
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$ 1000.00

## 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 0 INT RATE FOR 60 MONTHS  
in lieu of ANY OTHER REBATES


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 08/01/06. 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 XX No

b.  ☐ Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://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: 08/01/2006

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: Date: 08/01/2006Dealership Name: MOTOR CITY BUICK PONTIAC GMC

Dealer Code: \_\_\_\_\_

**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.



Appraisal Report Prepared for [REDACTED]

Page 1 of 1



## Motor City Sales & Service

### Appraisal Report Prepared for [REDACTED]

**Customer Information****Name:** [REDACTED]**Address:** [REDACTED]**City/ST/Zip:** [REDACTED], CA**Appraisal Date:** 7/28/2006 9:14:00 PM**Appraisal Value:** \$19200**Appraiser:** Jack Klassen**Salesperson:** Dan Killough

**Vehicle Description:** 2004 BMW  
3 SERIES 325I RWD 4DR SEDAN  
SDN

**Stock #:** 4N [REDACTED]**VIN:** WBAET37454N [REDACTED]**Color:** Silver**Mileage:** 32,868**Accessory Equipment:**

Air Conditioning	Power Steering	Power Windows	Power Door Locks	Telescoping Wheel	Cruise Control
AM/FM Stereo	Single Compact Disc	Dual Front Air Bags	Front Side Air Bags	ABS (4-Wheel)	Traction Control
Leather	Moon Roof	Alloy Wheels			

**Appraiser Notes:** [REDACTED]**No Condition Report.****Photos:**

Flood Yes ☐ No ☒ Frame Yes ☐ No ☒ Accident Yes ☐ No ☒ Exhaust Smoke Yes ☐ No ☒

**OWNER ACKNOWLEDGMENT**

The owner acknowledges that the trade-in vehicle has not been damaged by flood, has not had frame damage, or the trade title does not and should not indicate salvage or gross polluter in any manner, regardless of state or origin.

Owner Signature: X \_\_\_\_\_ Sales Manager \_\_\_\_\_ Appraiser \_\_\_\_\_

**Motor City Sales & Service**  
3001 Pacheco Rd  
Bakersfield, CA 93313

**Date:** 7/28/2006

Expiration Date: 8/4/2006 and/or 150 miles

**Customer:** [REDACTED] **\$19,200**

Nineteen Thousand Two Hundred Dollars and Zero Cents

**Signature:** \_\_\_\_\_**Voucher Good for Purchase of Vehicle****VIN:** WBAET37454N [REDACTED]



## BBB AUTO LINE

October 12, 2007

Re:caset PGM0754389: Gonzalez vs Pontiac/GMC Division 1G2ZG558564 [REDACTED]

[REDACTED]  
BAKERSFIELD 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:

Ms. Gina Kulakowski of Pontiac/GMC has offered [REDACTED] a settlement of her claim. The manufacturer has offered to repurchase the consumer's 2006 Pontiac G6 for the following amounts: Cash purchase price \$21,274.41; sales tax \$1545.80; documentary fee \$45.00; registration fee \$63.00; and California tire fee \$8.75. The consumer will be charged a usage deduction taken from 1864 miles, which was the first repair for the power steering. The total usage fee is \$314.93. There shall also be a deduction of \$1000 which was for a manufacturer's rebate. The amount of \$3399.35 which was negative equity was also considered in the offer of repurchase. The consumer has accepted this offer. The manufacturer will send a separate settlement letter with the total repurchase amount. The repurchase shall be completed within 45 days from the date of this letter.

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

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

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

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

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

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

---

557568-007000  
BILLST-ROLL 12/06**GMAC**

THANK YOU FOR CHOOSING YOUR DEALER AND GMAC.

PO BOX 2182  
GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622

BAKERSFIELD CA

MAKE/MODEL: 06 PONT G6  
VIN: 1G2ZG558564

PAGE 1 OF 1

ACCOUNT NUMBER :

STATEMENT REFLECTS  
PAYMENT(S) RECEIVED THROUGH: 10/03/07**ACCOUNT SUMMARY**

NEXT PAYMENT DUE		PAST DUE PAYMENTS PAY IMMEDIATELY		OTHER UNPAID AMOUNTS	
Due Date	10/25/07	Due Date	Amount	Late Charge	
Amount Due	421.68			Insurance Premium	
				Miscellaneous	
TOTAL	421.68	TOTAL		TOTAL	
				TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:	421.68

**PAYMENTS APPLIED AS FOLLOWS**

DUE DATE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID
07/25/07	422.01	08/03/07	425.00				425.00
08/25/07	422.01	08/30/07	420.00				420.00
09/25/07	422.01	09/26/07	421.00				421.00

**MESSAGES**

REMAINING UNPAID BALANCE \$20,256.15. THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS. PLEASE CALL US FOR YOUR PAYOFF.

**RETURN THIS PORTION WITH YOUR PAYMENT**

ACCOUNT NUMBER:

**GMAC**

NEXT PAYMENT DUE:	421.68
TOTAL PAST DUE:	
TOTAL OTHER:	
TOTAL DUE NOW:	421.68
AMOUNT PAID-INSURANCE PREMIUM:	
TOTAL AMOUNT PAID:	

PAYMENT PROCESSING CENTER  
PO BOX 78234  
PHOENIX AZ 85062-8234



DO NOT SEND CASH OR POST DATED CHECKS. ALL CHECKS WILL BE DEPOSITED UPON RECEIPT. MAKE CHECKS PAYABLE TO GMAC.  
RETURN THIS NOTICE WITH YOUR PAYMENT TO THE ABOVE ADDRESS.

02 01 061 9094 68426 0 00042168 5 7 1



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

October 3, 2007

Regina Mooney  
Motor City Buick-Pontiac-GMC  
3101 Pacheco Road  
Bakersfield, CA 93313

Re:

[REDACTED]  
Siebel Request: 71-558308798  
2006 Pontiac G6  
VIN # 1G2ZG558564 [REDACTED]

Dear Ms. Mooney:

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

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

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

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

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

Sincerely,

Gina Kulakowski  
BRC Customer Relationship Specialist  
Ph# 866-790-5700, extension 2-1221  
FAX# 866-480-3632  
EMAIL: gina\_kulakowski@gmexpert.com

# MOTOR CITY AUTO CENTER

BUICK • PONTIAC • GMC TRUCK • SATURN • LEXUS

## Fax

<b>To:</b> GINA KULAKOWSKI - GMRVDC	<b>From:</b> REGINA MOONEY
<b>Fax:</b> 866-480-3632	<b>Pages:</b> 3
<b>Phone:</b>	<b>Date:</b> 10/30/07
<b>Re:</b>	<b>Fax:</b> 661-834-6352

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

THIS IS AS DARK AS I COULD GET THE SALES CONTRACT FOR [REDACTED] #71-558308798  
LET ME KNOW IF YOU NEED ANYTHING ELSE.

***“This is where you want to be!”***

3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

[www.motorcitywest.com](http://www.motorcitywest.com)

**Est. 1940**

Dealer Number 101435 Contract Number 14941055 R.O.S. Number Stock Number P60112

Buyer (and Co-Buyer) Name and Address (including County and Zip Code) [Redacted]  
BAKERSFIELD CA 93315  
KERN CO  
Motor City Buick Pontiac GMC  
3101/PACHECO RD  
BAKERSFIELD CA 93315

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
NEW	2006	PONTIAC G6 SEDAN 4-C	25	1G2ZG558554	<input type="checkbox"/> personal, family or household <input checked="" type="checkbox"/> business or commercial

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of.
0.00%	\$0.00 (e)	\$25320.60	\$25320.60 (e)	\$0.00 (e)

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	550.51	08/10/2006
One Payment of	N/A	N/A
59 Payments	422.01	Monthly, Beginning 08/16/2006
Payments:	N/A	Monthly, Beginning
One Final Payment	422.01	DUE ON 02/16/2011

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	\$21274.41 (A)
1. Cash Price Vehicle	\$21274.41
2. Cash Price Accessories	N/A
3. Other (Nontaxable)	N/A
Describe	N/A
Describe	N/A
B. Document Preparation Fee (not a governmental fee)	\$45.00 (B)
C. Smog Fee Paid to Seller	N/A (C)
D. Theft Deterrent Device	N/A (D)
E. Theft Deterrent Device	N/A (E)
F. Surface Protection Product	N/A (F)
G. Surface Protection Product	N/A (G)
H. Sales Tax (on taxable items in A through G)	\$1545.80 (H)
I. Optional DMV Electronic Filing Fee*	N/A (I)
J. (Optional) Service Contract (to whom paid)*	N/A (J)
K. (Optional) Service Contract (to whom paid)*	N/A (K)
L. Prior Credit or Lease Balance paid by Seller to	
FNCL SEP VEH TRST	\$1848.64 (L)
(see downpayment and trade-in calculation)	
M. (Optional) Gap Contract (to whom paid)*	\$375.00 (M)
N. (Optional) Used Vehicle Contract Cancellation Option Agreement	N/A (N)
O. Other (to whom paid)*	N/A (O)
For N/A	
Total Cash Price (A through O)	\$25110.85 (1)

2. Amounts Paid to Public Officials	
A. License Fees	\$130.00 (A)
B. Registration/Transfer/Titling Fees	\$43.00 (B)
C. California Tire Fees*	\$75 (C)
D. Other	N/A (D)
E. Other	N/A (E)
Total Official Fees (A through E)	\$248.00 (2)
3. Amount Paid to Insurance Companies	
(Total premiums from Statement of Insurance column a, b, c)	N/A (3)
4. Smog Certification or Exemption Fee Paid to State	
5. Subtotal (1 through 4)	\$25320.60 (5)
6. Total Downpayment	
A. Agreed Trade-In Value	\$19500.00 (A)
Model 325 Odom 32373	
VIN 1G2ZG558554	
B. Less Prior Credit or Lease Balance	\$2288.35 (B)
C. Net Trade-In (A less B) (indicate if a negative number)	\$7616.65 (C)
D. Deferred Downpayment	\$550.51 (D)
E. Manufacturer's Rebate	\$1000.00 (E)
F. Other	N/A (F)

**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 \$ N/A Limits	Mos.	\$ N/A
Medical N/A	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 [Redacted]  
Co-Buyer [Redacted]  
Seller [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 (b)
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name	N/A		
Home Office Address	N/A		

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 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 [Redacted] Buyer Signature [Redacted] Age [Redacted]  
Date [Redacted] Co-Buyer Signature [Redacted] Age [Redacted]

**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 1M. See your gap contract for details on the protection it provides. It is a part of this contract.

Term 60 Mos Gap \$550.00  
Name of Gap Contract [Redacted]

You want to buy a gap contract.

D. Deferred Downpayment

E. Manufacturer's Rebate

F. Other: N/A

G. Cash

Total Downpayment (C through G)

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

7. Amount Financed (5 less 6)

\*Seller may keep part of these amounts.

\$ 550.51 (D)

\$ 1000.00 (E)

\$ N/A (F)

\$ 0.20 (G)

\$ 0.00 (6)

\$ 25320.40 (7)

**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/AAmount \$ N/A Finance Charge \$ N/ATotal \$ N/A Payable in N/Ainstallments 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

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X Buyer X Co-Buyer

You want to buy a gap contract.

Buyer X

**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 1J and/or 1K above.

1J Company N/ATerm N/A Mos. 0/0 Miles1K Company N/ATerm N/A Mos. or N/A MilesBuyer 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.

Buyer Signs X

Co-Buyer Signs X

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

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED BY 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 SELLER ASSUMES NO LIABILITY FOR ANY DAMAGE TO YOUR VEHICLE OR TO YOUR PERSON OR PROPERTY. THIS CONTRACT IS SUBJECT TO THE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X Buyer X Co-Buyer

**Representations of Buyer:** Seller has relied on the truth and accuracy of the information provided by you in connection with this Transaction. You represent that you have given a payoff amount on the vehicle traded in that is more than the amount shown above in item 6B 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 6B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X

Co-Buyer X N/A

**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

Buyer Signature X

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 UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**

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.

However, California law does require a seller to offer a 2-day contract cancellation option on used vehicles with a purchase price of less than \$40,000, subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a motorcycle or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**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

Date 08/01/08

Co-Buyer Signature X

Date N/A

**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

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

Guarantor X

Date

Address

Address

Seller Signature MOTOR CITY BUICK PONTIAC GMCDate 08/01/08

By X

Title

**LAW FORM NO. 553-CA** (REV. 7/05) U.S. PATENT NO. 6,400,762  
©2005 Reynolds and Reynolds. TO ORDER: www.reynolds.com; 1-800-344-0090; fax 1-800-631-0005  
THIS PRINTED FORM NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR  
FITNESS FOR ANY PURPOSE. OF THIS FORM. CONSULT YOUR LOCAL COUNSEL.

**DEALER COPY**



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

**ADR File Checklist**

**SR Number: 71-560740326**

**BBB Case: CHV0755018**

**Customer:** [REDACTED]

**VIN: 1G1ZT61816F** [REDACTED]

**Make/Model/Year:** 2006/Chevrolet /Malibu Maxx **In Service:** 1/30/2006 **Mileage:** 48,476

**Received Date:** 10/01/07

**Day 15 Date:** 10/15/07

**Goes Active:**

**Primary Concern:** Brakes, steering, dome light

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

☐ **Initial Calls (72 hrs):**

☐ **Customer**

**Completion Date/Time:** /

☒ **Dealer Svc Mgr**

**Completion Date/Time:** 10/02/07 / 11:45

☒ **Dealer Finance Mgr**

**Completion Date/Time:** 10/02/07 / 11:45

☒ **AVM**

**Completion Date/Time:** 10/02/07 / 12/03

☒ **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:** /

**DVM:** Mary Sontag

**Node/Box:** 630092/8121

**Service Dealer:** Symdon Chevrolet

**Svc Mgr:** Mike Keenan

**Selling Dealer:** Symdon Chevrolet

**Contact:** Mike Keenan

**NOTES:** Repairs were made at 40,785 as a goodwill gesture by the dealership.

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71560740326	<b>BBB#:</b> 755018
-----------------------------	---------------------------	---------------------

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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21505.00
<b>MSRP</b> (from BARS Invoice screen)	- 22365.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -86000.00

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

<b>Trade Allowance</b> (from Bill of Sale)	6500.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 6500.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	6500.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 6548.17
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= -48.17

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	21505.00
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 3297.58
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 48.17
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 18159.25

---

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



SYMDON CHEVROLET-PONTIAC, INC.

369 Union Street

Evansville, WI 53536

608-882-4803 608-752-9115 608-251-2062

Toll Free: 866-796-3667

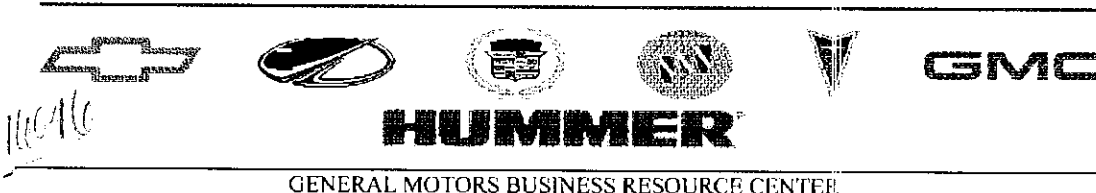
[www.symdon.com](http://www.symdon.com)

Fax# 608-882-4805

**FAX**

To: Cathy Paquette	From: Blun/mike
Fax:	Pages: 4 (5)
Phone:	Date: 10/4/07
Re: [REDACTED]	cc:

Comments:



VIA FAX ONLY

October 2, 2007

Mike Keenan, Service Manager  
SYM DON CHEVROLET-PONTIAC, INC.  
369 UNION ST  
EVANSVILLE, WI 53536

Fax # 608-882-4805

Re:

Siebel Request: 71-560740326  
2006 Chevrolet Malibu Maxx  
VIN # 1G1ZT618161

Dear Mr. Kennan: *Keenan*

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).
- Please ensure that all Social Security information is blacked out prior to sending this information

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,

*Cathy Paquette*

Cathy Paquette  
BRC Customer Relationship Specialist  
Ph# 1-866-790-5700 ext 21725  
FAX# 866-842-9444

# Symdon Chevrolet Pontiac, Inc.

Evansville, WI 53536

(608) 882-4803

R/O <b>18506</b>		VIN <b>1 G 1 Z T 6 1 8 1 6 F</b>		DATE IN <b>10/05/07</b>	
YEAR <b>2006</b>	MAKE <b>CHEVROLET</b>	MODEL <b>MALIBU</b>	COLOR <b>BLACK</b>	TIME IN <b>09:10</b>	
MILES IN <b>49072</b>	MILES OUT <b>49282</b>	FIRST USE <b>01/30/06</b>	CLOSED <b>/ /</b>		WRITER <b>MIKE</b>
SEE				EUB. <b>(608) -</b>	

(1) STEERING/SUSPENSION - CS WHEN TURNING THE VEHICLE YOU CAN HEAR AND FEEL A CLUNK NOISE IN THE STEERING WHEEL. (HISTORY)

-

EXCESSIVE PLAY IN INTERMEDIATE STEERING SHAFT

-

TEST DROVE, ISOLATED NOISE, REPLACED STEERING SHAFT, AND RECHECKED.

E7700 NQ93 (CODE A CUSTOMER GOODWILL CAC 71-560740326)

(Tech:37) A

E7700	93	NQ	[37]	5	38.96
(F)22687711		(SHAFT KI)		1	131.64
Total Labor .....					38.96
Total Parts .....					131.64
Total Repair (Warranty) .....					170.60

(2) BRAKES - CS WHEN BRAKING YOU CAN HEAR A GRIND NOISE COMING FROM THE LEFT REAR. YOU CAN ALSO CAN HEAR A RATTLE FRONT THE REAR PART OF VEHICLE TOO, ADVISE.

-

REAR BRAKE PADS WORN OUT AND LR ROTOR SCORED.

-

TEST DROVE, INSPECTED ALL BRAKES, REPLACED REAR PADS, RESURFACED REAR ROTORS, CLEANED/ LUBED CALIPER SLIDES, AND TEST DROVE AGAIN.

H0043 00R01 (CODE A CUSTOMER GOODWILL CAC 71-560740326)\*\*CUSTOMER TO PAY FOR PADS PER TALK ON 10--9-07 FOR \$69.00 + TAX BY PHONE\*\*

(Tech:37) A

H0043		00R01	[37]	23	179.19
(F)15243254		(PAD KIT)		1	76.00
Total Labor .....					179.19
Total Parts .....					76.00
Total Repair (Warranty) .....					255.19

(3) RADIO - CS THE RADIO WILL LOOSE IT PRESETS WILL GO OUT AS DRIVING & RESET CLOCK TO 12:00 AT TIMES NO SET PATTERN MAY HAPPEN SIX TIMES IN A DAY OR BE OK. (INTERMITTENT CONCERN)

-

INTERNAL RADIO PROBLEM.

-

CHECKED RADIO OPERATION, SCAN TESTED - NO CODES STORED, CHECKED FOR BULLETINS, REPLACED RADIO WITH UPDATED DESIGN ACCORDING TO PIC4059B, SET UP NEW RADIO, AND RECHECKED.

R0760 OL6D (CODE A CUSTOMER GOODWILL CAC 71-560740326) (ADM 0.2) (FEDX 0623366 00315689)

(Tech:37) A

R0760	6D	OL	[37]	14	109.07
Labor			[30]	2	15.58
Total Labor .....					124.65
Total Repair (Warranty) .....					124.65

(4) INTERIOR LIGHTS - CS THE MIDDLE DOME, AND FRONT MAP LAMPS WILL NOT LIGHT UP WHEN OPENING THE DOOR.

C2686	6C	OJ	[37]	3	23.37
(F)15867543		(HOUSING)		1	18.69

W/C INT CUSTOMER

# Symdon Chevrolet Pontiac, Inc.

Evansville, WI 53536

(608) 882-4803

R/O <b>18506</b>		VIN <b>1 G 1 Z T 6 1 8 1 6 F</b>		DATE IN <b>10/05/07</b>	
YEAR <b>2006</b>	MAKE <b>CHEVROLET</b>	MODEL <b>MALIBU</b>	COLOR <b>BLACK</b>	TIME IN <b>09:10</b>	
MILES IN <b>49072</b>	MILES OUT <b>49282</b>	FIRST USE <b>01/30/06</b>	LIC. <b>Orfordville WI</b>	CLOSED <b>1 /</b>	
SEE			RES.	EJS.	WRITER <b>MIKE</b>

-  
DOME LIGHT SWITCH BAD.

Total Labor ..... 23.37  
Total Parts ..... 18.69

-  
CHECKED SYSTEM OPERATION, CHECKED FOR  
BULLETINS, CHECKED WIRING/CONNECTIONS, TESTED  
POWER AND GROUND CIRCUITS, REPLACED DOME  
LIGHT/SWITCH ASSEMBLY, AND RECHECKED.  
C2686 OJ6C (CODE A CUSTOMER GOODWILL CAC  
71-560740326)  
(Tech:37) A

Total Repair (Warranty) ..... 42.06

- (5) STALL - CS WHEN DRIVING THE VEHICLE WILL  
JUST STALL. NO SES LIGHT COMING ON IN DASH.  
(INTERMITTENT CONCERN)

Labor [30] .00

INSTALLED TECH II TO MONITOR SYSTEM. HAS NO  
CODES IN HISTORY OR CURRENT. MIKE DROVE  
VEHICLE FOR 210 MILES VEHICLE DID NOT STALL  
ALL WAS WORKING AS PER DESIGN. (TOWN/HIGHWAY  
DRIVING)  
(Tech:30) A

Total Repair (Warranty) ..... .00

- (6) HEADLIGHTS - CS WHEN THE BRIGHT LIGHTS ARE  
ON AND YOU TURN THE STEERING WHEEL THE BRIGHT  
LIGHTS GO BUT YOU STILL LOW BEAMS? OR DAY  
TIME RUNNING LIGHTS. INTERMITTENT CONCERN.

Labor [30] .00

PER LINE 5 MIKE DROVE VEHICLE AT NIGHT HAD  
NO PROBLEM WITH BRIGHT LIGHTS GOING OUT ALL  
WAS WORKING AS PER DESIGN. ESTIMATE 75-95  
MILES OF NIGHT TIME TOWN/HIGHWAY DRIVING.  
(Tech:30) A

Total Repair (Warranty) ..... .00

- (7) STEERING - CS THAT THE STEERING WILL GO OUT  
AT TIMES AND WHEN THIS HAPPENS THEY DO NOT  
HAVE POWER BRAKES. (INTERMITTENT CONCERN)  
(STEERING WHEEL ALSO MAKES A SQUEAL NOISE  
AT TIMES)

Labor [30] .00

PER LINES 5, AND 6 MIKE DROVE VEHICLE HAD  
NO PROBLEM WITH STEERING/BRAKES, ALL WAS  
WORKING AS PER DESIGN. (TOWN/HIGHWAY DRIVING)  
(Tech:30) A

Total Repair (Warranty) ..... .00

- (8) WARRANTY ADMIN. - ELECTRONIC EXCHANGE PROGRAM

	W/C	INT	CUSTOMER	
Page 2 of 3 18506				
Job 18506				
VIEW R/O				

# Symdon Chevrolet Pontiac, Inc.

Evansville, WI 53536

(608) 882-4803

R/O <b>18506</b>		VIN <b>1 G 1 Z T 6 1 8 1 6 F</b>		[REDACTED]		DATE IN <b>10/05/07</b>	
YEAR <b>2006</b>	MAKE <b>CHEVROLET</b>	MODEL <b>MALIBU</b>	COLOR <b>BLACK</b>	[REDACTED]		TIME IN <b>09:10</b>	
MILES IN <b>49072</b>	MILES OUT <b>49282</b>	FIRST USE <b>01/30/06</b>	[REDACTED]	Orfordville WI 53576		CLOSED <b>11</b>	
SEE [REDACTED]				[REDACTED]		WRITER <b>MIKE</b>	

BULLETIN 03-00-89-013. (ADD ON MK)

(Tech:30) A

Labor	[30]	20.00
Total Labor		20.00
Total Repair (Warranty)		20.00

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	0	47	0	47	
Total Labor	.00	386.17	.00	386.17	
Total Parts	.00	226.33	.00	226.33	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	.00	.00	.00	
Total R/O	.00	612.50	.00	612.50	(N/A)

W/C	INT	CUSTOMER
386.17	.00	Labor .00
226.33	.00	Parts .00
.00	.00	Sublet .00
		Warr Deduct 69.00
.00	.00	Waste Disposal .00
.00	.00	Oil/Grease .00
.00	.00	Less Disc. .00
543.50	.00	Total 69.00
.00	.00	Tax 3.80
.00	.00	Tax2 .00
.00	.00	Tire Tax .00
543.50	.00	TOTAL (CASH) 72.80



**Privileged and Confidential Information****CASE ASSESSMENT****By: Cathy Paquette State: WI**

Customer Name: [REDACTED] Service Request: 71-560740326 BBB Case No.: CHV0755018

Vehicle ID No.: 1G1ZT61816F [REDACTED] In Service Date: 1/30/2006 Vehicle is: New BAC Code: 113372

Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A at odometer {odometer}

Mileage at Time of BBB Filing 48476

Lien holder: GMAC ☐ Other X : N/A Sale Type: Purchase X Lease ☐ Other ☐ : {Type}

DVM Name: Mary Sontag CAM Name: Rob Johnson

Phone/Cell Number: 608-346-3670 Phone Number: **630-961-6817**

**VEHICLE REPAIR HISTORY**

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

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

☐ Brakes – Grinding noise rear

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

☐ Dome Light

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

☐ Power steering

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

☐ Brakes shut off when turning

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

☐ Brakes – Grinding noise front

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

☐ Clunk noise when turning

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

☐ Other

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

## THE STATE LEMON LAW READS:

Days out of service: 30 Days

Repairs 4

Time period 12 months / 12,000 miles

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:

{# of repair attempts}

Total days out of service during the presumption period:

{# of Days}

Total days out of service during customer's ownership:

{# of Days}

<b>Vehicle Meets Presumption of Lemon Law    YES or    NO</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

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

{TEXT}

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

<b>TEAM LEAD APPROVING:</b>	<b>{Name}</b>	<b>Date: {Date}</b>
-----------------------------	---------------	---------------------

2006 MALIBU MAXX LT			CHEVROLET MOTOR DIVISION
41U BLACK	/V6G		GENERAL MOTORS CORPORATION
19C EBONY			100 RENAISSANCE CENTER
ORDER NO. JJBDVG/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G1 ZT61 81 6F			VEHICLE INVOICE 1AD71335193
*****			*****13*18051S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	INVOICE 08/23/05
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 08/23/05
LX9 3.5L V6 ENGINE	N/C	N/C	EXP I/T 09/02/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C	INT COM 09/02/05
N46 STEERING WHEEL	60.00-	49.80-	PRC EFF 08/23/05
(REPLACES LEATHER WRAPPED STEERING WHEEL)			KEYS G1695 G1695
PCY FRONT SEATING PACKAGE:	450.00	373.50	WFP-S QTR OPT-1
*HEATED FRONT SEATS			BANK: GMAC - 007
*DRIVER SEAT 6-WAY POWER			CHG-TO 18-051
			SHIP WT: 3424
U2K XM SATELLITE RADIO - SERVICE	325.00	269.75	HP: 32.9
FEE EXTRA 1ST 3 MONTHS INCL.			GMS: 20089.38
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	SUPPLR: 20990.03
			MRM: 22365.00
			MEMO 1012.00

TOTAL MODEL & OPTIONS	21740.00	20041.58	ACT 231	20014.38
DESTINATION CHARGE	625.00	625.00	H/B 261	652.20
DEALER CO-OP ADVERTISING		108.70	ADV 261	108.70
TOTAL	22365.00	20775.28	PAY 310	20775.28
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		19807.70		

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

MIKE MOLSTEAD MOTORS, INC.	REMIT TO GMAC NO. 007
	VIN 1G1ZT61816F
	\$ 20775.28 INV 1AD71335193
	DUE 09/02/05 DEALER 18-051



**GMC**

**HUMMER®**

GENERAL MOTORS BUSINESS RESOURCE CENTER

**VIA FAX ONLY**

October 2, 2007

Mike Keenan, Service Manager  
SYMDON CHEVROLET-PONTIAC, INC.  
369 UNION ST  
EVANSVILLE, WI 53536

Fax # 608-882-4805

Re: [REDACTED]  
Siebel Request: 71-560740326  
2006 Chevrolet Malibu Maxx  
VIN # 1G1ZT61816F [REDACTED]

Dear Mr. Kennan:

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

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

- **All sales, purchase and finance agreements, including a conversion invoice (if applicable)**
- **The incentives acknowledgement form**
- **The Actual Cash Value statement of any trade**
- **All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).**
- ***Please ensure that all Social Security information is blacked out prior to sending this information***

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,

*Cathy Paquette*

Cathy Paquette  
BRC Customer Relationship Specialist  
Ph#1-866-790-5700 ext 21725  
FAX# 866-842-9444

**Privileged and Confidential Information****CASE ASSESSMENT****By: Cathy Paquette State: WI**

Customer Name: [REDACTED] Service Request: 71-560740326 BBB Case No.: CHV0755018

Vehicle ID No.: 1G1ZT61816F [REDACTED] In Service Date: 1/30/2006 Vehicle is: New BAC Code: 113372

Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A at odometer {odometer}

Mileage at Time of BBB Filing 48476

Lien holder: GMAC ☐ Other X : N/A Sale Type: Purchase X Lease ☐ Other ☐ : {Type}

DVM Name: Mary Sontag CAM Name: Rob Johnson

Phone/Cell Number: 608-346-3670 Phone Number: **630-961-6817**

**VEHICLE REPAIR HISTORY**

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

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

☐ Brakes – Grinding noise rear

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

☐ Dome Light

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

x Power steering

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

07/20/07	40785	4	40785	Customer states clunk in steering when you turn wheel back and forth. Excessive play in the steering gear. Diagnose installed superlube as per bulletin 06-02-32-007B. Still did not go away. Installed steering gear, and set toe. E9740 NQ93 (Code A customer goodwill low on miles and in on time code E time to lube I-Shaft.)
07/20/07	40785	*	40785	Customer states power steering will stop working at times while driving. Open in electric steering gear motor at times. Scan test. No codes. Replaced the electric power and reprogram motor. E7631 IOA6D (Code A customer goodwill low miles in on time.)

☐ Brakes shut off when turning

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

☐ Brakes – Grinding noise front

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

☐ Clunk noise when turning

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

☐ Other

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

### THE STATE LEMON LAW READS:

Days out of service: 30 Days

Repairs 4

Time period 12 months / 12,000 miles

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:	0
--	---

Total days out of service during the presumption period:	0
--	---

Total days out of service during customer's ownership:	4
--	---

<b>Vehicle Meets Presumption of Lemon Law      NO</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

Customer had no concerns inside 12/12 and as such does not appear to meet presumption for WI Lemon Law. Customer filed outside 24/24 and as such does not appear to be eligible for GM Program Summary. The brakes were only worked on by customers friend and not a GM dealership. Will offer to have vehicle brought into the dealership and diagnosed but due to the fact that the vehicle is outside its new vehicle warranty that will be at the customers expense. After this diagnosis the possibility of goodwill will be assessed.

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

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

**Privileged and Confidential Information****CASE ASSESSMENT****By: Cathy Paquette State: WI**

Customer Name: [REDACTED] Service Request: 71-560740326 BBB Case No.: CHV0755018

Vehicle ID No.: 1G1ZT61816F [REDACTED] In Service Date: 1/30/2006 Vehicle is: New BAC Code: 113372

Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A at odometer {odometer}

Mileage at Time of BBB Filing 48476

Lien holder: GMAC ☐ Other X : N/A Sale Type: Purchase X Lease ☐ Other ☐ : {Type}

DVM Name: Mary Sontag CAM Name: Rob Johnson

Phone/Cell Number: 608-346-3670 Phone Number: **630-961-6817**

**VEHICLE REPAIR HISTORY**

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

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

☐ Brakes – Grinding noise rear

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

☐ Dome Light

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

x Power steering

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

07/20/07	40785	4	40785	Customer states clunk in steering when you turn wheel back and forth. Excessive play in the steering gear. Diagnose installed superlube as per bulletin 06-02-32-007B. Still did not go away. Installed steering gear, and set toe. E9740 NQ93 (Code A customer goodwill low on miles and in on time code E time to lube I-Shaft.)
07/20/07	40785	*	40785	Customer states power steering will stop working at times while driving. Open in electric steering gear motor at times. Scan test. No codes. Replaced the electric power and reprogram motor. E7631 IOA6D (Code A customer goodwill low miles in on time.)

☐ Brakes shut off when turning

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

☐ Brakes – Grinding noise front

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



☐ Clunk noise when turning

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

☐ Other

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

### THE STATE LEMON LAW READS:

Days out of service: 30 Days

Repairs 4

Time period 12 months / 12,000 miles

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:	0
--	---

Total days out of service during the presumption period:	0
--	---

Total days out of service during customer's ownership:	4
--	---

<b>Vehicle Meets Presumption of Lemon Law      NO</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

Customer had no concerns inside 12/12 and as such does not appear to meet presumption for WI Lemon Law. Customer filed outside 24/24 and as such does not appear to be eligible for GM Program Summary. The brakes were only worked on by customers friend and not a GM dealership. Will offer to have vehicle brought into the dealership and diagnosed but due to the fact that the vehicle is outside its new vehicle warranty that will be at the customers expense. After this diagnosis the possibility of goodwill will be assessed.

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

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



**BBB AUTO LINE**

**4200 Wilson Boulevard, Suite 800**

**Arlington, VA 22203-1838**

**Phone 800.955.5100 Fax: 703.247.9700**

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

October 1, 2007

Re:m01 CHV0755018 : [REDACTED] vs Chevrolet Motor Division

CATHY PACQUETTE  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

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

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

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

Sincerely,

John Ryan at Extension 529

## Customer Claim Form

Contact Date: 10/01/07

Start Date:

Case Number: CHV0755018

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**

ORFORDVILLE, WI

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### **Vehicle Information**

**Name(s) of individual(s) or business that appear on vehicle title** \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic

Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet

Model: Malibu Max

Model Year: 2006

Current Mileage: 48476

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : SYMDON CHEV-OLDS INC,

Selling Dealer/City/State : SYMDON CHEV-OLDS INC, EVANSVILLE, WI

Insurance Carrier : Am Family

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: 01/31/06 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct #: \_\_\_\_\_ Leasing Company's Acct #: \_\_\_\_\_

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

Customer wants the manufacturer to replace the vehicle or buy it back.

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

Date: \_\_\_\_\_

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

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

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

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

**Customer Claim Form**Customer Name: [REDACTED]

Case Number: CHV0755018

**Vehicle Concerns**First Repair Attempt Date: 12/15/06 Mileage: 17000

Last Repair Attempt Date: \_\_\_\_\_ Mileage: \_\_\_\_\_

Total Days out of Service: \_\_\_\_\_

Problems – <b>Please list your <u>primary</u> concern first</b>	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
1. Rear brakes have a grinding noise			yes			
2. No dome lights			yes			
3. Power steering goes out			yes			
4. When turning L/R the brakes shut off			yes			
5. Grinding noise in the front brakes			yes			

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

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

## Customer Claim Form

Customer Name: \_\_\_\_\_

Case Number: \_\_\_\_\_

### **Vehicle Concerns**

First Repair Attempt    Date: \_\_\_\_\_    Mileage: \_\_\_\_\_

Last Repair Attempt    Date: \_\_\_\_\_    Mileage: \_\_\_\_\_

Total Days out of Service: \_\_\_\_\_

Problems – <b>Please list your <u>primary</u> concern first</b>	Servicing Dealer(s)	Current? Yes / No	# of Repair Attempts	Repair Date(s)	Mileage on Date(s)	Days Out of Service
6. Clunking noise when turning L/R			yes			

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

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

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

#### **LAW CLAIMS LEMON**

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

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

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

Please note:

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

## **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

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

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

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

## **CLAIMS THAT WILL NOT BE ARBITRATED**

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



## **OTHER IMPORTANT INFORMATION**

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

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

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period for Filing Claims**

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

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

## **Eligible Claims**

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

## **Eligible Vehicles**

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

The customer's vehicle must be:

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

## **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

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

## **Repairs/Reimbursement for Repairs**

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

## Repurchase or Replacement

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

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

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

## Deductions/Exclusions from a Repurchase or Replacement Award

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

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

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

## **STANDARDS OF THE WISCONSIN LEMON LAW**

The following is a brief explanation of most relevant provisions of the Wisconsin lemon law. The complete text of the lemon law can be found at Wisconsin Statutes § 218.0171.

### **VEHICLES COVERED**

The Wisconsin lemon law covers any motor driven vehicle that (1) is required to be registered or is exempt from registration as a nonresident or foreign-registered vehicle, and (2) a consumer purchases or accepts transfer of in Wisconsin. This includes a demonstrator or executive vehicle, but does not include mopeds, semitrailers, or trailers designed for use in combination with a truck or truck tractor.

The lemon law does not cover previously-owned vehicles.<sup>1</sup>

### **CONSUMERS COVERED**

The lemon law covers any of the following “consumers”:

1. The purchaser of a new motor vehicle, if the vehicle was purchased from a dealer for purposes other than resale;
2. A person to whom the motor vehicle is transferred during the warranty period unless the vehicle is transferred for purposes of resale;
3. A person who may enforce the vehicle’s warranty; and
4. A person who leases a motor vehicle under a written lease.

The lemon law does not cover a former lessee who purchases the vehicle at the expiration of the lease term.<sup>2</sup>

### **VEHICLE CONVERTERS**

The lemon law applies to vehicle converters.

### **PROBLEMS COVERED**

The lemon law covers vehicle “nonconformities.” A nonconformity is defined as a condition or defect that (1) is covered by an express warranty *of the manufacturer*<sup>3</sup> applicable to the motor vehicle or to a component of the motor vehicle and (2) substantially impairs the use, value or safety of a motor vehicle. A nonconformity does not include a condition or defect that is the result of abuse, neglect, or unauthorized modification or alteration of a motor vehicle by a consumer.

---

<sup>1</sup> *Schey v. Chrysler Corp.*, 228 Wis.2d 483 (Ct. App.), review denied 228 Wis.2d 174 (1999).

<sup>2</sup> *Varda v. General Motors Corp.*, 242 Wis.2d 756 (Ct. App.), review denied 246 Wis.2d 174 (2001).

<sup>3</sup> *Malone v. Nissan Motor Corp.*, 190 Wis.2d 437 (Ct. App. 1994); *Bushendorf v. Freightliner Corp.*, 13 F.3d 1024 (7<sup>th</sup> Cir. 1993).

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

© 2003, Council of Better Business Bureaus, Inc.

## **MANUFACTURER'S DUTY TO REPAIR**

A nonconformity must be repaired if, before the expiration of the warranty or one year after the vehicle's first delivery to the consumer – whichever is sooner, the consumer reports the nonconformity to the manufacturer, lessor, or the any of manufacturer's authorized dealers and makes the vehicle available for repair.

## **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If after a reasonable attempt to repair the nonconformity is not repaired, the manufacturer must either repurchase the vehicle or, if the vehicle is owned, replace the vehicle. [The Wisconsin lemon law does not provide for replacement of a leased vehicle.]

## **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The Wisconsin lemon law defines "reasonable attempt to repair" as the occurrence of any of the following within the term of a vehicle's warranty or within one year after the vehicle's first delivery to a consumer, whichever is sooner:

1. The same nonconformity is subject to repair by the manufacturer, lessor, or any of the manufacturer's authorized dealers at least four times and the nonconformity continues. A nonconformity may be "subject to repair" if the vehicle was presented to the dealership for repair<sup>4</sup>; or
2. The vehicle is out of service for an aggregate of at least 30 days because of warranty nonconformities. A vehicle is out of service if it is not capable of rendering service as warranted due to a nonconformity, even though the vehicle may be in possession of the consumer and may still be driven by the consumer<sup>5</sup>, as long as the consumer provided notice and made the vehicle available for repair.<sup>6</sup>

## **NOTICE**

To receive a replacement or refund, a consumer must notify the manufacturer to request one of these remedies<sup>7</sup> and must offer to transfer title of the motor vehicle to the manufacturer.

## **DISPUTE RESOLUTION**

If a manufacturer participates in an informal dispute settlement procedure and that procedure has been certified by the Department of Transportation as complying with applicable regulations, a consumer may not bring an action in court under the lemon law unless the consumer first resorts to that informal dispute settlement procedure.

---

<sup>4</sup> *Chmill v. Friendly Ford-Mercury of Janesville, Inc.*, 144 Wis.2d 796 (Ct. App. 1988).

<sup>5</sup> *Vultaggio v. General Motors Corp.*, 145 Wis.2d 874 (Ct. App. 1988).

<sup>6</sup> *Carl v. Spickler Ent., Ltd.*, 165 Wis.2d 611 (Ct. App. 1991).

<sup>7</sup> *Berends v. Mack Truck, Inc.*, 252 Wis.2d 371 (Ct. App. 2002).

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

© 2003, Council of Better Business Bureaus, Inc.

## REMEDIES UNDER WISCONSIN LEMON LAW

### REPURCHASE OF AN OWNED VEHICLE

The Wisconsin lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The full purchase price (not including any cash rebate<sup>8</sup>);
2. Sales taxes paid by the consumer, as well as any other amounts paid by the consumer at the point of sale;
3. Finance charges incurred by the consumer; and
4. Collateral costs, which are defined as expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation;
5. Less a reasonable allowance for the vehicle's use.

Refunds must be made to the vehicle owner and to any holder of a perfected security interest in the vehicle, as their interests may appear. When the manufacturer provides the refund, the consumer must return the nonconforming motor vehicle to the manufacturer and provide the manufacturer with the certificate of title and all endorsements necessary to transfer title to the manufacturer.

The Wisconsin lemon law provides that a reasonable allowance for a vehicle's use is subtracted from the amounts that a manufacturer must pay when it repurchases a vehicle under the lemon law. This reasonable allowance for use may not exceed the amount set out in the following formula for an owned motor vehicle:

$$\begin{array}{rcl} \text{reasonable} & & \# \text{ miles vehicle driven before} \\ \text{allowance} & = & \text{nonconformity first reported to} \\ \text{for use} & & \text{motor vehicle dealer} \end{array} \times \begin{array}{l} \text{vehicle} \\ \text{purchase} \\ \text{price} \end{array}$$

-----  
100,000

In computing the reasonable allowance for use of a motorcycle, the denominator should be changed from 100,000 to 20,000.

### REPURCHASE OF A LEASED VEHICLE

The Wisconsin lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

*To the lessor:* The current value of the written lease. This is defined as –

1. The total amount for which the lease obligates the consumer during the period of the lease remaining after its early termination;

---

<sup>8</sup> *Church v. Chrysler Corp.*, 221 Wis.2d 460 (Ct. App. 1998).

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

© 2003, Council of Better Business Bureaus, Inc.

2. The motor vehicle dealer's early termination costs [any expenses or obligation the lessor incurs as a result of early termination]; and
3. The value of the motor vehicle at the lease expiration date if the lease sets forth that value;
4. Less the motor vehicle lessor's early termination savings [any expenses or obligation the lessor avoids as a result of early termination of the lease and the vehicle's return]. This includes any interest charges the lessor would have paid to finance the motor vehicle. If the lessor does not finance the vehicle, the early termination savings includes the difference between the total amount for which the lease obligates the consumer during the period of the lease term remaining after the early termination and the present value of that amount at the date of the early termination.

*To the lessee:*

1. The amount the consumer paid under the written lease; and
2. Any sales tax and collateral costs [expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation];
3. Less a reasonable allowance for the vehicle's use.

When the manufacturer provides the refund, the consumer must return the nonconforming motor vehicle to the manufacturer. The lessor must provide to the manufacturer the certificate of title and all endorsements necessary to transfer title to the manufacturer.

The Wisconsin lemon law provides that a reasonable allowance for a vehicle's use is subtracted from the amounts that a manufacturer must pay when it repurchases a vehicle under the lemon law. This reasonable allowance for use may not exceed the amount set out in the following formula for a leased motor vehicle:

$$\frac{\text{reasonable allowance for use} \times \text{total amount for which the lease obligates consumer}}{\text{\# miles vehicle driven before nonconformity first reported to manufacturer, dealer, or lessor}}$$

-----  
100,000

In computing the reasonable allowance for use of a motorcycle, the denominator should be changed from 100,000 to 20,000.

## **REPLACEMENT OF AN OWNED VEHICLE**

The Wisconsin lemon law provides that a replacement vehicle must be a comparable new vehicle. A demonstrator may be a comparable replacement if the returned vehicle

was also a demonstrator.<sup>9</sup> The reasonable allowance for use does not apply to a replacement.<sup>10</sup>

When the manufacturer replaces a vehicle, it must also refund any collateral costs [expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation].

When the manufacturer provides the replacement motor vehicle, the consumer must return the nonconforming motor vehicle to the manufacturer and provide the manufacturer with the certificate of title and all endorsements necessary to transfer title to the manufacturer.

---

<sup>9</sup> *Dussault v. Chrysler Corp.*, 229 Wis.2d 296 (Ct. App. 1999).

<sup>10</sup> *Chmill v. Friendly Ford-Mercury of Janesville, Inc.*, 144 Wis.2d 796 (Ct. App. 1988).

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

© 2003, Council of Better Business Bureaus, Inc.



**Privileged and Confidential Information****CASE ASSESSMENT****By: Cathy Paquette State: WI**

Customer Name: [REDACTED] Service Request: 71-560740326 BBB Case No.: CHV0755018

Vehicle ID No.: 1G1ZT61816F [REDACTED] In Service Date: 1/30/2006 Vehicle is: New BAC Code: 113372

Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A at odometer {odometer}

Mileage at Time of BBB Filing 48476

Lien holder: GMAC ☐ Other X : N/A Sale Type: Purchase X Lease ☐ Other ☐ : {Type}

DVM Name: Mary Sontag CAM Name: Rob Johnson

Phone/Cell Number: 608-346-3670 Phone Number: **630-961-6817**

**VEHICLE REPAIR HISTORY**

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

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

**x Brakes – Grinding noise front/Rear**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
10/05/07	18506	*	49072	Customer states when braking you can hear a grind noise coming from the left rear. You can also hear a rattle from the rear part of the vehicle. Rear brake pads worn out and LR rotor scored. Test drove, inspected all brakes, replaced rear pads, resurfaced rear rotors, cleaned lubed caliper slides, and test drove again. (Goodwill)

**x Dome Light**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
10/05/07	18506	*	49072	Customer states the middle dome, and front map lamps will not light up when opening the door. Dome light switch bad. Checked system operation, checked for bulletins, checked wiring/connections, tested power and ground circuits, replaced dome power and ground circuits, replaced dome ling/switch assembly, and rechecked. (Goodwill)

**x Power steering**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
07/20/07	40785	4	40785	Customer states clunk in steering when you turn wheel back and forth. Excessive play in the steering gear. Diagnose installed superlube as per bulletin 06-02-32-007B. Still did not go away. Installed steering gear, and set toe. E9740 NQ93 (Code A customer goodwill low on miles and in on time code E time to lube I-Shaft.)
07/20/07	40785	*	40785	Customer states power steering will stop working at times while driving. Open in electric steering gear motor at times. Scan test. No codes. Replaced the electric power and reprogram motor. E7631 IOA6D (Code A customer goodwill low miles in on time.)

10/05/07	18506	*	49072	Customer states that the steering will go out at times and when this happens they do not have power brakes. Intermittent concern. Steering wheel also makes a squeal noise at times. Mike drove vehicle had no problem with steering/brakes, all was working as per design. (Town /highway driving )
----------	-------	---	-------	--

x Brakes shut off when turning

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

x Clunk noise when turning

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

10/05/07	18506	8	49072	Customer states when turning the vehicle you can hear and feel a clunk noise in the steering wheel. Excessive play in the intermediate steering shaft. Test drove, isolated noise, replaced steering shaft and rechecked. (Goodwill)
----------	-------	---	-------	--

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

x Radio

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

10/05/07	18506	*	49072	Customer states radio will loose its presets. Will go out as a driving and reset clock to 12:00. At times no set pattern may happen six times in a day or be ok. Internal radio problem. Checked radio operation, scan tested – no codes stored, checked for bulletins, replaced radio with updated design and rechecked (Goodwill)
----------	-------	---	-------	---

x Stalling

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

10/05/07	18506	*	49072	Customer states when driving the vehicle will just stall. No SES light coming on in dash. Intermittent concern. Installed Tech II to monitor system. Has no codes in history or current. Mike drove vehicle for 210 miles vehicle did not stall. All was working as per design.
----------	-------	---	-------	---

x Headlights

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

10/05/07	18506	*	49072	Customer stated when the bright lights are on and you turn the steering wheel the bright lights go out bout you still have low beams. Or day time running lights, intermittent. Drove vehicle at night and no problem with bright lights going out all was working as per design. Estimate 75-95 miles of night time town/highway driving.
----------	-------	---	-------	--

☐ Other

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

☐ Other

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

## THE STATE LEMON LAW READS:

**Days out of service:** 30 Days

**Repairs** 4

**Time period** 12 months / 12,000 miles

**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:**

0

**Total days out of service during the presumption period:**

0

**Total days out of service during customer's ownership:**

12

<b>Vehicle Meets Presumption of Lemon Law      NO</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

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

Customer had no concerns inside 12/12 and as such does not appear to meet presumption for WI Lemon Law. Customer filed outside 24/24 and as such does not appear to be eligible for GM Program Summary. The brakes were only worked on by customers friend and not a GM dealership. The dealership is going to do the repairs under warranty as a goodwill gesture except for the brakes. For the brakes the customer will be asked to pay for the parts but the dealership will pay the labour portion of the repair, again as a goodwill gesture.

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

<b>TEAM LEAD APPROVING:</b>	<b>{Name}</b>	<b>Date: {Date}</b>
-----------------------------	---------------	---------------------

**ADR File Checklist**

**SR Number: 71-560740326**

**BBB Case: CHV0755018**

**Customer:** [REDACTED]

**VIN: 1G1ZT61816F** [REDACTED]

**Make/Model/Year: 2006/Chevrolet /Malibu Maxx In Service: 1/30/2006 Mileage: 48,476**

**Received Date: 10/01/07**

**Day 15 Date: 10/15/07**

**Goes Active:**

**Primary Concern: Brakes, steering, dome light**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 10/02/07 / 3:25**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 10/02/07 / 11:45**

☒ **Dealer Finance Mgr**

**Completion Date/Time: 10/02/07 / 11:45**

☒ **AVM**

**Completion Date/Time: 10/02/07 / 12/03**

☒ **Repair Orders Requested:**

**Received: Yes**

☒ **Sales Documents:**

**Received: Yes**

☒ **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: 11/13/07 / 10:20**

**Executive Summary**

**Completion Date/Time: 11/13/07 / 10:25**

**Close Siebel**

**Completion Date/Time: 11/13/07 / 11:35**

**DVM: Mary Sontag**

**Node/Box: 630092/8121**

**Service Dealer: Symdon Chevrolet**

**Svc Mgr: Mike Keenan**

**Selling Dealer: Symdon Chevrolet**

**Contact: Mike Keenan**

**NOTES: Repairs were made at 40,785 miles as a goodwill gesture by the dealership.**

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71560740326	<b>BBB#:</b> 755018
-----------------------------	---------------------------	---------------------

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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	
<b>MSRP</b> (from BARS Invoice screen)	- 22365.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	=

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

### Section 2

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

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	
<b>Payoff on Trade</b> (from Bill of Sale)	-
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	=

### Section 4

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

---

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



SYM DON CHEVROLET-PONTIAC, INC.

369 Union Street

Evansville, WI 53536

608-882-4803 608-752-9115 608-251-2062

Toll Free: 866-796-3667

[www.symdon.com](http://www.symdon.com)

Fax# 608-882-4805

**FAX**

To: <i>Cathy Paquette</i>	From: <i>Beth/mike</i>
Fax:	Pages: <i>11</i>
Phone:	Date: <i>10/4/07</i>
Re: [REDACTED]	cc:

Comments:



VIA FAX ONLY

October 2, 2007

Mike Keenan, Service Manager  
SYM DON CHEVROLET-PONTIAC, INC.  
369 UNION ST  
EVANSVILLE, WI 53536

Fax # 608-882-4805

Re: [REDACTED]  
Siebel Request: 71-560740326  
2006 Chevrolet Malibu Maxx  
VIN # 1G1ZT61816F [REDACTED]

Dear Mr. Kennan: *Keenan*

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).
- Please ensure that all Social Security information is blacked out prior to sending this information

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,

*Cathy Paquette*

Cathy Paquette  
BRC Customer Relationship Specialist  
Ph#1-866-790-5700 ext 21725  
FAX# 866-842-9444



## 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)
Orfordville WI	Symdon Chevrolet-Oldsmobile, Inc. 363 Union Street Evansville WI 53536

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you agree to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor the Amount Financed and Finance Charge according to the payment schedule shown below. The Finance Charge is figured on a daily basis at the Annual Percentage Rate on the unpaid balance of the Amount Financed.

**Description of Vehicle.** You agree to buy and the Creditor agrees to sell the following vehicle:

New or Used	Year	Make and Model	Body Type	Vehicle Identification No.	Use for Which Purchased
NEW	2006	CHEVROLET MALIBU	MAXX	1G1ZT51816F	<input checked="" type="checkbox"/> personal <input type="checkbox"/> business <input type="checkbox"/> agricultural

If truck - Describe body and major items of equipment sold:

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down-payment of \$ 3,249.41 is
4.90 %	\$ 2,458.66	\$ 18,650.54	\$ 21,109.20	\$ 24,358.61

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	*Or as Follows:
60	351.82	Monthly beginning 9/16/2006	

**Late Charge.** If a payment is not paid in full within 10 days after it is due, you will pay a late charge of 5% of the amount of the payment that is late. The charge will not exceed \$10 if the vehicle is obtained primarily for personal, family, household or agricultural use.

**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 the other side of 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, taxes,

N/A	\$	N/A	Taxes	\$ 730.07
N/A	\$	N/A	and	\$ 21,531.45 (1)

2 Total Downpayment = (if negative enter "0" and see line 4l below)

Gross trade-in \$	6,500.00	- Payoff by seller \$	6,548.17
= Net trade-in \$	-48.17	+ Cash \$	N/A
+ Other (Describe)	Rebates	\$	3,297.58
Your Trade-in is a	2003 CHEVROLET CAVALIER	\$	9,249.41 (2)
Year	Make	Model	\$ 18,582.04 (3)

3 Unpaid Balance of Cash Price (1 minus 2)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may be keeping part of these amounts.):

A Cost of Any Required Physical Damage Insurance Paid to the Insurance Company Named Below - Covering Damage to the Vehicle	\$	N/A
B Cost of Optional Mechanical Repair Insurance Paid to the Insurance Company Named Below - Covering Certain Mechanical Repairs	\$	N/A
C Cost of Optional Credit Insurance Paid to the Insurance Company or Companies Named Below, Life \$	N/A	Disability, Accident and Health \$ N/A
D Official Fees Paid to Government Agencies (Itemize)	\$	4.00
E Taxes Not Included in Cash Price	\$	N/A
F Government License and/or Registration Fees (Itemize)	\$	15.50
G Government Certificate of Title Fees	\$	45.00
H Other Charges (Seller must identify who will receive payment and describe purpose)	\$	N/A
to Symdon Chevrolet-Oldsmobile, Inc.	\$	N/A
to N/A	\$	N/A
to N/A	\$	N/A

## BARS Document Display

Page 1 of 2

2006 MALIBU MAXX LT  
41U BLACK /V6G  
19C EBONY  
ORDER NO. JJBDVG/TRE STOCK NO.  
VIN 1G1 ZT61 81 6F **160440**  
\*\*\*\*\*13\*18051S  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
1ZT68 MALIBU MAXX LT 21025.00 19448.13 INVOICE 08/23/05  
FE9 50-STATE EMISSIONS N/C N/C SHIPPED 08/23/05  
LX9 3.5L V6 ENGINE N/C N/C EXP I/T 09/02/05  
MX0 4-SPEED AUTO TRANSMISSION N/C N/C INT COM 09/02/05  
N46 STEERING WHEEL 60.00- 49.80- PRC EFF 08/23/05  
(REPLACES LEATHER WRAPPED KEYS XXXXX XXXXX  
STEERING WHEEL) WFP-S QTR OPT-1  
PCY FRONT SEATING PACKAGE: 450.00 373.50 BANK: GMAC - 007  
\*HEATED FRONT SEATS CHG-TO 18-051  
\*DRIVER SEAT 6-WAY POWER  
U2K XM SATELLITE RADIO - SERVICE 325.00 269.75 SHIP WT: 3424  
FEE EXTRA 1ST 3 MONTHS INCL. HP: 32.9  
VK3 FRONT LICENSE PLATE BRACKET 0.00 0.00 GMS: 20089.38  
SUPPLR: 20990.03  
MRM: 22365.00  
MEMO 1012.00

POSTED  
9/12

TOTAL MODEL & OPTIONS 21740.00 20041.58 ACT 231 20014.38  
DESTINATION CHARGE 625.00 625.00 H/B 261 652.20  
DEALER CO-OP ADVERTISING 108.70 ADV 261 108.70

TOTAL 22365.00 20775.28 PAY 310 20775.28  
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 19807.70

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

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

MIKE MOLSTEAD MOTORS, INC.

REMIT TO GMAC NO. 007  
VIN 1G1ZT61816F

9/12/2005

**MOTOR VEHICLE PURCHASE CONTRACT** THIS IS AN OFFER TO PURCHASE THAT WILL BECOME A BINDING MOTOR VEHICLE PURCHASE CONTRACT IF ACCEPTED BY THE DEALER. THE DEALER MUST ACCEPT OR REJECT THE OFFER WITHIN 2 WORKING HOURS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY RESCIND THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

DEALER NAME <b>Symdon Chevrolet-Oldsmobile, Inc.</b>		VEH. STOCK NO. OR ORDER NO. <b>16046</b>	MILEAGE AT SIGNING <b>217</b>	ORDER DATE <b>1/30/2006</b>
ADDRESS <b>369 Union Street</b>		SALESPERSON'S NAME (PLEASE PRINT) <b>Jason Drees</b>		
CITY, STATE, ZIP <b>Evansville, WI 53536</b>		SALESPERSON'S LICENSE NUMBER <b>0</b>		
TELEPHONE NO. <b>608-882-4803</b>				
PROSPECTIVE PURCHASER ("YOU") NAME(S) [Redacted]				
PROSPECTIVE PURCHASER STREET ADDRESS [Redacted]		CITY <b>Orfordville</b>	STATE <b>WI</b>	ZIP [Redacted]
RESIDENCE PHONE [Redacted]	CELL PHONE [Redacted]	BUSINESS PHONE [Redacted]	RESIDENCE COUNTY <b>Rock</b>	RESIDENCE TOWNSHIP <b>ORFORDVILLE</b>
			E-MAIL ADDRESS [Redacted]	
PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE <input checked="" type="checkbox"/> NEW <input type="checkbox"/> USED <input type="checkbox"/> DEMO <input type="checkbox"/> EXEC TITLE AS <input type="checkbox"/> CAR <input type="checkbox"/> TRUCK <input type="checkbox"/> OTHER LICENSE NO.				
PURCHASED VEHICLE	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE
	<b>2006</b>	<b>CHEVROLET</b>	<b>MALIBU</b>	<b>MAXX</b>
OWNED OR LEASED TRADE-IN	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE
	<b>2003</b>	<b>CHEVROLET</b>	<b>CAVALIER</b>	<b>2 DOO</b>
		COLOR	IDENTIFICATION NO.	
		<b>BLACK</b>	<b>1G1ZT61816F</b>	
		<b>Blue</b>	<b>1G1JF12F237</b>	

**WARRANTY INFORMATION** (Check Applicable Boxes) Refer to separate document for coverages and exclusions.

**Manufacturer Warranty Information** (Dealer is not a party to any manufacturer warranty)

- ☒ New Vehicle Manufacturer Warranty
- ☐ Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.  
Expiration: **N/A** (date) **N/A** (miles), whichever comes first.  
Deductible to be paid by You: \$ **N/A**  
Transfer fee to be paid by You: \$ **N/A** Pay to: ☐ Dealer ☐ Manufacturer
- ☐ Not known
- ☐ Expired
- ☐ Cancelled due to salvage or other vehicle history

**Dealer Warranty Information**

- ☐ **AS IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**
- ☐ Limited Warranty  
Term: **N/A** (months) **N/A** (miles), whichever comes first.  
Percent of retail repair costs to be paid by You: **N/A** % Deductible to be paid by You: \$ **N/A**

**SERVICE CONTRACT INFORMATION** Refer to separate document for coverages and exclusions.

- ☐ Service Contract (Administered by **N/A**)  
Terms: **N/A** (months) **N/A** (miles), whichever comes first.  
Percent of retail repair costs to be paid by You: **N/A** % Deductible to be paid by You: \$ **N/A**

**OTHER CONDITIONS OF SALE**

ANTICIPATED DELIVERY DATE: **January 30, 2006**

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

☐ **THE ORDERED VEHICLE MUST BE LOCATED**

If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed **N/A** miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☒ **This is a Finance Transaction.** (Check A. or B.):

- Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
- ☐ In attached disclosure. These items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
  - ☒ Acceptable to You.
- ☐ This transaction is subject to financing being arranged through creditor of Your choice. You must obtain acceptable financing and dealer must receive written notice by (date) \_\_\_\_\_ or this contract is void.
- ☐ This is a cash transaction. You are obligated to pay the balance due on delivery.

<b>USED: PRICE</b> from the Wisconsin Buyers Guide \$		
<b>NEW:</b> <input type="checkbox"/> MSRP detail provided on window label <input type="checkbox"/> MSRP detail provided on attachment Total MSRP (Manufacturer Suggested Retail Price) \$		<b>22,365.00</b>
Dealer Markup		
Dealer installed options — Has a warranty if <input checked="" type="checkbox"/> at left.		
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line a)		
<b>PRICE OF THE VEHICLE</b>		
a. Dealer Retail Price	<b>21,505.00</b>	
b. Services Fee	<b>N/A</b>	
c. Discount	<b>1,768.62</b>	
1. Cash Price (a + b - c)	<b>19,736.38</b>	
<b>TAXABLE ITEMS PURCHASED WITH VEHICLE</b>		
d. Trade Amount Employee Disc.	<b>1,365.00</b>	
e. Service Contract	<b>N/A</b>	
2. Total of Taxable items (d + e)	<b>1,365.00</b>	
<b>TRADE ALLOWANCE</b>		
f. Owned Trade-in Allowance	<b>6,500.00</b>	
Leased trade-in allowance (Net lease equity calculation)		
(i) Gross Allowance	<b>N/A</b>	
(ii) Estimated Lease Payoff	<b>N/A</b>	
Payoff to:		
g. Net Lease Equity (i - ii)	<b>N/A</b>	
3. Trade Allowance (f + g) (If number is negative add in line h and g)	<b>6,500.00</b>	
<b>SALES TAX CALCULATION</b>		
h. Amount Subject to Sales Tax (1 + 2 - 3)	<b>14,601.38</b>	
4. 5.0 % State, County and Regional Tax on h.	<b>730.07</b>	
<b>NON-TAXABLE ITEMS PURCHASED WITH VEHICLE</b>		
j. Fees to appear on MV11	<b>68.50</b>	
k. Warranty/Service Contract Transfer Fee	<b>N/A</b>	
l. Other	<b>N/A</b>	
5. Total of Non-Taxable Items (j + k + l)	<b>68.50</b>	
<b>OWNED VEHICLE PAYOFF</b>		
Due to <b>M&amp;I</b>		
6. Estimated Payoff Amount on Owned Trade-in	<b>6,548.17</b>	
<b>CASH &amp; CASH EQUIVALENTS</b>		
m. Cash Down Payment on Order	<b>N/A</b>	
<b>n. MANUFACTURER REBATES</b>		
<b>GM CARD</b>	<input checked="" type="checkbox"/> <b>932.58</b>	
<b>retailer</b>	<input type="checkbox"/> <b>1,000.00</b>	
<b>gms</b>	<input type="checkbox"/> <b>1,365.00</b>	
o. Additional Cash Due (Date/Amount) ...		
7. Total Cash and Rebates (m + n (if assigned) + o)	<b>3,297.58</b>	
8. Due on Delivery or Balance to Finance (1 + 2 - 3 + 4 + 5 + 6 - 7)	<b>18,650.54</b>	

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

☐ **ORDER OUT VEHICLE NOT PRICE PROTECTED** (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO **88,367** MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

- |  |   |  |   |
|--|---|--|---|
| (A) That I am 18 years of age or older.  | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | (G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of <b>88,367</b> miles/kilometers reflects its actual mileage. | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |
| (B) That I have full power, right and lawful authority to dispose of the trade-in.   | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | (H) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.   | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |
| (C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer. | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | (I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands.   | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |
| (D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody).  | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | (J) That the trade-in has not previously been flood or water damaged.  | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |
| (E) That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment.  | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | (K) That the trade-in does not have any corrective welds or other evidence of repair to the strut tower, floor pan, frame or structural portion of the unibody.  | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |
| (F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications.  | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> | (L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) shown below.   | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |

Lienholder(s): \_\_\_\_\_

Explain All "NO" Answers: \_\_\_\_\_

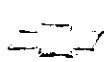
No oral representations are binding unless written on this form. The document (including the items printed on the Reverse Side) is the entire agreement between You and Dealer, and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, **5** % (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S) [Redacted]	DATE SIGNED <b>1/30/2006</b>	TIME SIGNED <b>5:15 P.M.</b>
ACCEPTED BY DEALER OR AUTHORIZED AGENT AUTHORIZED SIGNATURE [Redacted]	DATE SIGNED <b>1/30/2006</b>	TIME SIGNED <b>5:15 P.M.</b>



# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT


**GMC HUMMER**

*(excludes Saturn)*
**CUSTOMER NAME:**
**VIN:** 1/ G 1/ Z/ T/ G 1/ B 1/ G F

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_ to the down payment of this vehicle, (b) \_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) \_\_\_ a check be issued in my name by Dealer named below:

<u>Incentive Program Reference</u>	<u>Amount</u>	<u>GM Incentive Code</u>
GM CARD	\$ 932.58	
retailer	\$ 1,000.00	
gms	\$ 1,365.00	
	\$	
	\$	
Total Incentive Amount Received		\$ 3,297.58

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

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

## - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

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

Is vehicle equipped with OnStar? \_\_\_\_\_ Yes \_\_\_\_\_ No

- b. ☒ Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://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 \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_  
01-30-06

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: \_\_\_\_\_

Dealership Name: \_\_\_\_\_

Symdon Chevrolet-Oldsmobile, Inc. Dealer Code: 30 06 47648

Date: \_\_\_/\_\_\_/\_\_\_

727

**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.

**Insurance.** If any insurance is checked below, the policies or certificates issued by the Companies named will describe the terms and conditions.

**Required Physical Damage Insurance.** Physical damage insurance is required if the Cash Price and the Amount Financed are each \$800 or more (exclusive of the insurance charge). **You may obtain it from anyone you want who is reasonably acceptable to the Creditor.** The cost of this insurance is shown in 4A of the Itemization above.

Insurance Company N/A Term: N/A months

☐ \$ N/A Deductible Collision and either:

☐ Full Comprehensive including Fire, Theft and Combined Additional Coverage

☐ \$ N/A Deductible Comprehensive including Fire, Theft and Combined Additional Coverage

☐ Fire, Theft and Combined Additional Coverage

Optional, if desired - ☐ Towing and Labor costs ☐ Rental Reimbursement ☐ CB Radio Equipment

**Optional Mechanical Repair Insurance.** The cost of this insurance is shown in 4B of the Itemization above.

Insurance Company N/A  
Term: ☐ 36 months or 36,000 miles, whichever occurs first  
Term: ☐ N/A  
☐ \$25 Deductible ☐ \$50 Deductible ☐ \$ N/A Deductible

**Optional Credit Insurance.** Credit life insurance and credit disability insurance are not required to obtain credit and will not be provided unless you sign for them and agree to pay the additional cost. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you want this insurance, check the insurance desired and sign below. If you have chosen this insurance, the cost is shown in 4C of the itemization above. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments. 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 below.

This insurance will pay amounts due on this contract up to \$ N/A. Total policy coverage for this and any other retail instalment sale contract is limited to \$ N/A.

**APPROVAL: I DESIRE TO OBTAIN THE CREDIT INSURANCE CHECKED BELOW FOR THE PERSON PROPOSED FOR INSURANCE. THAT PERSON MAY CANCEL FOR ANY REASON WITHIN 10 DAYS OF SIGNING WITHOUT COST.**

(Name of Insurer)  
Check the Insurance desired and sign:

(Home Office Address)

☐ Life Term: 0

☐ Covering the Buyer. X 1/30/2006  
Buyer Signature Date

☐ Covering the Co-Buyer. X 1/30/2006  
Co-Buyer Signature Date

☐ Disability, Accident and Health Covering the Buyer Only. Term: 0 X  
Buyer Signature Date

**THE INSURANCE, IF ANY, REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PUBLIC LIABILITY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

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.**

You agree to the terms of this contract. You confirm that before you signed this contract, the Creditor 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.

#### NOTICE TO CUSTOMER

- (a) DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON THE REVERSE SIDE, EVEN IF OTHERWISE ADVISED.
- (b) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.
- (c) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.
- (d) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT AND YOU MAY BE ENTITLED TO A PARTIAL REFUND OF THE FINANCE CHARGE.

Buyer Signs [Signature] Date 1/30/2006 Co-Buyer Signs [Signature] Date 1/30/2006

#### \*WARNING

**If this box is filled in, the amounts of payments or the dates on which they are payable under this agreement are not equal. Do not sign this paper unless you are certain that this payment schedule meets your needs.**

**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 the Creditor in this contract.

Other owner signs here X Date 1/30/2006 Address [Signature]

Creditor Signs Date 1/30/2006 By [Signature] Title Bus Manager

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

Assigned with recourse

Assigned without recourse or with limited recourse

Symnon Chevrolet-Oldsmobile, Inc. [Signature]

Seller

By

Title

Seller

By

Title

# Trade Info

DATE 6/30/06		SYMDON CHEVROLET & OLDS INC.		From the Desk of: <i>Drees</i>		7787	
NAME [REDACTED]		YEAR 03	MAKE Chevy	MODEL Cavalier	LOOKING FOR		
ADDRESS [REDACTED]		SERIES 2Dr LS	LICENSE PLATE # [REDACTED]				
CITY Orfordville, Mo	STATE MO	ZIP [REDACTED]	VIN # 1G1JF12F23>	STOCK # 16040	ORDER OUT	DEALER TRADE	
PHONE HOME [REDACTED]		MILES 88,361	ENGINE TYPE 2.2L 4cyl		1. Retail Price		
FAX [REDACTED]		TRANS. auto	COLOR Blue		2. Discount		
OWNERS MANUAL Yes	ANY KEYS / REMOTES 2 / 2	SEAT TYPE Buckets	COLOR Gray	NO. OF PASSENGERS 5	3. Cash Price Gms		
ANY ACCIDENTS None		AIR X	CRUISE X	TILT X	P.W. X	4. Trade-In	
MAINTENANCE Here		P. MIR. X	ABS X	AIR BAG X	SUN ROOF X	5. Difference	
WHERE DID YOU PURCHASE YOUR LAST CAR?		RADIO X	AM X	FM X	CASS X	6. Sales Tax	
LIEN HOLDER		BALANCE DUE		OPTION CODES Xm / Sunroof		7. County Tax	
COMMENTS: Buy ADFAL		SPOILER		CONDITION:		8. Lic. & Fees	
				X CL		9. Other	
				CLN		10. Balance Due	
				AVG		11. Total	
				RGH		WOULD BUY TODAY @	
				CHIP		TODAY'S PAYMENT	
				CRACKED		PAYMENT WANTED	
				SCRATCHED			
MGR # 6500 JH							

# Symdon Chevrolet Pontiac, Inc.

Evansville, WI 53536

(608) 882-4803

R/O <b>16692</b>	VIN <b>1 G 1 Z T 6 1 8 1 6 F</b>			DATE IN <b>07/20/07</b>
YEAR <b>2006</b>	MAKE <b>CHEVROLET</b>	MODEL <b>MALIBU</b>	COLOR <b>BLACK</b>	TIME IN <b>11:04</b>
MILES IN <b>40785</b>	MILES OUT <b>40785</b>	FIRST USE <b>01/30/06</b>	RES. <b>Orfordville WI</b>	CLOSED <b>07/23/07</b>
SEE	RES.			WRITER <b>DAVE</b>

(1) CLUNK IN STEERING WHEN YOU TURN WHEEL BACK AND FORTH.

EXCESSIVE PLAY IN THE STEERING GEAR.

DIAGNOSIS NOISE INSTALLED SUPERLUBE AS PER BULLETIN 06-02-32-007B STILL DID NOT GO AWAY INSTALLED STEERING GEAR, AND SET TOE.

E9740 NQ93 (CODE A CUSTOMER GOODWILL LOW MILES AND IN ON TIME CODE E TIME TO LUBE I-SHAFT).

(Tech:66)

E9740	93	NQ	[66]	22	171.40
(F)15858368		(GEAR)		1	217.34
Total Labor					171.40
Total Parts					217.34

Total Repair (Warranty) ..... 388.74

(2) POWER STEERING WILL STOP WORKING AT TIMES WHILE DRIVING.

OPEN IN ELECTRIC STEERING GEAR MOTOR AT TIMES

SCAN TEST NO CODES REPLAED THE ELECTRIC POWER AND REPROGRAM MOTOR.

E7631 OA6D (CODE A CUSTOMER GOODWILL LOW MILES IN ON TIME).

(Tech:66)

E7631	6D	OA	[66]	11	85.70
(F)15775370		(MOTOR)		1	281.16
Total Labor					85.70
Total Parts					281.16

Total Repair (Warranty) ..... 366.86

	--C/P--	--W/C--	--INT--	--Total--	
Labor Time	0	33	0	33	
Total Labor	.00	257.10	.00	257.10	
Total Parts	.00	498.50	.00	498.50	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	.00	.00	.00	
Total R/O	.00	755.60	.00	755.60	(N/A)

W/C	INT	CUSTOMER
257.10	.00	Labor
498.50	.00	Parts
.00	.00	Sublet
	.00	Warr Deduct
.00	.00	Waste Disposal
.00	.00	Oil/Grease
.00	.00	Less Disc.
755.60	.00	Total
.00	.00	Tax
.00	.00	Tax2
.00	.00	Tire Tax
755.60	.00	TOTAL (CHRG)

## SYMDON CHEVROLET, INC.

369 UNION STREET • EVANSVILLE, WI 53536  
 608-882-4803 608-251-2062 608-752-9115  
 www.symdon.com • 1-866-SYMDONS



## SYMDON MOTORS, INC.

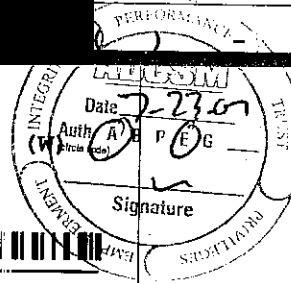
9277 BUSINESS HWY 18-151 E • P.O. BOX 48  
 MT HOREB, WI 53572  
 Phone: (608) 437-5555 • Fax: (608) 437-3793  
 www.symdon.net • 877-4-SYMDON

H/O		VIN		DATE	
16692		1 G 1 Z T 6 1 8 1 6 F		07/20/07	
YEAR	MAKE	MODEL	COLOR	TIME	
2006	CHEVROLET	MALIBU	BLACK	11:04	
MILES IN	MILES OUT	FIRST USE	LISC.	PROM.	
40785		01/30/06		00:00	
SERVICE CONTRACT Expires: 00/00				REC:	WRITER
				H:	DAVE

(1) CLUNK IN STEERING WHEN YOU TURN WHEEL BACK AND FORTH



(2) POWER STEERING WILL STOP WORKING AT TIMES WHILE DRIVING.



16692

ESTIMATED COMPLETION DATE	NEW EST. COMPLETION DATE
ESTIMATE PRICE	ESTIMATE CHARGE
TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHARGE	
<input type="checkbox"/> CUST. PAY <input type="checkbox"/> WARR. <input type="checkbox"/> INT.	

THE 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 THESE PARTS AND OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

## WARRANTY INFORMATION

All new parts on the face side hereof are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any such manufacturer's warranty.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

ALL PARTS NEW OR FACTORY REBUILT  
UNLESS MARKED U-USED R-REBUILT

NOTICE: CUSTOMER IS ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP. ☐ Yes ☐ No

Your LATE CHARGE is computed by a single periodic rate of 1% per month (annual percentage rate of 12%) on any outstanding balance at the end of a billing cycle.

## ADDITIONAL WORK AUTHORIZED BY

NAME

DATE TIME A.M. P.M. NO. CALLED NEW TOTAL EST.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT NOT TO EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

- I request an estimate in writing before you begin repairs.
- Please proceed with repairs but call me before continuing if the price will exceed \$\_\_\_\_\_.
- I do not want an estimate.

☐ This vehicle received without face to face customer contact.

SHOP REPRESENTATIVE SIGNATURE

TERMS: STRICTLY CASH; UNLESS ARRANGEMENTS MADE PRIOR  
 I HEREBY AUTHORIZE the below repair work to be done along with necessary materials. You and your employees may operate the vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident 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 ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

Page 1 of 1

16692 Job 16692



performed bulletin 06-02-32-007B clunk still present  
 Noise coming from str. gear  
 Replaced str. gear aligned front end to Gm specs  
 scan for codes were stored found internal fault  
 with EPS motor  
 Replaced EPS motor and calibrate str. system

EMP #	REPAIR #	FLAG	EMP #	REPAIR #	FLAG	STRAIGHT TIME (HRS)
		FLAG			FLAG	
		FLAG			FLAG	
		FLAG			FLAG	

25971

17692

EMP # NO. OREL NO.

R. O. NO.

FLAT RATE

OFF

ON

TIME

'07 JUL 23 PM 3:14

'07 JUL 23 PM 1:01

'07 JUL 20 AM 11:58

'07 JUL 20 AM 11:39

**Research**

**Case scan indicates .**

**SR # 71-560740326 still open customer wants a repurchase.**

**SR# 71-559522841 still open power steering concern**

**Previous Goodwill None found at this time**

**GMVIS shows: power steering gear assembly replaced and motor and controller assembly for the electronic power steering.**

**Servicing DLR: Symdon Chevrolet Pontiac Inc.**

**Selling Dealership: Symdon Chevrolet Pontiac Inc.**

**VIN: 1G1ZT61816F**

**VIN Scan: No other SR's found at this time open or closed**

**Cathy Paquette/ADR/Chatham/21725**



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

October 2, 2007

Mike Keenan, Service Manager  
SYMDON CHEVROLET-PONTIAC, INC.  
369 UNION ST  
EVANSVILLE, WI 53536

Fax # 608-882-4805

Re:

Siebel Request: 71-560740326  
2006 Chevrolet Malibu Maxx  
VIN # 1G1ZT61816F

Dear Mr. Kennan:

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

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

- **All sales, purchase and finance agreements, including a conversion invoice (if applicable)**
- **The incentives acknowledgement form**
- **The Actual Cash Value statement of any trade**
- **All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).**
- ***Please ensure that all Social Security information is blacked out prior to sending this information***

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,

*Cathy Paquette*

Cathy Paquette  
BRC Customer Relationship Specialist  
Ph#1-866-790-5700 ext 21725  
FAX# 866-842-9444

**BURTNESSE CHEVROLET**

303 EAST BELOTT STREET, ORFORDVILLE, WI 53576  
(800) 541-4148 FAX (608) 879-2784

DATE 10/2/07TO CATHY PAQUETTEFAX NUMBER 866-842 9444FROM Matt NennemanRE Maint FileNUMBER OF PAGES (INCLUDING COVER) 7

PHONE # 608.879.2973

FAX # 608.879.2784

CHEVROLET DEALER CODE - 47073

WISCONSIN SALES TAX # 117876

GMAC BROOKFIELD BRANCH

DEALER PLATE 598

CUSTOMER #: 8792756

170865

WORKORDER

PAGE 1

303 E. Beloit St.  
ORFORDVILLE, WISCONSIN 53576  
Telephone (608) 879-2973  
1-800-541-4148

Service Dept. Hours:  
Monday - Friday  
8:00 am - 5:00 pm

GEO

ORFORDVILLE, WI  
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 814 APPEL, JACOB

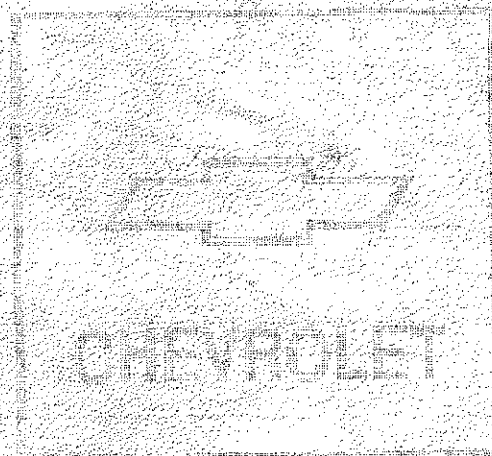
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	CHEVROLET MALIBU	1G1ZT61816F		4801/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30JAN06	IS		17:00 24MAR06		82.00	CASH	
R.O. OPENED		READY		OPTIONS: DLR:47073			
24MAR2006 08:15							

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A 3000 CPC SEASONAL MAINTENANCE

Did oil change, ✓ + Adj. Tire Pressure + Topped off washer fluid

PFA/7  
V/S



## DISCLAIMER OF WARRANTIES

This seller, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither we nor our authorized any other person to assume for it any liability in connection with the sale of said products.

Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be reduced less than actual clock time. Notice: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing under inspection. All express warranties, oral or written, are acknowledged on vehicle to secure the amount of repairs thereon. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. I understand that the dealer is not responsible for any loss or damage to my property, including loss of use of the vehicle, while the property remains with this dealer. Customer agrees to return to dealer if the vehicle is not repaired within the time specified by the dealer. Dealer is not responsible for any loss or damage to my property, including loss of use of the vehicle, while the property remains with this dealer. Customer agrees to return to dealer if the vehicle is not repaired within the time specified by the dealer.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR CHOICE OF ESTIMATE ALTERNATIVES WILL BE DISCLOSED TO YOU ON THE REPAIR ORDER. IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR UPON REQUEST. THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ \_\_\_\_\_

3. I DO NOT want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

ADDITIONAL WORK AUTHORIZED BY: \_\_\_\_\_

NAME \_\_\_\_\_

DATE \_\_\_\_\_ TIME \_\_\_\_\_ P.M. \_\_\_\_\_ NO. CALLED \_\_\_\_\_ NEW TOTAL ESTIMATE \_\_\_\_\_

I, the undersigned, hereby agree to face to face estimate contract.

SHOP REPRESENTATIVE SIGNATURE \_\_\_\_\_

PRELIMINARY ESTIMATE

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE APPROVAL OF THE ABOVE REVISED ESTIMATES

X

CUSTOMER # 8792756

ORFORDVILLE, WISCONSIN  
HOME: [REDACTED] BUS: [REDACTED]

BY  
4:00

173534

WORKORDER

PAGE 1

BURTNESS CHEVROLET - GEO, Inc

303 E. Beloit St.  
ORFORDVILLE, WISCONSIN 53576  
Telephone (608) 879-2973  
1-800-541-4148



Service Dept. Hours:  
Monday - Friday  
8:00 am - 5:00 pm



SERVICE ADVISOR: 739 KLASSY, DAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BLACK	06	CHEVROLET MALIBU	1G1ZT61816F		11552/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30JAN06	IS		17:00 19JUN06		82.00	CASH	
R.O. OPENED		READY	OPTIONS: DLR:47073				

19JUN2006 16:38

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	6000		CPC	SEMI-ANNUAL MAINTENANCE (INC. TIRE ROTATION)
8009				
Done				
# B	27		ISP	FREE 27 POINT INSPECTION
# C	994		IGW	COURTESY TRANSPORTATION PROVIDED, CAR #4
(1G1JC52F437 [REDACTED])				

DISCLAIMER OF WARRANTIES

The dealer 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 shall it be held responsible for any liability in connection with the sale of said products.

Customer labor charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. Hence, you are entitled to dispute or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and 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 works to secure the amount of repair charges. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. I understand that the dealer is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for insurance thereon.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR CHOICE OF ESTIMATE ALTERNATIVES WILL BE DISCLOSED TO YOU ON THE REPAIR ORDER. IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR UPON REQUEST. THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ [REDACTED]

3. I DO NOT want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

PRELIMINARY ESTIMATE

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X

## BURTNESSE CHEVROLET - GEO, Inc

303 E. Beloit St.

ORFORDVILLE, WISCONSIN 53576

Telephone (608) 879-2973

1-800-541-4148

Service Dept. Hours:

Monday - Friday

8:00 am - 5:00 pm



1 7 5 2 5 7

CUSTOMER # 8792756

WORKORDER



PAGE 1

ORFORDVILLE, WI

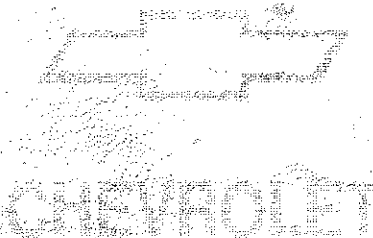
HOME: [REDACTED] BUS:

SERVICE ADVISOR: 719 NENNEMAN, MATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	06	CHEVROLET MALIBU	1G1ZT61816F [REDACTED]		16512/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30JAN06	IS		17:00 16AUG06		82.00	CASH	
R.O. OPENED		READY		OPTIONS: DLR:47073			

16AUG2006 10:27

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

# A 3000 *809* CPC SEASONAL MAINTENANCE# B 9911 ISP COURTESY TRANSPORTATION PROVIDED, CAR #11  
(1G1JC52F147 [REDACTED])

## DISCLAIMER OF WARRANTIES

The dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and that the customer has authorized the dealer to assume for it any liability in connection with the sale of said products.

Customer's latest charges are based on manufacturer's labor time guide, which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. Notice: You are entitled to request or receive any component, part, or subassembly indicated or reflected by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary repairs, and hereby grant you access to my vehicle's permission to operate the vehicle herein described on track, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for unsatisfactory or parts or defects in some instances beyond dealer's control. I understand that this dealer is not responsible for any damage to my vehicle, and the dealer is not responsible for any damage to my vehicle, and the dealer is not responsible for any damage to my vehicle.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR CHOICE OF ESTIMATE ALTERNATIVES WILL BE DISCLOSED TO YOU ON THE REPAIR ORDER. IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR UPON REQUEST. THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ [REDACTED]

3. I DO NOT want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

NEW TOTAL ESTIMATE

## PRELIMINARY ESTIMATE

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED &amp; GAVE OR APPROVAL OF THE ABOVE REVISED ESTIMATES:

X



CUSTOMER #: 8792756

176489

## BURTNES CHEVROLET - GEO, Inc

303 E. Beloit St.  
ORFORDVILLE, WISCONSIN 53576  
Telephone (608) 879-2973  
1-800-541-4148

WORKORDER



Service Dept. Hours:  
Monday - Friday  
8:00 am - 5:00 pm

GEO

ORFORDVILLE, WI

HOME [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 814 APPEL, JACOB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAX	
BLACK	06	CHEVROLET MALIBU	1G1ZT61816F		20046/		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30JAN06 IS			17:00 27SEP06		82.00	CASH	
R/O OPENED		READY	OPTIONS: DLR: 47073				

27SEP2006 12:58

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS  
# A 6000 CPC SEMI-ANNUAL MAINTENANCE (INC. TIRE ROTATION)

8/8

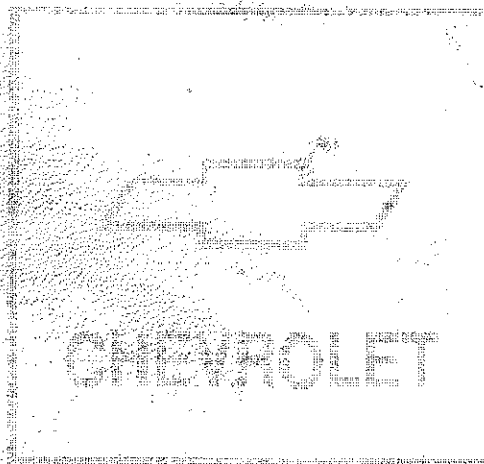
DONE

47  
4.5

# B 27

ISP FREE 27 POINT INSPECTION

8/8



## DISCLAIMER OF WARRANTIES

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

Customer's later charges are based on manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. Notation: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by this shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you full and sole permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express acknowledgment is hereby acknowledged on behalf of the customer of the vehicle hereby. Dealer not responsible for availability of parts or delays in parts shipments beyond dealer's control. I understand that the dealer is not responsible against loss occasioned by theft, accident, fire or any other cause while the property remains with the dealer. Customer cures no articles or personal property have been left in the vehicle, and the dealer is not responsible for inspection therefore.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR CHOICE OF ESTIMATE ALTERNATIVES WILL BE DISCLOSED TO YOU ON THE REPAIR ORDER. IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR UPON REQUEST. THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

1. I request an estimate in writing before you begin repairs.

2. Please present with repairs, but call me before continuing if the price will exceed \$ \_\_\_\_\_.

3. I DO NOT want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

ADDITIONAL WORK AUTHORIZED BY: \_\_\_\_\_

NAME

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ P.M. NO. CALLED: \_\_\_\_\_ NEW TOTAL ESTIMATE: \_\_\_\_\_

☐ This vehicle released without need to first customer's contact.

PRELIMINARY ESTIMATE: \_\_\_\_\_

AUTHORIZED BY: X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE MY APPROVAL OF THE ABOVE REVISED ESTIMATES.

X

CUSTOMER SIGNATURE



## BURTNESSE CHEVROLET - GEO, Inc

303 E. Bay St.  
ORFORDVILLE, WISCONSIN 53576  
Telephone (608) 879-2973  
1-800-541-4148

Service Dept. Hours:  
Monday - Friday  
8:00 am - 5:00 pm

Geo

178168

WORKORDER

PAGE 1



CUSTOMER # 8792756

ORFORDVILLE, WI  
HOME: BUS:

SERVICE ADVISOR: 739 KLASSY, DAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TA	
BLACK	06	CHEVROLET MALIBU	1G1ZT61816F		23581/		
DEL DATE	PRCD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JAN06 IS			17:00 24NOV06		82.00	CASH	
R.O. OPENED		READY	OPTIONS: DLR:47073				

24NOV2006 09:16

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS  
# A 3000 CPC SEASONAL MAINTENANCE

# B 27 ISP FREE 27 POINT INSPECTION

CHEVROLET

## DISCLAIMER OF WARRANTIES

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

Customer labor charges are based on manufacturer's labor time guide which calls for an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. Notice: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

## TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle having disabled on streets, highways or elsewhere for the purpose of testing and/or inspection. An express maintenance lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Dealer not responsible for availability of parts or delays in some shipments beyond dealer control. I understand that this dealer is not responsible against loss occasioned by theft, accident, fire or vandalism while the property remains with the dealer. Customer retains title to all items of personal property while in the vehicle, and the dealer is not responsible for inspection therefore.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR CHOICE OF ESTIMATE ALTERNATIVES WILL BE DISCLOSED TO YOU ON THE REPAIR ORDER. IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR UPON REQUEST. (THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.)

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call us before continuing if the price will exceed \$

PRELIMINARY ESTIMATE #

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE APPROVAL OF THE ABOVE REVISED ESTIMATES.

CUSTOMER SIGNATURE

SHOP REPRESENTATIVE SIGNATURE

X

295-8534

180553

# BURTNESS CHEVROLET - GEO, Inc.

303 E. Beloit St.  
ORFORDVILLE, WISCONSIN 53576  
Telephone (608) 879-2973  
1-800-541-4148



Service Dept. Hours:  
Monday - Friday  
8:00 am - 5:00 pm



CUSTOMER #: 8792756

WORKORDER

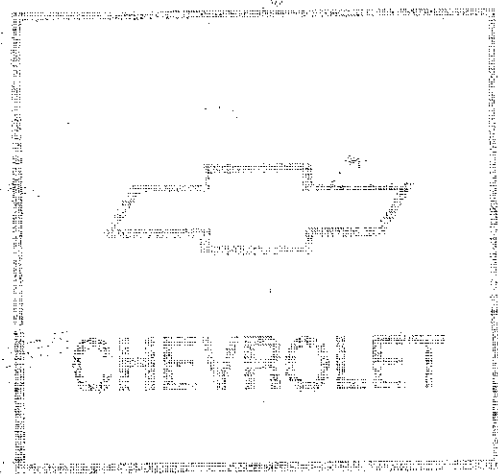
PAGE 1

ORFORDVILLE, WI  
HOME: BUS:

SERVICE ADVISOR: 814 APPEL, JACOB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	06	CHEVROLET MALIBU	1G1ZT61816F		27523/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30JAN06 IS			17:00 16FEB07		82.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:47073				
16FEB2007 09:47						

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	6000	800	CPC	SEMI-ANNUAL MAINTENANCE (INC. TIRE ROTATION)
Done				
# B	27	800	ISP	FREE 27 POINT INSPECTION
-340F				



## DISCLAIMER OF WARRANTIES

The dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Customer hereby agrees to be bound by the manufacturer's labor time guide which reflects an average time requirement for the performance of specific repairs and therefore may be more or less than actual clock time. Notice: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE IN ADVANCE.

I hereby authorize the repair work to be done along with the necessary material, and 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. Any expense incurred by the dealer is hereby acknowledged as being for the purpose of repairs. Dealer not responsible for unavailability of parts or delays in parts shipments beyond dealer's control. I understand that the dealer is not responsible for any loss or damage to the vehicle, accident, fire or vandalism while the property remains with the dealer. Customer agrees no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection therefore.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR CHOICE OF ESTIMATE ALTERNATIVES WILL BE DISCLOSED TO YOU ON THE REPAIR ORDER. IT IS OUR POLICY TO ADVISE YOU OF OUR LABOR CHARGE PER HOUR UPON REQUEST. (THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.)

1. I request an estimate in writing, before you begin repairs.
  2. Please proceed with repairs, but call me before continuing if the price will exceed \$ \_\_\_\_\_.
  3. I DO NOT want an estimate.
- THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

NAME	
CALL NO.	NEW TOTAL ESTIMATE
ADDRESS	
SIGNATURE	

## PRELIMINARY ESTIMATE

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE OR A APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

**Privileged and Confidential Information****CASE ASSESSMENT****By: Cathy Paquette State: WI**

Customer Name: [REDACTED] Service Request: 71-560740326 BBB Case No.: CHV0755018

Vehicle ID No.: 1G1ZT61816F [REDACTED] In Service Date: 1/30/2006 Vehicle is: New BAC Code: 113372

Year, Make & Model: 2006 Chevrolet Malibu Maxx Vehicle Purchased Used on: N/A at odometer {odometer}

Mileage at Time of BBB Filing 48476

Lien holder: GMAC ☐ Other X : N/A Sale Type: Purchase X Lease ☐ Other ☐ : {Type}

DVM Name: Mary Sontag CAM Name: Rob Johnson

Phone/Cell Number: 608-346-3670 Phone Number: **630-961-6817**

**VEHICLE REPAIR HISTORY**

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

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

☐ Brakes – Grinding noise rear

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

☐ Dome Light

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

x Power steering

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

07/20/07	40785	4	40785	Customer states clunk in steering when you turn wheel back and forth. Excessive play in the steering gear. Diagnose installed superlube as per bulletin 06-02-32-007B. Still did not go away. Installed steering gear, and set toe. E9740 NQ93 (Code A customer goodwill low on miles and in on time code E time to lube I-Shaft.)
07/20/07	40785	*	40785	Customer states power steering will stop working at times while driving. Open in electric steering gear motor at times. Scan test. No codes. Replaced the electric power and reprogram motor. E7631 IOA6D (Code A customer goodwill low miles in on time.)

☐ Brakes shut off when turning

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

☐ Brakes – Grinding noise front

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

☐ Clunk noise when turning

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

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

☐ Other

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

### THE STATE LEMON LAW READS:

Days out of service: 30 Days

Repairs 4

Time period 12 months / 12,000 miles

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:	0
--	---

Total days out of service during the presumption period:	0
--	---

Total days out of service during customer's ownership:	4
--	---

<b>Vehicle Meets Presumption of Lemon Law    NO</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

Customer had no concerns inside 12/12 and as such does not appear to meet presumption for WI Lemon Law. Customer filed outside 24/24 and as such does not appear to be eligible for GM Program Summary. The brakes were only worked on by customers friend and not a GM dealership. The dealership is going to do the repairs under warranty as a goodwill gesture except for the brakes. For the brakes the customer will be asked to pay for the parts but the dealership will pay the labour portion of the repair, again as a goodwill gesture.

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

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

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

*The Law Offices of*  
**William R. McGee**

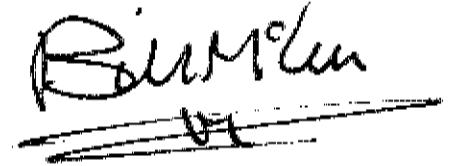
*Bernardo Executive Center*  
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127  
(858)485-9140, Fax: (858)485-9961  
E-mail: LemonAtty@aol.com

**FACSIMILE TRANSMISSION SHEET**

PAGE 1 OF 6  
(Including this cover sheet)

DATE: February 28, 2008  
TO: Summer Benford, BRC Customer Relationship Manager  
RE: [REDACTED]  
FAX NO.: (866)485-8250  
FROM: William R. McGee, Esq.

MESSAGE: Enclosed is the duly executed Release of Claim, as well as the Title Transfer form and driver's license. **Please confirm that there will be one check, jointly payable to my client and I**, as set forth in the Release of Claim. It is my understanding that we will be given the dealership contact as soon as possible to arrange for the exchange of the subject vehicle for the settlement check(s). **Please contact my assistant, Laura (858)485-9350, with the surrender closing date and contact. You may also e-mail her at LauraJTurner@hotmail.com.** Do not hesitate to contact me with any question or comment regarding the above. As always, thank you for your courteous consideration of my client's claim.

*Bill McGee*  


If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.

**RELEASE OF CLAIM**

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2006 Pontiac G6, bearing Vehicle Identification Number 1G2ZH558664 [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$32,629.79, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 10,044.13, made payable to [REDACTED] Esq.; the second in the amount of \$22,585.66, made payable to Stanford Federal Credit Union.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 32,629.79, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 32,629.79, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2006 Pontiac G6 as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 20,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasor(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrants that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS \_\_\_\_\_ DAY OF  
\_\_\_\_\_ 20\_\_\_\_

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 11843

DATE SIGNED: 2/26/2008

WITNESS: \_\_\_\_\_

Claimant's Signature

Claimant's Signature

Address

Address

Initials

Page 2 of 3



City, State, Zip Code

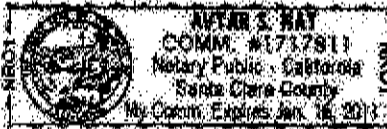
City, State, Zip Code

STATE OF CALIFORNIACOUNTY OF SANTA CLARASworn to (or affirmed) and subscribed before me this 26 day of FEB  
2008 by Alison Pina.Avtar S. Nat

Signature of Notary Public

AVTAR S. NAT

Print, type or stamp Commissioned Name of Notary Public

Personally Known OR Produced identification XType of identification Driver LicenseMy commission expires: 01/16/2011CC: File  
LG0025-T  
Rev 05/01/07Initials: AP  
Page 3 of 3

## APPLICATION FOR:

- ☐ Duplicate Title (Complete Parts 1 through 3)  
☐ Paperless Title Certification (Complete Parts 1 through 3)  
☐ Transfer of Title With Duplicate Title (Seller completes Parts 1 through 5, Buyer completes Parts 6 through 10, as needed.)  
☒ Transfer of Title With Paperless Title (Seller completes Parts 1 through 5, Buyer completes Parts 6 through 10, as needed.)



VEHICLE PLATE OR NUMBER

VEHICLE VIN/VINEL NUMBER

DATE

## 1. REGISTERED OWNER(S) OF RECORD

TRUE FULL NAME (LAST, FIRST, MIDDLE)

TRUE FULL NAME (LAST, FIRST, MIDDLE)

RESIDENCE OR BUSINESS ADDRESS

CITY

STATE

ZIP CODE

MAILING ADDRESS (IF DIFFERENT FROM ABOVE)

APT./SPACE NUMBER

CITY

STATE

ZIP CODE

DRIVER LICENSE/REAL ID CARD NUMBER

## 2. LEGAL OWNER OF RECORD (TITLE HOLDER) — Do not enter name of owners above

NAME OF SPIN OR INDIVIDUAL HAVING A CHEN ON THE VEHICLE

ADDRESS

APT./SPACE NUMBER

CITY

STATE

ZIP CODE

## 3. MISSING TITLE STATEMENT — WARNING: Issuance of a duplicate title cancels the original title.

The Certificate of Title issued for this vehicle/vessel is:

- ☐ Lost ☐ Stolen ☐ Not received ☐ Illegible/Mutilated (attach old title) ☐ Paperless Title

I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct. I agree to indemnify and save harmless the Director of Motor Vehicles for any loss suffered resulting from the issuance of said duplicate certificate of title.

SIGNATURE

DATE

DRIVER LICENSE/REAL ID CARD NUMBER

PRINTED NAME OF OWNER/AGENT SIGNER FOR COMPANY

PRINTED NAME OF LEASE OWNER

## 4. REGISTERED OWNER(S) RELEASE OF OWNERSHIP AND/OR INTEREST

I/we release interest in the described vehicle/vessel.

SIGNATURE

DATE

DRIVER LICENSE/REAL ID CARD NUMBER

SIGNATURE

DATE

DRIVER LICENSE/REAL ID CARD NUMBER

## 5. LEGAL OWNER OF RECORD RELEASE OF OWNERSHIP AND/OR INTEREST — Signature must be notarized.

The undersigned termholder (legal owner of record) certifies release of interest in the vehicle/vessel.

SIGNATURE OF LEGAL OWNER (COMPANY NAME MUST BE SUBSCRIBED)

PRINTED NAME OF LEGAL OWNER PER COMPANY

DATE

State of California

County of

On \_\_\_\_\_ before me

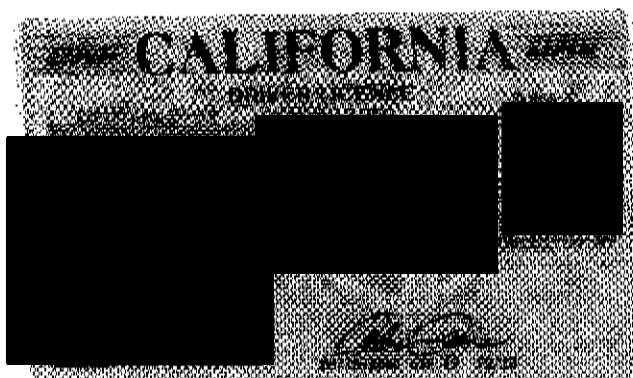
personally appeared \_\_\_\_\_

personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

WITNESS my hand and official seal.

Signature \_\_\_\_\_

(Seal)





*Law Offices of  
William R. McGee*

*Serving California Residents For 19 Years*

[www.CaliforniaLemonLawAttorneys.com](http://www.CaliforniaLemonLawAttorneys.com)

16855 West Bernardo Drive, Suite 380

San Diego, CA 92127

DEC 17 2007

General Motors Corporation  
Business Resource Center  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091



*The Law Offices of*  
**William R. McGee**

Bernardo Executive Center  
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127  
(858)485-9332, Fax: (858)485-9961  
E-mail: Experts4u@aol.com

December 11, 2007

General Motors Corporation  
Business Resource Center  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091

Re: [REDACTED]  
2006 Pontiac G6  
VIN: 1G2ZH558664 [REDACTED]

Dear Gentlemen:

Please be advised that this law firm has been retained by [REDACTED] to enforce her legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] was understandably excited about her new 2006 Pontiac G6, feeling that she had made a quality choice for her driving needs and enjoyment. (A copy of the purchase contract is enclosed for your reference.) [REDACTED] anticipation, excitement and confidence, however, have turned to disappointment and frustration due to warranty nonconformities which have substantially impaired the vehicle to her. This is not what Ms. [REDACTED] was promised nor bargained-for when she purchased her new 2006 Pontiac G6.

**The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: *five (5) separate repair attempts* for the steering system.** Copies of the relevant repair orders in [REDACTED] possession are enclosed for your review.

[REDACTED] cannot continue to deal with this problematic vehicle and her commendable patience has expired. Accordingly, [REDACTED] is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that General Motors Corporation is obligated to make restitution to [REDACTED] for the "lemon" which was sold to her. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[REDACTED] is willing to litigate this matter, however, she would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in General Motors Corporation's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [REDACTED] is willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

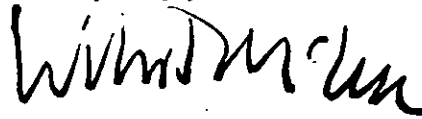
Down payment (less rebate) .....	\$0.00
Monthly payments (21 including 1/19/08) .....	9,681.42
2007/2008 registration fee (prorated) .....	TBD
Less use of 2,267 miles .....	(632.71)
Attorney's fees .....	<u>2,750.00</u>

SUBTOTAL: ..... \$11,798.71

In addition, it will be required that General Motors Corporation satisfy the outstanding balance owing to the lien holder of the subject vehicle, Stanford F.C.U. (An Authorization for your use is enclosed.) Please give this demand the serious consideration it deserves. If I do not hear from you by January 11, 2008, I shall assume that General Motors Corporation is denying its obligations under the law and [REDACTED] will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read "William R. McGee". The signature is fluid and cursive, with the first name "William" being more prominent.

WILLIAM R. McGEE

Enclosures

cc: 



REF ID: A66497

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number \_\_\_\_\_

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code) <div style="background-color: black; width: 150px; height: 40px; margin: 5px 0;"></div> SAN JOSE CA <div style="background-color: black; width: 80px; height: 20px; display: inline-block;"></div> SANTA CLARA	Creditor - Seller (Name and Address) STEVENS CREEK BUICK PONTIAC GMC 4201 STEVENS CREEK BLVD SANTA CLARA CA 95051
---	--

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
NEW	2006	PONTIAC G6	143	1G2ZH558664	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business or commercial

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

<b>ANNUAL PERCENTAGE RATE</b> The cost of your credit as a yearly rate.	<b>FINANCE CHARGE</b> The dollar amount the credit will cost you.	<b>Amount Financed</b> The amount of credit provided to you or on your behalf.	<b>Total of Payments</b> The amount you will have paid after you have made all payments as scheduled.	<b>Total Sale Price</b> The total cost of your purchase on credit, including your down payment of \$ 776.00.
7.00 %	\$ 6063.98	\$ 26652.09	\$ 32716.08	\$ 33492.08

**SUBJECT TO LENDER'S CREDIT APPROVAL**

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:		
Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	454.39	Monthly, Beginning 05/19/2009
Payments	N/A	Monthly, Beginning
One Final Payment	454.39	DUE ON 04/19/2012

**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 due.

**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.

## 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
\$ <u>N/A</u> Ded. Comp.: Fire & Theft	Mos.	\$ <u>N/A</u>
\$ <u>N/A</u> Ded. Collision	Mos.	\$ <u>N/A</u>
Bodily Injury \$ <u>N/A</u> Limits	Mos.	\$ <u>N/A</u>
Property Damage \$ <u>N/A</u> Limits	Mos.	\$ <u>N/A</u>
Medical <u>N/A</u>	Mos.	\$ <u>N/A</u>
	Mos.	\$ <u>N/A</u>
Total Vehicle Insurance Premiums		\$ <u>N/A</u>

### Total Vehicle Insurance Premiums

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 [REDACTED]  
are [REDACTED]

BUMS

### ITEMIZATION OF THE AMOUNT FINANCED

Total Cash Price		\$	25050.00(A)
A. Cash Price of Motor Vehicle and Accessories		\$	25050.00
1. Cash Price Vehicle	\$	N/A	
2. Cash Price Accessories	\$	N/A	
3. Other (Nontaxable)		\$	N/A
Describe	\$	N/A	
Describe	\$	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)		\$	2070.34(D)
E. Optional DMV Electronic Filing Fee*		\$	28.00(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(H)
(see downpayment and trade-in calculation)			
I. (Optional) Gap Contract (to whom paid)*		\$	N/A(I)
J. Other (to whom paid)*		\$	N/A(J)
For		\$	N/A
Total Cash Price (A through J)		\$	27193.34

### 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  
 Insurance Company Name N/A  
N/A

Home Office Address N/A

N/A  
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 Beneficiary is eligible for

E. Optional DMV Electronic Filing Fee \$ 28.00(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(H)  
 (see downpayment and trade-in calculation)  
 I. (Optional) Gap Contract (to whom paid) \$ N/A(I)  
 J. Other (to whom paid) \$ N/A(J)  
 For N/A  
 Total Cash Price (A through J) \$ 27193.34(1)  
 2. Amounts Paid to Public Officials  
 A. License Fees \$ 226.00(A)  
 B. Registration/Transfer/Titling Fees \$ N/A(B)  
 C. California Tire Fees \$ 8.75(C)  
 D. Other \$ N/A(D)  
 E. Other \$ N/A(E)  
 Total Official Fees (A through E) \$ 234.75(2)  
 3. Amount Paid to Insurance Companies  
 (Total premiums from Statement of Insurance column a + b) \$ N/A(3)  
 4. Smog Certification or Exemption Fee Paid to State \$ N/A(4)  
 5. Subtotal (1 through 4) \$ 27428.09(5)  
 6. Total Downpayment  
 A. Agreed Trade-In Value Yr. 2002 Make TOYOTA TRUCK 10600.00(A)  
 Model TACOMA Odor 60047  
 VIN 5TESM92N327  
 B. Less Prior Credit or Lease Balance \$ 11574.00(B)  
 C. Net Trade-In (A less B) (indicate if a negative number) \$ -974.00(C)  
 D. Deferred Downpayment \$ N/A(D)  
 E. Manufacturer's Rebate \$ 1750.00(E)  
 F. Other \$ N/A(F)  
 G. Cash \$ N/A(G)  
 Total Downpayment (C through G) \$ 776.00(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) \$ 26652.09(7)  
 \*Seller may keep part of these amounts.

Insurance Company Name N/A  
 Home Office Address N/A  
 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 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 wa  
 04/1  
 Date  
 X  
 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 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  
 You wa  
 Buyer

**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 1F and/or 1G above.  
 1.F Company N/A  
 Term N/A Mos. or N/A Miles  
 1.G Co  
 Term N/A Miles  
 Buyer

**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.  
 X  
 Buyer Signs  
 1X  
 Co-Buyer Signs

**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  
 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

**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 not apply. This contract shall be rescinded if Seller is unable to assign this contract to a financial institution.  
 Buyer X  
 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 THE BUYER'S SHARE OF THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
 S/S X  
 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," you must pay Seller the difference to you.  
 Buyer X  
 Co-Buyer X N/A  
 Notice to buyer

APR 19, 2006 DEAL REVIEW

Store 02 FANDI01 PORT 5140 4770

STEVENS CREEK BUICK PONTIAC GM

F&I MGR: YADWINDER SINGH

BUYER:

DEAL #: 49141

STOCK #:

2006 PONTIAC

G6

1G2ZH558664

TOTAL PRICE	25050.00	TOTAL TRADE	10600.00
WARR PREMIUM	0.00	TOTAL PAYOFF	11574.00
AFTMKT PREM	0.00	TOT NET TRADE	-974.00
TOTAL FEES	307.75	TOTAL CASH	0.00
TOTAL TAXES	2070.34	TOTAL REBATES	1750.00

GROSS PRICE	27428.09	TOTAL DOWN	776.00
TOTAL DOWN	776.00		

DEC LIFE PREM	0.00	DEAL DATE	04/19/2006
LEV LIFE PREM	0.00	1ST PYMT DATE	05/19/2006
A&H PREMIUM	0.00	LST PYMT DATE	04/19/2012
IUI PREMIUM	0.00	TERM	72

AMOUNT FIN	26652.09	PAYMENT	454.39
		IRREG PMTS	
		FINAL PAYMENT	454.39

TRUTH IN LENDING	
APR 7.00 %	
AMT FINANCED	26652.09
FINANCE CHARGE	6063.99
TOTAL OF PYMTS	32716.08
TOTAL DOWN	776.00
DEF PYMT PRICE	33492.08

DEFERRED PAYMENT

DUE

DUE

DUE

CASH DEAL

PRINTER OUTPUT (Y/N) N

E-MAIL

Congrats!!

THE REVERSE SIDE OF THIS INSTRUMENT INCLUDES AN ARTIFICIAL WATERMARK - HOLD AT AN ANGLE TO VIEW

**STANFORD**  
FEDERAL CREDIT UNION

Financial Services for the Stanford Community

P.O. Box 10690 • Palo Alto, California 94303-0690

(650) 321-7328 • www.stfcu.org

CHECK# 6007

DATE 4/21/

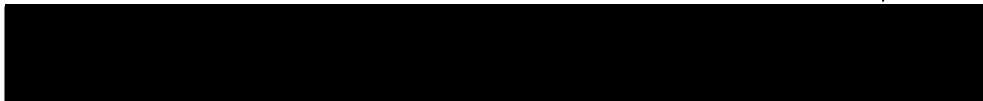
\$ 26,652.09

PAY Twenty Six Thousand Six Hundred And Fifty Two Dollars And Nine Cent(s)

TO THE ORDER OF STEVEN CREEK BUICK PONTIAC

ALISON PINA  
VIN: 1G2ZH558664104025

VOID





P.O. Box 10690, Palo Alto, CA 94303-0834

## Loan Advance Voucher

### BORROWER INFORMATION:

Date: 4/21/2006	Processed By: Katrina Kaye Nunez	Amount Requested: \$ 26,652.09	Member #: 13859673
Borrower Name & Address: [REDACTED] San Jose, CA [REDACTED]		Co-Borrower Name & Address:	
Co-Maker/Signer Name:			

### SECURITY OFFERED:

As Security for this advance, I pledge all shares and deposits I have with the Credit Union and the following collateral:				
Type:	Year	Make	Model	VIN / Hull # / Engine #
ncarfx	2006	PONTIAC	G6	1G2ZH558664 [REDACTED]
Other (Describe):				
Shares Pledged: \$ 0.00		Secured on Acct. #:		
COLLATERAL SECURING THIS ADVANCE MAY ALSO SECURE OTHER PRESENT AND FUTURE ADVANCES				

### PAYMENT TERMS:

DAILY PERIODIC RATE	ANNUAL PERCENTAGE RATE			<input type="checkbox"/> ANNUAL PERCENTAGE RATE (x) indicates a change in terms		LINE OF CREDIT LIMIT
0.020548%	7.50%	<input checked="" type="checkbox"/> FIXED RATE	<input type="checkbox"/> VARIABLE RATE	<input type="checkbox"/> DISCOUNT IN EFFECT	TERM: 72	\$ 26,652.09
PAYMENT METHOD: coupon						LOAN ID: 2
INSURANCE IN EFFECT ON THIS ADVANCE:		AMOUNT APPROVED	+ OTHER CHARGES	= AMOUNT ADVANCED	+ PREVIOUS BALANCE =	NEW BALANCE
		\$ 26,652.09	\$ 0.00	\$ 26,652.09	\$ 0.00	\$ 26,652.09
OTHER CHARGES (describe)		PMT AFTER ADVANCE	STARTING DUE DATE	PMT FREQUENCY	REMAINING (LOC) LIMIT	
		\$461.02	5/22/2006	Monthly	\$ 0.00	
FINAL or BALLOON PAYMENT AMOUNT (e*)	\$ 460.76 (e*)	FINAL or BALLOON PAYMENT DATE (e*)	4/22/2012 (e*)	(e*) = estimate		

### Additional Information:

STEVEN CREEK BUIC PONTIAC check Total \$26,652.09

By endorsing, negotiating, or using any of the funds advanced to me, I give you a security interest in the property described here, to secure my obligations with regard to this advance in accordance with the terms and conditions of the Open End Loan and Security Agreement and agree to the Annual Percentage Rate stated herein without the necessity of receiving a change in terms notice. Your rights to this security are governed by the foregoing. If account numbers and share balances are shown above, I agree this advance is secured by a "share pledge." I agree that I will not withdraw money leaving a balance lower than the amount pledged or the loan advance balance whichever is less. Whether or not this is a "share pledge" advance, I give you a security interest in all shares and deposits which I now have or may hereafter have in the Credit Union as security for all indebtedness owing to the Credit Union. I authorize the Credit Union to apply all paid shares and deposits to the repayment of my debt at the time of default, including costs of collection and reasonable attorney's fees pursuant to the Open End Loan and Security Agreement.

**BORROWER PLEASE NOTE:** Please review all information given on this sheet. If any information is not correct, please notify the Credit Union prior to negotiation, endorsing, or otherwise using any monies advanced with this document. Signing below or by endorsement, negotiation, or use of any funds advanced constitutes your agreement with all information shown above and acknowledges your receipt of the Open End Loan and Security Agreement and Schedule A.

Primary Borrower Signature – Allison R Pina	Date	Owner of Collateral Signature –	Date
Other Signature	Date	Other Signature	Date

Sent to Member on: \_\_\_\_\_ By: \_\_\_\_\_

*The Law Offices of*  
**William R. McGee**

Bernardo Executive Center

16855 West Bernardo Drive, Su. 380, San Diego, CA 92127

(858)485-9332, Fax: (858)485-9763

E-mail: Experts@californialemonlawattorneys.com

**AUTHORIZATION RE: RELEASE OF LOAN INFORMATION**

[REDACTED]

(Client/Customer)

hereby authorize

STANFORD F.C.U.

(Name of Lender/bank/Credit Union)

✓ 888-723-SFCU

(Phone number of lender/Bank/Credit Union)

to release to

General Motors Corp

(Vehicle Manufacturer)

or its

representative, any requested information regarding my vehicle loan/lease,

Account#

[REDACTED]

member #

including, but not limited to, the loan/lease  
pay-off balance and the payment history.

Dated: 12-11-07 ✓

[REDACTED]

Client/Customer Signature

## GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -  
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

Help

VIN :	1G2ZH558664
-------	-------------

### VEHICLE INFORMATION

<b>Merchandising Model :</b>	2ZH69 -2006 G6 - GT SEDAN	<b>Warranty Start Date :</b>	04/19/2006				
<b>BARS Order Type :</b>	70 - RETAIL - STOCK						
<b>Delivering Dealer :</b>	STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA , CA 95051-6999 (408) 983-5300	<b>Selling Source :</b>	16 - PONTIAC				
		<b>Site Code :</b>	08140				
		<b>Business Associate Code :</b>	163372				
<b>Service Contract :</b>	No	<b>Branded Title :</b>	No	<b>Warranty Block :</b>	No	<b>PDI Status :</b>	Paid

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or: <a href="http://www.onstarenrollment.com">http://www.onstarenrollment.com</a> or (888)ONSTAR1 (888)667-8271. In Canada, <a href="http://onstar.enrollment.ca">http://onstar.enrollment.ca</a> or (877)438-9677.		
XM Equipped	Yes	XM Radio ID	WB5TA046	XM Status	Inactive	Refer to Help page for details or: <a href="http://www.gm.xmradio.com">http://www.gm.xmradio.com</a> or (800)556-3600. In Canada, <a href="http://xmradio.ca">http://xmradio.ca</a> or (877) 438-9677.

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	04/19/2006	143 miles	04/19/2009	36143 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	04/19/2006	143 miles	04/19/2012	100143 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/19/2006	143 miles	04/19/2014	80143 miles
36/50000 CALIFORNIA EMISSIONS	04/19/2006	143 miles	04/19/2009	50143 miles

84/70000 CALIFORNIA SELECT COMPONENT	04/19/2006	143 miles	04/19/2013	70143 miles
--------------------------------------	------------	-----------	------------	-------------

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/19/2007	200314	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	11563 miles
06/19/2007	200314	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11563 miles
06/19/2007	200314	#	B2720 - PANEL, SUNROOF - ALIGN	11563 miles
06/19/2007	200314	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	11563 miles
01/24/2007	193064	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	7385 miles
01/24/2007	193064	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	7385 miles
07/11/2006	183994	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	3265 miles
07/11/2006	183994	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	3265 miles
06/14/2006	182940	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	2267 miles
08/20/2005	218761	#	Y0042 - 05548 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC	5 miles
04/12/2005	A04025	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

© 1998-2005 General Motors Corporation. All Rights Reserved.

8/28/2007





BAR # AM-150896

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119 0807</b>	INVOICE DATE <b>06/15/06</b>	INVOICE NO. <b>PNCS182940</b>
[REDACTED] <b>SAN JOSE, CA</b>	MILEAGE <b>2,267</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>	
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/14/06</b>	
RESIDUALS	COMMENTS			
	<b>MO: 2272</b>			

**LABOR & PARTS**REPAIR: SCRATCHES ON FRONT BUMPER UNDER THE LICENSE PLATE  
AND LEFT CORNER. 15A PER SALES.

NO REPAIR MADE AT THIS TIME.

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

OWNER REPORTS A CLUNKING IN THE STEERING. ALSO WHEN YOU  
TURN THE STEERING WHEEL BACK/FORTH YOU'LL FEEL A  
"GRAB/RELEASE" FEELING.  
ROAD TESTED VEHICLE FOR CLUNKING TYPE NOISES AT STEERING.  
COULD NOT DUPLICATED CONCERN. CHECKED BULLETON. VEHICLE HAS  
ELECTRIC POWER STEERING SYSTEM. NORMAL OPERATIONS. (NTF)...

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

OWNER REPORTS THE ENGINE DIED ONCE WHILE SLOWING DOWN &  
TURNING. ONE TIME ONLY.  
NO DTC'S STORED. NO BULLETINS/P.I.'S FOUND. DID FIND  
UPDATED PCM CALIBRATIONS AVAILABLE.  
RE-PROGRAM PCM. WARRANTY CODE# 10D6A. ROAD TESTED. NO  
STALLING EXPERIENCED

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

Added Operation (02KENK @ 06/14/2006 14:17)  
PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION  
GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE  
VEHICLES ONLY  
PER CUSTOMER REQUEST

PROVIDED RENTAL

JOB # 4 TOTAL LABOR &amp; PARTS 0.00

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	INTERNAL
JOB # 1	85475	645321	06/15/06	SALES RENTAL	INV#645321	0.00
TOTAL - SUBLET						0.00

COMMENTS  
857-6683  
DELETED OPERATION(S)  
99BUZ QUALITY CONTROL

Brynilds and Brynilds PRINTING 05/22/2006 Q (10:03)



AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119 0807</b>	INVOICE DATE <b>06/15/06</b>	INVOICE NO. <b>PNCS182940</b>
[REDACTED] <b>SAN JOSE, CA</b>	LE [REDACTED]	MILEAGE <b>2,267</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>06/14/06</b>
	COMMENTS			
				MO: 2272

## TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

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

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

**IMPORTANT NOTICE**  
The Manufacturer's Limited Warranty has  
covered this repair. Future repairs may not  
be covered. Ask for details about the  
GM Protection Plan.

**GM Protection Plan**



BAR # AM-150896

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO.	91976	ADVISOR	KENNETH G. KELLY	TAG NO.	119 0843	INVOICE DATE	07/13/06	INVOICE NO.	PNCS183994
				VEHICLE	3,265	COLOR	PLATINUM ME	STOCK NO.	6-2651
		YEAR / MAKE / MODEL	06/PONTIAC/G6/SD			DELIVERY DATE	04/19/06	DELIVERY MILES	143
		VEHICLE I.D. NO.	1 G 2 Z H 5 5 8 6 6 4			SELLING DEALER NO.	100	PRODUCTION DATE	
		F.I.E. NO.				R.O. DATE	07/11/06		
RES		COMMENTS							
									MO: 3269

## LABOR &amp; PARTS

JOB # 1 16BUZ STEERING SYSTEM TECH(S) 33 453 WARRANTY  
OWNER REPORTS THE LOST ALL POWER STEERING EARLIER TODAY.  
A MESSAGE ON THE D.I.C. READS "POWER STEERING" SEEMS OK  
AT THIS TIME.  
CHECKED SI FOR BULLETS CONCERN. NO DOCUMENT.  
VISUAL CHECKED UNDER HOOD AND ROAD TESTED. COULD NOT VERIFY  
CONCERN OR ANY MESSAGES ON D.I.C. GAUGE. IT'S ALL NORMAL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 16BUZ 1DIAG DIAG STEERING SYSTEM TECH(S) 33 453 WARRANTY  
OWNER REPORTS A CLICKING IN THE POWER STEERING,  
WHEN TURNING THE STEERING WHEEL SIDE TO SIDE.  
R0182940 06/14/2006 2267 MILES NTF. WOULD THIS BE RELATED  
TO THE REPAIR PONTIAC IS WORKING ON. PLEASE T.A.C. ON THIS.  
CHECKED SI FOR BULLETS FOR CONCERN A CLICKING NOISES AT  
STEERING COLUMN AREA. AND SCAN FOR DTC CODES. FOUND CODE  
C0545 AT STEERING SYMPTOM (00). REMOVED LOWER DASH TRIM  
COVER OUT FOR MORE DIAGNOSES AND CHECKED FOR NOISES. I HEARD  
NOISES COMING AT ELECTRONIC POWER STEERING ASSIST MOTOR WAS  
NOISEY INTERMITTENTLY. REPORT'S.  
TESTED POWER AND GROUND AT MODULE AND SIGNAL VOLTAGES AT  
STEERING SENSORS FOR SPEC. SENSORS HAS 2.6 VOLTS SIGNAL IN  
SPEC. CHECKED PIN TERMINALS AND CONNECTORS AT DRIVER DASH.  
ALL LOOKED GOOD.  
REMOVED AND REPLACED NEW "ELECTRONIC" POWER STEERING ASSIST  
MOTOR ASSEMBLY FOR NOISES UNDER DRIVER DASH AREA. AFTER  
REPLACED NEW MODULE UNIT. I HAD TO RECALIBRATED NEW SET UP  
"STEERING POSITION" SENSOR. "TORQUE SENSOR". AND STEERING  
TURNING SENSOR AT COLUMN. (ROAD TESTED WITH "KEN-KELLY").  
STEERING FEEL IN SPEC AND STRAIGHT...

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	15775370	MOTOR 6.605	
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 02BUZ4 FACTORY PAID RENTALS TECH(S) 998 WARRANTY  
PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION  
GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE  
VEHICLES ONLY  
PROVIDED RENTAL.

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	WARRANTY
JOB # 3	86253	104478	07/13/06	GM RENTAL INV#104478	



150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO.	91976	ADVISOR	KENNETH G. KELLY	119	TAG NO.	0843	INVOICE DATE	07/13/06	INVOICE NO.	PNCS183994
		LICENSE NO.			RELEASE	3,265	COLOR	PLATINUM ME	STOCK NO.	6-2651
		YEAR / MAKE / MODEL	06/PONTIAC/G6/SD				DELIVERY DATE	04/19/06	DELIVERY MILES	143
		VEHICLE ID NO.	1 G 2 Z H 5 5 8 6 6 4				SELLING DEALER NO.	100	PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	07/11/06		
		COMMENTS								
										MO: 3269

TOTAL - SUBLET 0.00

COMMENTS

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT.	CONTROL	PAY METHOD	AMT.	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

EPA# CAD981171408

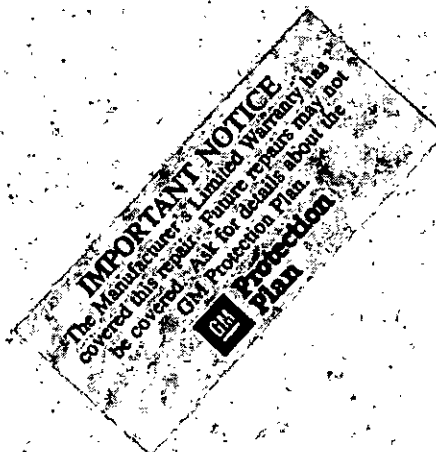
BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

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



REPAIR ORDER - SHIP DATE OF ORDER  
SERVICE - SERVICE - BODY SHOP - BODY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK

**California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TECH NO. <b>119 861</b>	INVOICE DATE <b>01/26/07</b>	INVOICE NO. <b>PNCS193064</b>
[REDACTED] CAMPBELL, CA [REDACTED]	VEHICLE NO. [REDACTED]	WEIGHT <b>7,385</b>	COLOR <b>PLATINUM MET</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	DELIVERY DATE <b>04/19/06</b>	DELIVERABLES <b>143</b>	
	VEHICLE ID. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE <b>01/22/07</b>	
	F.T.E. NO. [REDACTED]	R.O. NO. [REDACTED]		
COMMENTS <b>MO: 7390</b>				

**LABOR & PARTS**

**JOB # 1 16BUZ STEERING SYSTEM TECH(S): 495 515 WARRANTY**

OWNER REPORTS THE RADIO DISPLAY READS "POWER STEERING" WHEN THIS HAPPENS THE VEHICLE HAS NO POWER STEERING ASSIST.  
R03183994 7/11/06 3265 #33 & #453. NTF  
STORED DTC C0460 SYMPTOM 00. CHECK PER DTC CHART.  
INTERMITTENT STEERING POSITION SENSOR VOLTAGE OUT OF RANGE.  
CALLED TAC (STEVE LENTZ, CASE # 9430172) REC. TO REPLACE STEERING POSITION SENSOR, INTEGRAL PART OF STEERING COLUMN.  
ORDER NEW STEERING COLUMN.  
REPLACED STEERING COLUMN PER DOC#1641009 AND RELATED.  
PERFORM MODULE SETUP PROCEDURES(3). ROAD TESTED. NORMAL STEERING RESPONSE. NO FAULTS EXPERIENCED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**JOB # 2 16BUZ IDIAG DIAG STEERING SYSTEM TECH(S): 495 WARRANTY**

OWNER REPORTS A SQUEAK FROM IN THE STEERING COLUMN.  
SLOWER SPEEDS. HAPPENED YESTERDAY.  
CHECK FOR SQUEAK AFTER COLUMN REPLACEMENT. NO ABNORMAL NOISES HEARD IN STALL OR ON ROAD TEST.

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

**JOB # 3 02BUZ4 FACTORY PAID RENTALS TECH(S): 998 WARRANTY**

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY.  
PER CUSTOMER REQUEST.

PROVIDED RENTAL

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 # 3	92918	651933	01/26/07	GM RENTAL INV#651933	
				TOTAL - SUBLET	0.00

**ESTIMATE**

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

**COMMENTS**

[REDACTED]



BAR # AM-150896

EPA # CAD 981171408

www.stevenscreek.com  
"SERVING OUR CUSTOMERS WITH DISTINCTION"  
4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119 861</b>	INVOICE DATE <b>01/26/07</b>	INVOICE NO. <b>PNC5193064</b>
<b>CAMPBELL, CA</b>	LICENSE NO. [REDACTED]	VEHICLE ID. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>	
	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE		
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/22/07</b>	
COMMENTS				MO: 7390

## TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE.  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS.  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS.

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR. DED.			EXT. WARR.		

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

EPA# CAD981171408 BAR# AM-150896  
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE





BAR # AM-150896

EPA # CAD 981171408

www.onthecreek.com  
"SERVING OUR CUSTOMERS WITH DISTINCTION"4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 883-5330 • BODY SHOP (408) 883-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO.	101946	ADVISOR	KENNETH G. KELLY	119	TAG NO.	0875	INVOICE DATE	06/22/07	INVOICE NO.	PNC5200314
					11,563	COLOR	PLATINUM ME	STOCK NO.	6-2651	
		YEAR / MAKE / MODEL	06/PONTIAC/G6/SD			DELIVERY DATE	04/19/06	DELIVERY MILES	143	
		VEHICLE I.D. NO.	1 G 2 Z H 5 5 8 6 6 4			SELLING DEALER NO.	100	PRODUCTION DATE		
		F.T.E. NO.				P.O. NO.		R.O. DATE	06/19/07	
PE		COMMENTS								MO: 11570

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES: FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY PER CUSTOMER REQUEST

PROVIDED RENTAL:

JOB # 6 TOTAL LABOR &amp; PARTS. 0.00

J# 7+488UZ

EXTERIOR TRIM

TECH(S):495

INTERNAL

Added Operation (02KENK @ 06/20/2007 08:10)

PLEASE REATTACH A LOOSE PANEL THAT CAME OFF FROM UNDER THE VEHICLE. PART IS IN THE TRUNK.  
RE-INSTALL FRONT CENTER AIR DEFLECTOR.

JOB # 7 TOTAL LABOR &amp; PARTS 0.00

SUBLET PO# VEND INV# INV DATE DESCRIPTION  
JOB # 6 98439 656024 06/22/07 GM RENTAL INV#656024

TOTAL SUBLET WARRANTY 0.00

COMMENTS  
CALL

TOTALS:

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE QUALITY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS.  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

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

PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

Buick and Pontiac are registered trademarks of General Motors Corporation. © 2007 GM Corp. All rights reserved.





BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.  
California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice  
Some of the materials being removed and used during the Servicing of Vehicles are  
known to the State of California to cause cancer, birth defects or reproductive health

CUSTOMER NO.	101946	NAME	KENNETH G. KELLY	119	TAG NO.	819	DATE	08/31/07	WARRANTY NO.	PNCS203461
					MILEAGE	13,325	COLOR	PLATINUM ME	SPACING	6-2651
		YEAR / MAKE / MODEL	06/PONTIAC/G6/SD				DELIVERY DATE	04/19/06		
		VEHICLE ID. NO.	1G2Z2H558664				DELIVERY MILES	143		
		F.T.E. NO.					DEALER NO.	100		
		P.O. NO.					PRODUCTION DATE	08/28/07		
		COMMENTS								MO: 13330

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 16BUZ	1	15858369	STEERING SYSTEM	TECH(S):519	WARRANTY
OWNER REPORTS CLUNK IS STILL IN THE STEERING. MULTIPLE REPAIRS ON THIS GET WITH STEVEN & CALL PONTIAC. NEED TAC					
RO#200314 06/19/2007 11570 WE LUBRICATED 1/SHAFT					
RO#193064 01/22/2007 7390 WE REPLACE STEERING COLUMN.					
RO#185148 08/07/2006 4095 NTF					
RO#183994 07/11/2006 3265 ELECTRIC STEERING MOTOR					
RO#182940 06/14/2006 2267 NTF					
INTERNAL NOISE IN STEERING GEAR					
ROAD TEST AND DIAG/REMOVE AND REPLACED STEERING GEAR ASSEMBLY/SET FRONT TOE AND ROAD TEST/TESTED OK					
JOB # 1 TOTAL PARTS 0.00					
JOB # 1 TOTAL LABOR & PARTS 0.00					
J# 2 50BUZ	1	15858369	SQUEAKS AND RATTLES	TECH(S):519	WARRANTY
OWNER REPORTS A SQUEEK TYPE NOISE FROM THE REAR OF THE CAR GOING OVER SPEED BUMPS. GET WITH STEVEN ON THIS.					
UNABLE TO DUPLICATE					
ROAD TEST MULTIPLE TIMES/UNABLE TO DUPLICATE NOISE/REPAIRED STEERING AND RE-TESTED AND STILL UNABLE TO DUPLICATE					
JOB # 2 TOTAL PARTS 0.00					
JOB # 2 TOTAL LABOR & PARTS 0.00					
J# 3 02BUZ4	1	15858369	FACTORY PAID RENTALS	TECH(S):998	WARRANTY
PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY					
PER CUSTOMER REQUEST					
PROVIDED RENTAL					
JOB # 3 TOTAL PARTS 0.00					
JOB # 3 TOTAL LABOR & PARTS 0.00					
J# 4 95BUZ	1	15858369	DETAIL/WASH/POLISH	TECH(S):998	INTERNAL
CLEAN WHITE SPOTS OFF INTERIOR					
JOB # 4 TOTAL PARTS 0.00					
JOB # 4 TOTAL LABOR & PARTS 0.00					

Revised and Replaced GOVERNOR'S 10/03/03

PAGE 1 OF 2

CUSTOMER COPY

(CONTINUED ON NEXT PAGE) 04:21pm

GO-502808 8/03

AM-150896



www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.  
California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO.	101946	ADVISOR	KENNETH G. KELLY	119	TAG NO.	819	DATE	08/31/07	INVOICE NO.	PNC5203461	
					VEHICLE	13,325	COLOR	PLATINUM ME	SC	2651	
					YEAR/MAKE/MODEL	06/PONTIAC/G6/SD		04/19/06		DELIVERY MILES	143
					VEHICLE ID NO.	1G2Z2H558664		100		DEALER NO.	
					F.T.E. NO.			08/28/07		PRODUCTION DATE	
					R.O. NO.						
					COMMENTS					MO: 13330	

BOOK & PARTS  
OF 5-998UZ  
Added Operation (02KENK @ 08/30/2007 14:43)  
QC R/TEST WITH OWNER  
ALL OK

TECH(S):495

WARRANTY

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 5 TOTAL PARTS	0.00	
			JOB # 5 TOTAL LABOR & PARTS	0.00	

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION		WARRANTY
JOB # 3	100726	657667		08/31/07	GM RENTAL	TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES						WARRANTY
JOB # 1		25000	CSI PART PICKUP		TOTAL - GOG	0.00

MISC	CODE	DESCRIPTION	CONTROL NO		WARRANTY
JOB # 1		GAS GASOLINE TO TEST DRIVE		TOTAL - MISC	0.00

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

COMMENTS  
CALL

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

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

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

TOTAL INVOICE \$ 0.00

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

AUG 31 2007

**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Paula Maggard/Summer B State: CALIFORNIA

Customer Name: [REDACTED] Service Request: 71-566646905 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH558664 [REDACTED] In Service Date: 04/19/2006 Vehicle is: NEW BAC Code: 163372  
 Year, Make & Model: 2006 G6 - GT SEDAN Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: Stanford Federal Credit Union

**VEHICLE REPAIR HISTORY**☐ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/14/06	182940	*	2267	C/S the engine died once while slowing down and turning; one time only – No DTC's stored. No bulletins/IP's found. Did find updated PCM calibrations available. Reprogrammed PCM. Road tested. No stalling experienced.
6/19/07	200314	*	11563	C/S hesitation on acceleration, intermittent - Road tested. No hesitation experienced. No DTC's set. No TSB's found. Does have a PCM software update. Reprogrammed PCM.

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/14/06	182940	1	2267	C/S clunking in steering. Also when you turn the steering wheel back/forth, you'll feel a grab/release feeling – Road tested vehicle for clunking type noises at steering. <b>Could not duplicate concern.</b> Checked bulletins. Vehicle has electric power steering system. Normal operations.
7/11/06	183994	2	3265	C/S lost all power steering earlier today. A message on the DIC (driver's information center) reads 'power steering'. Seems okay at this time – Checked SI for bulletins/ concern. No document. Visual checked under hood and road tested. Could not verify concern or any message in DIC gauge. It's all normal.  C/S clicking in the power steering when turning the steering wheel side to side. RO 182940 6/14/03 at 2267 miles; no trouble found. Checked SI for bulletins for concern; scan for DTC codes. Found code at steering symptom. Removed lower dash trim cover out for more diagnosis and checked for noises. Heard noises coming at electronic power steering assist. Motor was noisy intermittently. Tested power and ground at module and signal voltages at steering sensors for specs. Sensors had 2.6 volts signal in specs. Checked pin terminals and connectors at driver dash, all looked good. Removed and replaced new electronic power steering assist motor assembly for noises under driver dash area. After (I) replaced new module unit, recalibrated new set up steering position sensor, torque sensor and steering turning sensor at column. Road tested. Steering feel(s) in specs and straight.
1/22/07	193064	3	7385	C/S the radio display reads 'power steering'. When this happens the vehicle has no power steering assist; squeaks – Per DTC chart, intermittent steering position sensor voltage out of range. Called TAC

(9430172) recommended to replace steering position sensor; integral part of steering column. Ordered new steering column. Replaced steering column per DOC ID 1641009 and related (items). Perform module set up procedures. Road tested normal steering response. No faults experienced. Checked for squeaks after column replacement. No abnormal noises heard in stall or on road test.

6/19/07	200314	*	11563	C/S clunking in steering; worse when going in and out of driveways when making right hand turns. You can hear a slight clunking in the steering if you just rotate the steering wheel back and forth. If you can verify the clunking while driving it will continue to vibrate like something is loose; also when this happens the steering gets stiff – Road tested; noted only slight popping/clunk from the steering while turning. Found TSB 06-02-32-007B. Scanned for DTC's. Found code. Found TSB 06-02-32-002B. Suspect system is in normal Thermal Protection Mode. No faults with assist verified. Left copy of TSB for owner. Lubricated Intermediate shaft and reorient steering shaft to rack stub shaft. Re-road tested; no abnormal steering experienced. Cleared DTC.
8/28/07	203461	3	13325	C/S clunk is still in the steering – Internal noise in steering gear. Road test and diagnose. Removed and replaced power steering gear assembly; set front toe; road tested okay.
12/19/07	208081	1	16423	C/S clunk noise in steering when turning – Verified clunk. After inspection found the power steering rack binding. Replaced power steering rack and intermediate steering shaft.

#### ☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/19/07	200314	3	11563	C/S 'rocking chair' type squeak from the drivers seating area; mostly on slow speeds, slowing down to a stop, turning, and 42 mph or slower – Road tested. Also road tested with Ken; no abnormal noise experienced.
				C/S left side of sunroof seems to be sticking up more than the right side and left rear corner seems lower than the right rear corner – Rearmost glass panel of panoramic sunroof higher on left than right. Adjusted glass panel to match right side.

#### ☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/28/07	203461	*	13325	C/S squeak type noise from rear of car going over speed bumps – Road tested multiple times; unable to duplicate noise. Repaired and replaced steering and retested and still <b>unable to duplicate</b> .

## THE CALIFORNIA LEMON LAW READS:

Days out of service: **30**

Repairs: **2 for serious, 4 for same nonconformity**

Time period: **18 mo. / 18,000 miles**

Does Lemon Law state nonconformity must continue to exist? **Y**

If applicable, safety-related repairs **N/A**

Safety-related time period **N/A**

<b>Number of repair attempts in the presumption period:</b>	<b>5</b>
<b>Total days out of service during the presumption period:</b>	<b>12</b>
<b>Total days out of service during customer's ownership:</b>	<b>13</b>

## 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 recommends: REPURCHASE

4 repair attempts on steering, 3 in presumption:

- Lost steering power
  - Steering column replaced
  - Power steering gear
  - Assembly set replaced

## REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b>
<b>ATTORNEY FEES: \$</b>
<b>OR INCLUSIVE OFFER: \$</b>

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b>
<b>ATTORNEY FEES: \$</b>
<b>OR INCLUSIVE OFFER: \$</b>

TEAM MANAGER APPROVING:

Date:

<b>COMPONENT</b>	<b>DESCRIPTION</b>
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

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

## STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number  
71-566646905Customer Name  
[REDACTED]

Worksheet Filled Out By:

Summer Benford

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

3GCEC19T26Z [REDACTED]

Date:

February 12, 2008

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	To calculate usage:	1	Base Price	1	Down Pmt / Trade
2	Use ONLY one of the 4 methods in this column or	2	Conversion / Upfit cost	2	Pmts (includes 1st month if lease)
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees	3	Reg./Lic./Title Fees (leases only)
4		4	State Fees	4	Tax (leases only)
5	<b>A. USAGE USING L.L. FORMULA</b>	5	Aftermarket Items	5	Aftermarket Items
6	Base Price/Total Repurch Price \$0.00	6	Sales Tax	6	Other-Explain
7	Mileage 0	7	Finance Charges	7	Other-Explain
8	Denominator 100,000	8	GMPP (* only for WI)	8	Other-Explain
9	Usage \$0.00	9	Other-Explain	9	Other-Explain
10		10	Total Purchase Price \$0.00	10	Total Additions \$21,654.66
11	<b>B. USAGE - NEGOTIATED</b> \$0.00	11		11	
12		12	* Usage/Depreciation \$0.00	12	* Usage/Depreciation \$577.12
13		13	Damage	13	Damage
14	<b>C. USAGE USING CENTS/MILE</b>	14	Late charges	14	Late charges
15	Mileage 0	15	Over-Allowance	15	Over-Allowance
16	Cents per mile \$0.000	16	Negative Equity	16	Negative Equity \$11,574.00
17	Usage \$0.00	17	Incentives	17	Incentives \$1,750.00
18		18	Other-Explain	18	Sec. Dep. (leases) if reimbursing above
19		19	Other-Explain	19	Extended Service Contract
20	<b>D. USAGE-CALIFORNIA ONLY</b>	20	Other-Explain	20	Gap Insurance
21	Base price section-Used when NOT financed.	21	Other-Explain	21	Over Mileage Penalty
22	"Actual Price Paid" (Base) \$0.00	22	Total Deductions \$0.00	22	Total Deductions \$13,901.12
23	Mileage	23		23	
24	Usage \$0.00	24	Repurchase Subtotal \$0.00	24	Total Refund to Customer \$7,753.54
25	<b>OR</b>	25	Loan Payoff good thru xx/xx/xx \$0.00	25	Dir Buyout (lease) or Loan Payoff \$22,260.43
26	Payment/Lease-Used when financed.	26	Total Refund to Customer \$0.00	26	Good until 3/31/2008
27	"Actual Price Paid" (Pmt/Lease) \$30,548.75	27	Attorney's Fees	27	Attorney's Fees \$2,750.00
28	Mileage 2,267	28	Total Repurchase \$0.00	28	Total Repurchase \$32,763.97
29	Any ext service contract (CA only) 0	29	NADA (Legal Only)	29	NADA (Legal Only) \$14,750.00
30	Usage \$577.12	30	Estimated Auction Value \$0.00	30	Estimated Auction Value \$10,915.00
31		31	Projected Loss \$0.00	31	Projected Loss \$21,848.97

PURCHASE PRICE (before t/t/t) \$ 25,050.00  
 MSRP ( FROM BARS INVOICE) \$ 26,245.00  
 DIFFERENCE \$ (1,195.00)  
 if positive look for over allowance

TRADE ALLOWANCE \$ -  
 PAYOFF OF TRADE \$ -  
 DIFFERENCE \$ -  
 if negative=negative equity

PURCHASE PRICE \$ 26,652.09  
 INCENTIVE\* (from BARS) \$ 1,750.00  
 OVERALLOWANCE \$ -  
 ACTUAL PRICE \$ 24,902.09

Authorized Signature  Date 3/13/08

TRADE ALLOWANCE \$ -  
 ACV OF TRADE \$ -  
 DIFFERENCE \$ -  
 ACV=actual cash value

Do not include fuel fill credit  
 Include GM card points

Form Rev. 04/28/2006

**RVDC Case# 146926**

BRC Case Number		7566646905		Vehicle is going to:		Is Vehicle Drivable?		Issue 1099?	
Customer Name				Auction		Y		Y	
Original VIN		1G2ZH558664		Dealer Admin Fee Applies?		Issue Release			
BAC		169658		Y		N			
Dealership Name		MANTECA AUTO PLAZA		This vehicle was repurchased as a result of a: Voluntary mediated customer satisfaction repurchase					
Dealer Contact/Title		Mike Patton		Retrieve Sales Tax? Y		Title Brand?			
Dealer Phone		2092397777		Reason for not Retrieving Sales Tax:					
Dealer Fax		2092495086		Original Sales Tax Paid In State: CA		Repurchased Under Laws of State: CA			
Delivery Date		2006-04-19		Vehicle Meets Presumption of LEMON LAW? Y					
Buyback Mileage		2267		Closing Schedule: 2008-03-21		Established on: 2008-03-11			
Transmission		A		If no, where: BAC is 0					
UCC Code(s)		M0105 M0306		Location Site Name:					
MSRP		26245.00		Contact Name:					
Est. Auction Value		10915.00		Address 1:					
Case Number		146926		Address 2:					
TAC Case Number				City:		State:		Zip:	
Type of Transaction		SR		Phone #:					
Replacement VIN				Fax #:					
Repurchase Type		Legal-Early Resolution-NISM		Comment:					
Repurchase Source		Summer Benford/BRC Legal		GM Legal Case Number:					
Reason for Repurchase: 4 steering repairs and still problematic				GM Counsel Name: N/A					
				Gm Counsel Contact Name: N/A					
				Address1:					
				Address2:					
				City:		State:		Zip:	
				Phone #:					
				Fax #:					
<b>Lien Payoff</b>									
Lien Payoff Amount: 22260.43				Lien Payoff Expires on: 2008-03-31				Per Diem: 4.60	
Customer Due to GM: 0.00				Dealer Due GM: 0.00					
<b>Check Information</b>									
<b>Customer</b>		<b>Lienholder</b>				<b>Plaintiff's Attorney</b>			
Check Amt:	0.00	Payee1:	Allison Pina		Payee1:	Stanford Federal Credit Union		Check Amt:	22585.66
Payee2:		Payee2:			Payee2:			Payee1:	Allison Pina and
Address1:	P.O. Box 5145	Address1:	P.O. Box 10690		Address1:	P.O. Box 10690		Payee2:	William R. McGee, Esq.
Address2:		Address2:			Address2:			Address1:	16855 W. Bernardo Dr.
City:	San Jose	City:	Palo Alto		Address2:	Ste. 380		City:	San Diego
State:	CA	State:	CA		City:	CA		State:	CA
Zip	95150	Zip	94303		State:	92127-1626		Zip	92127-1626
Phone #:	408-378-8263	Phone #:	888-723-7328		Zip	858-485-9332		Phone #:	858-485-9332
Fax #:		Fax #:			Phone #:	858-485-9763		Fax #:	858-485-9763
		Attention:	Lien Payoff		Attention:	Bill McGee, Esq.		Attention:	Bill McGee, Esq.
		Account #:	13859673		Fed Tax ID:	330875803		Fed Tax ID:	330875803
					Firm Name:	The Law Offices of W			

Case ID: 146926 Initiator: summerb

3/14/2008

001/054

03/14/2008 08:40 FAX



## STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number  
71-566646905Customer Name  
[REDACTED]

Worksheet Filled Out By:

Summer Benford

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:

3GCEC19T26Z [REDACTED]

Date:

February 12, 2008

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	To calculate usage:	1	Base Price	1	Down Pmt / Trade
2	Use ONLY one of the 4 methods in this column or	2	Conversion / Upfit cost	2	Pmts (includes 1st month if lease)
3	follow applicable lemon law formula for your state	3	Reg./Lic./Title Fees	3	Reg./Lic./Title Fees (leases only)
4		4	State Fees	4	Tax (leases only)
5	<b>A. USAGE USING L.L. FORMULA</b>	5	Aftermarket Items	5	Aftermarket Items
6	Base Price/Total Repurch Price \$0.00	6	Sales Tax	6	Other-Explain
7	Mileage 0	7	Finance Charges	7	Other-Explain
8	Denominator 100,000	8	GMPP (* only for WI)	8	Other-Explain
9	Usage \$0.00	9	Other-Explain	9	Other-Explain
10		10	Total Purchase Price \$0.00	10	Total Additions \$21,654.66
11	<b>B. USAGE - NEGOTIATED</b> \$0.00	11		11	
12		12	* Usage/Depreciation \$0.00	12	* Usage/Depreciation \$577.12
13		13	Damage	13	Damage
14	<b>C. USAGE USING CENTS/MILE</b>	14	Late charges	14	Late charges
15	Mileage 0	15	Over-Allowance	15	Over-Allowance
16	Cents per mile \$0.000	16	Negative Equity	16	Negative Equity \$11,574.00
17	Usage \$0.00	17	Incentives	17	Incentives \$1,750.00
18		18	Other-Explain	18	Sec. Dep. (leases) if reimbursing above
19		19	Other-Explain	19	Extended Service Contract
20	<b>D. USAGE-CALIFORNIA ONLY</b>	20	Other-Explain	20	Gap Insurance
21	Base price section-Used when NOT financed.	21	Other-Explain	21	Over Mileage Penalty
22	"Actual Price Paid" (Base) \$0.00	22	Total Deductions \$0.00	22	Total Deductions \$13,901.12
23	Mileage	23		23	
24	Usage \$0.00	24	Repurchase Subtotal \$0.00	24	Total Refund to Customer \$7,753.54
25	<b>OR</b>	25	Loan Payoff good thru xx/xx/xx \$0.00	25	Dir Buyout (lease) or Loan Payoff \$22,260.43
26	Payment/Lease-Used when financed.	26	Total Refund to Customer \$0.00	26	Good until 3/31/2008
27	"Actual Price Paid" (Pmt/Lease) \$30,548.75	27	Attorney's Fees	27	Attorney's Fees \$2,750.00
28	Mileage 2,267	28	Total Repurchase \$0.00	28	Total Repurchase \$32,763.97
29	Any ext service contract (CA only) 0	29	NADA (Legal Only)	29	NADA (Legal Only) \$14,750.00
30	Usage \$577.12	30	Estimated Auction Value \$0.00	30	Estimated Auction Value \$10,915.00
31		31	Projected Loss \$0.00	31	Projected Loss \$21,848.97
PURCHASE PRICE (before t/t/t) \$ 25,050.00		TRADE ALLOWANCE \$ -		PURCHASE PRICE \$ 26,652.09	
MSRP ( FROM BARS INVOICE) \$ 26,245.00		PAYOFF OF TRADE \$ -		INCENTIVE* (from BARS) \$ 1,750.00	
DIFFERENCE \$ (1,195.00)		DIFFERENCE \$ -		OVERALLOWANCE \$ -	
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE \$ 24,902.09	
[Signature] 3/13/08		TRADE ALLOWANCE \$ -		Do not include fuel fill credit	
Authorized Signature Date		ACV OF TRADE \$ -		Include GM card points	
		DIFFERENCE \$ -			
		ACV=actual cash value		Form Rev. 04/28/2006	

**RELEASE OF CLAIM**

1. I, [REDACTED] (hereinafter referred to as "Releasor(s)"), as buyers of a certain 2006 Pontiac G6, bearing Vehicle Identification Number 1G2ZH558664 [REDACTED] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors Corporation (hereinafter referred to as "GMC") of \$32,629.79, said payment to be made as outlined below, does for herself and each and all of her representatives, heirs, successors and assigns, hereby releases and discharges GMC, its subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable, of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of \$ 10,044.13, made payable to [REDACTED], Esq.; the second in the amount of \$22,585.66, made payable to Summit Federal Credit Union.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before GMC tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to GMC upon receipt of \$ 32,629.79, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, GMC shall make payment of said consideration to Releasor(s) of \$ 32,629.79, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2006 Pontiac G6 as determined by the NADA book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed 20,000 plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of 44.5 cents per mile in excess

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by GMC or its authorized dealer.

(c) That Releasee(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from GMC by Releasee(s);

(d) That neither GMC's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by GMC to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasee(s) and her attorney have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasee(s) by counsel prior to its execution;

(f) That Releasee(s) represents and warrants that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasee(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasee(s) shall not at any time hereafter commence, maintain or prosecute, or cause procuring or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasee(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless GMC from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made or been relied upon by Releasee(s) and that this document of 3 pages contains the entire agreement between Releasee(s) and GMC;

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE  
UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS \_\_\_\_\_ DAY OF \_\_\_\_\_

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 11843

DATE SIGNED: 2/26/2008

WITNESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Claimant's Signature

San Jose, CA

Address

Address

Page 2 of 3

City, State, Zip Code

City, State, Zip Code

STATE OF CALIFORNIA

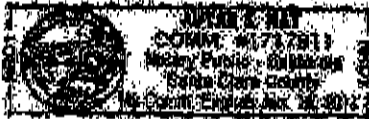
COUNTY OF SANTA CLARA

Signed for (or affirmed) and subscribed before me this 26 day of FEB  
2008, by Alison Fine.*Avatar S. Nat*

Signature of Notary Public

AVATAR S. NAT

Print type of stamp Commissioned Name of Notary Public

Personally Known OR Produced Identification ☒Type of Identification Driver LicenseMy commission expires 01/16/2011CC: Bill  
Lodging  
for 2/28/08AP  
Page 2 of 3



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

VIA FAX ONLY

February 19, 2008

William McGee, Esq.  
The Law Offices of William R McGee  
16855 W Bernardo Dr Ste 380  
San Diego, CA 92127-1626

RE: [REDACTED]

Service Request: 71-566646905  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZH558664 [REDACTED]  
Customer Relationship Specialist: Summer Benford

Dear Mr. McGee:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2006 Pontiac G6 for all defendants. This offer 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.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	\$ 12,350.00
Total down payment	\$ 8,800.32
License/Title/Registration	\$ 42.34
Subtotal:	\$ 21,192.66

Prior Lien Payoff	- \$ 11,574.00
Less Rebates/Incentives	- \$ 1,750.00
Less Usage/Depreciation	- \$ 574.53
Subtotal:	\$ 13,898.53

Attorney's Fees	\$ 2,750.00
-----------------	-------------



Page 2

\* Payoff to lien holder (good through 3/10/08) \$ 22,585.66

\* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

---

Repurchase Offer \$ 32,629.79

---

Total due to attorney and client: \$ 10,044.13

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.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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. Please refer to the service request number above when calling 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

Attach.



Page 3

CURRENT VEHICLE MILEAGE:

*See Release*



*Br*

Client's Signature

*2/19/08*

Date

Client's Signature

Date

1100052  
V12212001



03/14/2008



03/14/2008



03/14/2008 08:41 FAX



C. California Title Fees

D. Other

E. Other

Total Official Fees (A through E)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b)

4. Smog Certification or Exemption Fee Paid to State

5. Subtotal (1 through 4)

6. Total Downpayment

A. Agreed Trade-In Value Yr. 2002 Make TOYOTA TRUCK 19500.00

Model TACOMA 80047

VIN STE5M92H322056169

B. Less Prior Credit or Lease Balance

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

D. Deferred Downpayment

E. Manufacturer's Rebate

F. Other

G. Cash

Total Downpayment (C through G)

(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)

\*Seller may keep part of these amounts.

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:

Amount \$ Finance Charge \$

Total \$ Payable in

Installments of \$

from this Loan is shown in item 8D.

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 give you the right to cancel this contract and get your money back if Seller is unable to assign this contract

Buyer X

Co-Buyer X

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 7, is 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. IF THE VEHICLE IS REPOSSESSED AND SOLD, YOU WILL BE RESPONSIBLE FOR ANY DEFICIENCY. IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER'S SIGNATURE IS REQUIRED TO ACCEPT THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

B/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 8.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 give you the difference to you.

Buyer X

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.

reached your 85th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 80 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 a gap contract? A

Date Buyer Signature Age  
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (deb) 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 11. See your gap contract for details on the protection it provides. It is part of this contract. A

Term Mos

You want to buy a gap contract? A

Buyer X

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

Term Mos or Miles

1.G Company

Term

Buyer X

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us and no other agreement, written or oral.

be changed orally

changed orally

X Buyer Signs

X Co-Buyer Signs

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.

Buyer Signature X \_\_\_\_\_

Co-Buyer Signature X \_\_\_\_\_

**The Annual Percentage Rate (APR) is \_\_\_\_\_, payable 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 consent of the seller 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 \_\_\_\_\_

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 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 \_\_\_\_\_

Guarantor X \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

Seller Signs \_\_\_\_\_

Date \_\_\_\_\_

By X \_\_\_\_\_

Title \_\_\_\_\_

**LAW** FORM NO. 553-CA (REV. 1/05) U.S. PATENT NO. 0,490,782  
©2003 Reynolds and Reynolds TO ORDER: www.reynolds.com 1-800-344-0000; OR 1-800-621-9055  
THE PUBLISHER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 / 6 / 2 / 4 / 7 / 5 / 7 / 8 / 7 / 6 / 4 / [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
00-31A-22	\$ 750.00	CME
00-31A-22	\$ 500.00	BPN
00-31A-22	\$ 500.00	PON
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$ 1750.00

## 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 04/19/06 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 XX 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](http://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: 04/19/06

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 referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: [REDACTED]

Dealership Name: [REDACTED]

STEVEN CREEK BUICK-PONTIAC GMC

Date: 04/19/06

Dealer Code: \_\_\_\_\_

**Dealer Note:** This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795-OS 9/05

No. 0276 P. 22

Dec. 27. 2007 12:54AM Steven C. Buick

*The Law Offices of*  
**William R. McGee**  
Bernardo Executive Center  
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127  
(858)485-9332, Fax: (858)485-9763  
E-mail: Experts@californialemonlawattorneys.com

**AUTHORIZATION RE: RELEASE OF LOAN INFORMATION**

[Redacted] hereby authorize STANFORD FCU  
(Client/Customer) (Name of Lender/bank/Credit Union)  
1328  
✓ 888-723-5FCU to release to General Motors Corp or its  
(Phone number of lender/bank/Credit Union) (Vehicle Manufacturer)  
representative, any requested information regarding my vehicle loan/lease,  
Account# [Redacted], including, but not limited to, the loan/lease  
pay-off balance and the <sup>↑</sup>payment history.

Dated: 12-11-07 ✓

[Redacted Signature]  
Client/Customer Signature ✓

# Lien Holder Information Request Form

Customer Name [REDACTED] SSN: \_\_\_\_\_

VIN: \_\_\_\_\_ YR/MAKE \_\_\_\_\_

## Lending Institution Information:

Account #: [REDACTED]

Institution Name: \_\_\_\_\_

Institution Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone #: \_\_\_\_\_

*Req. 21.17 monthly*

Payoff: \$ 22,470.58 + 82.86 = 22,553.44

Good Until: 2/14/08 NEXT DATE DUE 3/3/08

Per Diem: \$ 4.6031 (OR) % \_\_\_\_\_

LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_

No. Payments Made: 20 at \$ 461.02 /month

Total Amount of Payments Made: \$ 8800.32

Total Interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_

2000 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_ 2004 \$ \_\_\_\_\_ 2006 \$ \_\_\_\_\_

2001 \$ \_\_\_\_\_ 2003 \$ \_\_\_\_\_ 2005 \$ \_\_\_\_\_ 2007 \$ \_\_\_\_\_

Revised Payoff: \$ 22,585.66

Good Until: 3/10/08 NEXT DATE DUE \_\_\_\_\_

Per Diem: \$ \_\_\_\_\_ (OR) % \_\_\_\_\_

LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_ /month

Total Amount of Payments Made: \$ \_\_\_\_\_

Total Interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_

2000 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_ 2004 \$ \_\_\_\_\_ 2006 \$ \_\_\_\_\_

2001 \$ \_\_\_\_\_ 2003 \$ \_\_\_\_\_ 2005 \$ \_\_\_\_\_ 2007 \$ \_\_\_\_\_

*All payment history other side* →

# Lien Holder Information Request Form

Customer Name: \_\_\_\_\_ SSN: \_\_\_\_\_

VIN: \_\_\_\_\_ YR/MAKE \_\_\_\_\_

## Lending Institution Information:

Account #: \_\_\_\_\_

Institution Name: \_\_\_\_\_

Institution Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Payoff: \$ 22,228.21 F 22,260.43

Good Until: 3/24/08 NEXT DATE DUE 3/31

Per Diem: \$ 4.6031 (OR) % \_\_\_\_\_ *made on 2/08*

LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_ *pay for 462.00*

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_ /month

Total Amount of Payments Made: \$ \_\_\_\_\_

Total Interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_

2000 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_ 2004 \$ \_\_\_\_\_ 2006 \$ \_\_\_\_\_

2001 \$ \_\_\_\_\_ 2003 \$ \_\_\_\_\_ 2005 \$ \_\_\_\_\_ 2007 \$ \_\_\_\_\_

Revised Payoff: \$ \_\_\_\_\_

Good Until: \_\_\_\_\_ NEXT DATE DUE \_\_\_\_\_

Per Diem: \$ \_\_\_\_\_ (OR) % \_\_\_\_\_

LATE CHARGES PAID: \$ \_\_\_\_\_ LATE CHARGES DUE: \$ \_\_\_\_\_

No. Payments Made: \_\_\_\_\_ at \$ \_\_\_\_\_ /month

Total Amount of Payments Made: \$ \_\_\_\_\_

Total Interest Paid to Date: \$ \_\_\_\_\_ as of \_\_\_\_\_

2000 \$ \_\_\_\_\_ 2002 \$ \_\_\_\_\_ 2004 \$ \_\_\_\_\_ 2006 \$ \_\_\_\_\_

2001 \$ \_\_\_\_\_ 2003 \$ \_\_\_\_\_ 2005 \$ \_\_\_\_\_ 2007 \$ \_\_\_\_\_



PNCS182940

BAR # AM-150898

www.onlinetruck.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
SERVICE (408) 883-5380 • BODY SHOP (408) 883-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119</b>	INVOICE DATE <b>0807</b>	INVOICE NO. <b>PNC182940</b>
<b>CAMPBELL, CA</b>	LICENSE NO. <b>2,267</b>	RELEASE <b>PLATINUM ME</b>	COLOR <b>06/15/06</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE <b>06/14/06</b>	
	F.T.E. NO.	R.O. NO.		
COMMENTS				MO: 2272

## LABOR &amp; PARTS

REPAIR SCRATCHES ON FRONT BUMPER UNDER THE LICENSE PLATE AND LEFT CORNER. 15A PER SALES.

NO REPAIR MADE AT THIS TIME.

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

OWNER REPORTS A CLUNKING IN THE STEERING. ALSO WHEN YOU TURN THE STEERING WHEEL BACK/FORTH YOU'LL FEEL A "GRAB/RELEASE" FEELING.  
ROAD TESTED VEHICLE FOR CLUNKING TYPE NOISES AT STEERING. COULD NOT DUPLICATED CONCERN, CHECKED BULLETON. VEHICLE HAS ELECTRIC POWER STEERING SYSTEM. NORMAL OPERATIONS. (NTF)...

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

OWNER REPORTS THE ENGINE DIED ONCE WHILE SLOWING DOWN & TURNING. ONE TIME ONLY.  
NO DTC'S STORED, NO BULLETINS/P.I'S FOUND. DID FIND UPDATED PCM CALIBRATIONS AVAILABLE.  
RE-PROGRAM PCM. WARRANTY CODE# 1006A. ROAD TESTED. NO STALLING EXPERIENCED

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	INTERNAL
JOB # 1	85475	645321	06/15/06	SALES RENTAL INV#645321	0.00
TOTAL - SUBLET					0.00

## COMMENTS

DELETED OPERATION(S)  
99BUZ QUALITY CONTROL 02BUZ4 FACTORY PAID RENTALS



PNC5182940

BAR # AM-150896

www.stevenscreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8837  
SERVICE (408) 983-8830 • BODY SHOP (408) 983-8370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	119	TAG NO. <b>0807</b>	INVOICE DATE <b>06/15/06</b>	INVOICE NO. <b>PNC5182940</b>
			MILEAGE <b>2,267</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
CAMPBELL, CA	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>			DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>			SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	R.T.E. NO.			R.O. DATE <b>06/14/06</b>	
	COMMENTS				
					MO: 2272

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

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

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*

Revised and Modified: EPA# 981171408

PAGE 2 OF 2

SERVICE FILE COPY

[ END OF INVOICE ] 12:21pm

No. 0276 P. 12

Steven Cr. Buick

Dec. 27, 2007 12:51AM

0177/054

03/14/2008 08:43 FAX





STEVEN CREEK  
Buick-Pontiac-GMC



PNC5183994  
GMC

BAR # AM-150886

www.stevenscreek.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8837  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ACQUISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119</b>	INVOICE DATE <b>07/13/06</b>	INVOICE NO. <b>PNC5183994</b>
	LICENSE NO.	0843	COLOR <b>PLATINUM ME</b>	BTQK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	3,265	DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE ID. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	R.T. NO.	R.O. NO.	R.O. DATE <b>07/11/06</b>	
COMMENTS				MO: 3269

**LABOR & PARTS**

OWNER REPORTS THE LOST ALL POWER STEERING EARLIER TODAY.  
A MESSAGE ON THE O.I.C. READS "POWER STEERING" SEEMS OK  
AT THIS TIME.  
CHECKED SI FOR BULLETONS CONCERN, NO DOCUMENT.  
VISUAL CHECKED UNDER HOOD AND ROAD TESTED, COULD NOT VERIFY  
CONCERN OR ANY MESSAGES ON D.I.C GAUGE, IT'S ALL NORMAL.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 1 TOTAL PARTS	0.00
JOB # 1 TOTAL LABOR & PARTS	0.00

OWNER REPORTS A CLICKING IN THE POWER STEERING.  
WHEN TURNING THE STEERING WHEEL SIDE TO SIDE.  
RO#182940 06/14/2006 2267 MILES NTF, WOULD THIS BE RELATED  
TO THE REPAIR PONTIAC IS WORKING ON, PLEASE T.A.C. ON THIS.  
CHECKED SI FOR BULLETONS FOR CONCERN A CLICKING NOISES AT  
STEERING COLUMN AREA, AND SCAN FOR DTC CODES, FOUND CODE  
C0546 AT STEERING SYMPTOM (00). REMOVED LOWER DASH TRIM  
COVER OUT FOR MORE DIAGNOSES AND CHECKED FOR NOISES. I HEARD  
NOISES COMING AT ELECTRONIC POWER STEERING ASSIST MOTOR WAS  
NOISEY INTERMITTENTLY. REPORT'S  
TESTED POWER AND GROUND AT MODULE AND SIGNAL VOLTAGES AT  
STEERING SENSORS FOR SPEC. SENSORS HAS 2.6 VOLTS SIGNAL IN  
SPEC, CHECKED PIN TERMINALS AND CONNECTORS AT DRIVER DASH,  
ALL LOOKED GOOD.  
REMOVED AND REPLACED NEW "ELECTRONIC POWER STEERING ASSIST -  
MOTOR ASSEMBLY FOR NOISES UNDER DRIVER DASH AREA. AFTER  
REPLACED NEW MODULE UNIT, I HAD TO RECALIBRATED NEW SET UP  
"STEERING POSITION SENSOR", "TORQUE SENSOR", AND STEERING  
TURNING SENSOR" AT COLUMN. (ROAD TESTED WITH "KEN-KELLY").  
STEERING FEEL IN SPEC AND STRAIGHT...  
OLH NOEC TO PIN TEST TERMINALS

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	
JOB # 2	1 15775370 MOTOR 6.605
JOB # 2 TOTAL PARTS	WARRANTY 0.00
JOB # 2 TOTAL LABOR & PARTS	0.00

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION  
GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE  
VEHICLES ONLY  
PROVIDED RENTAL

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

PNC5183994



PNC183994

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140B

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-8370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO.	91976	ADVISOR	KENNETH G. KELLY	119	TAG NO.	0843	INVOICE DATE	07/13/06	INVOICE NO.	PNC183994	
					MILEAGE	3,265	COLOR	PLATINUM ME	STOCK NO.	6-2651	
		YEAR / MAKE / MODEL	06/PONTIAC/G6/SD			DELIVERY DATE		04/19/06		DELIVERY MILES	143
		VEHICLE ID NO.	1 G 2 Z H 5 5 8 6 6 4			BILLING DEALER NO.		100		PRODUCTION DATE	
		R.T.E. NO.				R.O. NO.		07/11/06			
COMMENTS											

MO: 3269

SUBLET PO# VEND INV# INV DATE DESCRIPTION  
JOB # 3 86253 104478 07/13/06 GM RENTAL INV#104478

TOTAL - SUBLET

WARRANTY  
0.00

COMMENTS

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

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

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

EPA# CAD98117140B

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*



PNC5185148

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8837  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-8370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 -- PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO <b>91976</b>	ADVISOR <b>TONY BEUTLER</b>	TAB NO. <b>225</b>	INVOICE DATE <b>08/07/06</b>	INVOICE NO. <b>PNC5185148</b>
		MILEAGE <b>4,095</b>	COLOR <b>PLATINUM ME</b>	BOOK NO. <b>6-2651</b>
CAMPBELL, CA	YEAR / MAKE / MODEL <b>06 / PONTIAC / G6 / SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	P.T. # NO.	P.O. NO.	P.O. DATE <b>08/07/06</b>	
COMMENTS				MO: 4095

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-O/C/B			DISCOVER		
*WARR DED			EXT WARR		

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**

EPA# CAD981171408  
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

*Oil Change*  
*Per Service Manager*  
*Alfred Shahgholian*  
*12/31/07*



PNC5193064

BAR # AM-150898

www.onthecreek.com

EPA # CAD 981171404

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6837  
SERVICE (408) 863-5330 • BODY SHOP (408) 863-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TIN NO. <b>119</b>	INVOICE DATE <b>01/26/07</b>	INVOICE NO. <b>PNC5193064</b>
	LICENSE NO. [REDACTED]	MILEAGE <b>7,385</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
CAMPBELL, CA	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	R.T.E. NO.	R.O. NO.	R.O. DATE <b>01/22/07</b>	
COMMENTS				MO: 7390

## LABOR &amp; PARTS

OWNER REPORTS THE RADIO DISPLAY READS "POWER STEERING" WHEN THIS HAPPENS THE VEHICLE HAS NO POWER STEERING ASSIST.  
R03183994 7/11/06 3265 #33 & #463... NTF  
STORED DTC C0460 SYMPTOM 00, CHECK PER DTC CHART.  
INTERMITTENT STEERING POSITION SENSOR VOLTAGE OUT OF RANGE.  
CALLED TAC (STEVE LENTZ, CASE # 9430172) REC. TO REPLACE STEERING POSITION SENSOR, INTEGRAL PART OF STEERING COLUMN.  
ORDER NEW STEERING COLUMN.  
REPLACED STEERING COLUMN PER DOC#1641009 AND RELATED.  
PERFORM MODULE SETUP PROCEDURES(3), ROAD TESTED, NORMAL STEERING RESPONSE, NO FAULTS EXPERIENCED.  
OLH DIAG TIME TAC CASE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15926870	COLUMN 6.518		
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

OWNER REPORTS A SQUEAK FROM IN THE STEERING COLUMN, SLOWER SPEEDS. HAPPENED YESTERDAY.  
CHECK FOR SQUEAK AFTER COLUMN REPLACEMENT, NO ABNORMAL NOISES HEARD IN STALL OR ON ROAD TEST.

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

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY  
PER CUSTOMER REQUEST

PROVIDED RENTAL

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

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 3	92918	661933	01/26/07	GM RENTAL INV#661933	
TOTAL - SUBLET					0.00

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

COMMENTS

PAGE 1 OF 2

SERVICE FILE COPY

(CONTINUED ON NEXT PAGE) 12:22pm

No. 0276 P. 8

Steven Cr. Buick

Dec. 27. 2007 12:50AM

021/054

03/14/2008 08:44 FAX



BAR # AM-150896

www.stevenscreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6927  
SERVICE (408) 983-8330 • BODY SHOP (408) 983-8370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119</b>	INVOICE DATE <b>01/26/07</b>	INVOICE NO. <b>PNC5193064</b>
	LICENSE NO. <b>[REDACTED]</b>	MILEAGE <b>7,385</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	P.T.E. NO.	R.O. NO.	R.O. DATE <b>01/22/07</b>	
COMMENTS				MO: 7390

PARTS DESIGNATED WITH AN * PURCHASED UNDER A RETAIL SALE QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC WE APPRECIATE YOUR BUSINESS					
*****					
*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		
*****					
EPA# CAD981171408			BAR# AM-150896		
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND THE ASSOCIATED CHARGES AS INDICATED ABOVE.					

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

\*\*\*\*\*



STEVEN CREEK  
Buick-Pontiac-GMC



PNC 200314  
GMC

PNC5200314

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. - SANTA CLARA, CA 95051-8887  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive

CUSTOMER NO. <b>101946</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAB NO. <b>119</b>	INVOICE DATE <b>06/22/07</b>	INVOICE NO. <b>PNC5200314</b>
<b>SAN JOSE, CA</b>	YEAR / MAKE / MODEL <b>06 / PONTIAC / G6 / SD</b>	MILEAGE <b>11,563</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	VEHICLE ID. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	P.T. E. NO.	R.O. NO.	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
			R.O. DATE <b>06/19/07</b>	
BUSINESS PHONE	COMMENTS <b>MO: 11570</b>			

**LABOR & PARTS**

OWNER REPORTS A "ROCKING CHAIR TYPE SQUEEK" FROM THE DRIVERS SEATING AREA, MOSTLY SLOW SPEEDS, SLOWING DOWN TO STOP, TURNING, 42 MPH OR SLOWER. SEE HISTORY. ROAD TESTED, ALSO R. TEST WITH KEN, NO ABNORMAL NOISE EXPERIENCED.

**JOB # 1 TOTAL LABOR & PARTS 0.00**

HESITATION ON ACCELERATION, INTERMITTENT. ROAD TESTED, NO HESITATION EXPERIENCED. NO DTC'S SET. NO TSB'S FOUND, DOES HAVE PCM SOFTWARE UPDATE. RE-PROGRAM PCM, WARRANTY#10D6A

**JOB # 2 TOTAL LABOR & PARTS 0.00**

OWNER REPORTS LEFT SIDE OF THE SUNROOF SEEMS TO BE STICKING UP MORE THAN THE RIGHT SIDE. REARMOST GLASS PANEL OF PANORAMIC SUNROOF HIGHER ON LEFT THAN RIGHT. ADJUST GLASS PANEL TO MATCH RIGHT SIDE

**JOB # 3 TOTAL LABOR & PARTS 0.00**

OWNER REPORTS A CLUNKING IN THE STEERING, WORSE WHEN GOING IN/OUT OF DRIVEWAYS WHEN MAKING RIGHT HAND TURNS. YOU CAN HEAR A SLIGHT CLUNKING IN THE STEERING IF YOU JUST ROTATE THE STEERING WHEEL BACK/FORTH. IF YOU CAN VERIFY THE CLUNKING WHILE DRIVING IT WILL CONTINUE TO VIBRATE LIKE SOMETHING IS LOOSE. ALSO WHEN THIS HAPPENS THE STEERING GETS STIFF, SEE HISTORY!!!!!!!!!!!!!!

ROAD TESTED NOTED ONLY SLIGHT POPPING/CLUNK FROM STEERING WHILE TURNING. FOUND TSB#06-02-32-007B- SCAN FOR DTC'S. FOUND C0176(SYMPTOM 54) FOUND TSB#06-02-32-002B. SUSPECT SYSTEM IS IN NORMAL THERMAL PROTECTION MODE, NO FAULTS WITH ASSIST VERIFIED. LEFT COPY OF TSB FOR OWNER. LUBRICATE I-SHAFT AND RE-ORIENT STEERING SHAFT TO RACK. STUB SHAFT, RE-ROAD TESTED, NO ABNORMAL STEERING EXPERIENCED. CLEARED DTC.

**JOB # 4 TOTAL LABOR & PARTS 0.00**

OWNER REPORTS THE LEFT REAR CORNER OF THE SUNROOF SEEMS LOWER THAN THE RIGHT REAR CORNER.

**JOB # 5 TOTAL LABOR & PARTS 0.00**



PNC5200314

BAR # AM-150896

EPA # CAD 981171408

www.stevenscreek.com  
"SERVING OUR CUSTOMERS WITH DISTINCTION"  
4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8637  
SERVICE (408) 983-5380 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.  
**California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice**  
Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproduce

CUSTOMER NO. <b>101946</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119</b>	INVOICE DATE <b>06/22/07</b>	INVOICE NO. <b>PNC5200314</b>
<b>SAN JOSE, CA</b>	MILEAGE <b>11,563</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>	
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>	
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>	BILLING DEALER NO. <b>100</b>	PRODUCTION DATE	
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>06/19/07</b>	
BUSINESS PHONE	COMMENTS <b>MO: 11570</b>			

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY PER CUSTOMER REQUEST

PROVIDED RENTAL

JOB # 6 TOTAL LABOR & PARTS 0.00

Added Operation (02KENK @ 06/20/2007 08:10)  
PLEASE REATTACH A LOOSE PANEL THAT CAME OFF FROM UNDER THE VEHICLE. PART IS IN THE TRUNK.  
RE-INSTALL FRONT CENTER AIR DEFLECTOR

JOB # 7 TOTAL LABOR & PARTS 0.00

SUBLET - POW -	VEND INV# - INV. DATE - DESCRIPTION -	
JOB # 6 98439	656024 06/22/07 GM RENTAL INV#656024	
TOTAL - SUBLET		WARRANTY 0.00

COMMENTS  
CALL

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

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

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



PNC5203461

BAR # AM-150896

www.onthecreek.com

EPA # CAD 9811714

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-8330 • BODY SHOP (408) 853-6370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>101946</b>		ADDRESS <b>KENNETH G. KELLY 119</b>		TAG NO. <b>13,325</b>	INVOICE DATE <b>08/31/07</b>	INVOICE NO. <b>PNC5203461</b>
[REDACTED]		LICENSE NO. <b>[REDACTED]</b>		SALES TAX <b>13,325</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
SAN JOSE, CA		YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILE <b>143</b>	
		VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
RESIDENTIAL PHONE		BUSINESS PHONE		R.O. DATE <b>08/28/07</b>		
COMMENTS				MO: 13330		

**LABOR & PARTS**

OWNER REPORTS CLUNK IS STILL IN THE STEERING. MULTIPLE REPAIRS ON THIS GET WITH STEVEN & CALL PONTIAC. NEED TAC  
ROW#200314 06/19/2007 11570 WE LUBRICATED I/SHAFT  
ROW#193064 01/22/2007 7390 WE REPLACE STEERING COLUMN.  
ROW#185148 08/07/2006 4095 NTF  
ROW#183994 07/11/2006 3265 ELECTRIC STEERING MOTOR  
ROW#182940 06/14/2006 2267 NTF  
INTERNAL NOISE IN STEERING GEAR  
ROAD TEST AND DIAG/REMOVE AND REPLACED STEERING GEAR ASSEMBLY/SET FRONT TOE AND ROAD TEST/TESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858369	GEAR KIT 6.508		WARRANTY
JOB # 1	-1	15858369	CORE RETURN		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

OWNER REPORTS A SQUEEK TYPE NOISE FROM THE REAR OF THE CAR GOING OVER SPEED BUMPS. GET WITH STEVEN ON THIS.  
UNABLE TO DUPLICATE  
ROAD TEST MULTIPLE TIMES/UNABLE TO DUPLICATE NOISE/REPAIRED STEERING AND RE-TESTED AND STILL UNABLE TO DUPLICATE

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

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY  
PER CUSTOMER REQUEST

PROVIDED RENTAL

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

CLEAN WHITE SPOTS OFF INTERIOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				0.00	





REGISTRATION CARD VALID FROM: 04/20/2007 TO: 04/20/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEN	TYPE LIC	LICENSE NUMBER
PONT	2006	2006	FF	120	11	[REDACTED]
BODY TYPE MODEL	MP	NS				VEHICLE ID NUMBER
4D	G	NS				1G2ZH558664 [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC		STICKER ISSUED
AUTOMOBILES	05/16/07	43	05/16/07	8		[REDACTED]

PR EXP DATE: 04/20/2007

AMOUNT PAID  
\$ 254.00

AMOUNT DUE	AMOUNT RECVD
\$ 254.00	CASH : CHCK : CRDT : 254.00

REGISTERED OWNER

SAN JOSE  
CA

LESSOR

STANFORD PCU  
PO BX 10690

PALO ALTO  
CA

94303

H01 692 14 0025400 0020 08 H01 051607 11 512M257 025

2007-12-20 15:15

billmce

8584859961 >

Fax Server P 2/2



A Public Service Agency

APPLICATION FOR  
REGISTRATION OF NEW VEHICLE

12536135

DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 04/19/2006		DATE FIRST OPERATED (MO./DAY/YR.) 04/19/2006		NAME/ING	
MAKE PONTIAC	YEAR MODEL 2006	BODY TYPE SD	MOTIVE POWER GAS	NUMBER OF AXLES 2	UNLADEN WEIGHT 3445
VEHICLE IDENTIFICATION NUMBER 1G2ZH558664			M/O ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER		
LENGTH IN INCHES			WIDTH IN INCHES		COUNTY OF RESIDENCE SANTA CLARA
SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW				EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO.
(1) [REDACTED]					[REDACTED]
AND OR (2)				DRIVER LICENSE/ID CARD NO.	
BUSINESS OR RESIDENCE ADDRESS 998 MERIDIAN AVE #30			APT. NUMBER	CITY SAN JOSE	STATE CA ZIP CODE 95126
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)			APT. NUMBER	CITY	STATE ZIP CODE
LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME					ELECTRONIC LIENHOLDER ID#
BUSINESS OR RESIDENCE ADDRESS					ELT#
APT. NUMBER			CITY	STATE	ZIP CODE
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE			APT. NUMBER	CITY	STATE ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?

☐ Yes ☒ No**APPLICANT'S CERTIFICATION:** I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.

DATE 04/19/2006	BUYER (1) [REDACTED] (2) X
--------------------	-------------------------------

**CERTIFICATE OF COST**—The dealer signing this certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

DATE PURCHASED/ACQUIRED

COST

A — Cost of vehicle purchased as a ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis

B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).

**ODOMETER DISCLOSURE STATEMENT**

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is [ ] [ ] [ ] , [ ] [ ] [ ] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

**WARNING** — ☐ Is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 04/19/2006	SIGNATURE OF SELLER OR COMPANY AGENT [REDACTED] STEVENS	ADDRESS STEVEN'S CREEK BLVD SANTA CLARA CA 95051
DATE 04/19/2006	SIGNATURE OF BUYER OR COMPANY AGENT [REDACTED]	ADDRESS MERIDIAN AVE #30 SAN JOSE CA 95126

REG 387 (REV. 2/05)

— DMV copy —

**NEW VEHICLE DEALER NOTICE**

After completion, detach this stub copy and mail direct to Department of Motor Vehicles, P.O. Box 944292-2920, Sacramento, CA 94244-2920, no later than the period of time specified in Section 5901 VC.

12536135

MAKE PONTIAC	BODY TYPE SD	VEHICLE IDENTIFICATION NUMBER 1G2ZH558664
DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 04/19/2006	DEALER'S NUMBER 20724	SALESPERSON'S NUMBER 405
SOLD TO: PRINT TRUE FULL NAME(S) ALISON PINA		
ADDRESS 998 MERIDIAN AVE #30 SAN JOSE CA 95126		
NOTE: UPON TRANSFER OR SALE, DEALER MUST ENTER ODOMETER READING HERE. [ ] [ ] [ ] , [ ] [ ] [ ]		
IMPORTANT! ENTER BOTH DEALER'S AND SALESPERSON'S NUMBERS. This is a notice of purchase of vehicle. Do not use as an application for registration or title		

No. 0276 P. 20

Steven Cr. Buick

Dec. 27. 2007 12:53AM



A Public Service Agency

# VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title.

INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

## SECTION 1: Vehicle/Vessel Description

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTORCYCLE ENGINE #
1G2Z11559C64	2006 GG	PONTIAC		

## SECTION 2: Bill of Sale

I/We STEVENS CREEK BUICK PONTIAC GMC sell, transfer, and deliver the above vehicle/vessel  
(PRINT SELLER'S NAME(S))

to [REDACTED] on 04 19 2006 for the amount of \$ [REDACTED]  
(PRINT BUYER'S NAME(S)) MO DAY YR (SELLING PRICE)

If this was a gift, indicate relationship: [REDACTED] (e.g., parents, spouse, friend, etc.) \$ [REDACTED]  
(GIFT VALUE)

## SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

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

The odometer now reads [REDACTED], 1 4 0 (no tenths) miles, and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

☐ Odometer reading is NOT the actual mileage ☐ Mileage exceeds the odometer mechanical limits

Explain odometer discrepancy: [REDACTED]

## SECTION 4: Buyer and Seller (MUST print full name, date and sign this section)

**BUYER**

I acknowledge the odometer reading and the facts of the transfer. I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

PRINT NAME	SIGNATURE	DATE	DL ID OR DEALER #
[REDACTED]	[REDACTED]	04/19/06	A 1 3 0 0 / 2 0
PRINT NAME	SIGNATURE	DATE	DL ID OR DEALER #
[REDACTED]	[REDACTED]		
PRINT NAME	SIGNATURE	DATE	DL ID OR DEALER #
[REDACTED]	[REDACTED]		
MAILING ADDRESS	CITY	STATE	ZIP
[REDACTED]	SAN JOSE	CA	[REDACTED]
DAYTIME PHONE # [REDACTED]			

**SELLER**

I certify under penalty of perjury under the laws of the State of California that the information I have provided is true and correct.

PRINT NAME	SIGNATURE	DATE	DL ID OR DEALER #
STEVENS CREEK BUICK PONTIAC GMC	[Signature]	04/19/06	2 8 7 2 4
PRINT NAME	SIGNATURE	DATE	DL ID OR DEALER #
[REDACTED]	[REDACTED]		
PRINT NAME	SIGNATURE	DATE	DL ID OR DEALER #
[REDACTED]	[REDACTED]		
MAILING ADDRESS	CITY	STATE	ZIP
4201 STEVENS CREEK BLVD	SANTA CLARA	CA	95051
DAYTIME PHONE # (408) 943-5300			

## SECTION 5: Power of Attorney

I/We [REDACTED] appoint STEVENS CREEK BUICK PONTIAC GMC  
(PRINT NAME(S)) (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

[REDACTED] DATE 04/19/2006

[REDACTED] DATE [REDACTED]

## GM Vehicle Inquiry System Summary

Home - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -  
Service Contract - Warranty Block - Branded Title

[Help](#)

VIN :	1G2ZH558664
-------	-------------

### VEHICLE INFORMATION

Merchandising Model :	2ZH69 -2006 G6 - GT SEDAN				Warranty Start Date :		04/19/2006	
BARS Order Type :	70 - RETAIL - STOCK							
Delivering Dealer :	STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA , CA 95051-6999 (408) 983-5300				Selling Source :		16 - PONTIAC	
					Site Code :		08140	
					Business Associate Code :		163372	
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid	

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	05548	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

### SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Status	N/A	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.		
XM Equipped	Yes	XM Radio ID	WB5TA046	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

### APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	04/19/2006	143 miles	04/19/2009	36143 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	04/19/2006	143 miles	04/19/2012	100143 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	04/19/2006	143 miles	04/19/2014	80143 miles
36/50000 CALIFORNIA EMISSIONS	04/19/2006	143 miles	04/19/2009	50143 miles

84/70000 CALIFORNIA SELECT COMPONENT	04/19/2006	143 miles	04/19/2013	70143 miles
--------------------------------------	------------	-----------	------------	-------------

## CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
08/28/2007	203461	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	13325 miles
08/28/2007	203461	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	13325 miles
06/19/2007	200314	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	11563 miles
06/19/2007	200314	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	11563 miles
06/19/2007	200314	#	B2720 - SUNROOF WINDOW HEIGHT AND OPENING FIT ADJUSTMENT	11563 miles
06/19/2007	200314	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	11563 miles
01/24/2007	193064	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE	7385 miles
01/24/2007	193064	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	7385 miles
07/11/2006	183994	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -	3265 miles
07/11/2006	183994	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	3265 miles
06/14/2006	182940	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	2267 miles
08/20/2005	218761	#	Y0042 - 05548 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC	5 miles
04/12/2005	A04025	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

## CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System

### Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G2ZH558664
-------	-------------

#### CLAIM HISTORY

Repair Order Date :		08/28/2007		Repair Order Number :		203461		Odometer Reading :		13325 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999 (408) 983-5300				Selling Source :			16 - PONTIAC		
						Site Code :			08140		
						Business Associate Code :			163372		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
09/14/2007	830	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A		G	N/A	\$ 126.00	<u>Y</u>
09/14/2007	830	02	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE		15858369 - GEAR KIT		B	N/A	\$ 414.43	N

Repair Order Date :		06/19/2007		Repair Order Number :		200314		Odometer Reading :		11563 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999 (408) 983-5300				Selling Source :		16 - PONTIAC			
						Site Code :		08140			
						Business Associate Code :		163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part	Auth Code	Person Code	Line Total	Comments	
07/27/2007	816	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A	G	N/A	\$ 131.00	Y	
07/03/2007	809	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS		N/A	B	N/A	\$ 78.74	Y	
07/03/2007	809	02	#	B2720 - SUNROOF WINDOW HEIGHT AND OPENING FIT ADJUSTMENT		N/A	N/A	N/A	\$ 56.25	Y	

<http://198.208.187.167/gmvis/main/ClaimHistory?languageSelected=EN&VIN=1G2ZH5...> 12/20/2007

07/03/2007	809	03	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	N/A	N/A	N/A	\$ 56.25	Y
------------	-----	----	---	---	-----	-----	-----	----------	---

<b>Repair Order Date :</b>		01/24/2007		<b>Repair Order Number :</b>		193064		<b>Odometer Reading :</b>		7385 miles	
<b>Serviced By :</b>		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999 (408) 983-5300				<b>Selling Source :</b>		16 - PONTIAC			
						<b>Site Code :</b>		08140			
						<b>Business Associate Code :</b>		163372			
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>	
02/20/2007	771	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A	N/A	N/A	\$ 131.00	Y	
02/02/2007	766	01	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE		15926870 - COLUMN	E	N/A	\$ 736.44	Y	

<b>Repair Order Date :</b>		07/11/2006		<b>Repair Order Number :</b>		183994		<b>Odometer Reading :</b>		3265 miles	
<b>Serviced By :</b>		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999 (408) 983-5300				<b>Selling Source :</b>			16 - PONTIAC		
						<b>Site Code :</b>			08140		
						<b>Business Associate Code :</b>			163372		
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>		<b>Part</b>	<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>	<b>Comments</b>	
08/25/2006	720	01	#	Z7902 - 2-DAY COURTESY TRANSPORTATION		N/A	N/A	N/A	\$ 89.00	Y	
07/25/2006	711	01	#	E7631 - MOTOR AND CONTROLLER ASSEMBLY, ELECTRONIC POWER STEERING -		15775370 - MOTOR	E	N/A	\$ 473.98	N	

Repair Order Date :		06/14/2006		Repair Order Number :		182940		Odometer Reading :		2267 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999 (408) 983-5300				Selling Source :			16 - PONTIAC		
						Site Code :			08140		
						Business Associate Code :			163372		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments

06/23/2006	702	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N/A	N/A	\$ 75.92	Y
------------	-----	----	---	---	-----	-----	-----	----------	---

Repair Order Date :		08/20/2005		Repair Order Number :		218761		Odometer Reading :		5 miles	
Serviced By :	MANTECA AUTO PLAZA 1190 S MAIN ST MANTECA, CA 95337-9505 (209) 239-7777					Selling Source :		16 - PONTIAC			
						Site Code :		23017			
						Business Associate Code :		169658			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
08/26/2005	616	01	#	Y0042 - 05548 - CUSTOMER SATISFACTION PROGRAM - RETORQUE HARMONIC		N/A		N/A	N/A	\$ 26.29	N

Repair Order Date :		04/12/2005		Repair Order Number :		A04025		Odometer Reading :		0 miles	
Serviced By :		MANTECA AUTO PLAZA 1190 S MAIN ST MANTECA, CA 95337-9505 (209) 239-7777				Selling Source :		16 - PONTIAC			
						Site Code :		23017			
						Business Associate Code :		169658			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	Comments
04/15/2005	578	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 113.92	N

## CHECK HISTORY

Vehicle Has No Associated Check History.

© 1998-2005 General Motors Corporation. All Rights Reserved.

Mike Patton



## GM Vehicle Inquiry System

### Line Comments

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

<b>VIN :</b>	1G2ZH558664 [REDACTED]
--------------	------------------------

#### LINE COMMENTS

Repair Order Date :		08/28/2007		Repair Order Number :		203461		Odometer Reading :		13325 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999				Selling Source :		16 - PONTIAC			
						Site Code :		08140			
						Business Associate Code :		163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	
09/14/2007	830	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A		G	N/A	\$ 126.00	
Comments		1G1AK55F577 [REDACTED]									

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System

### Line Comments

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

VIN :	1G2ZH558664 [REDACTED]
-------	------------------------

#### LINE COMMENTS

Repair Order Date :		06/19/2007		Repair Order Number :		200314		Odometer Reading :		11563 miles	
Serviced By :	STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999					Selling Source :		16 - PONTIAC			
						Site Code :		08140			
						Business Associate Code :		163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	
07/27/2007	816	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A		G	N/A	\$ 131.00	
Comments	1G1AK55F267										

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System

### Line Comments

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

VIN :	1G2ZH558664
-------	-------------

#### LINE COMMENTS

Repair Order Date :		06/19/2007		Repair Order Number :		200314		Odometer Reading :		11563 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999				Selling Source :		16 - PONTIAC			
						Site Code :		08140			
						Business Associate Code :		163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	
07/03/2007	809	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS		N/A		B	N/A	\$ 78.74	
Comments		HESISTATION ON ACELLERATION, INTERMINNENT. ROAD TESTED, NO HESITATION EXPERIENCED, NO DTC'S SET. NO TSB'S FOUND, DOES HAVE RE-PROGRAM PCM, WARRANTY#10D6A									

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System

### Line Comments

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

VIN :	1G2ZH558664
-------	-------------

#### LINE COMMENTS

Repair Order Date :		06/19/2007		Repair Order Number :		200314		Odometer Reading :		11563 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999				Selling Source :		16 - PONTIAC			
						Site Code :		08140			
						Business Associate Code :		163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	
07/03/2007	809	02	#	B2720 - SUNROOF WINDOW HEIGHT AND OPENING FIT ADJUSTMENT		N/A		N/A	N/A	\$ 56.25	
Comments		OWNER REPORTS LEFT SIDE OF THE SUNROOF SEEMS TO BE STICKING REARMOST GLASS PANEL OF PANORAMIC SUNROOF HIGHER ON LEFT THAN RIGHT ADJUST GLASS PANEL TO MATCH RIGHT SIDE									

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System

### Line Comments

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

VIN :	1G2ZH558664
-------	-------------

#### LINE COMMENTS

Repair Order Date :		06/19/2007		Repair Order Number :		200314		Odometer Reading :		11563 miles	
Serviced By :	STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999					Selling Source :		16 - PONTIAC			
						Site Code :		08140			
						Business Associate Code :		163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total	
07/03/2007	809	03	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE		N/A		N/A	N/A	\$ 56.25	
Comments		OWNER REPORTS A CLUNKING IN THE STEERING, WORSE WHEN GOING IROAD TESTED NOTED ONLY SLIGHT POPPING-CLUNK FROM STEERING WHILE TURNING. FOUND TLUBRICATE I-SHAFT AND RE-ORIENT STEERING SHAFT TO RACK STUB									

© 1998-2005 General Motors Corporation. All Rights Reserved.

# GM Vehicle Inquiry System

## Line Comments

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

VIN :	1G2ZH558664
-------	-------------

### LINE COMMENTS

Repair Order Date :	01/24/2007	Repair Order Number :	193064	Odometer Reading :	7385 miles			
Serviced By :	STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999			Selling Source :	16 - PONTIAC			
				Site Code :	08140			
				Business Associate Code :	163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total
02/20/2007	771	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION	N/A	N/A	N/A	\$ 131.00
Comments	1G2ZG58N074							

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System

### Line Comments

Home - Back - Help

VIN :	1G2ZH558664
-------	-------------

#### LINE COMMENTS

Repair Order Date :		01/24/2007		Repair Order Number :		193064	Odometer Reading :		7385 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999				Selling Source :		16 - PONTIAC		
						Site Code :		08140		
						Business Associate Code :		163372		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Auth Code	Person Code	Line Total
02/02/2007	766	01	#	E7680 - COLUMN ASSEMBLY, STEERING - REPLACE		15926870 - COLUMN		E	N/A	\$ 736.44
Comments		OWNER REPORTS THE RADIO DISPLAY READS "POWER STEERING" WHEN STORED DTC C0460 SYMPTOM 00, CHECK PER DTC CHART, INTERMITTENT STEERING POSITIONREPLACED STEERING COLUMN PER DOC#1641009 AND RELATED. PERFOR								

© 1998-2005 General Motors Corporation. All Rights Reserved.

# GM Vehicle Inquiry System

## Line Comments

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

<b>VIN :</b>	1G2ZH558664
--------------	-------------

### LINE COMMENTS

Repair Order Date :		07/11/2006		Repair Order Number :		183994		Odometer Reading :		3265 miles	
Serviced By :		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999				Selling Source :		16 - PONTIAC			
						Site Code :		08140			
						Business Associate Code :		163372			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation			Part		Auth Code	Person Code	Line Total
08/25/2006	720	01	#	Z7902 - 2-DAY COURTESY TRANSPORTATION			N/A		N/A	N/A	\$ 89.00
Comments		1G2ZG58N574									

© 1998-2005 General Motors Corporation. All Rights Reserved.



# GM Vehicle Inquiry System

## Line Comments

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

<b>VIN :</b>	1G2ZH558664
--------------	-------------

### LINE COMMENTS

<b>Repair Order Date :</b>		06/14/2006		<b>Repair Order Number :</b>		182940		<b>Odometer Reading :</b>		2267 miles	
<b>Serviced By :</b>		STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999				<b>Selling Source :</b>		16 - PONTIAC			
						<b>Site Code :</b>		08140			
						<b>Business Associate Code :</b>		163372			
<b>Cycle Date</b>	<b>Cycle Nbr</b>	<b>Case</b>	<b>Type</b>	<b>Labor Operation</b>			<b>Part</b>		<b>Auth Code</b>	<b>Person Code</b>	<b>Line Total</b>
06/23/2006	702	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS			N/A		N/A	N/A	\$ 75.92
<b>Comments</b>		10D6A									

© 1998-2005 General Motors Corporation. All Rights Reserved.

## GM Vehicle Inquiry System Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -  
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN	1G2ZH558664
-----	-------------

### VEHICLE BUILD

Merchandising Model :	2ZH69 -2006 G6 - GT SEDAN		
Gross Vehicle Weight Rating :	2031 kg (4478 lb)	Order Number :	JBMTTP
Build Date :	04/12/2005	Build Plant :	164Z

GMVIS is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

### OPTION CODES

AG1 - DRIVER SEAT 6-WAY POWER	AK5 - FRONT SIDE IMPACT AIR BAGS
AP3 - REMOTE VEHICLE STARTER SYSTEM	A51 - SEAT, FRONT 45/45 BUCKET
C3Y - PANORAMIC ROOF, POWER	C60 - AIR CONDITIONING, CUSTOM
DL5 - DECAL ROADSIDE SERVICE	D49 - POWER OUTSIDE REAR VIEW-MIRRORS
FE2 - SUSPENSION, SPORT	FR9 - AXLE RATIO 3.29
IB2 - LEATHER PACKAGE: * LEATHER APPOINTED SEATING * 6-WAY POWER DRIVER SEAT * HEATED FRONT SEATS * LEATHER WRAPPED STEERING WHL * STEERING WHEEL RADIO CONTROLS * LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE	JA7 - HANDLE, PARK BRAKE RELEASE LTHR
JL9 - BRAKES, 4-WHEEL DISC W/TRACTION CONTROL	KA1 - HEATED SEAT, FRONT
KG7 - GENERATOR 125 AMP	LX9 - ENGINE, 3.5L V6 SFI
MN5 - TRANSMISSION 4SPEED	MX0 - AUTOMATIC TRANSMISSION
NR0 - STEERING WHEEL, LEATHER WRAPPED RIM	NU1 - CAL EMISSION SYSTEM, LEV2
NW9 - TRACTION CONTROL	ORN - ORION ASSY
PED - PREMIUM VALUE PACKAGE INCLUDES: * (4) 17" CHROMETECH WHEELS * AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO) * PANORAMIC ROOF, POWER	PFE - (4) WHEELS, 17" CHROMETECH
QWN - (4) P225/50/17 TOURING TIRES	R6J - CUSTOMER DIALOG NETWORK
R7A - SPOILER	R7B - PWR ADJ BRAKE & ACCEL. PEDALS

R9C - ALLOW NON RETAIL REQ. FOR FLEET	R9N - LEATHER PACKAGE: * LEATHER APPOINTED SEATING * 6-WAY POWER DRIVER SEAT * HEATED FRONT SEATS * LEATHER WRAPPED STEERING WHL * STEERING WHEEL RADIO CONTROLS * LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE
SLM - SALES STOCK ORDERS	UC6 - AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)
UK3 - STEERING WHEEL AUDIO CONTROL	U2K - XM SATELITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.
U77 - REAR WINDOW ANTENNA	U85 - 8 SPEAKER MONSOON PREMIUM SOUND SYSTEM
VG6 - BUMPER STD IMPACT 5.0 MPR CALIF	VK3 - LICENSE PLATE BRACKET, FRONT
VY7 - SHIFTER, LEATHER WRAPPED	V73 - VEHICLE CERTIFICATION U.S.
YF5 - 50-STATE EMISSIONS	ZV1 - CERTIFICATE OF ORIGIN - VEHICLE
1SZ - PREMIUM PACKAGE DISCOUNT	19I - TRIM, EBONY
192 - EBONY	6AX - COMPONENT FRT LH COMPUT SEL SUS
67U - LIQUID SILVER METALLIC	7AX - COMPONENT FRT RH COMPUT SEL SUS
8AB - COMPONENT RR LH COMPUT SEL SUS	9AB - COMPONENT RR RH COMPUT SEL SUS

© 1998-2005 General Motors Corporation. All Rights Reserved.

**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Paula Maggard/Summer B State: CALIFORNIA

Customer Name: [REDACTED] Service Request: 71-566646905 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH558664 [REDACTED] In Service Date: 04/19/2006 Vehicle is: NEW BAC Code: 163372  
 Year, Make & Model: 2006 G6 - GT SEDAN Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: Stanford Federal Credit Union

**VEHICLE REPAIR HISTORY**☐ **Engine/Fuel/Exhaust**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
6/14/06	182940	*	2267	C/S the engine died once while slowing down and turning; one time only – No DTC's stored. No bulletins/IP's found. Did find updated PCM calibrations available. Reprogrammed PCM. Road tested. No stalling experienced.
6/19/07	200314	*	11563	C/S hesitation on acceleration, intermittent - Road tested. No hesitation experienced. No DTC's set. No TSB's found. Does have a PCM software update. Reprogrammed PCM.

☒ **Steering**

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
6/14/06	182940	1	2267	C/S clunking in steering. Also when you turn the steering wheel back/forth, you'll feel a grab/release feeling – Road tested vehicle for clunking type noises at steering. <b>Could not duplicate concern.</b> Checked bulletins. Vehicle has electric power steering system. Normal operations.
7/11/06	183994	2	3265	C/S lost all power steering earlier today. A message on the DIC (driver's information center) reads 'power steering'. Seems okay at this time – Checked SI for bulletins/ concern. No document. Visual checked under hood and road tested. Could not verify concern or any message in DIC gauge. It's all normal.  C/S clicking in the power steering when turning the steering wheel side to side. RO 182940 6/14/03 at 2267 miles; no trouble found. Checked SI for bulletins for concern; scan for DTC codes. Found code at steering symptom. Removed lower dash trim cover out for more diagnosis and checked for noises. Heard noises coming at electronic power steering assist. Motor was noisy intermittently. Tested power and ground at module and signal voltages at steering sensors for specs. Sensors had 2.6 volts signal in specs. Checked pin terminals and connectors at driver dash, all looked good. Removed and replaced new electronic power steering assist motor assembly for noises under driver dash area. After (I) replaced new module unit, recalibrated new set up steering position sensor, torque sensor and steering turning sensor at column. Road tested. Steering feel(s) in specs and straight.
1/22/07	193064	3	7385	C/S the radio display reads 'power steering'. When this happens the vehicle has no power steering assist; squeaks – Per DTC chart, intermittent steering position sensor voltage out of range. Called TAC

(9430172) recommended to replace steering position sensor; integral part of steering column. Ordered new steering column. Replaced steering column per DOC ID 1641009 and related (items). Perform module set up procedures. Road tested normal steering response. No faults experienced. Checked for squeaks after column replacement. No abnormal noises heard in stall or on road test.

6/19/07	200314	*	11563	C/S clunking in steering; worse when going in and out of driveways when making right hand turns. You can hear a slight clunking in the steering if you just rotate the steering wheel back and forth. If you can verify the clunking while driving it will continue to vibrate like something is loose; also when this happens the steering gets stiff – Road tested; noted only slight popping/clunk from the steering while turning. Found TSB 06-02-32-007B. Scanned for DTC's. Found code. Found TSB 06-02-32-002B. Suspect system is in normal Thermal Protection Mode. No faults with assist verified. Left copy of TSB for owner. Lubricated Intermediate shaft and reorient steering shaft to rack stub shaft. Re-road tested; no abnormal steering experienced. Cleared DTC.
8/28/07	203461	3	13325	C/S clunk is still in the steering – Internal noise in steering gear. Road test and diagnose. Removed and replaced power steering gear assembly; set front toe; road tested okay.
12/19/07	208081	1	16423	C/S clunk noise in steering when turning – Verified clunk. After inspection found the power steering rack binding. Replaced power steering rack and intermediate steering shaft.

☐ Body/Trim

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
6/19/07	200314	3	11563	C/S 'rocking chair' type squeak from the drivers seating area; mostly on slow speeds, slowing down to a stop, turning, and 42 mph or slower – Road tested. Also road tested with Ken; no abnormal noise experienced.
				C/S left side of sunroof seems to be sticking up more than the right side and left rear corner seems lower than the right rear corner – Rearmost glass panel of panoramic sunroof higher on left than right. Adjusted glass panel to match right side.

☐ Suspension

<b>Date:</b>	<b>RO #:</b>	<b>Days Out:</b>	<b>Mileage:</b>	<b>Description of Complaint and Repair Performed:</b>
8/28/07	203461	*	13325	C/S squeak type noise from rear of car going over speed bumps – Road tested multiple times; unable to duplicate noise. Repaired and replaced steering and retested and still <b>unable to duplicate</b> .

## THE CALIFORNIA LEMON LAW READS:

Days out of service: **30**

Repairs: **2 for serious, 4 for same nonconformity**

Time period: **18 mo. / 18,000 miles**

Does Lemon Law state nonconformity must continue to exist? **Y**

If applicable, safety-related repairs **N/A**

Safety-related time period **N/A**

<b>Number of repair attempts in the presumption period:</b>	<b>5</b>
<b>Total days out of service during the presumption period:</b>	<b>12</b>
<b>Total days out of service during customer's ownership:</b>	<b>13</b>

### 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 recommends: **REPURCHASE**

4 repair attempts on steering, 3 in presumption:

- Lost steering power
  - Steering column replaced
  - Power steering gear
  - Assembly set replaced

### REASON FOR REMOVAL

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b>
<b>ATTORNEY FEES: \$</b>
<b>OR INCLUSIVE OFFER: \$</b>

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b>
<b>ATTORNEY FEES: \$</b>
<b>OR INCLUSIVE OFFER: \$</b>

**TEAM MANAGER APPROVING:**

**Date:**

2006 G6 - GT SEDAN  
67U LIQUID SILVER METALLIC /V6G  
192 EBONY

ORDER NO. JBMTTP/TRE STOCK NO.

VIN 1G2 ZH55 86 64

PONTIAC/GM DIVISION  
GENERAL MOTORS CORPORATION  
100 RENAISSANCE CENTER  
DETROIT MI 48243-1114

ADJUSTMENT INVOICE 2XD04539720

\*\*\*\*\*16\*23017S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	22555.00	20863.38	INVOICE 06/13/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 04/12/05
FR9 AXLE RATIO 3.29	N/C	N/C	EXP I/T 04/23/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 06/23/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 04/12/05
PED PREMIUM VALUE PACKAGE INCLUDES	2350.00	1950.50	KEYS G1793 G1793
* (4) 17" CHROMETECH WHEELS			WFP-S QTR OPT-1
* AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			CHG-TO 23-017
* PANORAMIC ROOF, POWER			SHIP WT: 3445
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	HP: 32.9
R9N LEATHER PACKAGE:	1365.00	1132.95	GMS: 23855.23
* LEATHER APPOINTED SEATING			SUPPLR: 24925.34
* 6-WAY POWER DRIVER SEAT			MRM: 27370.00
* HEATED FRONT SEATS			DAN: PKG2B
* LEATHER WRAPPED STEERING WHL			MEMO 1237.25
* STEERING WHEEL RADIO CONTROLS			
* LEATHER WRAPPED SHIFT KNOB AND PARK BRAKE HANDLE			
U2K XM SATELITE RADIO - SERVICE	325.00	269.75	
FEE EXTRA 1ST 3 MONTHS INCL.			
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	

ADD

R9C

\*\* CONTINUED ON PAGE 2 \*\*

MANTECA AUTO PLAZA

2006 G6 - GT SEDAN  
 67U LIQUID SILVER METALLIC /V6G  
 192 EBONY  
 ORDER NO. JBMTPP/TRE STOCK NO.  
 VIN 1G2 ZH55 86 64  
 PONTIAC/GM VISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 ADJUSTMENT INVOICE 2XD04539720  
 \*\*\*\*\*16\*23017S  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 \*\* CONTINUED FROM PAGE 1 \*\*

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT	900.00-
DEALER INVOICE	837.35-
SPECIAL ACCT ADJ.	58.50
NET ADJUSTMENT	778.85-
TOTAL ADJUSTMENT	778.85-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	26245.00	23942.58	ACT 231	778.85-
DESTINATION CHARGE	625.00	625.00		
LAM DEALER CONTRIBUTION		262.45		
LAM GROUP CONTRIBUTION		262.45		

TOTAL	26870.00	25092.48		778.85-
-------	----------	----------	--	---------

MEMO: TOTAL LESS HOLDBACK AND  
 APPROX WHOLESALE FINANCE CREDIT 23966.80

\*\*\*\*\*  
 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.  
 \*\*\*\*\*

MANTECA AUTO PLAZA



VIN: 1G2ZH5586 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JBMTFF

ODATE: 03/18/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 16 08140  
DDATE: 04/19/06 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 04/20/06 ORDER BY:

CANC:

CANC DOE:

TRADE: 04/19/06 DLVY TO: A [REDACTED]

TRD DOE: 04/20/06

SRVC IN:

CA [REDACTED]

SRVC OUT:

BFSO ORD DT:

PRICE ASSUR DT:

CANC SRVC IN:

BFSO CUST:

PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
BPN	01	16 08140	00030104267	04/21/06	500.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLR

MISC DATE: 04/19/06

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030104267

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CWE	01	16 08140	00030104267	04/21/06	750.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLR

MISC DATE: 04/19/06

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030104267

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
DXP	01	16 08140	00030147200	04/27/06	620.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLR

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030147200

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	16 08140	00030104267	04/21/06	31.00	OA		0.00	9

PROCESS TYPE: 001

DATA SCE: DLVY

MISC DATE:

POLICY PYMT CMNT:

CHECK NO:

INC MEMO NO: 00030104267

MISC:

SSN:

AUTH PUR CD:

ACTV TYPE: 6

VIN: 1G2ZH5586 64 [REDACTED] SELLG SCE: 16 MDL YR: 06 ORD NO: JBMTPP

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
PDN	01	16 08140	00030104267	04/21/06	500.00	OA		0.00	9

PROCESS TYPE: 001

CHECK NO:

SSN:

DATA SCE: DLR

INC MEMO NO: 00030104267

AUTH PUR CD:

MISC DATE:

MISC:

POLICY PYMT CMNT:

ACTV TYPE: 6

*The Law Offices of*  
**William R. McGee**

*Bernardo Executive Center*  
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127  
(858)485-9332, Fax: (858)485-9961  
E-mail: Experts4u@aol.com

December 11, 2007

General Motors Corporation  
Business Resource Center  
c/o MSX International  
1919 Concept Drive  
Warren, MI 48091

Re: [REDACTED]  
2006 Pontiac G6  
VIN: 1G2ZH558664 [REDACTED]

Dear Gentlemen:

Please be advised that this law firm has been retained by [REDACTED] to enforce her legal rights regarding the purchase of the above identified vehicle. The purpose of this letter is to set forth the facts of this case, cite the applicable law and attempt to resolve this matter as quickly and efficiently as possible.

[REDACTED] was understandably excited about her new 2006 Pontiac G6, feeling that she had made a quality choice for her driving needs and enjoyment. (A copy of the purchase contract is enclosed for your reference.) [REDACTED] anticipation, excitement and confidence, however, have turned to disappointment and frustration due to warranty nonconformities which have substantially impaired the vehicle to her. This is not what [REDACTED] was promised nor bargained-for when she purchased her new 2006 Pontiac G6.

**The subject vehicle has suffered from serious defects and nonconformities to warranty, including, but not limited to: five (5) separate repair attempts for the steering system.** Copies of the relevant repair orders in Alison Pina's possession are enclosed for your review.

[REDACTED] cannot continue to deal with this problematic vehicle and her commendable patience has expired. Accordingly, [REDACTED] is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

If the manufacturer or its representative in this state is unable to service or repair a new motor vehicle . . . to conform to the applicable express warranties after a reasonable number of attempts, the manufacturer shall either promptly replace the new motor vehicle . . . or promptly make restitution to the buyer . . . However, the buyer shall be free to elect restitution in lieu of replacement.

(B) In the case of restitution, the manufacturer shall make restitution in the amount equal to the actual price paid or payable by the buyer, including any charges for transportation and manufacturer installed options . . . and including any collateral charges such as sales tax, license fees, registration fees and other official fees, plus any incidental damages . . . including but not limited to reasonable repairs, towing and rental car costs actually incurred by the buyer.

Civ. Code § 1793.2(d)(2) (emphasis added).

The Lemon Law goes on to state:

(a) Any buyer of consumer goods who is damaged by a failure to comply with any obligation under this chapter or under an implied or express warranty or service contract, may bring an action for recovery of damages and other legal and equitable relief. . . .

(c) If the buyer establishes that the failure to comply was willful, the judgment may include, in addition to the amounts recovered, a civil penalty which shall not exceed two times the amount of actual damages. . . .

(d) If the buyer prevails in an action under this section, the buyer shall be allowed by the court to recover as part of the judgment a sum equal to the aggregate amount of costs and expenses, including attorneys' fees, determined by the court to have been reasonably incurred by the buyer in connection with the commencement and prosecution of such action.

Civ. Code § 1794 (emphasis added).

In light of the facts of this case as applied to the Lemon Law, there is no doubt that General Motors Corporation is obligated to make restitution to [REDACTED] for the "lemon" which was sold to her. In light of the facts of this case where liability is clear, further denial of your obligations under the Lemon Law can only be described as "willful," triggering the civil penalty provision quoted above.

[REDACTED] is willing to litigate this matter, however, she would prefer to resolve it short of filing a lawsuit. Furthermore, I believe it is also in General Motors Corporation's best interests to settle this dispute rather than defending a lawsuit which it will ultimately lose and face the concomitant penalties and expenses which that defense will necessarily entail, including interest and legal fees.

At this time, [REDACTED] is willing to return the subject vehicle to General Motors Corporation and settle this matter for a repurchase of the subject vehicle, including restitution in the following amount:

Down payment (less rebate)	\$0.00
Monthly payments (21 including 1/19/08)	9,681.42
2007/2008 registration fee (prorated)	TBD
Less use of 2,267 miles	(632.71)
Attorney's fees	2,750.00

SUBTOTAL: \$11,798.71

In addition, it will be required that General Motors Corporation satisfy the outstanding balance owing to the lien holder of the subject vehicle, Stanford F.C.U. (An Authorization for your use is enclosed.) Please give this demand the serious consideration it deserves. If I do not hear from you by January 11, 2008, I shall assume that General Motors Corporation is denying its obligations under the law and Alison Pina will be left with no choice but to initiate legal proceedings.

2006 G6 - GT SEDAN		PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC	/V6G	GENERAL MOTORS CORPORATION
192 EBONY		100 RENAISSANCE CENTER
ORDER NO. JBMTTP/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G2 ZH55 86 64		ADJUSTMENT INVOICE 2XD04539720
*****		*****16*23017S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
2ZH69 G6 - GT SEDAN	22555.00	20863.38 INVOICE 06/13/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50 SHIPPED 04/12/05
FR9 AXLE RATIO 3.29	N/C	N/C EXP I/T 04/23/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C INT COM 06/23/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00 PRC EFF 04/12/05
PED PREMIUM VALUE PACKAGE INCLUDES	2350.00	1950.50 KEYS G1793 G1793
* (4) 17" CHROMETECH WHEELS		WFP-S QTR OPT-1
* AM/FM STEREO 6 DISC CD PLAYER		CHG-TO 23-017
(REPLACES STD/OPT/PKG RADIO)		
* PANORAMIC ROOF, POWER		SHIP WT: 3445
R6J CUSTOMER DIALOG NETWORK	0.00	16.50 HP: 32.9
R9N LEATHER PACKAGE:	1365.00	1132.95 GMS: 23855.23
* LEATHER APPOINTED SEATING		SUPPLR: 24925.34
* 6-WAY POWER DRIVER SEAT		MRM: 27370.00
* HEATED FRONT SEATS		DAN: PKG2B
* LEATHER WRAPPED STEERING WHL		MEMO 1237.25
* STEERING WHEEL RADIO CONTROLS		
* LEATHER WRAPPED SHIFT KNOB		
AND PARK BRAKE HANDLE		
U2K XM SATELITE RADIO - SERVICE	325.00	269.75
FEE EXTRA 1ST 3 MONTHS INCL.		
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C
YF5 50-STATE EMISSIONS	N/C	N/C
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-

ADD  
R9C

\*\* CONTINUED ON PAGE 2 \*\*

MANTECA AUTO PLAZA

2006 G6 - GT SEDAN PONTIAC/GMC DIVISION  
 67U LIQUID SILVER METALLIC /V6G GENERAL MOTORS CORPORATION  
 192 EBONY 100 RENAISSANCE CENTER  
 ORDER NO. JBMTPP/TRE STOCK NO. DETROIT MI 48243-1114  
 VIN 1G2 ZH55 86 64 [REDACTED] ADJUSTMENT INVOICE 2XD04539720  
 \*\*\*\*\*16\*23017S  
 MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
 \*\* CONTINUED FROM PAGE 1 \*\*

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT	900.00-
DEALER INVOICE	837.35-
SPECIAL ACCT ADJ.	58.50
NET ADJUSTMENT	778.85-
TOTAL ADJUSTMENT	778.85-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	26245.00	23942.58	ACT 231	778.85-
DESTINATION CHARGE	625.00	625.00		
LAM DEALER CONTRIBUTION		262.45		
LAM GROUP CONTRIBUTION		262.45		
TOTAL	26870.00	25092.48		778.85-
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		23966.80		

\*\*\*\*\*  
 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.  
 \*\*\*\*\*

MANTECA AUTO PLAZA



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

VIA FAX ONLY

February 19, 2008

William McGee, Esq.  
The Law Offices of William R McGee  
16855 W Bernardo Dr Ste 380  
San Diego, CA 92127-1626

RE:

Service Request: 71-566646905  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZH558664  
Customer Relationship Specialist: Summer Benford

Dear Mr. McGee:

Regarding the above case, General Motors Corporation would like to make the following repurchase offer on your client's 2006 Pontiac G6 for all defendants. This offer 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.

General Motors Corporation requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments	\$ 12,350.00
Total down payment	\$ 8,800.32
<u>License/Title/Registration</u>	\$ 42.34
Subtotal:	\$ 21,192.66
 Prior Lien Payoff	 - \$ 11,574.00
Less Rebates/Incentives	- \$ 1,750.00
<u>Less Usage/Depreciation</u>	<u>- \$ 574.53</u>
Subtotal:	\$ 13,898.53
 Attorney's Fees	 \$ 2,750.00





Page 2

\* Payoff to lien holder (good through 3/10/08) \$ 22,585.66

\* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

---

Repurchase Offer	\$ 32,629.79
------------------	--------------

Total due to attorney and client:	\$ 10,044.13
-----------------------------------	--------------

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.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at [www.irs.gov](http://www.irs.gov). In addition, the IRS website will provide instructions for completing the W-9.

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

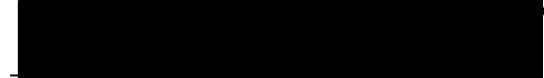
Sincerely,

General Motors Corporation

Attach.



Page 3

CURRENT VEHICLE MILEAGE: *See Release**br* Client's Signature*2/19/08*

Date

Client's Signature

Date

LG0052  
V12212007



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

VIA FAX ONLY

December 20, 2007

William McGee, Esq.  
The Law Office of William R. McGee  
16855 W Bernardo Dr Ste 380  
San Diego, CA 92127-1626

RE: [REDACTED]  
Service Request: 71-566646905  
2006 Pontiac G6 GT Sedan  
Vehicle Identification Number: 1G2ZH558664 [REDACTED]  
Legal Research Specialist: Paula Maggard

Dear Mr. McGee:

This is to advise that General Motors is in receipt of the above referenced case dated December 11, 2007. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted *by a negotiator* 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 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:

☐ 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



*The Law Offices of*  
**William R. McGee**  
*Bernardo Executive Center*  
16855 West Bernardo Drive, Su. 380, San Diego, CA 92127  
(858)485-9140, Fax: (858)485-9961  
E-mail: LemonAtty@aol.com

**FACSIMILE TRANSMISSION SHEET**

PAGE 1 OF 2  
(Including this cover sheet)

DATE: December 20, 2007

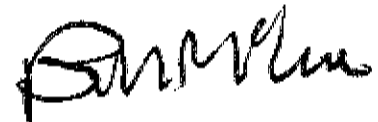
TO: Paula Maggard, BRC Legal Research Specialist

RE: [REDACTED]

FAX NO.: (866)255-3731

FROM: William R. McGee, Esq.

MESSAGE: In follow up to our client's repurchase demand, enclosed is the current registration. I look forward to hearing from GM in the near future.



If all pages are not received, or there is an error in transmission, please contact sender at (858)485-9140.

THIS MESSAGE IS INTENDED FOR THE USE OF THE SPECIFIC INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAWS. IF THE READER OF THIS COMMUNICATION IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE.



REGISTRATION CARD VALID FROM: 04/20/2007 TO: 04/20/2008

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
PONT	2006	2006	FT	120	11	[REDACTED]
BODY TYPE MODEL	MP	MO				VEHICLE ID NUMBER
4D	G	NS				1G2ZH558664 [REDACTED]
TYPE VEHICLE USE		DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
AUTOMOBILE		05/16/07	43	05/16/07	8	[REDACTED]
REGISTERED OWNER						PR EXP DATE: 04/20/2007
[REDACTED]						AMOUNT PAID
						\$ 254.00

AMOUNT DUE	AMOUNT RECVD
\$ 254.00	CASH :
	CHCK :
	CRDT : 254.00

SAN JOSE  
CA [REDACTED]

LIENHOLDER  
STANFORD FCU  
PO BX 10690

PALO ALTO  
CA 94303

H01 632 14 0025400 0020 08 H01 051607 11 512AM257 025

STEVENS CREEK BUICK PONTIAC GMC  
4201 Stevens Creek Blvd

Santa Clara, CA 95051  
408-983-5330  
Onthecreek.com

# FAX

To:	Paula Maggard	From:	Corina Campos
Fax:	866-255-3731	Pages:	23 Inc Fax Cover Sheet
Phone:	866-790-5600 ext 11102	Date:	12/27/2007
Re:	Alison Pina 06 Pontiac G6	cc:	Alfred Shahgholian

Comments:

Attached are all dealer sales and service documents regarding this vehicle.



PNC208081

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 -- PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproduction problems.

CUSTOMER NO. <b>101946</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119</b>	INVOICE DATE <b>12/20/07</b>	INVOICE NO. <b>PNC208081</b>
[REDACTED] <b>SAN JOSE, CA</b>	LICENSE NO. [REDACTED]	MILEAGE <b>16,423</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>12/19/07</b>	
BUSINESS PHONE	COMMENTS			<b>MO: 16425</b>

**LABOR & PARTS****WARRANTY**OWNER REPORTS CLUNK NOISE IN THE STEERING WHEN TURNING.  
VERIFIED THE CLUNK, AFTER INSPECTION I FOUND THE POWER  
STEERING RACK BINDING.  
REPLACED THE POWER STEERING RACK (BINDING), REPLACED  
I/SHAFT (CLUNKING)

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858369	GEAR KIT 6.508		WARRANTY
JOB # 1	1	22687711	SHAFT KI 6.526		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 1	104297	H69630750	12/20/07	GM RENTAL INV#H69630750	WARRANTY
TOTAL - SUBLET				0.00	

**TOTALS**PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL	*
*CASH	[ ]	[ ]	CHECK	[ ]	[ ]	*
*CHARGE	[ ]	[ ]	MC/VISA	[ ]	[ ]	*
*A/E-D/C/B	[ ]	[ ]	DISCOVER	[ ]	[ ]	*
*WARR DED	[ ]	[ ]	EXT WARR	[ ]	[ ]	*

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**EPA# CAD981171408 BAR# AM-150896  
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



PNCSS203461

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproduction problems.

CUSTOMER NO. <b>101946</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG <b>119</b>	INVOICE DATE <b>08/31/07</b>	INVOICE NO. <b>PNCSS203461</b>
<b>SAN JOSE, CA</b>	LICENSE NO. <b>[REDACTED]</b>	MILEAGE <b>13,325</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE <b>08/28/07</b>	
BUSINESS PHONE	COMMENTS			

MO: 13330

LABOR & PARTS

Added Operation (02KENK @ 08/30/2007 14:43)  
QC R/TEST WITH OWNER  
ALL OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS					0.00
JOB # 5 TOTAL LABOR & PARTS					0.00
SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION
JOB # 3	100726	657667		08/31/07	GM RENTAL
TOTAL - SUBLET					WARRANTY 0.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # 1	GAS	GASOLINE TO TEST DRIVE		INTERNAL 0.00	
TOTAL - MISC					0.00

ESTIMATE

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

COMMENTS

CALL [REDACTED]

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH	[ ]	[ ]	CHECK	[ ]	[ ]
*CHARGE	[ ]	[ ]	MC/VISA	[ ]	[ ]
*A/E-D/C/B	[ ]	[ ]	DISCOVER	[ ]	[ ]
*WARR DED	[ ]	[ ]	EXT WARR	[ ]	[ ]

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>





PNC203461

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproduction.

CUSTOMER NO.	101946	ADVISOR	KENNETH G. KELLY	119	TAG NO.		INVOICE DATE	08/31/07	INVOICE NO.	PNC203461
					MILEAGE	13,325	COLOR	PLATINUM ME	STOCK NO.	6-2651
		YEAR / MAKE / MODEL	06/PONTIAC/G6/SD				DELIVERY DATE	04/19/06	DELIVERY MILES	143
SAN JOSE, CA		VEHICLE I.D. NO.	1 G 2 Z H 5 5 8 6 6 4				SELLING DEALER NO.	100	PRODUCTION DATE	
		F.T.E. NO.			P.O. NO.		R.O. DATE	08/28/07		
	BUSINESS PHONE	COMMENTS								

MO: 13330

## LABOR &amp; PARTS

OWNER REPORTS CLUNK IS STILL IN THE STEERING, MULTIPLE REPAIRS ON THIS GET WITH STEVEN & CALL PONTIAC. NEED TAC  
RO#200314 06/19/2007 11570 WE LUBRICATED 1/SHAFT  
RO#193064 01/22/2007 7390 WE REPLACE STEERING COLUMN.  
RO#185148 08/07/2006 4095 NTF  
RO#183994 07/11/2006 3265 ELECTRIC STEERING MOTOR  
RO#182940 06/14/2006 2267 NTF  
INTERNAL NOISE IN STEERING GEAR  
ROAD TEST AND DIAG/REMOVE AND REPLACED STEERING GEAR  
ASSEMBLY/SET FRONT TOE AND ROAD TEST/TESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	15858369	GEAR KIT 6.508		WARRANTY
JOB # 1	-1	15858369	CORE RETURN		WARRANTY
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

OWNER REPORTS A SQUEEK TYPE NOISE FROM THE REAR OF THE CAR GOING OVER SPEED BUMPS, GET WITH STEVEN ON THIS.  
UNABLE TO DUPLICATE  
ROAD TEST MULTIPLE TIMES/UNABLE TO DUPLICATE NOISE/REPAIRED  
STEERING AND RE-TESTED AND STILL UNABLE TO DUPLICATE

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

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY  
PER CUSTOMER REQUEST  
PROVIDED RENTAL

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

CLEAN WHITE SPOTS OFF INTERIOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00



STEVENS CREEK  
Buick Pontiac GMC



PNCSS200314

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproduction

CUSTOMER NO. <b>101946</b>	ADVISOR <b>KENNETH G. KELLY</b>	<b>119</b>	INVOICE DATE <b>06/22/07</b>	INVOICE NO. <b>PNCSS200314</b>
<b>SAN JOSE, CA</b>	LICENSE NO. <b>11,563</b>	MILEAGE <b>11,563</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.	R.O. DATE <b>06/19/07</b>	
RE	BUSINESS PHONE	COMMENTS		MO: 11570

PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE VEHICLES ONLY  
PER CUSTOMER REQUEST

PROVIDED RENTAL

JOB # 6 TOTAL LABOR & PARTS 0.00

Added Operation (02KENK @ 06/20/2007 08:10)  
PLEASE REATTACH A LOOSE PANEL THAT CAME OFF FROM UNDER THE VEHICLE. PART IS IN THE TRUNK.  
RE-INSTALL FRONT CENTER AIR DEFLECTOR

JOB # 7 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND	INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 6	98439	656024	06/22/07	GM RENTAL INV#656024	TOTAL - SUBLET	0.00

COMMENTS  
CAL

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

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

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE



STEVENS CREEK  
Buick-Pontiac-GMC



PNC200314  
GMC

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproduction

CUSTOMER NO. <b>101946</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119</b>	INVOICE DATE <b>06/22/07</b>	INVOICE NO. <b>PNC200314</b>
<b>SAN JOSE, CA</b>	LICENSE NO. <b>[REDACTED]</b>	MILEAGE <b>11,563</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/19/07</b>	
BUSINESS PHONE	COMMENTS			

MO: 11570

**LABOR & PARTS**

**JOB # 1 5080Z SQUEAKS AND RATTLES TECH(S) 495 WARRANTY**

OWNER REPORTS A "ROCKING CHAIR TYPE SQUEAK" FROM THE DRIVERS SEATING AREA, MOSTLY SLOW SPEEDS, SLOWING DOWN TO STOP, TURNING, 42 MPH OR SLOWER. SEE HISTORY, ROAD TESTED, ALSO R. TEST WITH KEN, NO ABNORMAL NOISE EXPERIENCED.

**JOB # 1 TOTAL LABOR & PARTS 0.00**

**JOB # 2 0680Z DRIVEABILITY/WANTS TECH(S) 495 WARRANTY**

HESITATION ON ACCELERATION, INTERMINENT. ROAD TESTED, NO HESITATION EXPERIENCED, NO DTC'S SET. NO TSB'S FOUND, DOES HAVE PCM SOFTWARE UPDATE. RE-PROGRAM PCM. WARRANTY#10D6A

**JOB # 2 TOTAL LABOR & PARTS 0.00**

**JOB # 3 4880Z EXTERIOR TRIM TECH(S) 495 WARRANTY**

OWNER REPORTS LEFT SIDE OF THE SUNROOF SEEMS TO BE STICKING UP MORE THAN THE RIGHT SIDE. REAR MOST GLASS PANEL OF PANORAMIC SUNROOF HIGHER ON LEFT THAN RIGHT. ADJUST GLASS PANEL TO MATCH RIGHT SIDE

**JOB # 3 TOTAL LABOR & PARTS 0.00**

**JOB # 4 1680Z DIAG STEERING SYSTEM TECH(S) 495 WARRANTY**

OWNER REPORTS A CLUNKING IN THE STEERING, WORSE WHEN GOING IN/OUT OF DRIVEWAYS WHEN MAKING RIGHT HAND TURNS. YOU CAN HEAR A SLIGHT CLUNKING IN THE STEERING IF YOU JUST ROTATE THE STEERING WHEEL BACK/FORTH. IF YOU CAN VERIFY THE CLUNKING WHILE DRIVING IT WILL CONTINUE TO VIBRATE LIKE SOMETHING IS LOOSE. ALSO WHEN THIS HAPPENS THE STEERING GETS STIFF, SEE HISTORY!!!!!!!!!!!!!! ROAD TESTED NOTED ONLY SLIGHT POPPING/CLUNK FROM STEERING WHILE TURNING. FOUND TSB#06-02-32-007B- SCAN FOR DTC'S. FOUND C0176(SYMPOM 54) FOUND TSB#06-02-32-002B, SUSPECT SYSTEM IS IN NORMAL THERMAL PROTECTION MODE, NO FAULTS WITH ASSIST VERIFIED. LEFT COPY OF TSB FOR OWNER. LUBRICATE I-SHAFT AND RE-ORIENT STEERING SHAFT TO RACK. STUB SHAFT, RE-ROAD TESTED, NO ABNORMAL STEERING EXPERIENCED. CLEARED DTC.

**JOB # 4 TOTAL LABOR & PARTS 0.00**

**JOB # 5 3080Z ROOF/TOP TECH(S) 495 WARRANTY**

OWNER REPORTS THE LEFT REAR CORNER OF THE SUNROOF SEEMS LOWER THAN THE RIGHT REAR CORNER.

**JOB # 5 TOTAL LABOR & PARTS 0.00**

**JOB # 6 0280Z FACTORY PAID RENTALS TECH(S) 998 WARRANTY**

PNC200314

Reynolds and Reynolds EPRINTING 02/02/08 04:00:03



PNCS193064

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6837  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TAG NO. <b>119</b>	INVOICE DATE <b>01/26/07</b>	INVOICE NO. <b>PNCS193064</b>
	LICENSE NO. [REDACTED]	MILEAGE <b>7,385</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
CAMPBELL, CA [REDACTED]	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/22/07</b>	
COMMENTS				
MO: 7390				

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH	[ ]	[ ]	CHECK	[ ]	[ ]
*CHARGE	[ ]	[ ]	MC/VISA	[ ]	[ ]
*A/E-D/C/B	[ ]	[ ]	DISCOVER	[ ]	[ ]
*WARR DED	[ ]	[ ]	EXT WARR	[ ]	[ ]

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

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



PNC193064

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice**  
Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	TA <b>119</b>	INVOICE DATE <b>01/26/07</b>	INVOICE NO. <b>PNC193064</b>
<b>CAMPBELL, CA</b>	LICENSE NO. <b>[REDACTED]</b>	MILEAGE <b>7,385</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	F.O. NO.	R.O. DATE <b>01/22/07</b>	
COMMENTS				
MO: 7390				

## LABOR &amp; PARTS

**JOB # 1** **16BUZ** **STEERING SYSTEM** **TECH(S) 495 515** **WARRANTY**  
OWNER REPORTS THE RADIO DISPLAY READS "POWER STEERING" WHEN THIS HAPPENS THE VEHICLE HAS NO POWER STEERING ASSIST.  
R03183994 7/11/06 3265 #33 & #453, NTF  
STORED DTC C0460 SYMPTOM 00, CHECK PER DTC CHART,  
INTERMITTENT STEERING POSITION SENSOR VOLTAGE OUT OF RANGE.  
CALLED TAC, (STEVE LENTZ, CASE # 9430172) REC. TO REPLACE  
STEERING POSITION SENSOR, INTEGRAL PART OF STEERING COLUMN  
ORDER NEW STEERING COLUMN.  
REPLACED STEERING COLUMN PER DOC#1641009 AND RELATED.  
PERFORM MODULE SETUP PROCEDURES(3), ROAD TESTED, NORMAL  
STEERING RESPONSE, NO FAULTS EXPERIENCED.  
OLH DIAG TIME TAC CASE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6.518	
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

**JOB # 2** **16BUZ** **DIAG** **DIAG STEERING SYSTEM** **TECH(S) 495** **WARRANTY**  
OWNER REPORTS A SQUEEK FROM IN THE STEERING COLUMN,  
SLOWER SPEEDS, HAPPENED YESTERDAY,  
CHECK FOR SQUEAK AFTER COLUMN REPLACEMENT, NO ABNORMAL  
NOISES HEARD IN STALL OR ON ROAD TEST.

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

**JOB # 3** **02BUZ** **FACTORY PAID RENTALS** **TECH(S) 1998** **WARRANTY**  
PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION  
GUIDELINES, FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE  
VEHICLES ONLY  
PER CUSTOMER REQUEST

PROVIDED RENTAL

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 # 3	92918	651933	01/26/07	GM RENTAL INV#651933
TOTAL - SUBLET				0.00

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

COMMENTS  
857-6877



STEVENS CREEK  
Buick Pontiac GMC



PNCS185148  
GMC

PNCS185148

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.  
**California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice**  
Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>TONY BEUTLER</b>	225	TAG NO. [REDACTED]	INVOICE DATE <b>08/07/06</b>	INVOICE NO. <b>PNCS185148</b>
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE <b>4,095</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
CAMPBELL, CA	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
[REDACTED]	R.T.E. NO.	P.O. NO.	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
COMMENTS			R.O. DATE <b>08/07/06</b>		
<b>MO: 4095</b>					

**TOTALS**

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL	*
*CASH	[ ]	[ ]	CHECK	[ ]	[ ]	*
*CHARGE	[ ]	[ ]	MC/VISA	[ ]	[ ]	*
*A/E-D/C/B	[ ]	[ ]	DISCOVER	[ ]	[ ]	*
*WARR DED	[ ]	[ ]	EXT WARR	[ ]	[ ]	*

\*\*\*\*\*

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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

EPA# CAD981171408 BAR# AM-150896  
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

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



STEVENS CREEK  
Buick-Pontiac-GMC



PNCS183994  
GMC

PNCS183994

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.  
California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice  
Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	119	INVOICE DATE <b>07/13/06</b>	INVOICE NO. <b>PNCS183994</b>
CAMPBELL, CA	MILEAGE <b>3,265</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>	
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>	
	VEHICLE ID. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE	
R.T.E. NO.	R.O. NO.	R.O. DATE <b>07/11/06</b>		
COMMENTS				
MO: 3269				

SUBLET PO# VENDOR INV# INV DATE DESCRIPTION  
JOB # 3 86253 104478 07/13/06 GM RENTAL INV#104478

TOTAL - SUBLET

WARRANTY  
0.00

COMMENTS

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

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**

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



PNCS183994

BAR # AM-150896

www.onthecreek.com

EPA # CAD 98117140

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO.	91976	ADVISOR	KENNETH G. KELLY	119	TAG NO.		INVOICE DATE	07/13/06	INVOICE NO.	PNCS183994
					MILEAGE	3,265	COLOR	PLATINUM ME	STOCK NO.	6-2651
		YEAR / MAKE / MODEL	06/PONTIAC/G6/SD				DELIVERY DATE	04/19/06	DELIVERY MILES	143
		VEHICLE I.D. NO.	1 G 2 Z H 5 5 8 6 6 4				SELLING DEALER NO.	100	PRODUCTION DATE	
		F.T.E. NO.			P. O. NO.		R. O. DATE	07/11/06		
		COMMENTS								
										MO: 3269

## LABOR &amp; PARTS

#1 16BUZ STEERING SYSTEM TECH(S) 38-453 WARRANTY  
OWNER REPORTS THE LOST ALL POWER STEERING EARLIER TODAY.  
A MESSAGE ON THE D.I.C. READS "POWER STEERING" SEEMS OK  
AT THIS TIME.  
CHECKED SI FOR BULLETONS CONCERN, NO DOCUMENT.  
VISUAL CHECKED UNDER HOOD AND ROAD TESTED, COULD NOT VERIFY  
CONCERN OR ANY MESSAGES ON D.I.C GAUGE, IT'S ALL NORMAL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

#2 16BUZ 1DIAG DIAG STEERING SYSTEM TECH(S) 38-453 WARRANTY  
OWNER REPORTS A CLICKING IN THE POWER STEERING,  
WHEN TURNING THE STEERING WHEEL SIDE TO SIDE.  
RO#182940 06/14/2006 2267 MILES NTF, WOULD THIS BE RELATED  
TO THE REPAIR PONTIAC IS WORKING ON, PLEASE T.A.C. ON THIS.  
CHECKED SI FOR BULLETONS FOR CONCERN A CLICKING NOISES AT  
STEERING COLUMN AREA, AND SCAN FOR DTC CODES. FOUND CODE  
C0545 AT STEERING SYMPTOM (00). REMOVED LOWER DASH TRIM  
COVER OUT FOR MORE DIAGNOSES AND CHECKED FOR NOISES. I HEARD  
NOISES COMING AT ELECTRONIC POWER STEERING ASSIST MOTOR WAS  
NOISEY INTERMENLY. REPORT'S.  
TESTED POWER AND GROUND AT MODULE AND SIGNAL VOLTAGES AT  
STEERING SENSORS FOR SPEC, SENSORS HAS 2.6 VOLTS SIGNAL IN  
SPEC, CHECKED PIN TERMINALS AND CONNECTORS AT DRIVER DASH,  
ALL LOOKED GOOD.  
REMOVED AND REPLACED NEW "ELECTRONIC POWER STEERING ASSIST -  
MOTOR ASSEMBLY FOR NOISES UNDER DRIVER DASH AREA. AFTER  
REPLACED NEW MODULE UNIT, I HAD TO RECALIBRATED NEW SET UP  
"STEERING POSITION SENSOR", "TORQUE SENSOR", AND STEERING -  
TURNING SENSOR" AT COLUMN. (ROAD TESTED WITH "KEN-KELLY").  
STEERING FEEL IN SPEC AND STRAIGHT...  
OLH NOEC TO PIN TEST TERMINALS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	15775370	MOTOR 6.605	
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

#3 02BUZ FACTORY RENTAL RENTALS TECH(S) 998 WARRANTY  
PROVIDE RENTAL VEHICLE PER GM COURTESY TRANSPORTATION  
GUIDELINES. FOR OVERNIGHT REPAIRS OR UNSAFE/UNDRIVEABLE  
VEHICLES ONLY  
PROVIDED RENTAL

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





STEVENS CREEK  
Buick-Pontiac-GMC



PNC5182940  
GMC

PNC5182940

BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171408

"SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-8937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	119	INVOICE DATE <b>06/15/06</b>	INVOICE NO. <b>PNC5182940</b>
		MILEAGE <b>2,267</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
CAMPBELL, CA	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>06/14/06</b>	
	COMMENTS			
				MO: 2272

TOTALS

PARTS DESIGNATED WITH AN \* PURCHASED UNDER A RETAIL SALE  
QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SERVICE  
GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS  
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  
WE APPRECIATE YOUR BUSINESS

*PAY METHOD	AMT	CONTROL	PAY METHOD	AMT	CONTROL
*CASH			CHECK		
*CHARGE			MC/VISA		
*A/E-D/C/B			DISCOVER		
*WARR DED			EXT WARR		

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**

EPA# CAD981171408

BAR# AM-150896

I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PERFORMED AND  
THE ASSOCIATED CHARGES AS INDICATED ABOVE.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

\*\*\*\*\*



BAR # AM-150896

www.onthecreek.com

EPA # CAD 981171406

**"SERVING OUR CUSTOMERS WITH DISTINCTION"**4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937  
SERVICE (408) 983-5330 • BODY SHOP (408) 983-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

**California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice**

Some of the materials being removed and used during the Servicing of Vehicles are known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMER NO. <b>91976</b>	ADVISOR <b>KENNETH G. KELLY</b>	119	TAG NO. [REDACTED]	INVOICE DATE <b>06/15/06</b>	INVOICE NO. <b>PNCS182940</b>
[REDACTED]	[REDACTED]	[REDACTED]	MILEAGE <b>2,267</b>	COLOR <b>PLATINUM ME</b>	STOCK NO. <b>6-2651</b>
CAMPBELL, CA	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/SD</b>	VEHICLE I.D. NO. <b>1 G 2 Z H 5 5 8 6 6 4</b>		DELIVERY DATE <b>04/19/06</b>	DELIVERY MILES <b>143</b>
[REDACTED]	F.T.E. NO.	P.O. NO.	[REDACTED]	SELLING DEALER NO. <b>100</b>	PRODUCTION DATE
COMMENTS				R.O. DATE <b>06/14/06</b>	
					MO: 2272

**LABOR & PARTS**

J#1 95BUZ DETAIL WASH/POISH TECH(S) 998 INTERNAL  
REPAIR SCRATCHES ON FRONT BUMPER UNDER THE LICENSE PLATE  
AND LEFT CORNER. 15A PER SALES.

NO REPAIR MADE AT THIS TIME.

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

J#2 16BUZ STEERING SYSTEM TECH(S) 453 INTERNAL  
OWNER REPORTS A CLUNKING IN THE STEERING, ALSO WHEN YOU  
TURN THE STEERING WHEEL BACK/FORTH YOU'LL FEEL A  
"GRAB/RELEASE" FEELING.  
ROAD TESTED VEHICLE FOR CLUNKING TYPE NOISES AT STEERING,  
COULD NOT DUPLICATED CONCERN. CHECKED BULLETIN. VEHICLE HAS  
ELECTRIC POWER STEERING SYSTEM. NORMAL OPERATIONS. (NTF)...

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

J#3 06BUZ DRIVEABILITY/EMTS TECH(S) 495 WARRANTY  
OWNER REPORTS THE ENGINE DIED ONCE WHILE SLOWING DOWN &  
TURNING. ONE TIME ONLY.  
NO DTC'S STORED. NO BULLETINS/P.I'S FOUND. DID FIND  
UPDATED PCM CALIBRATIONS AVAILABLE.  
RE-PROGRAM PCM. WARRANTY CODE# 10D6A. ROAD TESTED. NO  
STALLING EXPERIENCED

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	
JOB # 1	85475	645321	06/15/06	SALES RENTAL INV#645321	INTERNAL
TOTAL - SUBLET					0.00

**COMMENTS**

DELETED OPERATION(S)  
99BUZ QUALITY CONTROL 02BUZ4 FACTORY PAID RENTALS



4201 Stevens Creek Blvd.  
Santa Clara, CA 95051-6937  
TEL (408) 983-5300  
FAX (408) 983-5348



Salesman \_\_\_\_\_  
Stock No. \_\_\_\_\_  
Date 04/19/06  
Res. Phone \_\_\_\_\_  
Bus. Phone \_\_\_\_\_

DEAL/LEASE # 49141  
SALESMAN: RANDALL H. BALDINGER

FINANCE: YADWINDER SINGH  
ADVISOR:

PURCHASER \_\_\_\_\_  
Address \_\_\_\_\_  
City SAN JOSE, CA Zip 95128

NEW ☐ DEMO ☐ USED ☐ COLOR \_\_\_\_\_ TRIM \_\_\_\_\_  
Year Cyl. Make Model I.D. No. BONY  
Mileage POTENTIAL Body CU Lic. No. 1027H558664

ADD SALES DEPT. \_\_\_\_\_

*As equipped*

\*\*\*\*\* FOR APPOINTMENTS \*\*\*\*\*  
\*\*\*\*\* CUSTOMER CARE \*\*\*\*\*  
\*\*\*\*\* AT (408)261-6353 \*\*\*\*\*

FINANCE DEPT. \_\_\_\_\_

\*\*\*\*\* NOTHING ELSE PROMISED \*\*\*\*\*

Appointment Date: \_\_\_\_\_

I UNDERSTAND:

PAY-OFF: If the pay-off on my trade-in is more than \$ 11,574.00  
I must pay the additional amount to dealer. If pay-off is less than amount  
estimated, difference is to be refunded to me. X \_\_\_\_\_  
PENALTIES: I agree to pay any penalties owed to DMV or provide a valid  
registration and/or title to my trade-in within 48 hours. X \_\_\_\_\_  
NO LOAN CARS: I understand that dealer does not provide free loan  
cars for any reason. No exceptions. X \_\_\_\_\_  
Used Car Buyer agrees that he has inspected the above vehicle at time of  
delivery and agrees to accept the above vehicle and all equipment AS-IS and  
that no warranties expressed or implied were made. X \_\_\_\_\_  
INSURANCE: I understand that dealer has no coverage on the vehicle  
and that any such coverage must be provided by policies I have in effect at  
this time. X \_\_\_\_\_  
LICENSE FEES: I understand that all license fees are estimated and  
could change when processed through DMV. I will be refunded the  
difference if less and I agree to pay the difference if more  
X \_\_\_\_\_  
NO VERBAL PROMISE: I understand and agree that I have not been  
promised or represented anything which does not appear in writing on this  
agreement. X \_\_\_\_\_  
I understand that any work promised must be listed and that I must make an  
appointment to have the work performed within 14 days and I must also present  
my copy of the work sheet to the Service Department when the work is done.  
X \_\_\_\_\_  
The above equipment installed on this vehicle has not been manufactured by  
or for GM and is not included in warranties furnished by GM it is warranted by  
the \_\_\_\_\_ equipment.  
X \_\_\_\_\_  
I understand I must furnish proof of income if required by the financing source.  
X \_\_\_\_\_

DATE AND TIME PROMISED	LOCATION OF CAR

Buyer agrees to the above additions and removals and that he has not been promised other equipment or work. Buyer will bring the vehicle  
to Stevens Creek Buick - Pontiac - GMC, Inc. Within 14 days from conclusion of all finance arrangements for necessary work and removals.

Manager

Date

Customer Signature

Yellow-Customer Dept.

(3) Pink-Service

(4) Steven Cr. Buick (5) TAM



## VIN/Incentive Lookup System

Eligible Incentive Programs for VIN 1G2ZH558664 delivered on 4-19-2006

Vehicle Description: 2006 Pontiac G6 GT Sedan

MMC: 2ZH69

Inventory Status: NEW

Consumer Cash  
INDIVIDUALVehicle Financing  
INDIVIDUALSmart Lease  
INDIVIDUALSmart Buy  
INDIVIDUALCombo  
INDIVIDUAL

## Delivery Destination

Region: WESTERN  
State: CA  
Zip: 95051DMA: SAN FRANCISCO,  
CA

County: SANTA CLARA

A List of Potentially Eligible Programs for Consumer Cash.  
Exception requests will not be allowed based on this report.

Report Generated on: 4/19/2006 9:44:44 E.T.

Program Name	Start Date	End Date	Option Condition	Program #	Cash	Inc. Code
<input checked="" type="checkbox"/> GM WESTERN REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/11/2006	7/5/2006		06-31A-22	750	CWE
<input checked="" type="checkbox"/> GM DEALER CASH ADJUSTMENT PROGRAM	4/17/2006	10/2/2006		06-31AX-3	620	DXP
<input checked="" type="checkbox"/> CUSTOMER TRADE ASSISTANCE PURCHASE BONUS CASH INCENTIVE	4/11/2006	5/1/2006		06-31ACL	500	BNP
<input checked="" type="checkbox"/> GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	4/17/2006	1/3/2007		06-31CH-1	500	PNJ
<input checked="" type="checkbox"/> GM MILITARY PURCHASE PROGRAM	4/17/2006	9/30/2006		06-31C-3	500	MPP
<input checked="" type="checkbox"/> GM CONQUEST PROGRAM	4/5/2006	7/5/2006		06-31CJ-4	500	PDN
<input checked="" type="checkbox"/> GM E-MAIL PRIVATE OFFER PROGRAM	2/1/2006	5/1/2006		06-31CL-1	500	ERP
<input checked="" type="checkbox"/> 2006 Q2 CONQUEST DIRECT MAIL PRIVATE OFFER	4/14/2006	7/5/2006		06-31CP	500	FBN
<input checked="" type="checkbox"/> CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	4/17/2006	9/30/2006		06-07-2		MOB/MOC
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006		06-03		LCP
<input checked="" type="checkbox"/> CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	4/17/2006	9/30/2006		06-07-1		MOB/MOC
<input checked="" type="checkbox"/> GM COMPETITIVE LEASE CONQUEST DIRECT MAIL PROGRAM	3/1/2006	5/1/2006		06-31CK		CLP
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM CARDS WITH REDEMPTION LIMITS COPPER/PLATINUM, CHECK CARD AND FLEXIBLE EARNINGS PROGRAMS	1/25/2006	9/30/2006		06-05A-2		UDP
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	10/1/2005	9/30/2006		06-13		GID
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	10/1/2005	9/30/2006		06-05C		UDF
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	10/1/2005	9/30/2006		06-05B		UDB
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005	9/30/2006		06-05		UDE
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	10/1/2005	9/30/2006		06-14		VHC
<input checked="" type="checkbox"/> CORPORATE PROGRAM: 2006 MODEL YEAR GM DRIVER EDUCATION PROGRAM	4/17/2006	9/30/2006		06-08-1	750	U4C/U5C

Total &gt;&gt; 2370

Programs in red and with italic print indicate a VIN Exception Condition - you must refer to program for specific eligibility/compatibility guidelines

Dealer responsible for determining consumer eligibility for each program.

Questions?? Contact GM Dealer Business Center (888-414-6322)

Close Window

# STEVENS CREEK BUICK PONTIAC GMC

Buyer:

Vehicle:

Trucks:

Date: 4/19/2006

SAN JOSE CA

2006 PONTIAC G6

SD

VIN: 1G2ZH558664

Miles: 143 Status: New

T1: 2002 TOYOTA TRUCK TACOMA

Deal Number: 49141

F&I Manager: YADWINDER SI...

Sale Price:	\$25,050.00	Total Down Payment:	\$776.00	Total Rebate:	\$1,750.00	Amount Financed:	\$26,652.09
Trade Allowance:	\$10,600.00	Total Fees:	\$307.75	Term:	72		
Trade Payoff:	\$11,574.00	Total Taxes:	\$2,070.34	Rate:	7		

Base Payment: \$454.39/72mo/...

PREFERRED PLUS	PREFERRED	STANDARD	ECONOMY
<b><input checked="" type="checkbox"/> Mechanical Breakdown Coverage</b> Can provide cost of parts and labor for covered repairs up to 5 years OR 75000 miles. Includes towing and rental coverage. \$2,895.00	<b><input checked="" type="checkbox"/> Mechanical Breakdown Coverage</b> Can provide cost of parts and labor for covered repairs up to 5 years OR 75000 miles. Includes towing and rental coverage. \$2,895.00	<b><input checked="" type="checkbox"/> Mechanical Breakdown Coverage</b> Can provide cost of parts and labor for covered repairs up to 5 years OR 75000 miles. Includes towing and rental coverage. \$2,895.00	<b><input checked="" type="checkbox"/> Mechanical Breakdown Coverage</b> Can provide cost of parts and labor for covered repairs up to 5 years OR 75000 miles. Includes towing and rental coverage. \$2,895.00
<b><input checked="" type="checkbox"/> Resistall</b> Provides comprehensive protection for the exterior and interior of your vehicle \$1,195.00	<b><input checked="" type="checkbox"/> Resistall</b> Provides comprehensive protection for the exterior and interior of your vehicle \$1,195.00	<b><input checked="" type="checkbox"/> Resistall</b> Provides comprehensive protection for the exterior and interior of your vehicle \$1,195.00	
<b><input checked="" type="checkbox"/> Gap Loss Protection</b> Can Pay-off remaining loan balance less deductible if your vehicle is in a wreck or stolen and not recovered \$595.00	<b><input checked="" type="checkbox"/> Gap Loss Protection</b> Can Pay-off remaining loan balance less deductible if your vehicle is in a wreck or stolen and not recovered \$595.00		
<b><input checked="" type="checkbox"/> Lojack</b> The one option thieves are hoping you don't get for your new vehicle. The LoJack stolen vehicle recovery system is like registering your vehicle with the Police. \$995.00			
Package Price \$5,680.00 Term 72 78 Rate 7 7 Balloon%/\$ 0 0 Base Payment \$454.39 \$426.28 Updated Payment \$554.55 \$520.24 Payment/Month \$100.16 \$93.96 Payment/Day \$3.34 \$3.13 Initial	Package Price \$4,685.00 Term 72 78 Rate 7 7 Balloon%/\$ 0 0 Base Payment \$454.39 \$426.28 Updated Payment \$536.08 \$502.92 Payment/Month \$81.69 \$76.64 Payment/Day \$2.72 \$2.55 Initial	Package Price \$4,090.00 Term 72 78 Rate 7 7 Balloon%/\$ 0 0 Base Payment \$454.39 \$426.28 Updated Payment \$525.94 \$493.40 Payment/Month \$71.55 \$67.12 Payment/Day \$2.39 \$2.24 Initial	Package Price \$2,895 Term 72 Rate 7 Balloon%/\$ 0 Base Payment \$454.39 \$426.28 Updated Payment \$503.75 \$472.00 Payment/Month \$49.36 \$46.00 Payment/Day \$1.65 \$1.00 Initial

# STEVENS CREEK BUICK PONTIAC GMC

Buyer:

Vehicle:

Trades:

Date: 4/19/2006

SAN JOSE CA

2006 PONTIAC G6

SD

VIN: 1G2ZH558664

Miles: 143 Status: New

T1: 2002 TOYOTA TRUCK TACOMA

Deal Number: 49141

F&I Manager: YADWINDER SI...

Sale Price:

\$25,050.00

Total Down Payment:

\$776.00

Total Rebate:

\$1,750.00

Amount Financed:

\$26,652.09

Updated Payment:

\$0.00

Trade Allowance:

\$10,600.00

Total Fees:

\$307.75

Term:

72

Trade Payoff:

\$11,574.00

Total Taxes:

\$2,070.34

Rate:

7

Base Payment: \$454.39/72mo/...

## Products Selected

## Products Not Selected

## Disclosure

### Mechanical Breakdown Coverage

Can provide cost of parts and labor for covered repairs up to 5 years OR 75000 miles. Includes towing and rental coverage.

\$2,895.00

### Resistall

Provides comprehensive protection for the exterior and interior of your vehicle

\$1,195.00

### Gap Loss Protection

Can Pay-off remaining loan balance less deductible if your vehicle is in a wreck or stolen and not recovered

\$595.00

### Lojack

The one option thieves are hoping you don't get for your new vehicle. The LoJack stolen vehicle recovery system is like registering your vehicle with the Police.

\$995.00

The products and pricing have been explained to me. I understand that specific details and coverage are outlined in each product agreement and may differ from what is described in this overview. I ALSO UNDERSTAND THAT THESE PRODUCTS ARE NOT REQUIRED AS A CONDITION FOR OBTAINING CREDIT. To enroll in any program, I understand that the appropriate applications must be completed. I hold the Dealer harmless for my refusal of any options referenced in this overview. I understand selection of products may affect the licensing fee. I understand the rate for the installment sale of a vehicle may be negotiable with the seller. The seller may assign the installment contract and retain its rights to receive a portion of the finance charge. Financing may be available elsewhere.

Package Price:

\$0.00

Term

72

Rate

7

Balloon %/\$

0

Base Payment

\$454.39

Updated Payment

\$0.00

Payment/Month

\$0.00

Payment/Day

\$0.00

Initial

Buyer:

Co-Buyer:

Date: 4/19/06

Date:

**AGREEMENT TO FURNISH INSURANCE POLICY**  
(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

TO SELLER STEVENS CREEK BUICK PONTIAC GMC Date 04/19/2006  
4201 STEVENS CREEK BLVD SANTA CLARA CA 95051

The undersigned Purchaser(s) agree(s) to furnish his/their own Insurance Policy, covering property which is the subject of a Security Agreement dated this 19th day of APRIL, YR 2006

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
<u>2006</u>	<u>PONTIAC</u>	<u>G6</u>	<u>SD</u>	<u>1G2ZH558654</u>

Such Insurance Policy must be delivered to the Seller within \_\_\_\_\_ days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins.Co. STATE FARM Agent MIKE MURILLO

ADDRESS OF AGENT - STREET \_\_\_\_\_ CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_  
Policy No. \_\_\_\_\_ Exp. Date 03/07/2006 AGENTS PHONE NUMBER (408) 295-0554

☐ Fire & Theft - ☐ Additional Coverage - ☐ \$ \_\_\_\_\_ Deductible Comprehensive - ☐ \$ \_\_\_\_\_ Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use, maintenance or operation thereof, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee \_\_\_\_\_  
**NOTICE TO BUYER:** This Agreement does not authorize the ordering of **Public Liability or Property Damage Insurance**. Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and **will not include Public Liability or Property Damage Insurance**.

**WARNING: IT IS YOUR RESPONSIBILITY UNDER CALIFORNIA LAW TO OBTAIN LIABILITY INSURANCE OR BE SUBJECT TO PENALTIES FOR VIOLATING SECTION 16029 OF THE VEHICLE CODE, WHICH MAY INCLUDE LOSS OF LICENSE OR FINE. THE INSURANCE ACQUIRED BY THE LICENSEHOLDER DOES NOT PROVIDE LIABILITY COVERAGE AND DOES NOT SATISFY YOUR RESPONSIBILITY UNDER CALIFORNIA LAW.**

BUYER'S NAME (Printed) \_\_\_\_\_ ADDRESS \_\_\_\_\_  
HOME PHONE \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_

X \_\_\_\_\_  
X \_\_\_\_\_  
CO-BUYER'S SIGNATURE \_\_\_\_\_

**LAW FORM NO. 228RS** KEY 140 ©2000 Reynolds and Reynolds® Order Toll Free 1-800-344-0996  
The Printer makes no warranty, express or implied, as to content or fitness for purpose of this form. Consult your own legal counsel.



**INSTRUCTIONS ON REVERSE SIDE      ALL SIGNATURES MUST BE IN INK      PHOTOCOPIES NOT ACCEPTED**

## Vehicle/Vessel ID

## Bill of Sale

### Odometer

## Buyer

**Seller**

**Power of Attorney**

Signature of Attorney X	DATE 04/19/2006
Signature required by person appointing Power of Attorney X	DATE





A Public Service Agency

# APPLICATION FOR REGISTRATION OF NEW VEHICLE

12536135

DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 04/19/2006			DATE FIRST OPERATED (MO./DAY/YR.) 04/19/2006			NRM/IND	
MAKE PONTIAC	YEAR MODEL 2006	BODY TYPE SD	MOTIVE POWER GAS	NUMBER OF AXLES 2	UNLADEN WEIGHT 3445		
VEHICLE IDENTIFICATION NUMBER 1G2ZH558664			M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER				
LENGTH IN INCHES			WIDTH IN INCHES		COUNTY OF RESIDENCE SANTA CLARA		
SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW (1) [REDACTED]					EQUIPMENT NUMBER		DRIVER LICENSE/ID CARD NO. [REDACTED]
<input type="checkbox"/> AND <input type="checkbox"/> OR (2)					DRIVER LICENSE/ID CARD NO.		
BUSINESS OR RESIDENCE ADDRESS 998 HERIDIAN AVE #30			APT. NUMBER	CITY SAN JOSE	STATE CA	ZIP CODE 95126	
MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)			APT. NUMBER	CITY	STATE	ZIP CODE	
LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME					ELECTRONIC LIENHOLDER ID.#		
BUSINESS OR RESIDENCE ADDRESS			APT. NUMBER	CITY	STATE	ZIP CODE	
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE			APT. NUMBER	CITY	STATE	ZIP CODE	

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?

☐ Yes ☒ No**APPLICANT'S CERTIFICATION:** I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.

DATE 04/19/2006	BUYER'S (1) <input checked="" type="checkbox"/> [REDACTED]	(2) <input checked="" type="checkbox"/>
--------------------	---	---

**CERTIFICATE OF COST**—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

DATE PURCHASED/ACQUIRED COST

A — Cost of vehicle purchased as a ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis

B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).

## ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is [ ] [ ] [ ] , [ ] [ ] [ ] (no tenths) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING — ☐ Is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.

DATE 04/19/2006	SIGNATURE OF SELLER OR COMPANY AGENT [Signature]	PRINT SELLER'S TRUE FULL NAME/COMPANY AGENT STEVEN CREEK BUICK PONTIAC GMC	ADDRESS 1201 STEVENS CREEK BLVD SANTA CLARA CA 95051
DATE 04/19/2006	[REDACTED]	[REDACTED]	ADDRESS 998 HERIDIAN AVE #30 SAN JOSE CA 95126

REG 397 (REV. 9/98)

— DMV copy —



## NEW VEHICLE DEALER NOTICE

After completion, detach this stub copy and mail direct to Department of Motor Vehicles, P.O. Box 944292-2920, Sacramento, CA 94244-2920, no later than the period of time specified in Section 5901 VC.

12536135

MAKE PONTIAC	BODY TYPE SD	VEHICLE IDENTIFICATION NUMBER 1G2ZH558664	
DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.) 04/19/2006		DEALER'S NUMBER 28724	SALESPERSON'S NUMBER 405
SOLD TO: PRINT TRUE FULL NAME(S) [REDACTED]			
ADDRESS [REDACTED] SAN JOSE CA [REDACTED]			
NOTE: UPON TRANSFER OR SALE, DEALER MUST ENTER ODOMETER READING HERE. [ ] [ ] [ ] , [ ] [ ] [ ]		IMPORTANT! ENTER BOTH DEALER'S AND SALESPERSON'S NUMBERS. This is a notice of purchase of vehicle. Do not use as an application for registration or title	

No. 0276 P. 20

Steven Cr. Buick

Dec. 27, 2007 12:53AM

2006 G6 - GT SEDAN			PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC	/V6G		GENERAL MOTORS CORPORATION
192 EBONY			100 RENAISSANCE CENTER
ORDER NO. JBMTPP/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZH55 86 64			VEHICLE INVOICE 2AD51089538
*****16*23017S			
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
22H69 G6 - GT SEDAN	23455.00	21461.33	INVOICE 04/18/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 04/12/05
FR9 AXLE RATIO 3.29	N/C	N/C	EXP I/T 04/25/05
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	INT COM 04/25/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 04/12/05
PED PREMIUM VALUE PACKAGE INCLUDES	2350.00	2091.50	KEYS XXXXX XXXXX
* (4) 17" CHROMETECH WHEELS			WFP-S QTR OPT-1
* AM/FM STEREO 6 DISC CD PLAYER			BANK: GMAC - 085
(REPLACES STD/OPT/PKG RADIO)			CHG-TO 23-017
* PANORAMIC ROOF, POWER			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	SHIP WT: 3445
R9N LEATHER PACKAGE:	1365.00	1214.85	HP: 32.9
* LEATHER APPOINTED SEATING			GMS: 24647.58
* 6-WAY POWER DRIVER SEAT			SUPPLR: 25753.35
* HEATED FRONT SEATS			MRM: 28270.00
* LEATHER WRAPPED STEERING WHL			DAN: PKG2B
* STEERING WHEEL RADIO CONTROLS			MEMO 1282.25
* LEATHER WRAPPED SHIFT KNOB			
AND PARK BRAKE HANDLE			
U2K XM SATELLITE RADIO - OVER 130	325.00	289.25	
CHNLS OF DIGITAL ENTERTAINMENT.			
SERVICE FEE EXTRA.1ST 3MOS.INCL			
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	
YF5 50-STATE EMISSIONS	N/C	N/C	
1S2 PREMIUM PACKAGE DISCOUNT	500.00-	445.00-	

TOTAL MODEL & OPTIONS	27145.00	24761.93	ACT 231	24572.58
DESTINATION CHARGE	625.00	625.00	H/B 261	814.35
LAM DEALER CONTRIBUTION		271.45	ADV 261	271.45
LAM GROUP CONTRIBUTION		271.45	EXP 65A	271.45

TOTAL	27770.00	25929.83	PAY 310	25929.83
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		24763.65		

\*\*\*\*\*

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.

MANTECA AUTO PLAZA

REMIT TO GMAC NO. 085  
 VIN 1G2ZH558664  
 \$ 25929.83 INV 2AD51089538  
 DUE 04/25/05 DEALER 23-017

# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC

HUMMER



(excludes Saturn)

CUSTOMER NAME: ALISON PJNA

VIN: 1 / 6 / 2 / 7 / 4 / 5 / 5 / 8 / 6 / 4 /

## 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
06-31A-22	\$ 750.00	CWE
06-31ACL	\$ 500.00	BPN
06-31CL-4	\$ 500.00	PDR
	\$ N/A	
	\$ N/A	
Total Incentive Amount Received		\$ 1750.00

## 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 04/19/06 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 \_\_\_\_\_ ~~XX~~ No

- b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://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 \_\_\_\_\_

Date: 04/19/06

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 referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: \_\_\_\_\_

Dealership Name: \_\_\_\_\_

STEVEN CREEK BUICK-PONTIAC GMC

Date: 04/19/06

Dealer Code: \_\_\_\_\_

**Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.**

GM3795-OS 9/05

No. 0276 P. 22

Dec. 27, 2007 12:54AM Steven C. Buick

# RETAIL INSTALLMENT SALE CONTRACT SIMPLE INTEREST FINANCE CHARGE

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)
SAN JOSE CA SANTA CLARA	STEVENS CREEK BUICK PONTIAC GMC 4201 STEVENS CREEK BLVD SANTA CLARA CA 95051

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
NEW	2006	PONTIAC G6	143	162ZH55866	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> 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
7.00 %	\$ 6063.98 <sup>(e)</sup>	\$ 26652.09	\$ 32716.08 <sup>(e)</sup>	\$ 776.00 is \$ 33492.08 <sup>(e)</sup>

SUBJECT TO LENDER'S CREDIT APPROVAL  
YOUR PAYMENT SCHEDULE WILL BE:

(e) means an estimate

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71 Payments	454.39	Monthly, Beginning 05/19/2006
Payments	N/A	Monthly, Beginning
One Final Payment	454.39	DUE ON 04/19/2012

**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

- Cash Price Vehicle \$ 25050.00<sup>(A)</sup>
- Cash Price Accessories \$ N/A
- Other (Nontaxable)  
Describe N/A \$ N/A  
Describe N/A \$ N/A

#### B. Document Preparation Fee (not a governmental fee)

\$ 45.00<sup>(B)</sup>

#### C. Smog Fee Paid to Seller

\$ N/A<sup>(C)</sup>

#### D. Sales Tax (on taxable items in A+B+C)

\$ 2070.34<sup>(D)</sup>

#### E. Optional DMV Electronic Filing Fee\*

\$ 28.00<sup>(E)</sup>

#### F. (Optional) Service Contract\*

\$ N/A<sup>(F)</sup>

#### G. (Optional) Service Contract\*

\$ N/A<sup>(G)</sup>

#### H. Prior Credit or Lease Balance paid by Seller to

\$ N/A<sup>(H)</sup>

(see downpayment and trade-in calculation)

#### I. (Optional) Gap Contract (to whom paid)\*

\$ N/A<sup>(I)</sup>

#### J. Other (to whom paid)\*

\$ N/A<sup>(J)</sup>

For

#### Total Cash Price (A through J)

\$ 27193.34<sup>(1)</sup>

### 2. Amounts Paid to Public Officials

#### A. License Fees

\$ 225.00<sup>(A)</sup>

#### B. Registration/Transfer/Titling Fees

\$ N/A<sup>(B)</sup>

## 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 \$ N/A Limits	Mos.	\$ N/A
Medical \$ N/A	Mos.	\$ N/A
	Mos.	\$ N/A
	Mos.	\$ N/A
Total Vehicle Insurance Premiums.		\$ N/A <sup>(a)</sup>

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.

Buyer X \_\_\_\_\_  
Co-Buyer X \_\_\_\_\_  
Seller X STEVENS CREEK BUICK PONTIAC

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 <sup>(b)</sup>

Insurance Company Name N/A

Home Office Address N/A

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 to have

C. California Wire Fees N/A \$ N/A (1)  
D. Other N/A \$ N/A (2)  
E. Other N/A \$ N/A (3)  
**Total Official Fees (A through E)** \$ 234.75 (4)  
**3. Amount Paid to Insurance Companies** \$ N/A (5)  
(Total premiums from Statement of Insurance column a + b)  
**4. Smog Certification or Exemption Fee Paid to State** \$ N/A (6)  
**5. Subtotal (1 through 4)** \$ 274.69 (7)  
**6. Total Downpayment** 2002 TOYOTA TRU 10600.00  
A. Agreed Trade-In Value Yr. 2002 Make TOYOTA Model TACOMA 60047 \$ N/A (A)  
VIN 5TE5M92N322  
B. Less Prior Credit or Lease Balance \$ 11574.00 (B)  
C. Net Trade-In (A less B) (Indicate if a negative number) \$ 974.00 (C)  
D. Deferred Downpayment \$ N/A (D)  
E. Manufacturer's Rebate \$ 1750.00 (E)  
F. Other N/A \$ N/A (F)  
G. Cash \$ N/A (G)  
**Total Downpayment (C through G)** \$ 776.00 (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)** \$ 26652.09 (7)  
\*Seller may keep part of these amounts.

**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  
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

**NOTICE OF RESCISSION RIGHTS**  
If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back give you the right to rescind if Seller is unable to assign this contract.  
Buyer X [Signature] Co-Buyer X [Signature]

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

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 THE COVERAGE PROVIDED BY YOUR INSURANCE POLICY, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
THE BUYER SIGNATURE [Signature] I UNDERSTAND THESE PUBLIC LIABILITY TERMS AND CONDITIONS.  
S/S X [Signature] X [Signature]

**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 [Signature] Co-Buyer X N/A

**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.

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 [Signature]  
Date 04/18/00 Buyer Signature [Signature] Age [Signature]  
Date [Signature] Co-Buyer Signature [Signature] Age [Signature]

**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 1F. See your gap contract for details on the protection it provides. If N/A part of this contract.  
Term N/A Mos N/A Name of Gap Contract N/A  
You want [Signature]  
Buyer X [Signature]

**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  
Buyer X [Signature]

**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.  
X [Signature] Buyer Signs  
X [Signature] Co-Buyer Signs

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 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 to make a unilateral change.

Buyer Signature X \_\_\_\_\_

Co-Buyer Signature X \_\_\_\_\_

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**THERE IS NO COOLING OFF PERIOD**

California 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 04/19/06

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 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 \_\_\_\_\_

Guarantor X \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Address \_\_\_\_\_

Seller Signs \_\_\_\_\_

Date 04/19/06 By X \_\_\_\_\_

Title \_\_\_\_\_

**LA FORM NO. 553-CA** (REV. 10/05) U.S. PATENT NO. 6,160,782  
©2005 Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0090; fax 1-800-531-8055  
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

**DEALER COPY**

**Privileged and Confidential Information****CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)**

By: Paula Maggard State: CALIFORNIA

Customer Name: [REDACTED] Service Request: 71-566646905 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH558664 [REDACTED] In Service Date: 04/19/2006 Vehicle is: NEW BAC Code: 163372  
 Year, Make & Model: 2006 G6 - GT SEDAN Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: Stanford Federal Credit Union

**VEHICLE REPAIR HISTORY**☐ Engine/Fuel/Exhaust

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/14/06	182940	*	2267	C/S the engine died once while slowing down and turning; one time only – No DTC's stored. No bulletins/IP's found. Did find updated PCM calibrations available. Reprogrammed PCM. Road tested. No stalling experienced.
6/19/07	200314	*	11563	C/S hesitation on acceleration, intermittent - Road tested. No hesitation experienced. No DTC's set. No TSB's found. Does have a PCM software update. Reprogrammed PCM.

☒ Steering

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/14/06	182940	1	2267	C/S clunking in steering. Also when you turn the steering wheel back/forth, you'll feel a grab/release feeling – Road tested vehicle for clunking type noises at steering. <b>Could not duplicate concern.</b> Checked bulletins. Vehicle has electric power steering system. Normal operations.
7/11/06	183994	2	3265	C/S lost all power steering earlier today. A message on the DIC (driver's information center) reads 'power steering'. Seems okay at this time – Checked SI for bulletins/ concern. No document. Visual checked under hood and road tested. Could not verify concern or any message in DIC gauge. It's all normal.  C/S clicking in the power steering when turning the steering wheel side to side. RO 182940 6/14/03 at 2267 miles; no trouble found. Checked SI for bulletins for concern; scan for DTC codes. Found code at steering symptom. Removed lower dash trim cover out for more diagnosis and checked for noises. Heard noises coming at electronic power steering assist. Motor was noisy intermittently. Tested power and ground at module and signal voltages at steering sensors for specs. Sensors had 2.6 volts signal in specs. Checked pin terminals and connectors at driver dash, all looked good. Removed and replaced new electronic power steering assist motor assembly for noises under driver dash area. After (I) replaced new module unit, recalibrated new set up steering position sensor, torque sensor and steering turning sensor at column. Road tested. Steering feel(s) in specs and straight.
1/22/07	193064	3	7385	C/S the radio display reads 'power steering'. When this happens the vehicle has no power steering assist; squeaks – Per DTC chart, intermittent steering position sensor voltage out of range. Called TAC



(9430172) recommended to replace steering position sensor; integral part of steering column. Ordered new steering column. Replaced steering column per DOC ID 1641009 and related (items). Perform module set up procedures. Road tested normal steering response. No faults experienced. Checked for squeaks after column replacement. No abnormal noises heard in stall or on road test.

6/19/07	200314	*	11563	C/S clunking in steering; worse when going in and out of driveways when making right hand turns. You can hear a slight clunking in the steering if you just rotate the steering wheel back and forth. If you can verify the clunking while driving it will continue to vibrate like something is loose; also when this happens the steering gets stiff – Road tested; noted only slight popping/clunk from the steering while turning. Found TSB 06-02-32-007B. Scanned for DTC's. Found code. Found TSB 06-02-32-002B. Suspect system is in normal Thermal Protection Mode. No faults with assist verified. Left copy of TSB for owner. Lubricated Intermediate shaft and reorient steering shaft to rack stub shaft. Re-road tested; no abnormal steering experienced. Cleared DTC.
8/28/07	203461	3	13325	C/S clunk is still in the steering – Internal noise in steering gear. Road test and diagnose. Removed and replaced power steering gear assembly; set front toe; road tested okay.
12/19/07	208081	1	16423	C/S clunk noise in steering when turning – Verified clunk. After inspection found the power steering rack binding. Replaced power steering rack and intermediate steering shaft.

#### ☐ Body/Trim

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
6/19/07	200314	3	11563	C/S 'rocking chair' type squeak from the drivers seating area; mostly on slow speeds, slowing down to a stop, turning, and 42 mph or slower – Road tested. Also road tested with Ken; no abnormal noise experienced.
				C/S left side of sunroof seems to be sticking up more than the right side and left rear corner seems lower than the right rear corner – Rearmost glass panel of panoramic sunroof higher on left than right. Adjusted glass panel to match right side.

#### ☐ Suspension

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/28/07	203461	*	13325	C/S squeak type noise from rear of car going over speed bumps – Road tested multiple times; unable to duplicate noise. Repaired and replaced steering and retested and still <b>unable to duplicate</b> .



## THE CALIFORNIA LEMON LAW READS:

Days out of service: **30**

Repairs: **2 for serious, 4 for same nonconformity**

Time period: **18 mo. / 18,000 miles**

Does Lemon Law state nonconformity must continue to exist? **Y**

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

**CRS FINAL OFFER:**

**DATE:**

<b>OFFER TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
---

**PLAINTIFF'S FINAL  
DEMAND:**

**DATE:**

<b>AMOUNT TO CUST: \$</b> <b>ATTORNEY FEES: \$</b> <b>OR INCLUSIVE OFFER: \$</b>
--

TEAM MANAGER APPROVING:

Date:

COMPONENT	DESCRIPTION
<b>Axle</b>	Includes all components related to the axle, differential, driveline, & rear end.
<b>Body/ Trim</b>	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.
<b>Brakes</b>	All mechanical, electrical, or fluid related components of the Brake system.
<b>Chassis</b>	All frame, bumper and hitch components.
<b>*Electrical</b>	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.
<b>Engine/Fuel &amp; Exhaust</b>	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.
<b>Glass</b>	All glass and window components.
<b>HVAC</b>	All components related to heating, air conditioning and temperature.
<b>Paint</b>	All paint specific issues (Not metal related).
<b>Restraints</b>	All SIR, airbags and seatbelt issues.
<b>Steering</b>	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrateer.
<b>Suspension</b>	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
<b>Transmission</b>	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
<b>Wheels/Tires</b>	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 Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

**VIA FAX ONLY**

December 27, 2007

Mr. Alfred Shahgholian, Service Manager  
Stevens Creek Buick-Pontiac-GMC  
4201 Stevens Creek Boulevard  
Santa Clara, CA 95051-6999

RE: [REDACTED]  
Service Request: 71-566646905  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZH558664 [REDACTED]  
Legal Research Specialist: Paula Maggard

Dear Mr. Shahgholian:

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 buyer's order/bill of sale and finance agreements, the incentives acknowledgement form, the Actual Cash Value statement of any trade, *and the application for title or MV-1*.
- \*For customer privacy, any spaces containing the Social Security Number should be blacked out. \*
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, as well as technician notes. Also, include any receipts for aftermarket or dealer add-ons.

*This is a time sensitive legal matter.*

Please fax these within 24 hours to my personal fax number: 866-255-3731

If there are any fax difficulties or the documents exceed 50 pages, please divide the documents and send two or more groups 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 any questions, please contact me directly at 866-790-5600 ext 11102, Monday through Friday between 8:00 a.m. and 4:45 p.m., Central Time. Email address: paula\_maggard@gmexpert.com

Sincerely,

General Motors Corporation

LG0040





General Motors Corporation  
Business Resource Center  
PO Box 351791  
Detroit, MI 48231-5179

March 18, 2008

**VIA FAX ONLY**

William McGee, Esq.  
The Law Offices of William R McGee  
16855 W Bernardo Dr Ste 380  
San Diego, CA 92127-1626

RE: [REDACTED] v. General Motors Corporation  
Service Request: 71-566646905  
2006 Pontiac G6  
Vehicle Identification Number: 1G2ZH558664 [REDACTED]

Dear Mr. McGee:

Thank you again for working with the Early Resolution department to resolve this customer complaint. General Motors is in receipt of the formal acceptance of our repurchase offer dated February 19, 2008 and a copy of current registration. The Manteca Auto Plaza of Manteca has agreed to facilitate the repurchase by hosting the exchange. Mike Patton, the dealership's Service Manager has been designated as the dealer coordinator for this repurchase. The dealer coordinator can be reached by phone at 209-239-7777.

As a reminder, General Motors Corporation requires a vehicle inspection be performed at the exchange facility prior to the issuance of any funds. Any damage beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding. The exchange can take place as early as March 21, 2008. Our counsel has been notified of the settlement terms and is preparing the associated release of claims. The release and a dismissal must be fully executed prior to the exchange. Repurchase documents are scheduled to arrive one business day prior to the exchange date. **Please work with our counsel and the dealer coordinator to arrange a mutually acceptable time for the exchange.** If you are unable to conduct the exchange within the 72 hours following the scheduled exchange date, we ask that you promptly contact this office.

Sincerely,

General Motors Corporation  
Business Resource Center  
1-800-231-1841

cc: FILE  
LG0119  
Rev. 7/9/2007

