

June 5, 2008

Dealer Confirmation Letter-Straight

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

Subject: 2007 Chevrolet Malibu

Customer:

VIN: 1G1ZS58FX7F

Ref SR: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.

SHARPMAKKAUCHEYROLET, BUICK, PONTI 113630 Management Agent's Signature and Title.

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

CBBB 5/28/2008 2:48:02 PM PAGE 002/002 Fax Server

TO:Mr Alfred E. Sowards COMPANY:



#### **BBB AUTO LINE**

#### POST DECISION SETTLEMENT FORM

Customer:	Case Number:	CHV0831728
Manufacturer: Chevrolet	Date: <u>05/28/</u> 0	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.

37	Manufacturer's Representative (print name)
Signature	Signature
5/30/08 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

Revised 6/9/2006

# ADR REPURCHASE CHECKLIST Effective date: 08/26/2004

## Voluntary Repurchase

	BBB Cas	e	Straight					
CO	OMPLIAN	CE DATE		July 29,	2008	-		_
ΑI	OR REQU	EST NUMBEF	<u> </u>		71-5883	395359		
CU	JSTOMER	R NAME						
LA	AST SIX O	F VIN						
ΑI	OR CRS_	Patricia Cha	ndler	· ·	<b>EXT.</b>	11552		HPV.
DV	/M <u>Joe</u>	Semock		PH	ONE	630092 8201		
DA	ATE ACCE	PTANCE RE	CEIVED _		May	30, 2008		
NU	JMBER O	F DAYS FOR	COMPLLA	ANCE	60			
TE	AM LEAI	)'S SIGNATU	RE				,, <u>u</u>	-
AD	R Excepti	ons that need t	o be paid i	i.e. over a	llowance	and negative	equity.	
CO	OMMENTS	S/REASON FO	R EXCE	PTION:				
File	will be retu	ned without all i	nformation a	ibove comp	oleted.			

Page 1 of 1

Print





GM Repurchase Case Case Number: 150019

Fax Number: (866) 802-6668

Vehicle Info

VIN:

1G1ZS58FX7F

Year: 2007 Make:

Chevrolet Model: Malibu

Vehicle Owner(s)

Title in Name:

Title State:

OH

**Primary Owner:** 

**Case Documents** 

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

Total Number of Pages

63U 83B ORDE VIN	MALIBU SEDAN LS SPORT RED METALLIC TITANIUM R NO. KQQFX7/TRE 1G1 ZS58 FX 7F	STOCK			& SUBSIDI RENAISSAN DETROIT	ICE CENTER MI 4	8243-1114
****	*****					TAACT TO	DOOZOTAZA
MODE	*******		^ X X	****	*****	*****	13*09115S
MODE	L & FACTORY OPTIONS			MSRP	INV AMT	RETAIL -	
1ZS6	9 MALIBU SEDAN LS			17155.00			
	FLOOR MATS			80.00			12/41/06
	50-STATE EMISSIONS					SHIPPED	
			:	N/C	_		
	2.2L 4 CYL ENGINE				N/C	INT COM	12/26/06
MN5	4-SPEED AUTO TRANSM	ISSION		0.00	0.00	PRC EFF	
VK3	FRONT LICENSE PLATE	BRACKET		0.00	0.00	KEYS G13	
				****	0.00		
		•			•	WFP-S QT	
	,						MORGAN CH
						CHG-TO	09-115
						SHIP WT:	3047
						HP:	18.4
					•		
	•				*.	GMS:	16560.83
	•					SUPPLR:	17299.32
						MRM:	17885.00

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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
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IMI OJA 45.03

DAN:

MEMO

BASE1

711.75

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

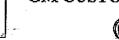
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

RODNEY COBB CHEVROLET, INC.

No. 542/



## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT













				(excludes San	rn)	V. >=		
		STOMER NAME: N: 1G1Z\$58FX7F	, 2907 p	HEYROLET MAL	(ABU / /	1 1 1		
1.	Cust	omer Incentive						
	incen (Bill	gn the total amount of cutive(s) be applied: (a) of Sale indicates pre-inced in my name by Dealer:	to the down pay entive price, amou	ment of this vehic	le. (b) when	re permissible	by law, as a price re	duction
			ram Reference SH	Amount § 1500.00	CBD <u>GM</u>	Incentive Co	<u>de</u>	
		···	· · · · · · · · · · · · · · · · · · ·	s N/A				
				\$ N/A		<i>V</i>	<del></del>	•
		-		\$ N/A				
			Total Incentive	Amount Received	\$ 1500.00	-		
2.	suppo	r Program Selection (Worted financing/leasing, or I elect to receive	tc)	•	stomer incentiv	e programs; f	or example, Division	L
		I elect to receivein lieu of						
		I elect to receive					<del></del>	
					On Paramanne		7200	
	a.	Vehicle Incentive Acknidentification number, v for personal/business us as described in Item	owledgment. I an which was sold/lead e and not resale ar	n the <u>ultimate retai</u> sed to me by the D ld I took delivery o	I purchaser or licalor named he	essee of the volume.  I acknowled	ehicle bearing this ve hicle was purchased/	chicle leased
		I.	vehicle equipped	with OnStar?	XX Yes	No		
	b.	Under which the OnStar dealer, at www.onstar.co	onditions Acknow service in my veh om, or by contacti	<u>ledgment.</u> I ackr icle is provided (co ig OnStar as descr	owledge that I l	have received ole in the vehi	the Terms and Conc cle glovebox, from t	litions he
		I understand that in or my vehicle or call 1.886 cancelled,	der to cancel the 3.4OnStar (1,888,	OnStar service in 466.7827) or TTY	my vehicle, I i 1.877.248.208	0 and reques	t that my Services I	on in e
	•	Purchaser/Lessee Signat	ur				Date:	
has	entive taken	rsigned person, as Dealer (s) described in Item delivery of the reference d to General Motors or S	_ and the OnStar 7 ed unit through thi	Ferms and Condition	ms bave been n	tovided to the	e paid rurchoper/lacos	an' with a
		orized Dealer Signature; ership Name:	SHARPMACK /	I CHEV-OLDS	INC	07 Date: Dealer Co	· ————————————————————————————————————	

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 22. 2008 2:01PM S	harpnack li <b>sharpna</b>	CK II	No. 54:	27 P. 3/10
ORDER DEVAREET DON'T LACE	CHEVROLET-PO	NTIAC-BUIC Avenue Willard,	<b>K, INC.</b> Ohlo 44880	
LESSOR; GMAC	Phone	: (419) 935-0194 DATE	07/20/2007	STOCK NO
ADDRESS		PHONE	0772372007	07751
	ATTALIA STATE DU			
Pursuant to the terms and conditions listed harsin, the un	JI I AWA CH idersigned lessee hereby agrees to lease th	e ilsted vehicle from	or through a third party if Deale	TIMOTHY HOWELL ar can obtain third party approval.
ENTER MY ORDER FOR ONE WEW				
YEAR MAKE	WODET 800	YTYPE	COLOR	TAIM
MOOR SERULING.	MALIBU TO BE DEL	D LS LIVERED	REO STOCK	1-L\$
BEMARKS:	THE MAJOR TERMS OF THIS	<del> </del>	3 <del>/2007                                    </del>	7751
	1. The number of months this o			
SEE VEHICLE DELIVERY REPORT ATTACHED	2. The number of miles you ma			39
ET ACC ACON DELINICAL ACCUSATION AND ACCUSATION ACCUSATION ACCUSATION ACCUSATION ACCUSATION AND ACCUSATION ACCUSATION ACCUSATION ACCUSATION A	And over the entire lease wil		-	12000 s 39000
SEE SPOT DELIVERY AGREEMENT ATTACHED	Charge you will pay for each		mount listed;	<del></del>
SEE USED VEHICLE LIMITED WARRANTY ATTACHED	3. Your approximate monthly pa		•	<del>" 207 69</del>
16	4. The approximate capitalized TRADE-IN VEHICLE		DUE AT DELIVERY	<del>*</del> 18186-90
1-41500 - ChD	YEAR MAKE	<u> </u>	CAPITALIZED COST REDU	
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	MODEL	,	FIRST PAYMENT	
	MALIBU		0.000	207,69
	VIN 1G1ND52J116		SECURITY DEPOSIT	N/A
	MILEAGE		TITLE FEE	
	55338	<u> </u>		N/A_
	PAYOFF TO:		REGISTRATION FEES	11 / 6
NEGATIVE EQUITY DISCLOSURE:	PAYOFF GOOD THRU:	<del></del>	TAX ON CAPITAL COST REDUC	TION N/A
i am aware that the balance owed on my trade-in vehicle		·	•	97, 50
or the amount owed on my lease turn-in vehicle exceeds the trade-in allowance from Dealer and, as a resulf, I have	ACCOUNT NO.:		USE TAX	
requested that the capitalized cost be increased by	TRADE IN ALLOWANCE	<u> </u>	·	
\$N / fo cover negative equity from my trade- In/the amount owed on my lease turn-in.		5000.00		
X	PAYOFF AMOUNT			
DEPOSIT RECEIPT	NETTOANEN	2912.16		
Dealer hereby acknowledges receipt of the sum of SN/A_ as a Deposit/Parilal Payment for the vehicle described above. If this Receipt is for a Deposit,	NET TRADE IN ALLOWANCE	1782_65		
vehicle descritted above. If this Receipt is for a Deposit, Ocaler will refrain from selling the described vehicle for	REBATE	1702+00		-
daya. This Deposit/Partial Payment	٠	1500.00		
on the reverse side and the following:	DEPOSIT	1 .	TOTAL DUE AT DELIVERY	
		N/A	AI DELIVERI	<del>- 3587.84</del>
ODOMETER MILEAGE STATEMENT		N/A		
The adometer of the above-described vehicle now reads miles/kilometers and is	TOTAL CREDIT		LESS CREDITS	
accurate unless checked below.   Odometer mileage.		3282,65		3282,65
is not accurate, Refer to the Faderal Milesge Statement for full disclosure.			BALANCE	
ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIE PERFORMANCE UNDER SUCH WARRANTIES, UNLESS DEALER	ER OTHER THAN DEALER ARE THEIRS, NOT DE	EALERS, AND ONLY S	UCH MANUFACTURER OR OTHER	SUPPLIER SHALL BE LIABLE FOR
VEHICLE AND ANY RELATED PRODUCTS AND SERVICES SOL	J, INCLUDING ANT IMPLIED WARHANTIES UP M D RY DEALER DEAL ER NEITHER ASSUMES NO	IEHCHAN (AB)LITY OR IB AUTHORIZER ANY I	I FITNESS FUH A PARTICULAR PU OTHER REDECNITO ACCINIE COD	JRPOSE IN CONNECTION WITH THE
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CONTRATO DE VENTA  The front and back of this Document and Bay constraints incorporat as been made or entered into, or will be specified. I have read th coutify that I am at least 18 years of the property o	ed herein comprise the enlire agreement affecting e lerms and conditions printed on the back hereof e receipt of a copy of this Document. THS ORC	ihis Relail Lease Order and agree to them as a SER 18 NOW VALID 112	and no other agreement or undersize part of this Agreement the same as	unding of any nature concerning same If it were printed above my signature, BY DEALES OF HIS AUTHORIZED
The state of the s		(a		
APPROVED: SHAPPNACK II CHEV-OLDS	; INC. ACCE	PTEDE	LEBREPS SIGNATURE	<del>07/2<u>3/200</u>7</del>

38. Total Capitalized Cost Reduction (equal to Line 14D) 39. First Monthly/Single Periodic Payment (Line 27) 40. Refundable Becurity Deposit 41. Additional Amounte 43. Total Amount Due at Lease Signing or Delivery Purchas Oplign at End of Lease Term 44. Residual Value (Line 24) 9<del>657.9</del>0  $\mathcal{D}UUUU$ 45. Purahese Option Increment 14/4 - 1065 9657.90 48. Purchase Option at End of Lease Yerm

9 Miles May Not Exceed 550

Not Demo or PEP Enter Adrual Odometer Milesing on Line 52A

Prior Gema Ciny Lease may either reduce monthly miles over lease ferm or purchase existing males, if purchasing beginning miles, male the adherance of Lines 17 and Line 169 on Line 52A

Prior PEP/GM

Employee City

Lease may either reduce monthly milesage over lease leam or purchase existing miles. If purchasing beginning miles, enter the adherence of Line 17 and Line 169 on Line 52A 52. Baginning Mileage Adjustment A. Actival Odometer Manager
B. Times Registrico Mileage Adjustment Rate
C. Residual Adjustment Attributed to Beginning Mileage (enter on Line 23A) x E N// P.007/027

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							Time		Dale
Vehicle Description:	Approved By Year 2007	Mekq	CHEVROLET	Tirha Model	HALIBU		Date VIN	IG12550FX7F2	Application Number
Administrative Message 2						[N	IEMO: Program Leas	Fector.	0.05
Becurity Daposit Walver:	No□	Yes□	II Yes, Customer Ra	le ingrease)	No DXX Yes D	<b>→</b>	Raiš Decreme Single Paymer	Al: 11 Lease Decrement:	
Loyalty Program?	No□	Yes□	If Yes, Authorization				Dosler Lease I Security Deco:	factor:	1,00 404,82
Other Reason for Security	Deposii Walver (de	acribe)				_	Federally Tax : Other Increme Total Lease Fe	Exempl: nl:	7 05

SEE REVERSE (LINES RI AND) FOR USED LEASE CALCULATIONS

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

576 LEASE WEREHT 5/2000 (S)

	govement levies.on you, the vehicle, or, us (except our net income taxes). We may change your monthly payment if taxes change. We may fill you separately for official less and taxes.	Policy no.: nx n UPhysical damage Deductibles: Collision \$ N/A Comprehensive \$ N/A
	TOTAL ESTIMATED FEES AND TAXES YOU MUST PAY DURING LEASE	20:00PTIONALELIFE, AND DISABILIES : INSURANCE: Woode not require : life, or edisability insurance also used from the contract of the lease from . We will include
	vehicle value when a fee or tax is assessed.	the premium in your base monthly payment. A notice you receive when you slop this lease describes the
$\equiv$	a. Title/lien fees 5 N/A 5 Begistration fees/texes 5 N/A	coverage(s). The insurance may not cover taxes and other amounts due besides the base monthly payment.  Insurer name: NeA
~		
٦.	c License fees/axes \$ N/A	Address War and the second of
-	d. Sales/use taxes kincluding tax.on,capitalized cost reduction)	
J	e. Exciser taxes  f. Property taxes  g. Other (describe)  h. Other (describe)  A  S  VA  A  VA  A  VA  A  VA  A  VA  A  VA  A	☐ Liferinstrance (☐ Lessee *☐ Co-Lessee ☐ Both) - Premium \$ \\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
542	T. Property taxes	Coverage limit \$
Š	g. Differ (describe) 174	☐ Disability insurance (Lassee only). Premium \$
9	h, Other (describe) A/A  "i. Other (describe) A/A  "i. Other (describe) A/A	Monthly coverage limit \$ H/A
		LESSEES SIGNATURE: X: N/A Age
	14. MILEAGE.	CO-LESSEE'S SIGNATURE X Age
	Base Mileage Allowance.   □ 15,000 miles/year.	Age
	☐ IS,000 tilles/year. 15,000 miles/year. ☐ IS,000 tilles/year. ☐ IS,000 miles/year. ☐ IS,000	21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty carecked below.
İ	Extra Miles: You are buying	Standard manufacturer's warranty
	on or after the last scheduled payment is due, we will credit you with \$ 7/17 per mile for	O N/A
	each unused extra miles. There wills be no credit if the lease ends early, you buy the vehicle, or the wehicle is a total loss, where is a second management of the control	Warranty papers that are separate nor this lease state any coverage limits. The law gives you'l awarranty ให้สำนักยางอักเดีย conforms to the description in this lease." " """ """ """ """""""""""""""""""""
	Total Allowed Mileage on the Odometer at Lease End is 39047 miles.	FHERE AREJNOLOTHERVEXBESSSWARRANTIES ON THE VEHICLE, WE MAKE NO
	Starting odometer mileage:47miles	IMPLIEDS WARRANTY: OF MERCHANTABILITY: (THERE: IS NO WARRANTY: THAT THE WEHICLE'S FITHOR ARABITICULAR PURPOSEQUEAR AND AREA OF THE STATE OF THE STAT
1	+ 39000 miles	WBRICEERS FITHGORMARARITICULARIPURBOSEs and かっかい メートルイン (m) コールングできる メール・ステン (m) コールングできる (m) ファイン (m) ファイン (m)
	Purchased extra miles + N/A miles	22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.
	Excess Mileage Charge. The excess mileage charge is \$	Name MA months, M/A miles  Name MA months, M/A miles
	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 but the vehicle	II VIOLEZIO DI VIOLE SE PRESENTA A SERVICE DE PRESENCIA DE PRESENCIA DE SERVICE DE SERVICE DE SERVICE DE LA COMPANIO DEL COMPANIO DE LA COMPANIO DE LA COMPANIO DE LA COMPANIO DEL COMPANIO DE LA COMPANIO DEL COMPANIO DE LA COMPANIO DE LA COMPANIO DEL COMPANIO DE LA COMPANIO DEL COMPA
	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:	you do not the price will be in the capitalized cost and you will payment charges on the price.
	THO C THE CHETTE ACCUMANT THE TAIL IN A SECOND TO SECOND THE CONTRACT OF THE C	The transfer of the second of
arpnack	THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the terms of his lease must be in writing and signed by the and us: No oral changes are binding.	
<u>-</u>		The second of th
rot	LESSE BY: X	CO CESSEE X
Sh	We may detay or remain morn emidding any or our rights under this lease without losing them.	
	NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU	J ARE ENTITLED TO A COPY OF THIS AGREEMENT.
	YOU SIGNED THIS AGREEMENT AND RECEIVED A CORVEY. WILLARD OH	ON 07 23 2007
F	(city)	(state), (month), (day) (year)
03PM	CESSEE: X	Godessee X anasa
7:	SHARPMACK II CHEV-GLOS INC. SIGNATURE AND TITLE X	
08	Lessor assigns all right, title, and interest in this lease to the party identified in this lease as the	interposo assignee; under the terms of the Lease Plan Dealer Agreement in effect from time to
200	time with the assignee (the 'Dealer Agreement'), Lesson also assigns all right title, and interest in under the terms of the Dealer Agreement.	the leased vehicle to the party identified in this lease as the intended assignee, or its designee,
	SHARPHACK IT CHEV-OLDS INC.	The state of the s
22	LESSOR: BY: X	TITLE
=	SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INC	APPENDE NEED A SENECT E CLUDING A PROMIBITION OF TRANSFER OF YOUR INTEREST.
La.	671 MONTHLY 11/2001 (6)	
	Copyright 2001 General Motors Acceptance Corporation. All Rights Reserved.	Lease Agreement 9
	·	TRIPLICATE ORIGINAL - DEALER

(FAX)15199793820

K mig we		District ser appropriate	
l. Total monthly	payment		tille 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	- Fariti Johnston West and the second	Parent out hat the laboration	19 5 207 d
	The actual charge will depend on	representational charge if you when the lease is terminated	u end this lease early. The charge may be up to several thousand dollars.  The earlier you end this lease, the greater this charge is likely to be
8. Excessive Wear and	Use You may be charged for assessment	क्रिक्ट क्यारे स्वहुद कृताल गांच यह व व व्हार	The earlier you end die lease, the greater this charge is likely to be use and for mileage in excess of the greater this charge is likely to be use and for mileage in excess of the greater this charge is likely to be use and for mileage in excess of the greater this charge is likely to be use and for mileage in excess of the greater this charge is likely to be used for mile per mile use on the distribution per year at the rate of \$ 0.70 per mile plus end for the greater this charges, and insurance its charges. The greater this greater this charge is likely to be used to be used for the greater this charge is likely to
9 Porchase Ontion at	End of Lebes Term Way have no Van	pased on our standards for normal or	ise and for mileage in excess of 12060 miles per year at the rate of \$10.000
10 Diber important Tor	Con term para da la	the venicle at the end of the lease ter	rm for \$ 96 plus official fees and taxas
10. COLE MUNDHAM IS	ing. See your lease documents for additional in	tormation on early termination, spirite	chase opticis and maintenance resonnis bilities promotion interest and
14 DEMINION OF			The leader there was an arranged, was and uprault enarges, and insurance.
a. Agreed months	GHUSS CAPITALIZED COST.	9 % 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15. CHARGE FOR FINES of the povernment places of
h. GMAC aditional	ative for	\$ 27100 00 %	promptly we may pay it. Each time we pay a fine, you will pay us the fine plus \$20.
c Licenen/ragistra	ative fee	¥ \$ 595,00	to contract the plant of the pl
d. Sales tax	lion/title fees	+ \$ N/A	17. SCHEDULED LEASE END DATE. This lease is spheduled to end 10/22/20 You are scheduled to return the vehicle on this date.
T. TOICG INA		+ s 490.90	AS LEASTER TO THE PROPERTY OF
e. Other tax (descr		+ \$ N/A	
·i ribilotial selvijca	contract	+ \$ <u>N/A</u>	The state of the s
g. Optional maintei	nance contract	+ s N/A	THE PROPERTY CONTROL INSUMAINMENT TO A PROPERTY OF THE PROPERT
h. Optional life inst	rance	LE PROPERTY AND SEA	damage noticles that meet our requirements (see the other side) are in force on the date
يان. Optional disabili	Authority of the property of t	+ \$ N/A	Insurance company name: ALLSTATE
A STATE OF THE PARTY OF THE PAR	to the same of the first of the first blank	O OFFICIAL TOP STATE IN THE PARTY OF THE PAR	Insurance agency name: BAXIER IMS SERVICE
k. MVA	The state of the s	Little rehigne only at shall when	Agency address:
* * *	Ginse Canibilized Cont	- P 1010E 60	Agency phone po: (419)734-9193
49 THE MEHIOLETICA	Gross Capitalized Cost TARE TRADINGS	TRANSPORT OF MUSIC AND ISL	Agent's name:
TETTIL TETTICLE TO	JARETRADINGS SACKE SUCCESSES. (C)	To the selfe and use servere	Agent's pame:  Foliation: 48 92 684915 Cuitability AD Physical damage  Deductibles: Collision \$
Gross trade-in valu	3	escaluding artificidality influence	Deductibles: Collision & Comprehensive S
Payoff			insurance company name:
			insurance company name: W/A
วันเกรียก ของการ	年で (526) (現所) は で (2014) July	\$ 2087.84	Agency address: R/A
13. UFFIGAL FEES	NO TAXES YOU MUST PAY DURING LEASE	icense, title, registration, testing.	Agency phone no.: #/A
quvernment levies on	- title vehicle or us / suspend our and	ne lease or the vehicle that the	Agent's name: N/A
your montaly payment i	laxes change. We may hill you separately	(come taxes) We may change	Policy no.: WAI Physical damage
TOTALESTIMATEDEFES	AND TAXES YOU MUST PAY DURING LEASE	Light House	Déductibles: Collision \$ N/A Comprehensive \$ N/A
. Ine actual total of fees	Hind Tayes may the triches or leaver denon-	\$ 588 40	(CULUMERICADE SUITE AND PROADULTM INCLINE CO.
	or tax is assessed.	and our ray uses in effect of the	disprance: (i.voz s yn below, we willetry to get the coverage(s) checked for the lease term. We will the premium in your base monthly payment. A netro you
a. Title/lien fees		s N/A	
Begistration fees	bxes:	s N/A	Chefe and the man and the cover takes and other amounts due desides the base monthly payr
c. License fees/taxe	\$	s N/A	Insurer name: ###
d. Sales/use taxes /	ss nctuding taxon,capitalized cost reduction)	\$ 588.40	THE DESCRIPTION OF THE PROPERTY OF THE PROPERT
· e Excler tayed	wooding rokky krátkianteo côżi Leoncilou)	300 AU	
F Proporticiation	and the second	S a series MA	☐ Life insurance (☐ Lessée ☐ Co-Lessee ☐ Both) Premium \$ 4/4
" Other (decomber)		3 4 - 3 NAA - 12	Coverage limit \$H / A
h. Other (describe)	FK	S - 15 All S Control	☐ Disability insurance (Lesses only). Premium \$ \$/4
Other (describe)	Be Service Service	\$ N/A	Monthly poverage limit & M CA
Other (describe)	194 V V V V V V V V V V V V V V V V V V V	\$ \$ 1/4	LESSEES SIGNATURE: X
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Base Mileage Alley	arros in 15,000 miles)/est. Amilion	milestre - 12 (You miles Arous - 1	
İ	☐Medium-duty truck (gasoline): 25	,000 miles/year	21 WARRANTY AND EVOLUCION OF WARRANTY
	☐Medium-duty truck (diesel): 35,00	10 miles/year AVEN LEE TE	WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any wa
	the other assessment of the billion		ATT CALL S TANKE
- tripatalitae: Va	and the constant and the safe with	is an permite all this lease ends	Standard manufacturer's warranty
Extra Miles: You are	THEOLIGAT DOMINORS CONTROL TO THE CONTROL OF THE CO		
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vehicle, or the vehic	neonigo payment sixtue) we will be dit you mile: There will be unocredit if the lesse sixtue of the lesse	age elics estry, you buy the	Warranty papers that are separate from this lease state any coverage limits. The lew 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

12:17

a. Capitalized cost reduction	g. wareston		•
b. First monthly payment	3 207.69	a. Net trade-in allowance	\$ 4007.04
c. Refundable security deposit	* N/A	b. Rebates and noncash credits	s <u>1500,00</u>
d. Title lees	a N/A	c Amount to be paid in cash	s <u> </u>
	- \$ - H/A		•
e. negistration rees			
t. Sales/use tax	s 97.50°		•
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N/A	s N/A	FATTER TO THE TENTH OF THE TENT	37 (S : )
denotes along den	3587.84	。 <b>阿尔</b> 斯尔 (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	
	· V	d Total	3587.84
a: Gross-capitalized cost. The agreed upon value of the vehicle (\$ insurance; and any outstanding prior credit or lease; balance).	Your monthly payment is d	etermined as shown below: d any items you pay for over the lease term (such as service contracts, it, or eash you pay that reduces the gross capitalized cost	18185,90
<ul> <li>Capitalized cost reduction. The amount of any net trade-in allow</li> </ul>	ance, rebate, honcash cred	if of the share that radians the average and the same	3282.65
c. Adjusted capitalized cost. The amount used in calculating your t	See monthly payment	", or leave short both trief reprices the Blosz Cabitaitzed cost	
1. Residual value. The value of the vehicle at the end of the lease u			14903.25
Depreciation and any amortized amounts. The analysis	ised in Calculating your base	monthly-payment	9657.30
- Depreciation and any amortized amounts. The amount charged the lease term	ditor the vehicle's decline in	value through normal use and for other items paid over	
Rent charge. The amount charged in addition to the deprecia			<u>5245.35</u>
Total of base monthly payments. The depreciation and pay	montand any amortized at	TOURIS	<del>- 2854,56</del>
LESSE DAVIDENTS. The number of powership was a lessely	inintiized minonium bina me	rent charge = 5	<u>8039 91</u>
Total of base monthly payments. The depreciation and any a Lease payments. The number of payments in your lease.			39
page monthly payment management to make the management of the payment of the paym	- inflament supplied beautiful in the suppli		207.69
Monthly sales/use tax (estimated)		_ = d	
	* #		M/A
Total monthly payment		The state of the s	
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Early Termination@Mon.makefrage.to.pay.arest	hotostial shares it		287 <u>.63</u>
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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 eddition to the depreciation and any amortized amounts. The depreciation and any amortized amounts the depreciation and any amortized amounts the rent charge.  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.		4	1997 1770 1970 1970	etermined as shown		d Total	2507°04
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### STATE OF OHIO - BUREAU OF MOTOR VEHICLES CERTIFICATE OF REGISTRATION

PLATE NO.: REG. DATE: 03/3	20/2008 EXP. DATE: 03/20/2009 ISSUE DATE: 02	Inchang	
VALIDATION NO.: 903EEC6683 LESSEE NAME:	20/2008 EXP. DATE: 03/20/2009 ISSUE DATE: 02 ELECTRONIC POA VEHICLE OWNERSHIP: LE	AGENCY:	6212
LESSEE ADDR:	LESSOR: VAUL TRUST	OLD APP NO.	
CITY: MARBLEHEAD  STATE OH ZIP:  TAX DISTRICT: DANBURY TOWNSHIP	LESSOR ADDR: ADD. CITY: NORTH OLMSTED ADD. STATE: OH ADD. ZIP.	OLD PLATE:	
COUNTY: OTTAWA INSIDE CORP LIMIT: NO	VEHICLE CLASS: PASSENGER		
BODY TYPE: 4S	ODOMETER READING: 47 MAKE: CHEV	STATE FEES:	\$31.00
CERTIFICATE TITLE NO.: VEH. SERIAL NO.: 1G1ZS58FX7F	PLATE TYPE: REG TYPE: RENEWAL	LOCAL TAX;	
PURCHASE DATE: 05/25/2007 NEW	SUSPENSION/REVOCATION: NO PRIOR OPERATION: YES	REFL/CO. FEE: DEPUTY FEE:	\$10.00 \$0.00 \$3.50
	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
- 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 Burgan 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 surely 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,

#### SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

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

CUSTOMER COPY

CHV0831728

61005

P.013/027 06/02/2008 12:19 (FAX)15199793820



#### **BBB AUTO LINE**

Date: 02/14/2008

Customer:

Business: Chevrolet

Mfr-Info: 1716 OH 1G1ZS58FX7F

Case Number: CHV0831728

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

No. 5930 P. 2



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

17760	MARC T STO	VER	36	3085	08/08/07	CVC523741
	LABOR RATE	LICENSE NO.	MILE	AGE	GOLOR	
	YEAR / MAKE / MODEL			945	<u>/</u>	07751
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	1 G 1 z s	5 8 F X 7	F		SELLING DEALER NO.	PARRICTION DATE
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From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 15:24

#488 P. 006/006











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OMER NO.	3295		ADVISOR RUSSEL	1 4 1/	EVEDVA	226	M295	09/21/07	CVCS2112
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No. 5930

P. 1



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

17760	MARC T STOVER	36 TAG N	10.	11/11/07	UNVOIDE NO. CVC5242064
	LABOR HATE LIGENSE	NO. MILEAGE	2,504	COLOR	07751
MARRI ENFAR OU	YEAR/MAKE/MODEL 07/CHEVROLET/MAL	TRII/4D IS	.,	07/23/07	DELIVERY MILES
MARBLEHEAD, OH MARKET	VEHICLE ID. NO. 1 G 1 Z S 5 8 F			SELLING DEALER NO.	FRODUCTION DATE
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From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 15:07

#488 P. 004/006



RIGHT CHOICE DOC & SOLUTIONS (440) 937-9966



## **FOSTER**

<u>GM</u> PARTS



<u>™</u> Goodwrench Service CHEVROLET-CADILLAC, INC. 2504 HAYES AVE. SANDUSKY, OHIO 44870 (419) 625-1313

Goodwrench Service



27344	SUE COUTS	469 WAIT	01/16/08	CVWS21497
	LABOR RATE LICENSE NO		MAROON/	STOCK NO.
ADDI CUETO OU	YEAR/MAKE/MODEL  07/CHEVROLET/MAL		DELIVERY DATE	DELIVERY MILES
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From: Foster Chevrolet Cadillac

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#488 P. 005/006











CVWS214970

oodwrench Service

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

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27344	ADVISOR SUE COUTS	469 WAI	INVOICED	L6/08
	LABOR RATE LICENSEN	O. MILEAGE	,205 MARO	_ <del></del> _
	YEAR / MAKE / MODEL		DELIVERY	
MARBLEHEAD, OH MARBLEHEAD	07/CHEVROLET/MAL.	IBU/4 DOOR SEDAN		DEALER NO
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RIGHT CHOIGE DOC & SOLUTIONS (440) 937-8866

From:Foster Chevrolet Cadillac

419 625 0784

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#488 P. 002/006



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

Goodwrench Service

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From:Foster Chevrolet Cadillac

419 625 0784

01/22/2008 15:01

#488 P. 003/006







GM PARTS



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

Goodwrench Service



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Fax Server

TO: Patricia Chandler COMPANY:

Apr 14 08 12:05p

Don Mitchell

1-419-734-7147

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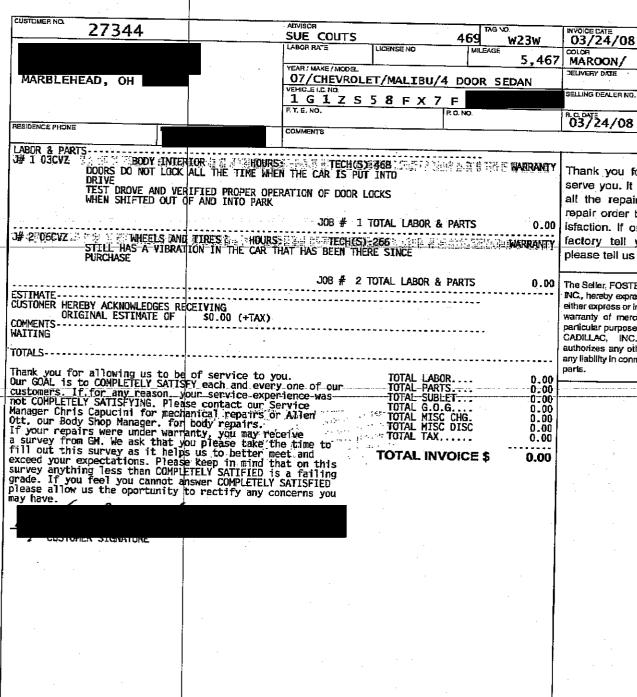
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DELIVERY MILES

PRODUCTION DATE

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

Goodwrench Service



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.

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CHOICE DOC & SOLUTIONS (440) 937-9966

PAGE 1 OF 1

CUSTOMER COPY

[ END OF INVOICE ] 10:42sm

APPROVED

GROSS PROFIT: \_\_\_

886\_13

06/02/2008 12:29 (FAX)15199793820 P.023/027



Customer: \_

Manufacturer: Chevrolet

### **BBB AUTO LINE**

Case Number: CHV0831728

#### POST DECISION SETTLEMENT FORM

Manufacturer: <u>Chevrolet</u>	Date: <u>05/28/08</u>
The parties named above have agreed to the settle resolution of the issues brought before the arbitra	lement outlined below as the basis for a final tor in this case.
By signing this agreement, the parties have agree rendered by the arbitrator.	ed to have this settlement supercede the decision
The terms of the settlement are as follows:	
Patricia Chandler of GM has offered and the conscipled the following to resolve case CHV082 straight lease repurchase the customer's vehicle Ohio Lemon Law. The customer is responsible negative equity. The customer is responsible to the manufacture as it came from the factory adamages must be repaired at the customer contitems on the vehicle they must be removed. When to return the vehicle to the selling dealer completed 60 days from the date the customer	31728. GM will voluntary cle under the terms of the for any over allowance and / or for returning the vehicle to allowing for regular use. Any ost. If there are after market The customer will be advised er. This transaction will be
	PATRICIA CHANDLER
Customer (print name)	Manufacturer's Representative (print name)
Signature	Signature 28, 2008
Date	Date
Council of Better Bus 4200 Wilson Boulevard, Suite 800 - Arlington, VA - 22	<b>Siness Bureaus, Inc.</b> 203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

**CBBB** 

5/28/2008 2:48:02 PM

PAGE 002/002

Fax Server

COMPANY:

#### **BBB AUTO LINE**

#### POST DECISION SETTLEMENT FORM

Customer:	Case Number: CHV0831728
Manufacturer: <u>Chevrolet</u>	Date: <u>05/28/08</u>

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.

ATRICIA CHANDLEY 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

06/02/2008 12:30 (FAX)15199793820 P.025/027

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

Customer:	<b>SR #:</b> -71588395359	BBB#: 831728
		DDD#: 001720

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

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

#### Section 1

Purchase Price	 17100.00
(from Bill of Sale, before tax, tag, title, etc.)	17 100.00
MSRP	- 17885.00
(from BARS Invoice screen)	- 17005.00
Subtract the MSRP from the Purchase Price	= 785.00
(If positive, look for Overallowance)	- 765.00
If the Purchase Price is greater than the MCDD but the	 J

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

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

#### Section 3

Trade Allowance (from Bill of Sale)			5000.00
Payoff on Trade (from Bill of Sale)			- 2912.16
Subtract the Payoff on Tra	ide from the Trade Allow rade is higher that the Trade	vance Allowance. This is Negative Equity.	= 2087.82

#### Section 4

Purchase Price	17100.00
(from Bill of Sale, before tax, tag, title, etc.)	17 100.00
Incentives not included in the Purchase Price	- 1500.00
(from BARS and Incentive Acknowledgement sheet)	1000.00
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 15600.00
Price. This is the Actual price of the vehicle that should be presented to the BBB on	10000.00
the Agreement to Arbitrate (ATA).	
If Overallowance/Negative Equity and/or Incentives (not included)	<u> </u>

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, <u>print</u> 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: CUSTOME	ER INFORMATION
Titled owner:	
Mailing address:	
City: Marblehead	State: OH Zip code:
Day phone:	
Fax:	E-mail address:
SECTION 2: VEHICLE	
Make: Chevrolet	A. 191
Name(s) that appears on t	real, 2007 Current mileage: 3900
	the vehicle title: Alfred Sowards Sharpnack, Willard, OH
	/city/state: FOSTER CHEVROLET-OLDS-CADILLAC,
1 · · · — ·	
Purchase/lease date: 07/	29 (07
First repair attempt date:	inneage at purchase/lease:
How often is the vehicle us for business purposes (per	centage) 0 % or loss of vehicles owned Transmission type:
1	accident/had body damages Piles C
Description of damage: Ve	h. was damaged prior to purchase.
· •	
The customer-would-like	the manufacturer to replace the vehicle with a brand
new one at no additiona	i cost to him or repuchase the vehicle with a brand Chevrolet file purchase the vehicle buy him out
and return his money.	Chevrolet file number: 71-588395359
<u> </u>	
•	
Please complete the mi	issing information in the box below and on page 2.
	ATION NUMBER / GIZS 58FX7 F
Lienholder/Leasing Co	
Account Number	Phone Number 1-800-200 4622

SECTION 4: VEHIC	LE PRO	BLEMS (List primary p	roblem fi	rst) Case Number: Ci	HV08317
Problem		Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:  A/C: won't cool property		Any Dealer, Inc.	2	4/29/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	TENERAL YES
Vehicle vibrates & wobb from side to side	es		4		yes
Muffler problem- veh. m roaring sound	akes a		3		yes
			•		
					· ·
					<del>-</del>
			_		
al days out of service	for all ne	oblems: 19	<u> </u>		

•	·	
Signature of Titled Owner(s) I am submitting this dispute for under the BBB AUTO LINE Arbitr	resolution in the paperature	Date <u>1-25-08</u> and I agree to arbitrate the dispute

Please mail or fax this completed form with <u>copies</u> 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

COMMENTS:		
COMMENTS:	 •	
PAGES INCLUDING COVER:		
FROM: Chris Capacini		·
TO: Patrica Chandler		



RIGHT CHOICE DOC & SOLUTIONS (440) 937-9966















27344	ADVISOR SUE COUTS		469 <sup>™</sup>	G NO. 2073	01/16/08	CVWS21546
	LABOR RATE	LICENSE NO.	MILEA		COLOR	STOCK NO.
	YEAR / MAKE / MODE				DELIVERY DATE	DELIVERY MILES
MARBLEHEAD, OH	VEHICLE I.D. NO.	DLET/MALIBU	i i	SEDAN	SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Z	S 5 8 F X	7 F		B. O. DATE	
					01/09/08	
IDENCE PHONE	COMMENTS	•		· · · · · · · · · · · · · · · · · · ·		
TECH# DATE START FINISH 340 01/09/08 16:10 16:20 TOTAL TECH TIME  ROARING NOISE AT 40 MPH SOUNDS LIKE ITS COMING FROM THE EX TEST DROVE FO NOISE EXHAUST NOISE CHANGES WIELL TRANSS NORMAL CONDITION  3.25 CVZ ELECTRICAL HOURS TECH# DATE START FINISH 340 01/10/08 7.70 7.70 340 01/10/08 0.00 0.00 TOTAL TECH TIME  CUSTOMER KEEPS GETFING THE BRIGHTS LOW BEAMS ON RT HEADLAMP ADJUSTED TO HIGH ADJUSTED HEADLAMPS  4. L3 CVZ ENGINE COOLING HOURS TECH# DATE START FINISH 340 01/09/08 16:20 16:50 TOTAL TECH TIME  AFTER CAR SITS OVERNIGHT CUSTOMER COULD NOT DUPLICATE E	ACT TIME 0.80 0.00T 0.80 0.00T 0.80 0.00  STOP  PAIR FOR THE PEOPLE IN THE IF THERE IS S NOT THERE A REPAIR. THE THE CONCERN HOLS AUTHORIT R 3.0 HOURS  JOB #  ACT TIME 0.10 0.00 0.10 0.00 0.10 0.00 0.10 0.00  CHAUST  SHIFTS 10 OVER ACT TIME 0.00 0.00 0.00 0.30 0.00 0.30 0.00 0.30 SFLASHED AT H  JOB #  ACT TIME 0.30 0.00 0.30 0.00 0.30 0.00 0.30 0.00 0.30 0.00 SMELLS COOLAN	DESCRIPTION OVERRIDE IN OVERRIDE IN OVERRIDE IN CARCAR. YOU A THIRD GM IS AWARE ERE IS A ZED STRAIGHT  1 TOTAL LABOR DESCRIPTION HOLD OTHER  2 TOTAL LABOR DESCRIPTION FINISHED FINISHED FINISHED FINISHED FINISHED  IM WITH  3 TOTAL LABOR OVER THE PROPERTY OF THE PROPERTY	& PARTS & PARTS & PARTS	0.00 0.00 21.46	serve you. It is all the repairs repair order to isfaction. If our factory tell you please tell-us im.  The Seller, FOSTER INC., hereby express either express or impleared particular purpose, a CADILLAC, INC. authorizes any other any liability in connec parts.	

















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	LABOR RATE	LICENSE NO.	MILEAGE		COLOR MAROON/	STOCK NO.
	YEAR/MAKE/MODEL		<u>.l</u>		DELIVERY DATE	DELIVERY MILES
MARBLEHEAD, OH	VEHICLE I.D. NO.	ET/MALIBU/4		EDAN	SELLING DEALER NO.	PRODUCTION DATE
	1 G 1 Z S	5 8 F X 7 F	), NO.		B O DATE	1
	F. I. E. NO.	I.C.	. NO.		01/09/08	
RESIDENCE PHONE	COMMENTS					
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CHEVROLET-CADILLAC, INC. 2504 HAYES AVE. SANDUSKY, OHIO 44870 (419) 625-1313





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Seller, FOSTER CHEVROLET-CADILLAC, hereby expressly disclaims all warranties, er express or implied, including any implied ranty of merchantability or fifness for a ticular purpose, and FOSTER CHEVROLET DILLAC, INC. neither assumes nor norizes any other person to assume for it liability in connection with the sale of these

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

Goodwrench Service

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#### **Privileged and Confidential Information**

#### CASE ASSESSMENT

Customer Name: Alfred Sowards SR # 71-588395359 BBB No.: CHV0831728 BAC Code: 113630 VIN 1G1ZS58FX7F In Service Vehicle is: New Date: 7/23/2007 Year, Make & Model 2007, Chevrolet Malibu Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing 3,900

By: Patricia Chandler

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

{Type}

CAM Name: {Name}

State: Ohio

DVM Name: Joe Semock

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**

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
Jan.9/08	215467	8	3,570	Vibration on acceleration from a stop.
				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

#### ☐ NOISE

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

#### <u>If yes are the RO's attached</u> <u>NO – CUSTOMER STATES VEHICLE WAS DAMAGED</u> <u>BEFORE HE PURCHASED IT</u>

#### ☐ <u>OTHER</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed: BRAKES
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 <a href="https://doi.org/10.1007/journal.org/">DRIVEABILTIY</a>
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 <a href="INTERIOR TRIM">INTERIOR TRIM</a>
Aug.8/07	237416	***	945***	Customer states front seat headrests make him lean forward.
				Headrests are normal. Non adjustable LIGHTS
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 <u>DRIVEABILITY</u>
Sept.21/0 7	211244	1	1,084	Aligned front and rear wheels to specifications
,				DRIVEABILITY
Dec.27/0 7	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 WHEELS/TIRES
Dec.27/0 7	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

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

#### Vehicle Meets Presumption of Lemon Law YES or NO

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

#### RECOMMENDATION AND RATIONALE

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

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.

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

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

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

<sup>\*</sup> SES light is to be captured under affected component above.



# STATE OF OHIO - BUREAU OF MOTOR VEHICLES CERTIFICATE OF REGISTRATION

REG. DATE: 03/20/2008 EXP. DATE: 03/20/2009 ISSUE DATE: 02/05/2008 APP NO.: VALIDATION NO.: 903EEC6683 **ELECTRONIC POA** AGENCY: 6212 LESSEE NAME: VEHICLE OWNERSHIP: LEASE USER ID: MS LESSOR: VAUL TRUST OLD APP NO.: LESSEE ADDR: OLD PLATE: CITY: LESSOR ADDR:

NORTH OLMSTED

ADD, ZIP:

PASSENGER

MARBLEHEAD

STATE

OH

ZIP:

TAX DISTRICT: DANBURY TOWNSHIP COUNTY: OTTAWA

INSIDE CORP LIMIT: NO

VEHICLE YEAR: 2007 BODY TYPE: 48

CERTIFICATE TITLE NO.:

VEH. SERIAL NO.:

PURCHASE DATE:

NEW

1G1ZS58FX7F

05/25/2007

REG TYPE: RENEWAL

ADD. CITY:

ADD. STATE:

VEHICLE CLASS:

MAKE: CHEV

PLATE TYPE

ODOMETER READING:

SUSPENSION/REVOCATION: NO

PRIOR OPERATION: YES

FEES PAID: YES

STATE FEES:

LOCAL TAX:

DEPUTY FEE:

REFL./CO. FEE:

TOTAL FEES: \$44.50

\$31.00

\$10.00

\$0.00

\$3.50

- 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,

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

CUSTOMER COPY

CHV0831728

61005

#### **BBB AUTO LINE**



April 14, 2008

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

Re:M24 CHV0831728: vs Chevrolet Motor Division 1G1ZS58FX7F

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:			SR#	71-588395359	BBB No.: CHV0831728	
VIN 1G1Z	<b>2</b> S58FX7F		Da	Service te: 23/2007	Vehicle is: New	BAC Code: 113630	
Mileage at	Time of	el 2007, Che BBB Filing 3	vrolet Mal 3,900	ibu	Vehicle Purchase		
Lien holde	er: GMA	C Other	·□: {Nam	ie}	Sale Type: Pure {Type}	chase Lease Other::	
DVM Name Phone/Cel		mock r: 330-418-:	2411		CAM Name: {Na	me} {Phone Number}	
			VEH	IICLE REF	PAIR HISTORY		
Throughou category.	ut the en	tire form, us	se an aste	risk (*) if d	ay(s) out of service	e are already counted in another	
		RK IN THE I				ON REPAIR ORDERS. USE "N/A"	
☐ {Symp	tom}						
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and Re	pair Performed:	
				INFO WILL	BE COMPLETED AFTE	R REPAIR ORDERS ARE IN	
☐ {Symp	tom}						
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description	of Complaint and Re	pair Performed:	
☐ {Symp	tom}						
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and Re	pair Performed:	
☐ {Symp	tom}						
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and Re	pair Performed:	
☐ {Symp	tom}						
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and Re	pair Performed:	

☐ {Symp	tom}				
Date:	RO #:	Days Out:	Mileage:	<b>Description of Complaint and Repai</b>	r Performed:
☐ Recall/	<u>Campaig</u>	n (Not Rela	ated to Ot	her Symptoms/Complaints)	
Date:	RO #:	Days Out:	Mileage:	<b>Description of Complaint and Repai</b>	r Performed:
		stomer if t D's attach		cle has ever been involved i <u>V</u>	n an accident Y N
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repai	ir Performed:
			THE ST	TATE LEMON LAW READS:	
Days out Repairs 3 Time peri Does Lem	od 12 /	18,000	conformit	ty must continue to exist? Y	
		ety-related ne period			
Number o	of repair	attempts	in the pre	esumption period:	{ # of repair attempts}
				sumption period: er's ownership:	{# of Days} {# of Days}
	_				

#### Vehicle Meets Presumption of Lemon Law YES or NO

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

#### RECOMMENDATION AND RATIONALE

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

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.

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

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

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

<sup>\*</sup> SES light is to be captured under affected component above.

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.

#### **BBB AUTO LINE**



#### POST DECISION SETTLEMENT FORM

Customer:	Case Number: _ CHV0831728				
anufacturer: Chevrolet  the parties named above have agreed to the settlemesolution of the issues brought before the arbitrator signing this agreement, the parties have agreed the endered by the arbitrator.	 Date: <u>05/28/08</u>				
The parties named above have agreed to the settler resolution of the issues brought before the arbitrator.  By signing this agreement, the parties have agreed rendered by the arbitrator.	ment outlined below as the basis for a final or in this case.				
The terms of the settlement are as follows:					
accepted the following to resolve case CHV0831 straight lease repurchase the customer's vehicle Ohio Lemon Law. The customer is responsible for negative equity. The customer is responsible for the manufacture as it came from the factory all damages must be repaired at the customer cost items on the vehicle they must be removed. The when to return the vehicle to the selling dealer.	1728. GM will voluntary e under the terms of the for any over allowance and / or or returning the vehicle to lowing for regular use. Any it. If there are after market he customer will be advised i. This transaction will be				
Customer (print name)	Manufacturer's Representative (print name)				
Signature	Signature				
 Date	Date				













#### 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 Apr 14 08 12:05p UDDD

Don Mitchell

TIDICOUD II.UT.UU DEI

1-419-734-7147

p.2

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:

Chevrolet

Business: Mfr-Info:

1716 OH 1G1ZS58FX7F

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: 4-12-68

Council of Better Business Bureaus, Inc.

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

CBBB 3/21/2008 8:30:01 AM PAGE 001/003 Fax Server

TO:Patricia Chandler COMPANY:



#### **FACSIMILE TRANSMISSION**

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

FROM: Name: John Ryan

Fax Number: (703) 247-9700

TO: 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:

Sent:

Sunday, March 16, 2008 12:22 AM

To:

Ryan, John

Subject:

Re: BBB AUTO LINE Case CHV0831728 for

71-588395359

Dear Mr. Ryan,

My comments in regards to the indepedent 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.

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 Thank you,

John Ryan

CBBB 3/21/2008 8:30:01 AM PAGE 003/003 Fax Server

#### TO:Patricia Chandler COMPANY:



#### **BBB AUTO LINE**

March 21, 2008

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

Re:M13 CHV0831728: vs Chevrolet Motor Division 1G1ZS58FX7F

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: Customer Name: VIN:	CHV0831728 1G1ZS58FX7F	Prob		ate: 02/05/08 ate: OH ion: Toledo	
Is the VIN listed at	, please indicate the co	_	□ IN Warranty  ☑ YES □ YES	□ NO □ NO	nty - — — — -
	FORMATION are you willing to offer e.g., dealership name				de as much
If you checked YES  ☐ The customer ac  ☐ The customer re  ☐ The customer ha	communicated to the 5, please indicate the concepted the offer on jected the offer on as not indicated a response	ustomer's resp // // onse to the off	oonse below: - er.	<b>med</b> ? Please ind	icate a specific
performance date	or time frame:		ement be perior	med. Trease ma	eace a specific
<b>ARBITRATION IN</b> Please list custome	r requests that you fee	el are ineligible	e for arbitration an	d explain why.	
Please write your p	position as to the cause	e of each probl	em listed on the C	Customer Claim Fo	orm.
Please indicate the	decision you request t	the arbitrator t	o render:		
<b>List the amount o</b> I will participate	of any over allowanc		equity: \$	In writing	
Return this form as	s soon as possible		·	_	
To:	•	Completed by		Date:/	/
BBB AUTO LINE Fax: 703.247.970	0	Future contact Phone:	::	Fax:	
,	_			1 6//1	

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: vs Chevrolet Motor Division 1G1ZS58FX7F

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



# SHARPNACK II CHEVROLET - OLDSMOBILE, INC.

1330 SOUTH CONWELL AVE., P.O. BOX 180 WILLARD, OHIO 44890 PHONE (419) 935-0194 ◆ 1-800-252-3343

TOMER NO. 17760	ADVISOR MARC T S		TAC	08/08/07	CVCS237416
	LABOR RATE		945	COLOR	STOCK NO. 07751
	YEAR/MAKE/MO	DEL OLET/MALIBU/4D LS		DELIVERY DATE 07/23/07	DELIVERY MILES 47
ARBLEHEAD, OH	VEHICLE LD NO	s 5 8 F x 7 F		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P. O. NO.		08/08/07	
	COMMENTS			007 007 07	
100			\*************************************		
OR- 1°35CVZ-1 BRAKE WOR CHECK BRAKE PULSA		H(S):38	WARRANTY		this opportunity our aim to perform
FRONT BRAKE ROTOR	S OUT OF ROUND BRAKE ROTORS CHECKED FOR LATE	RAI RUNOUT.			ested on this rep
NO SHIMS REQUIRED	REASSEMBLE ROAD TEST.			• L.A. CANADA MAN PROPERTY MODERNIA	omplete satisfactio
2 40CVZ-1 ENG MECHA	NICAL WORK HOURS: TECTION UPON ACCELERATION FROM TA	H(S):38 KF OFFS	WARRANTY	化基准定 医结肠炎 医急性性 化生物性 医二性性抗原	was satisfactory 1
SCAN COMPUTER SYS	STEM-NO CODES PRESENT NO GM BU	LLETINS		immediately.	not, please tell
CONCERN.	MOTITOH ORABLE TO DUFFICATE C	oo i Oi Rate			
3 77CVZ-1 INTERIOR	TRIM WORK HOURS: TEC	H(S):38	WARRANTY		
HEADRESTS ARE NO	RMAL-NON ADJUSTABLE	MANU			
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CHEVROLET-CADILLAC, INC. 2504 HAYES AVE.
SANDUSKY, OHIO 44870
(419) 625-1313

Goodwiench Service



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FIGHT CHOICE DOC & SOLUTIONS (440) 93

To whom it may Concern 1-31-08

I requested a work order from

Sharpareks Motors, when the

Rep From General Motors, Drove

This Car, This would Have Been

Shother Complaint From me, But

They Refused to give me one.

Thanks













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



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<- Back Forward ->

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<sup>™</sup> 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 retorquing 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	
K9511*	Balance Procedure - Powertrain Mounta L	Labor Time
*This is a unique labor of Guide.	peration for bulletin use only. It will not be published in the	0.3 hr



**Estimate of Repairs** 

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

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#### RETAIL **LEASE ORDER**







# Sharpnack III

# CHEVROLET-PONTIAC-BUICIS, INC. 1830 South Conwell Avenue Willard, Ohlo 44890

Phone: (419) 935-0194

ADDRESS	the state of the s
Pursuant to the terms and conditions listed herein, the undersigned lessee hereby agrees to lease the listed vehicle non or already a third party if Dealer can obtain ENTER MY ORDER FOR ONE   NEW   USED   CAR   TRUCK   DEMONSTRATOR   RENTAL VEHICLE   FACT YEAR   MAKE   MODEL   BODY TYPE   COLOR   TRIM    2CG7   CHEVROLET   IALIBU   TO BE DELIVERED   NO OR ABOUT   07/23/2007   NO. 07751    REMARKS:   THE MAJOR TERMS OF THIS AGREEMENT ARE AS FOLLOWS: 1. The number of months this closed-end lease is for: 2. The number of miles you may drive per year is: And over the entire lease without an additional charge is: Charge you will pay for each mile over the amount listed: \$ 3. Your approximate monthly payment will be: \$ 4. The approximate capitalized cost will be: \$ TRADE-IN VEHICLE   DUE AT DELIVERY    YEAR	39 12000 39000 0.20 207.69
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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
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X PAYOFF AMOUNT 2912 16	
Dealer hereby acknowledges receipt of the sum of \$\frac{1}{2}/A_\text{ as a Deposit/Partial Payment for the vehicle described above. If this Receipt is for a Deposit, \$\frac{1}{2}/A_\text{ as a Deposit for a Deposit, }\frac{1}{2}/A_\text{ as a Deposit, }\frac{1}{2}/	
Dealer will refrain from selling the described vehicle for days. This Deposit/Partial Payment	er a tradition of the second o
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accurate unless checked below.  Odometer mileage  is not accurate. Refer to the Federal Mileage Statement  for full disclosure.  BALANCE  BALANCE  BALANCE	3282 65

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 MERCHANTADILITY 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 CONTRACTO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

The front and back of this 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 LINLESS 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.

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PPLICATION FOR CERTIFICATE Deck type of application(s):	OF TITL Motor Vel	E (Type or Print nicle	t <b>in lnk)</b> Fee of \$5.00 for fa randum ☐ Watercraft ☐	illure to apply for title within 30 days of assignment.
PPLICATION FOR CERTIFICATE neck type of application(s):	Motor Vel	E (Type or Print nicle □ Memor T	t in Ink) Fee of \$5.00 for fa	illure to apply for title within 30 days of assignment.  Outboard Motor Salvage Replacement  SSN/EIN 51-640052
PPLICATION FOR CERTIFICATE neck type of application(s):  plicant's printed name	Motor Vel TRUS	E (Type or Print nicle ☐ Memor T YETCLUB BLV	t In Ink) Fee of \$5.00 for fa randum □ Watercraft □	illure to apply for title within 30 days of assignment.  ] Outboard Motor
PPLICATION FOR CERTIFICATE seck type of application(s):  plicant's printed name	Motor Vel TRUS OUNTE	E (Type or Print  I Memor  F  ETCLUB BLV  Ince \$ 500	t in Ink) Fee of \$5.00 for far randum Watercraft C  B #340A NCPTH OL	illure to apply for title within 30 days of assignment.  Outboard Motor Salvage Replacement  SSN/EIN 51-6499362  HSTEB OH zip4070-8012 COUNTY
PPLICATION FOR CERTIFICATE  Deck type of application(s):  plicant's printed name	Motor Vel TRUS OUNTE In Allowa	E (Type or Print  nicle	t in Ink) Fee of \$5.00 for far randum Watercraft   B #340A NCTTH OL	illure to apply for title within 30 days of assignment.  ☐ Outboard Motor ☐ Salvage ☐ Replacement ☐ SSN/EIN —51—6499362 ☐ HSTED OH zip4670—8012 COUNTY ☐ H/A Vendor's Discount _\$ N/A
PPLICATION FOR CERTIFICATE  Deck type of application(s):  plicant's printed name	Motor Vel TRUS OUNTE In Allowa	E (Type or Print  nicle	t in Ink) Fee of \$5.00 for far randum Watercraft   B #340A NCTTH OL	illure to apply for title within 30 days of assignment.  ☐ Outboard Motor ☐ Salvage ☐ Replacement ☐ SSN/EIN ─51-6499362 ☐ HSTEB OH zip4070-8012 COUNTY ☐ N/A Vendor's Discount _\$ N/A
PPLICATION FOR CERTIFICATE  Deck type of application(s):  plicant's printed name	Motor Vel TRUS OUNTE In Allowa	E (Type or Print  nicle	t in Ink) Fee of \$5.00 for far randum Watercraft   B #340A NCTTH OL	illure to apply for title within 30 days of assignment.  ☐ Outboard Motor ☐ Salvage ☐ Replacement ☐ SSN/EIN ─51-6499362 ☐ HSTEB OH zip4070-8012 COUNTY ☐ N/A Vendor's Discount _\$ N/A
PPLICATION FOR CERTIFICATE seck type of application(s):  plicant's printed name	Motor Vel TRUS OUNTE In Allowa	E (Type or Print  nicle	t in Ink) Fee of \$5.00 for far randum Watercraft   B #340A NCTTH OL	illure to apply for title within 30 days of assignment.  ☐ Outboard Motor ☐ Salvage ☐ Replacement ☐ SSN/EIN —51—6499362 ☐ HSTED OH zip4670—8012 COUNTY ☐ H/A Vendor's Discount _\$ N/A

#### 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:

NAMED INSUR	FIRST		MIDDLE		LAST	GMAC ACCOUNT NUMBER
ADDRESS	NUMBER	STREET MARBL	EHEAD OH	STATE	ZIP CODE	
TEL. NO.		gray games and gray and	DRIVERS LICENSE #	- Company of the last page, with the common designation which will	udgere grove to their or There is a fill feeling	
NAMED PURCH	IASER:		MIDDLE		LAST	
ADDRESS	MIMPER	STREET HARBL	EHEAD OH	STATE	ZIP CODE	
TEL. NO.						
EHICLE INSURI	ED:			malija teorimi ili mili serimi Silangan serimi	a sette i <del>e</del> n en en Print a and en en en Paris en en en en en en en en en en en en en	
YEAR 2007 CHEVI	MAKE ROLET	4D LS	MALIBU		558FX7F2	ICLE IDENTIFICATION NUMBER
VEHICLE	USE:□Private	Passenger A C	Commercial Auto and	Trailer		
ISURANCE AGE	PLEASE	PRINT CLEARLY FI	ULL AND EXACT	Trailer	ARRIER	PLEASE PRINT CLEARLY FULL AND EXACT NAME OF INSURANCE CARRIER
	PLEASE ENT ADDRESS	PRINT CLEARLY FI	ULL AND EXACT		ARRIER ALLSTAT	NAME OF INSURANCE CARRIER
ISURANCE AGE	PLEASE ENT ADDRESS	PRINT CLEARLY FO TO APPEAR IN WII	ULL AND EXACT	INSURANCE C	ARRIER	NAME OF INSURANCE CARRIER
ISURANCE AGE NAME MAILING	PLEASE ENT ADDRESS	PRINT CLEARLY FO TO APPEAR IN WII	ULL AND EXACT	INSURANCE C NAME POLICY	ARRIER ALLSTAT 0 92 60 HIS	NAME OF INSURANCE CARRIER
ISURANCE AGE NAME MAILING ADDRESS	PLEASE ENT ADDRESS  BAXTER ]	PRINT CLEARLY FO TO APPEAR IN WII INS SERVICE	ULL AND EXACT NDOW ENVELOPE ZIP CODE	INSURANCE C  NAME  POLICY NUMBER  DATE T	ARRIER ALLSTAT 0 92 60 HIS	NAME OF INSURANCE CARRIER 4915
NSURANCE AGE  NAME  MAILING ADDRESS  CITY  AGENT'S TEI	PLEASE ENT ADDRESS  BAXTER 1  LEPHONE ER	PRINT CLEARLY FOR TO APPEAR IN WIR	ULL AND EXACT NDOW ENVELOPE ZIP CODE	INSURANCE C  NAME  POLICY NUMBER  DATE 7 VEHICLE C	ARRIER ALLSTAT 0 92 60 HIS OVERED Decorate of the control of the c	NAME OF INSURANCE CARRIER  E  4915  FROM 97/01/07 TO: 01/01/0  COVERAGE ductible STANDARD EPTABLE)

GMAC	$\textbf{SmartLease}^{\circledR}$	AGREEMENT	Monthly	Dorman
CHILAGO	SWIART LEASE	AGREEMENI -	monthly	Pavment

	GM	IAC SMAI	rtLease® Agree	MENT - MOI	ithly Paym	ent .
LESSEE (and CO-LESSI	EE) ("You") name and address, includi	ing county	Garaging address (if di			LESSOR (Retailer)
			N/A			LESSON (Hetaller)
MARBLEHEAD OH	1 43440		Principal driver (if busin	ess use)		19:2
This is an agreement to lea	se a vehicle. This is not a purchase ag to Lessor named above and any assign	Ireement Vo	ou are not huving the unit	ilala D		WILLARD OH
"We," "us," and "our" refer t 凹引 this box is checked. I e	to Lessor named above and any assign essor (Retailer) will assign this lease an	nee. An "assi	ignee" is a person to who	om this lease is as	s lease, you agree signed (if it is assi	to everything on the front
☐ If this box is checked, GN	MAC helped to arrange this lease and t	l accor (Dota	vilor) will assign it and a-	Acceptance Corpo	ration ("GMAC").	S,.
☐ If this box is checked, Le	essor (Retailer) will assign this lease an	nd sell the ve	thicle to N/A	II the vehicle to Ce	ntral Originating L	ease Trust.
LIT THIS DOX IS CHECKED, LE	essor (Retailer) intends not to assign th	is lease.`				
	वीर मध्य विकेश व्यार जिल्लाम विस्तृतम् हे विकरीन		THE VEHICLE YO	U ARE LEASI	NG	And the second of the second
New/Used Year	Make & Model	Body Sty	le Vehicl	e ID#	Mileage	
	HEVROLET MALIBU	40. LS	161ZS58F)	(7F		Personal, Family, or Ho
Dealer Installed Options:						GVW (if truck)
		EDEDAL	CONCORDANCE CONTRACTOR	and the second second second		
1. Amount Due at Lease	or and an experience of the second of the se	EVERAL	CONSUMER LEA	SING ACT DIS	CLOSURES	
Signing or Delivery	2. Monthly Payments Your, first monthly payment of \$-	207		3. Other Charges	s (not part of your	monthly payment)
(Itemized Below)*	207.69 , foll	lowed by	is due on payments of	Disposition fee	(if you do	¢ N
3587.84			80 of each month.	not purchase th	ie venicie)	\$N
Ψ	The total of your monthly payment	s is \$	0033.31			Total \$N
		*Itemizat	tion of Amount Due at	Lease Signing or	Delivery	5 3 3 16 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
5. Amount Due at Lease \$						Signing or Delivery will
a. Capitalized cost reduc	ction	\$				
or monthly payment			207.69	b. Rebates and n	IOWANCE	
d. Title fees	eposit		N/A N/A	c. Amount to be r	oaid in cash	
e. Registration fees		<b>\$_</b>	N/A			•
f. Sales/use tax			97.50			
9·		\$	N/A			
n. <u>N/A</u>		\$ <u></u>	C.A.N/A			
		\$ <u>-</u>	N/A			
<u> </u>	j. Total	\$	3587.84			d Total
a Cross soultable d	st. The agreed upon value of the vehic standing prior credit or lease balance) ction. The amount of any net trade-in	7. Your m	nonthly, payment is dete	ermined as show	n below	d. Total
insurance, and any out	st. The agreed upon value of the vehic standing prior credit or lease halance)	le (\$	) and a	ny items you pay f	or over the lease	erm (such as service co
b. Capitalized cost redu	ction. The amount of any net trade-in cost. The amount used in calculating	allowance	rehato noncoch avada			
c. Adjusted capitalized	cost. The amount used in coloulation	,	obato, noncasti ciedil, (	or cash you pay the	at reduces the gro	ss capitalized cost
d. Residual value. The v	raiue of the vehicle at the end of the lear amortized amounts. The amount cha	ase used in a	calculating your base mo	onthly payment		
ule lease term			. Tornoic a decinte ill vall	ie infolian normal	HOO and fan all -	•
. I Hent Charge the ar	Count charged in addition to u	• • • • • • • • • • • • • • • • • • • •	, , , , , , , , , , , , , , , , , , , ,	************************************		
g. Total of base month!	ly payments. The depreciation and a number of payments in your lease	any amortize	ed amounts plus the re	nt charge		
i. Base monthly navmon	ly payments. The depreciation and a number of payments in your lease					
i. Monthly sales/use tax	it(estimated)					
k	(esumateu)					
I. Total monthly paymen	(estimated)	ily a see				
<u>T</u>	he actual charge will depend on whe	en the lease	is terminated. The ear	is lease early. <u>Th</u> lier you end the k	e charge may be ease, the greater	up to several thousar
Other Important Terms Soos	ase Term. You have an option to buy the v	ehicle at the e	end of the lease term for \$_	9657.90	, plus	Miles her vear at the ra
Terms, See y	your lease documents for additional informa	ation on early	termination, purchase opti	ons and maintenance	e responsibilities, wa	rranties, late and default
ILEMIZATION OF GROSS	CAPITALIZED COST					
w. Adicen upon value at the	e vehicle	\$ <u> </u>	7100.00 1 595.00 P	romptly, we may n	FINES. If the gov	vernment places a fine e pay a fine, you will pa
c. License/registration/title f	fees	+ \$	N/A 1	7. SCHEDU ED :	EASE THE SA	pay a tine, you will pa
d. Sales tax		+ \$ <u></u>	490 90 Y	ou are scheduled	to return the vehic	This lease is schedule on this date.
			•		*	

+ 9 490.90	You are scheduled to return the vehicle on this date. (month) (day) (year)
+ \$ 430.30 + \$ N/A	18. LEASE END DAILY EXTENSION CHARGE. \$ 25.00 per day (plus tax), beginning on the eighth day after scheduled lease end date.
+ \$ N/A	19. REQUIRED VEHICLE INSURANCE INFORMATION. You affirm that liability and physical
+ \$ N/A + \$ N/A	damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:
+ \$ N/A	Insurance company name: ALLSTATE
+ \$ + N/A	Insurance agency name: BAXTER THS SERVICE
+ s - N/A	Agency address:
1010000	Agency phone no.:
aross Capitalized Cost = \$18185.90 2001 CHEVRULET MALIBU	Agent's name
	Policy no.: □Liability A □ Physical damage
\$ 5000.00	Deductibles: Comprehensive \$  Insurance company name:  Insurance agency name:
- \$ <u>2912.16</u>	Insurance agency name: 11/A State of the Sales Sales
= \$ 2087.84	Agency address: N/A
will pay all dayarament ligance, title, registration, tecting	Agency phone no.: N/A
will pay all government license, title, registration, testing, will pay all taxes on the lease or the vehicle that the	Agent's name; N/A
or us (except our net income taxes). We may change	Policy no.: Physical damage
may bill you separately for official fees and taxes.	Deductibles: Collision \$ N/A Comprehensive \$ N/A
ST PAY DURING LEASE \$ 588.40	20. OPTIONAL LIFE AND DISABILITY INSURANCE. We do not require life or disability
higher or lower depending on tax rates in effect or the	insurance. If you sign below, we will try to get the coverage(s) checked for the lease term. We will include
d.	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.
\$ N/A	Insurer name: N/A
\$ N/A	Address: N/A
5.90 40 0	N/A
pitalized cost reduction)	☐ Life insurance (☐ Lessee ☐ Co-Lessee ☐ Both) Premium \$ N/A
\$ N/A	31.4
\$ 13 0 0 N/A 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	
S N/A	□ Disability insurance (Lessee only) Premium \$ N/A
\$ N/A	Monthly coverage limit \$ N/A LESSEE'S SIGNATURE: X N/A
\$\$	LESSEE'S SIGNATURE: X N/A Age
and the control of the control of the second	CO-LESSEE'S SIGNATURE: X
miles/year. 🗆 Low mileage: 12,000 miles/year.	Age
-duty truck (gasoline): 25,000 miles/year	21. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of any warranty
-duty truck (diesel): 35,000 miles/year	checked below.
extra miles at \$\frac{\text{N/A}}{\text{per mile. If this lease ends}}	🛱 Standard manufacturer's warranty
is due, we will credit you with \$ N/A per mile for	<u> </u>
be no credit if the lease ends early, you buy the	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.
eter at Lease End is 39047 miles.	THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE. WE MAKE NO
47miles	IMPLIED WARRANTY OF MERCHANTABILITY. THERE IS NO WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.
+ <u>39000</u> miles	TEMBLE IS THE COTAL ARTICULAR FUNFUSE.
+ <u>N/A</u> miles	22. OPTIONAL SERVICE AND MAINTENANCE CONTRACTS.
s mileage charge is $\$ \underline{0.20}$ per mile for each mile	Name N/A months, N/A miles
ax. If the lease ends early and the vehicle is not a total	Name N/A Term N/A months, N/A miles
charge will not be more than residual value minus the	If you are buying a service or maintenance contract now, you may pay for it at lease signing. If
mileage charge if you buy the vehicle.	you do not, the price will be in the capitalized cost and you will pay rent charges on the price.
monthly payment in full within 10 days after it is due, tof the payment that is late.	
his 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.	
ON THIS AGREEMENT BEFORE YOU READ IT. 2. YOU	ARE ENTITLED TO A COPY OF THIS AGREEMENT
U111 A00 OII	67 22 22
D RECEIVED A COPY AT (city)	(state)
BY: X	(state) (month) (day) (year)
OLDS INC	
SIGNATURE AND TITLE X	
	introduct and another trade the control of the cont
ment"). Lessor also assigns all right, title, and interact in:	ntended assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to the leased vehicle to the party identified in this lease as the intended assignee, or its designee,
	the interface as the interface, or its designee,
DS INC.	there were a second of the sec
HER SIDE FOR OTHER IMPORTANT AGREEMENTS INC.	GHILE:

ce Corporation, All Rights Reserved.

#### TEMPORARY TAG REGISTRATION APPLICATION

Submission of incomplete forms may result in the suspension of the dealerships temporary tag privileges

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

JP 43066

			r r	NI OR ∙ F	≀FN			·		
PURCHASE DATE	ISSUE DATE	EXPIR	ATION DATE	DEALER F	ERMIT#			FEE	TEMPORARY T	rag#
07/23/2007	07/23/200	7 08/	21/2007	N0001	957			\$10.50	j	
PURCHASER /LESSEE NAME (FIRST, M.I., LAST)			ADDITIONAL PURCHASER NAME (FIRST, M.I., LAST)			)	OWNER TYPE	(SEE BELOW)		
OR BUSINESS NAME	:			OR LESSO	RBUSINESS	NAME		VEHICLE SERIAL #		
				V.A.I	I.I. TRI	IST		1G1ZS58	FX7F	· · · · · · · · · · · · · · · · · · ·
SS#/TAX ID # REQUI	RED OR WRITE NO	ON-CITIZE	N .	SS#/TAX II	O#REQUIRE	D OR WRITE	NON-CITIZEN	VEH YEAR	VEH MAKE	VEH TYPE
							2007	CHEVROL	4D LS	
HOME ADDRESS - N	NO PO BOXES			HOME ADDRESS - NO PO BOXES			NAME OF ISSUING DEALERSHIP			
								SHARPNA	CK II CHEV	/-OLDS INC.
CITY		STATE	ZIP	CITY		STATE	ZIP	ADDRESS		
MARBLEHEAD	1	OH						1330 S	CONWELL AV	
OR BUSINESS ADDR	RESS - NO PO BOX	(ES		LESSOR BUSINESS ADDRESS - NO PO BOXES			CITY	STA	ATE ZIP	
				25000	COUNTE	RY CLUB	BL VD #3	ONTLLARD		44890
CITY		STATE	ZIP	CITY		STATE	ZIP	ALL B	OXES PERTAI	NING TO
				NODTL	LUNCTE	กดน	44070-9	PURCHAS	E MUST BE C	OMPLETED
			P	ROOF OF F	NANCIAL R	SPONSIBIL	ITY	<del></del>		

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 MOT OPERATE OR PERMIT THE OPERATION OF THIS VEHICLE WITHOUT FR COVERAGE. BY SIGNING THIS TACKNOWLEDGE THAT I MAVE RECEIVED A COPY OF THE FINANCIAL RESPONSIBILITY NOTICE PRINTED ON THE OTHER SIDE OF THIS APPLICATION.

(SIGNA) UKE OF PURCHĄSER(S)

OWNÉR 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, <u>print</u> 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: CUSTOME	R INFORMATIO	N				
Titled owner:						
Mailing address						
City: Marblehead			State: C	)H Zip	code:	·
Day phone	E E	Evening phone	<b>:</b>	Cell	phone:	
Fax:	E	-mail address	<u>s:</u>			
SECTION 2: VEHICLE 1	NFORMATION					
Make: Chevrolet	Model	: Malibu	Year: 2	007	Current mileage	: 3900
Name(s) that appears on t	he vehicle title:					,
Selling dealer/city/state:			· · · · · · · · · · · · · · · · · · ·	·		A
Primary Servicing dealer			LET-OLDS-CADI	LLAC,		
Acquired as new 07		leased	Is the vehicle in y	our posses	ssion? 🛛 yes 🗌	] no
Purchase/lease date: 07/ First repair attempt date:	28/0/		Mileage at purcha			
How often is the vehicle us	sed	Number	First repair attempt of vehicles owned	ot mileage		
for business purposes (per	centage): 0	% or lease	d by the business:		Transmission typ  X Automatic	e: ] Manual
Has the vehicle been in an	accident/had body	damage? X	yes 🗌 no		Date of accident:	<u>.                                    </u>
Description of damage: Ve	h. was damaged	prior to pur	chase.			
SECTION 3: DESIRED (	OUTCOME (Desc	ribe what y	ou want done	to resolv	e vour concerr	)
The customer would like	the manufactur	er to replace	the vehicle with	h = h	<u> </u>	.,
new one at no additiona and refund his money.	II COSE FO NIM OF R	'Anuchaca th	a vohicle huu hi	im out		
and related this money.	Cheviolet life itu	mber: /1-58	38395359			
-		•		•		·
	•				• • • • • • • • • • • • • • • • • • •	
	<u>, , , , , , , , , , , , , , , , , , , </u>		·			
Please complete the m	issing informat	ion in the b	ox below and o	on page	2.	Manager 1
VEHICLE INDENTIFIC	ATION NUMBER	RIGIZ	S 58FX7	F		
Lienholder/Leasing					umber 1-800	· 200 4622
Account Number _		,			<del></del>	

SECTION 4: VEHICLE PROBLEMS (List primary problem first) Case Number: CHV0831728 Does the # of problem List the date, mileage, and days out of repair exist Problem Servicing dealer(s) service for each repair attempt attempts now? Example: 4/23/06 3,500 miles 5 days A/C won't cool property Any Dealer, Inc. 6/10/07 12,700 miles 1 day Vehicle vibrates & wobbles 4 yes from side to side Muffler problem- veh. makes a 3 yes roaring sound 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												
<u>File Number</u>			Customer Name Worksheet Filled Out By:									
	71-588395359		Heidi Stecker									
	Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information											
			<u>Vehicle VIN:</u>		<u>Date:</u>							
1G1ZS58FX7F June 5, 2008												
USAGE FORMULAS			STRAIGHT REPURCHASE		PAYMENT (CA, FL & WV) OR LEASE							
1	To calculate usage:		1 Base Price		1 Down Pmt / Cap Cost Reduction		includes 1s					
2	Use ONLY one of the 4 methods in this column or		2 Conversion / Upfit cost		2 Pmts (10 pymts @\$207.69)		10 pymts (					
3			3 Reg./Lic./Title Fees		3 Reg/Lic/Title Fees (leases only)	\$0.00						
4			4 State Fees		4 Tax (leases only)	\$0.00						
5	A. USAGE USING L.L. FORMULA				5 Aftermarket Items	\$0.00						
6	Base Price/Total Repurch Price	\$0.00			6 Other-Explain	\$0.00						
	Mileage	-	7 Finance Charges		7 Other-Explain	\$0.00						
8	Denominator		8 GMPP (* only for WI) 9 Other-Explain		8 Other-Explain	\$0.00						
		Jsage \$0.00			9 Other-Explain	\$0.00						
10		<b>#</b> 0.00	10 Total Purchase Price	\$0.00	10 Total Additions	\$4,164.74						
	B. USAGE - NEGOTIATED	\$0.00			11							
	waived per OH Lemon Law		12 * Usage/Depreciation	\$0.00	12 * Usage/Depreciation	\$0.00						
13			13 Damage		13 Damage	\$0.00						
	C. USAGE USING CENTS/MILE		14 Late charges		14 Late charges	\$0.00						
	Mileage		15 Over-Allowance		15 Over-Allowance	\$0.00						
	Cents per mile	\$0.000	16 Negative Equity		16 Negative Equity	\$0.00						
	Usage	\$0.00	17 Incentives		17 Incentives	\$0.00						
18			18 Other-Explain		18 Sec. Dep. (leases) if reimbursing above	\$0.00						
19			19 Other-Explain		19 Extended Service Contract	\$0.00						
	20 D. USAGE-CALIFORNIA ONLY		20 Other-Explain		20 Gap Insurance	\$0.00						
	Base price section-Used when <b>NOT</b> financed.					21 Over Mileage Penalty \$0.00						
22	"Actual Price Paid" (Base)		22 Total Deductions	\$0.00	22 Total Deductions 23	\$0.00						
23	Mileage		23	fo.00		6446474						
	Usage	\$0.00	24 Repurchase Subtotal	•	24 Total Refund to Customer	\$4,164.74						
25			<ul><li>25 Loan Payoff good thru xx/xx/xx</li><li>26 Total Refund to Customer</li></ul>		25 Dir Buyout (lease) or Loan Payoff	\$13,545.06						
		Payment/Lease-Used when financed.			26 (GMAC=DL quote) good thru 06-22-08							
27	"Actual Price Paid" (Pmt/Lease)		27 Attorney's Fees		27 Attorney's Fees	\$0.00						
	Mileage		28 Total Repurchase		28 Total Repurchase	\$17,709.80						
	Any ext service contract (CA only)		29 NADA (Legal Only)		29 NADA (Legal Only)	\$0.00						
30	Usage	\$0.00	30 Estimated Auction Value		30 Estimated Auction Value	\$0.00						
31			31 Projected Loss	\$0.00	31 Projected Loss	\$17,709.80	4					
	PURCHASE PRICE (before t/t/t)	\$ 17,100.00	TRADE ALLOWANCE	\$ 5,000.00	PURCHASE PRICE	\$ 17,100.00	İ					
	MSRP (FROM BARS INVOICE)	\$ 17,885.00	PAYOFF OF TRADE	\$ 2,912.16		\$ 1,500.00						
	DIFFERENCE	\$ (785.00)	DIFFERENCE	\$ 2,087.84	OVERALLOWANCE	\$ -						
	if positive look for over allowance	,	if negative=negative equity		ACTUAL PRICE	\$ 15,600.00						
			TRADE ALLOWANCE	\$ 5,000.00								
			ACV OF TRADE	\$ 5,000.00	Do not include fuel fill credit							
	Authorized Signature	Date	DIFFERENCE	\$ -	Include GM card points							
			ACV=actual cash value		Form Rev. 04/28/2006							

t month nyi	mt
t month pyi \$207.69	110
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### **ADR File Checklist**

SR Numbe <u>r:71-588395359</u>	<b>BBB Case:</b> CHV08 <u>31728</u>			
Customer:	VIN:1G1ZS58FX7F			
<b>Make/Model/Year:</b> Chevrolet/Malibu/2007	9			
· ·	ate: Feb. 5/08 Goes Active:			
Primary Concern: Vibration				
Case Scan / Acknowledgement (24 hrs	S) Completion Date/Time:			
Initial Calls (72 hrs):				
Customer	Completion Date/Time: 1/22/08 12:15 pm /			
Dealer Svc Mgr	<b>Completion Date/Time:</b> 1/22/08 12:17 pm /			
<b>☐</b> Dealer Finance Mgr	Completion Date/Time: /			
$\boxtimes$ <b>AVM</b>	Completion Date/Time: 1/22/08 12:18 pm			
Repair Orders Requested:	<b>Received:</b> 1/22/2008			
Sales Documents:	<b>Received:</b> 1/22/2008			
BARS / Finance Sheet				
Case Assessment (by Day 14):				
Lemon Law Eligible:	Yes No			
<b>Presumption:</b>	Yes No 🖂			
☐ GM Position – Customer / BBB Due I	<b>Date</b> (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 /			
<b>Executive Summary</b>	Completion Date/Time: 4/16/08 02:00 pm /			
Close Siebel	Completion Date/Time: 4/16/08 02:20 pm /			
DVM. I. C	N J (20002 9201			
DVM: Joe Seock Service Dealer: Foster Chevrolet	Node/Box: 630092-8201 Svc Mgr: Chris Capucini			
Sharpnack II Chevrolet	Tom Burger			
Selling Dealer: Sharpnack II Chevrolet	Contact: Tom Burger			
Seming Dealer. Sharphack II Chevrotte	Commen Tom Burger			

**NOTES:** 

John Ryan at Extension 529

#### **BBB AUTO LINE**

#### ACCEPTANCE OR REJECTION OF DECISION

Date: Customer:	03/29/08		Case Number: CHV0831728
Business:	Chevrolet		
Mfr-Info:	1716 OH	1G1ZS58FX7F	
			r case. We hope you have found the efforts of our staff and the Please call me if you have any questions about the decision.
	CC	MPLETE THE FOLLO	OWING AND RETURN IT TO US IMMEDIATELY
the decision to return t	on will be o	considered reject	ur office within 14 days from the date of the cover letter, ed and the manufacturer will be notified. You may want r fax it to our office at 703.247.9700. We suggest you call t.
Please ched	ck one of th	e following.	
I /	ACCEPT THE	ARBITRATION DEC	CISION. I understand this means:
*	the busi	ness will be legally	bound to abide by this decision; and,
*	any clair	n that has been res according to the Ar	, which means I give up any right to sue the business in court on solved at the arbitration hearing, unless the business fails to bitrator's decision or unless otherwise provided by state or
I F	REJECT THE	ARBITRATION DEC	CISION. I understand this means:
*			medies under state or federal law; including asserting a cause of 75 of the Ohio Revised Code.
*	•	in any civil court a	te law, the decision may be introduced as evidence by me or the ction relating to any matter considered in this arbitration
*	the busi	ness will not be obli	igated to perform any part of the decision; and,
*	this will	end Better Business	s Bureau involvement in my case.
Signature(s	s) of Titled (	Owner(s):	
		Date:	

## **BBB AUTO LINE**



March 29, 2008 Re:m04 CHV0831728: 1G1ZS58FX7F

vs Chevrolet Motor Division

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

Customer:

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)

Vibration concern on acceleration

C

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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:** 

Date: 03/28/08



# Reasons for Decision

Submitted Date: 03/28/08

CHV0831728

VIN: 1G1ZS58FX7F

Customer: 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

, as a second my direction of condition 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 law1 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 follow ing 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:
- 1 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).
- 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.

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

#### 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:

Date: 03/28/08

CBBB 5/1/2008 10:27:21 AM PAGE 001/002 Fax Server

TO:Patricia Chandler COMPANY:



## **FACSIMILE TRANSMISSION**

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

FROM: Name: John Ryan

Fax Number: (703) 247-9700

TO: 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

**2.3** 













oodwrench Service

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

Goodwrench Service

CUSTOMER NO. 27344 SUE COUTS **469** 03/24/08 CVCS218285 LABOR RATE LICENSE NO STOCK NO. 5.467 MAROON / YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 07/CHEVROLET/MALIBU/4 DOOR SEDAN MARBLEHEAD, OH VEHICLE I.C. NO. 1 G 1 Z S 5 8 F X 7 F SELLING DEALER NO. PRODUCTION DATE 03/24/08 RESIDENCE PHONE COMMENTS BODY INTERIOR HOURS: TECH(S): 468

DOORS DO NOT LOCK ALL THE TIME WHEN THE CAR IS PUT INTO Thank you for this opportunity to DRIVE TEST DROVE AND VERIFIED PROPER OPERATION OF DOOR LOCKS WHEN SHIFTED OUT OF AND INTO PARK serve you. It is our aim to perform all the repairs requested on this repair order to your complete sat-JOB # 1 TOTAL LABOR & PARTS 0.00 isfaction. If our service was satis-J# 2 06CVZ WHEELS AND TIRES HOURS: TECH(S):266
STILL HAS A VIBRATION IN THE CAR THAT HAS BEEN THERE SINCE factory tell your friends, if not, WARRANTY please tell us immediately. PURCHASE JOB # 2 TOTAL LABOR & PARTS 0.00 The Seller FOSTER CHEVROLET-CADILLAC, INC., hereby expressly disclaims all warranties, ESTIMATE -----CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX) either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and FOSTER CHEVROLET-WAITING CADILLAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these 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 SATIFIED is a failing grade. If you feel you cannot answer COMPLETELY SATISFIED please allow us the oportunity to rectify any concerns you may have. parts. TOTAL LABOR....
TOTAL PARTS....
TOTAL SUBLET... 0.00 0.00 TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC 0.00 0.00 0.00 TOTAL TAX..... 0.00TOTAL INVOICE \$ 0.00may have

CHOICE DOC & SOLUTIONS (440) 937-9966 RIGHT

PAGE 1 OF 1

CUSTOMER COPY

[ END OF INVOICE ] 10:42am



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

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:

Service Request: 71-589263931

2006 Pontiac G6

Vehicle Identification Number: 1G2ZF55B064

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: Service Request: **71-589263931** 

Vehicle ID No.: 1G2ZF55B064 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

Date:	RO #:	Days Out:	Mileage:	<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

# ☐ <u>Steering</u>

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

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

Cause: Per Ron Tate

A monthly payment reimbursement per Ron Tate for customer satisfaction

"Repair": Reimbursement customer for 438.06 (one car payment)

# ☐ Maintenance

133894

9-7-06

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

# 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)

14254

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:

Number of repair attempts in the presumption period: 2-Engine Total days out of service during the presumption period: 18

Total days out of service during the presumption period.

Total days out of service during customer's ownership:

21

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 FRO	M PREVIOUS SRs WHICH	H RELATE TO YOUR EVALUATION
Concern: SR# 1-429379039 pa Date & Offer/Result: 9/07/06 0		payment \$438.06
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
RI	ECOMMENDATION AND I	RATIONALE
CRS recommends denial of this	claim.	
	tside warranty and LL, and wer Contract and does not want to	
CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$  ATTORNEY FEES: \$  OR INCLUSIVE OFFER: \$
TEAM 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:

### v. General Motors

Our Client:

2006 Pontiac G-6

Vehicle: VIN:

1G2ZF55B064

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

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.

Purphase Da					ock Portiac-Bulck-GMC- lummer, LLC	61117**	Sales 8 A I	person 1 & emp ( LEY, JOHN /
02/07/0	06 06		10000	11225 / Ploswer	Npheretta Highway I, Georgia 80078	Deal # 629198		person 2 & emp (
Purchaser #1				D.L. #		ST	D.O.B	03/25/58
Purchaser #2				D.L. #		ST	D.O.B	
Home Address					<u> </u>		10.0.6	"
City DOUGLASY	ILLE	County DOUGLAS			State GA	Zipcode	30135	
Business Address					THE PERSON NAMED IN COLUMN NAM	Zipoode		· · · · · · · · · · · · · · · · · · ·
City		County			State	Zipcode		
P1 Home Phone		Sus. Phone			Cell	email		
PURCHASED	Year 2006	Make PUNITAL Mod			VIN 192ZF5	5B064		
NEW ( XX USED ( )		() 2 Dr () Van	6		V.I.N. 1922F3	<del></del>	J	ω <mark>β</mark> LΚ
DEMO() OTHER(	) MSO()	() 4 Dr. () Truck 2	006 PON	TI	илевов,	Cyls. 4 2WD 4	WD ISE	
TRADE 1	Year UI	Make PONI	ModeBUN	N	V.I.N. 1G2HZ5		VVD 1135E	<u></u>
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD	4WD	Mileage. 1172	85 <sub>Cyls</sub>	6 6	BLK
TRADE 2	Year	Make	Model	4445	V.I.N.	<u>  [Cyls</u>	Col	or
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD	4WD	Mileage.	Cyls	Coi	~*
Balance Owed to: T1	STYLE FIN	T2			1. MSRP/Selling		100	17990.00
Oneter YES NO	Delivery Dat	te:Time:			2. First Place Fit			
XM Radio YES NO		70110			3.	IIISH	<del>-</del> ·	
GMS	1							
Supplier	1				5.			
GID 🔲						- Del		
	INSURANCE /	(Must Be Current)			6. Total Vechicle 7. Selling Price	rrice		17988-00
Agent GEIC	"	Phone No. 800.8	341,3000	J	8. Less Trade-In	Allowence		5500.00
Company 6510 Address	.0	Eff Dates 11.1304		-06				12488.00
City, State, Zip		Pol No. 4026, 97, 90, 31 Coll/Comp Ded. 500/500				-	<u> </u>	499.00
	LIENHOLDER	(If Outside Lien)			10. Delivery and	Handling Fee		12987.00
Name - GMAC Address PO 80	X 8102	Phone No. Lienholder Code:			11. Sub-Total			909.09
	CKEYSVILLE	MD 21030			12 Sales Tax	() <sup>∀</sup> ∀% () 6°	<u>% () 5%</u>	·
This order shall not become bit time cale. Dealer shall not be	nding until accepted by the D objected to sell until anomy:	Pauler of his authorized representative s all of terms hereof is given by a bank or i	and in the event	of B.	13, Total			13896.09 3.00
through any of CARL BLACK P	#IM#Nt contract between the PONTIAC, BUICK, GMC, ISLE	PRITIES hereto besed on cuch terms. Fi ZU, HUMMER LLO finance seurone, this	urther if finance	•	14. GA Mtr Veh \		et	
execution of this order desigles considered bruging may trill als	(CIOSUME is made at the time o	or execution of the chattel moragage. Pur older and acknowledges that he has re	conformance but biss		15. Certificate of	Title Fee		18.00
benomens.		ivery I agree to pay the difference in pric		}	16. Balance Owe	d on Trade-In	T1	6867 <sub>-</sub> 74
comprises the entire agreemen promises whatsoever will be re-	て かられかいのき 付け ひ せいにいきからし バ	and no other agreement of any kind, ve	rbei understand				T2	N/A
Upon failure or refusal of purch	pager to complete for any reas	son the cash deposit may be retained a	s liquidated	— i	18. Total Cash D			20784.83
ONTARRE	CISCLAIMER O	EWARRANTIEC			19. Total Down P	ayment		<b>1500</b> .00
BUILDY GWC, IBTTAT, HOWINE	H LLC hereby expressiv deal	e by the manufacturer. The agree CARL leim all warranties, either expressed or i	ierraliaet taetuete	g any	20. Rebates			
ISOZU, HUMMER LLC, Neither	r assumes nor authorized any	ular purpose and CAFL BLACK FONTU y pithar person to essume for it any liabil aid products,	AC, BUICK, GM Ilty in connection	n whith	21. Warranty/GA	"		<del>- 1358.60</del>
PARTIAL PAYM	ENT IS NON REFUNDABLE	WHEN FINANCING HAS BEEN ARRA		/	23. Total Balance	Due		20642 83
Purchaser 1	aignature	Purchaser 2			DARL BLACK PONTSAO, BUICK,	GMC, IBUZU, HUMMER LLC	3	**************************************
****				į,	BY			

PURCHASE A				Carl Br	ack Pomino-Buick-GMC- tummer, LLC	61117 *	Sale	person 1 & emp
Purchase Dat 02/07/0	6			11225 .	Alpharetta Highway II, Georgia 3007e	Deal # 629198		ILEY, JOHN
Purchaser #1				D.L. #		<u> </u>		
Purchaser #2	•			).L. #		ST	D.O.B	
Home Address		· · · · · · · · · · · · · · · · · · ·		T. T.		ST	D.O.B	
City DOUGLASV	ILLE	County DOUGLAS	<u> </u>		GA GA	<u> </u>		
Business Address			111		State (2P)	Zipcode		·····
City		County						
P1 Home Phone		Вия. Рһоле			State Cell	Zipcode email	*****	
PURCHASED	Year 2005	Make PUNITAL Mod			10000	58064		
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DEMO() CITHER(	MSO()	() 4 <b>Dr</b> . () Truck	2006 PONT	Ĭ	Mileage, 59	Cyis,		ю₿LК
TRADE 1	Year UI	Make PUNT	ModeB UNN		VIN IGZHZS		MD 181	<u> </u>
Tag No.	Decal No.				1177	or	<u> </u>	B1 **
TRADE 2	Year	( ) 2 Dr. ( ) 4 Dr. ( ) SUV Make	2WD 41 Model	WD	manage.	Cyls	6 <sub>Co</sub>	or BLK
	Decai No.	/ ) 2 Dr. / ) 4 Dr. / ) 2 Ur.			V.I.N.			
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GMS					3,	<u> </u>		
Supplier					4.			
ano 🗖					5.			
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Agent		(Must Be Current) Phone No. 800.8	341.3000	<del></del>	7. Selling Price	<del></del>		17988.00
Company GEICC	)	Eff Dates 11.1304	05.13.0	06	8. Less Trade-In	Allowance		5500.00
Address Clty, State, Zip		Pol No. 4026 97.		Ŀ	9. Seiling Price/Trade Difference 12488.0			
City, State, Zip	I IENUOLDEE	Coll/Comp Ded. 500	0/500		10. Delivery and i	Handling Fee		499.00
vame GMAC		Phone No.		一	11. Sub-Total			12987.00
Address		Lienholder Code:		Ŀ	12 Sales Tax	() <sup>'</sup> \'7'% () 6'	%()5%	909.09
This order shall not become bind	KEYSVILLE	MD 21030 Dealer or his authorized representative a		<u>—[</u>	13. Total			13896.09
willing to purchase a retail install	ngaree to sell unor approv Next contract between the	all or terms hereof to given by a beach or fi	nence company		14. GA Mtr Veh V	Varr Rights Ac	t	3.00
considered binding until full disde	MILMO, DOIGIC, GMC, ISO MILM Is made at the time :	IZU, HUMMER LLC finance sources, this	order will not be	- 1	15. Certificate of	*****	***	18.00
conditions.	at na is 10 years or age or	rolder and acknowledges that he has res	id its terms and		16 Belenes O		Ţ1	6867.74
	a recuire to the elitation	lvary I agree to pay the difference in prio and no other agreement of any kind, ver	e. The shove		16. Balance Ower	on Trade-In	T2	N/A
The state of the s	grazao.				I8. Total Cash De	livered Price		20784.83
Upon foliuse or refusel of purches temense	er to complete for any rea	eon the cash deposit may be rate/med as	Tquidated	· 1	19. Total Down Pa			
Arry warranties on the product s	add hermhy arm thems, awar	F WARRANTIES by the manufacturer. The seller CARL	ELAOK PONTIAC	۔ ا ۔	20. Rebates			1500.00
Target 19020, However LLC hereby expressly declaim all warranties, either expressed or implied, including any					1. Warranty/GAP	)		- H/A
AND THE PROPERTY OF THE PROPER	ing gegingrous non zemus: The sale of a	y other person to assume for it any liabili eld products. : WHEN <u>PRIANCING HAS SEEN ARRAN</u>	ty in connection wi	, I	3. Total Balance			1350.00
Purchaser f Si	gnature	Purchaser 2:		-	APL DLACK PONTIAC BUICK, D			20642 83
	··			7		YOULU. HUNNIN LCC		
				]B	Y			

# RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

629198		GMAC FLEXIBL	E FINANCE PLAN		
	ror) - Name and a disc	N1- ** ·	Contract Number		61147
ORDER ASYML	E BOUGLAS GA P-Buyer, if any), may buy the vehicle on the front and back of this control on the front and back of this control.		Craditor (Seller nam CARL BLACK P 11225 ALPHAR ROSNELL,	e and address) ONTIAC-BUICK-GMC-ISUZ ETTA HNY GA 3007	6
EM or figer   Year		- An Bo della patti Data	·····	ning this contract, you choose to but Andust Financed and Finance Cha	uge according to the
NEW 2006	Marke and Model PONTIAC 66	1622F5	SBOS4	Primary Use for Which's Arpersonal, family, or increeses	Furnissed M Characumural
ver trade-in is a:	rear 2001 Make PORT	1 A A 12750		Dusines≥	
, 201	FEDERAL TRUTH-IN-LENDING		BONNEVILLE		
Charge of 5% of the property letters. If you see that the second of the property letters. If you security letters. Information of the property letters. In the property letters. In the property letters. In the property letters are the property letters. In the property letters are the property letters. In the property letters are the property letters. In the property letters are the property letters. In the property letters are the property letters. In the property letters are the property letters. In the property letters are the property letters. In the property letters are the property letters are the property letters. In the property letters are the property letters are the property letters. In the property letters are the property letters are the property letters. In the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters are the property letters. In the property letters are the pr	CNAPGE The dollar amount the section will cost you.  5718.77 \$ 20642.83  Mile Will Bell Monthly bellaring  When the payment is not believed in the section the payment in the pay of all sections. See this contract for mental services any required repayment in full before any required repayment and required repayment and required repayment and required repayment and required requir	The amount you will have paid after you have made all payments as scheduled.  26361.60  aymonts of the control	The second section is a second	your eign and agree to pay the ainor	(see back) from the back to us. You are naturance, to obtain or not buy other the credit approval below, policies or not approval below. Policies or not approval below. Both below:  and algo below:  algo

# GEORGIA MVD - RECEIPT (COPY)

### STATE OF GEORGIA MOTOR VEHICLE REGISTRATION

1G27F35P44 SANK

PURCH OT: 02/07/2006

APP DT: d3/22/2007

STATIONS THE PER 20.00 2007 AD TAXOSTM THY 15E. BT TOTAL PARE DATA 178.87

Tag Number: Valuation 141444 \$53.00 Tide Number: COMMET: BOT District: 40

- 2006 PUNT GE SE

WILDPLOWER TAG

Equip. No: Mill Rate: 20,7500 mur.

Fael: G Color:

額象

Expires: 03/25/2008

Tag Fee: 20.50

Insurance Status: VALID INSURANCE COVERAGE Customer J No:

Farm Vehicle®

Classification

Signature:

1G27F55P064

Outcomer 2 No:

PEGGY EILEEN RIGGS SELO WANA CT SE MARLETON GA 36134-1942

66938021

GAIL DOWNING COM COUNTY TAX COMMISSIONER 705 SOUTH COM DRIVE MARTETTA GA 30660-3115 (770) 538-4020

102273346 112 43/22/2007 M67/D.E.

STATISTICS THE PER 2007 NO VALOREM TAX 158.47 1051 MH 110 178.67

NURCH 811: 02/07/2006 APP 807: 65/22/2007

66938021

**BASIK** 

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

STATE OF GEORGIA MOTOR VEHICLE REGISTRATION

- 2006 PONT GE SE GIZFSSH66 Tag Number: Valsation 141466

Tree Fee: 20.89 Mill Bate: 29,7580

Fastio, No. Fuel: Color: MIK

Expires: 03/25/2048

mw: Classification: WILDPLOWER TAG

District: 😝

Insurance Sums: VALID INSURANCE COVERAGE Customer 1 No: 009150916171 Castoner 2 No:

MARLETON G

Title Number:

County: 407

Parm Vehicle? N

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Signatur

6783560393

07:45 799/20/2007

SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION....
289 752 WG4 Z7906

LS DAYS RENTAL, DUE TO PARTS UNAVAILABLE
E, TAC CASE OPEN, VEHICLE NOT DRIVAEABL
E UNTIL PART CAME IN NEEDED TO TEST DR

E UNTIL PART CAME IN NEEDED TO TEST DR IVE EXTENSIVELY AFTER D 289 WG4 PTS\$ 9999 0.00 LBRS 0.00 MSCS SUBLET REPAIRS 0.00 \*--- 12 of 12 - Dealer: CBR-S -----0.00 LBR\$ 0.00 MSC\$ 627.84 RO No: 116901 Opened: 29DRC05 Line Code: A Booker: 260 Closed: 30DEC05 Mileage: 5

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

		MAGE 64
RO Mo: 129767 Opened: 11JUL06 Line Code: A Booker: 289 SA TECH. TYPE. OPCODE 289 178 ICB OICE	CB-RO. DESCRIPTION	
RO No: 122204 Dealer: CBR-S	PTS\$ 18.26 LBRS	F F 1
Cause: Q1CB Carl Black Life	Comeback: N	3670
SA TECH. TYPE, OPCODE	Carl Black Lifering	*****
Line Code: B Booker: 289 Complaint: REBUFF AND WASH	90 - Customer Pays for PTS\$ 17.25 LBR\$ Comeback: N	Filter and Taxes 10.63 MSC\$ 0.00
289 752 ICB ST	REBUPF AND DETAIL VEHIC	TLE
Press B, S#, Return for next page.	PTSS 0.00 LBRS	0.00 MSC\$ 0.00

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

RO No: 131861 Opened: 10AUG06 Closed: 29AUG06 Mileage: 14253  Line Code: C Booker: 289 Comeback: N  Complaint: 13 ROTATE TIRES Comeback: N  EA TECH. TYPE. OPCODE CB-RO. DESCRIPTION.  ROTATE TIRES  RO No: 131289 Opened: D2AUG06 Closed: 02AUG06 Mileage: 12520  Complaint: CUSTOMER STATES SES LIGHT IS ON, SEEMS TO BE RUNNING OK  CAUSE: F CUSTOMER STATES SES LIGHT IS ON, SEEMS TO BE RUNNING OK  SA TECH. TYPE. OPCODE CB-RO. DESCRIPTION.  PART ORDERED  **AO NO: 129767 Opened: 11JUL06 Closed: 18JUL06 Mileage: 10729  Comeback: N  Cause: Comeback: N  Comeba	09/20/2007 07:45 6703560393	LINEX	PAGE 05
SA. TECH. TYPE. OPCODE.  289 107 I 13  ROTATE TIRES  RO No: 131289	Cauca ROTATE MAN	Comehnol Mileage	: 14252
	SA. TECH. TYPE. OPCODE. C  289 107 1 13  RO NO: 131289	B-RO. DESCRIPTION. ROTATE TIRES PTS\$ 0.00 LBR\$  Closed: 02AUC06 Mileage: Comeback: N SES LIGHT IS ON, SEEMS TO B FART ORDERED PTS\$ 0.00 LBR\$  Closed: 18JUL06 Mileage: Comeback: N ime Oil and Filter Change	12.50 MSC\$ 0.00 12520 E RUNNING OK 0.00 MSC\$ 0.00

RO No: 133894 Opened: 078EP06 Closed: 08SEP06 Mileage: 14254 \*--- 8 of 12 - Dealer: CBR-S -----PTSS 0.00 LBRS RO No: 131861 0.00 MSCS Opened: 10AUG06 0.00 Line Code: A Booker: 260 Closed: 29AUG06 Mileage: 14253 Complaint: Comeback: N CUSTOMER STATES SES LIGHT IS ON, SOP HERE Cause: SHORT SA... TECH. TYPE. OPCODE..... CB-RO. DESCRIPTION. VALVE, EVAPORATIVE EMISSION CANISTER VEN NT SOLENOID REPLACE 289 PTS\$ 18.20 LBR\$ 112.28 MSC\$ 107 WG4 J6360 POWERTRAIN CONTROL MODULE REPLACEMENT 0.00 Line Code: B Booker: 260 PTS\$ 268.72 LBR\$ Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION. Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes Line Code: C Booker: 289 18.26 LBRS 10.63 MSCS Commback: N

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

				PAGE 07
RO No: 137693	Opened appear			
Line Code: A Box Complaint: 01CB Cause:	Sker: 289	Closed: 310CT06 Comeback: N time Oil and Filter	Mileage: 19076	
SA. TECH, TYPE	OPCODE		Change + Custome	er Pays for
289 178 ICB	OTCE	B-RO. DESCRIPTION.  Carl Black L	: 	•
- <b></b>	27/0	Carl Block r	<u>まままままできると</u> まっちゃっし	
Line Code: R Boo	lea	PTSS 10 3	r Pays for Filter	and Tayor
Line Code: B Boo Complaint: WASH	ver: 588	Comeback: N	Flars for Filter 5 LBRS 10.63 M	SCS A AA
Cause	CAR WASH		;	
SA. THOM TYPE	*		<b>;</b>	
289 178 ICB	OPCODE. CB	-RO. DESCRIPTION. CAR WASH		
200	WASH	CAB MACH		
* 7 Of 33		DTEC 0		
RO NO: 132004	Ller: CBR-3	2.00	'LBR\$ , 0.00 M	SCS non
Line Code	)pened: 07SEPO6	Closed, comme	<u> </u>	
RO No: 133894 Line Code: A Book Complaint: 27901	er: 260	Composite as	Mileage: 14254	<b>_</b> ,
Cauca Des 27901	MONTHLY PAYMENT :	PTMBITOCOMPAN		
Complaint: 27901 Cause: PER RON TAT SA. TECH. TYPE.	E		ON TATE FOR CUST(	MER SATTOR
SA TECH. TYPE. 289 126 WG4	OPCODE CB.	PO DECORPO	,	TOTAL MATTER
120 WQ4	27091	DESCRIPTION.		
289 126 WG4		REUND TO CUST	OMER BY DSM	
Press B, S#, Retur	n for next page	Tiday		

Press B, S#, Return for next page, EST#, ?, or 5 to Exit:

	!	
RO No: 146524 Opened: 13MAR07 Closed: 28MAR07 Line Code: B Booker: 289 Comeback: N Complaint: 13 ROTATE TIRES	i	
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION 289 212 I 13 ROTATE TIRES		***********
Line Code: C. Booker, Dec. PTS\$ 0.00	LBR\$	0.00 MSC\$ 0.00
Cause: MISALIGNED TOTAL STATES DRIVER FRONT DOOR P	OPS WHEN	OPENING
289 212 WG4 B4001 CB-RO. DESCRIPTION.	FRONT	*
Line Code: D Booker: 289 Comeback: N Cause: SHUTTLE	LBRS	16.64 MSC\$ 0.00
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION	RIDE	**********
""" O OF 12 - Deplay, Opp o	MOV-2	TO JU MERCE D AM
RO No: 137693 Opened: 300CT06 Closed: 310CT06	illeage:	19076

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 LBRS 0.00 MSCs RO No: 152404 Opened: 07JUN07 Line Code: A Booker: 63 Closed: 07JUN07 Mileage; 36826 Complaint: 01CB Comeback: N Carl Black Lifetime Oil and Filter Change - Customer Pays for Cause: SA. TECH. TYPE. OPCODE..... CB-RO. DESCRIPTION..... Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes PTS\$ 18.26 LBRS 10.63 MSC\$ 0.00 \*--- 5 of 12 - Dealer: CBR-S ----RO No: 146524 Opened: 13MAR07 Line Code: A Booker: 289 Comeback: N Complaint: 01CB Carl Black Lifetime Oil and Filter Change Customer Pays for Closed: 28MAR07 Mileage: 30017 SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION..... Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes PTS\$ 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 Line Code: A Booker: 260 Mileage: 50202 Comeback: N Complaint: CUST STATES THERE IS A KNOCKING POPPING FEELING IN THE STEERIN Cause: NOISE SA... TECH. TYPE, OPCODE..... CB-RO., DESCRIPTION. GEAR ASSEMBLY, POWER STEERING REPLACE \*--- 2 of 12 - Dealer: CBR-S ----201.81 LBR\$ 120.05 MSCS 0.00 PTS\$ RO No: 163384 Opened: 13NOV07 Line Code: A Booker: 289 Closed: 13NOV07 Mileage: 48741 Comeback: N Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes 18.86 LBR\$ 10.63 MSC\$ PTS\$ Line Code: B Booker: 289 Comeback: N Complaint: CUST REQUETS TOP OFF COOLANT Cause: SA... TECH, TYPE OPCODE...... CB-RO.. DESCRIPTION...... Press S#, Return for next page, EST#, ?, or E to Exit: Before

Since Danuary 2nd

Power Steering light has been on-Taken in Again on January 7th. Ran diagnostic

18/8 > Replaced something to do with electronic powering steering - asked me to wing. book again on January 8th as diagrestic Got car back on 8th light ( power steering) Blief on - Took back on gan. 9th

1918 - Lineshed testing & said steering column needed to be replaced due to something Welectronic power steering.

They kicked in extended warranty to replace sciencing column - Have to order part & I have to take it back when part arrives. AGAINI

	6783560393	L 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		PAGE 05
RO No: 163384 Line Code: B Bo SA TECH. TYPE 289 316 ICB	Opened: 13NOV07 oker: 289 . OPCODE C	Closed: 13NOV07 M. Comeback: N B-RO. DESCRIPTION STRAIGHT TIME	1leage: 48741	,
RO NO. 15050F	edier: CBR-8	0.00 I	BR\$ 0.00 p	1SC\$ 0.00
Complaint: 01CB	Carl Blow #46	Closed: 06SEP07 Mi Comeback: N	leage; 43603	*****
Cause: C=±LOp SA TECH TVD	twir Stack Dilet	time Oil and Filter Ch	ange + Custome	I Pavs for
Line Code: B Boo Complaint: Cause: R	ker: 260 CUST STATES THAT	90 - Customer Pa PTS\$ 18.26 La Comeback: N THERE IS A ROAFING WA	ays for Filter BR\$ 10.63 M	and Taxes
53 62 WG4	E9740	-RO. DESCRIPTION.		
63 WG4	9999	PTS\$ 317.34 LE SUBLET REPAIRS	POWER STEERING 3R\$ 141.42 MS	REPLACE CS 0.00
Press B, S#, Retus	en for more	—	,	

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 ----PTS\$ 0.00 LBRS 0.00 MSCs RO No: 152404 Opened: 07JUN07 23.29 Line Code: A Booker: 63 Closed: 07JUN07 Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for Mileage: 36826 SA... TECH, TYPE, OPCODE..... CB-RO. DESCRIPTION, 289 316 ICB Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes \*--- 5 of 12 - Dealer: CBR-S ----PTSS 18.26 LBRS 10.63 MSCS 0.00 RO No: 146524 Opened: 13MAR07 Closed: 28MAR07 Mileage: 30017 Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION..... Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes PTS\$ 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:

Opened: 300CT06 Closed: 310CT06 Mileage: 19076

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

10.00 MBCS

0.00

09/20/2007 07:53 6783560393	LINEX	PAGE 04
RO No: 166639 Opened: 02JAN0		: '
Complaint: Cust States or	Comeback: N	leage: 50202
		''' " " " " " " " " " " " " " " " " " "
RO No. "East Deales: CBR-8	201.81 LE	RS 100 of the
Carpiaint: OlCB Carl Black ties	Comeback: N	eage: 48741
TCB OLCB	Carl Black Lifet	111-11-1
Line Code: B Booker: 289 Complaint: CUST REQUETS TO SA. TECH THE	PTS\$ 18.86 LBi Comeback: N P OFF COOLAND	R\$ 10.63 MSC\$ 0.00
TYPE. OPCODE C	B-RO. DRSCPTDTCH	
Press S#, Return for next page, B	ST#, ?, or E to Exit:	
Before		
Since Danuary 2r	Ā	<u>.</u>
P		

Power Steering light has been on Taken in Again on January 7 cm. Ran diagnostic

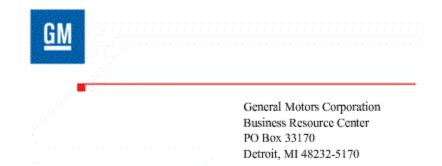
3/8 & Replaced something to do with electronic papering - asked me to living Look again on January 8th as diagnostic 7 sue showeder isome with power steering -Got can back an 8th light (power steering)

Diel on - Tock back an Jan 9th robus

19/8 - timeshed testing & said steering column needed to be replaced due to something Welectronic power steering.

They kicked in extended warranty to replace scening column - Have to wider part & I have to take it back when park arrives. AGAIN!

09/20/2007	<b>07:</b> 53	6783560393	LINEX	PAGE 05
RO No: 163 Line Code: SA TECH 289 316	384 B Bo TYPE ICB	Opened: 13MG oker: 289 . OPCODE	OV07 Closed: 13NOV07 Mileage:	48741
RO No: 158	12 - De 505	ealer: CER-s Opened: 04ss	POT Closed: 06SEP07 Mileage:	0.00 MSC\$ D.00
Canc	_	WMLA BIRDS	Lifetime Oil and Filter Change CB-RO. DESCRIPTION	Customer Pays for
Line Code: ; Complaint:	B Bool	ker: 260 CUST STATES	Carl Black Lifetime Oil ge - Customer Pays for PTSS 18.26 LBRS I	and Filter Chang Filter and Taxes 0.63 MSC\$ 0.00
***	WG4	OPCODE E9740	GEAR ASSEMBLY, POWER ST	EERING REPLACE
		n for next pa	SUBLET REPAIRS  14: 29e, EST#, 7, or E to Exit:	1.42 MSC\$ 0.00



#### VIA FAX ONLY

February 19, 2008

E. Fortas, Esq. Alex Simanovsky & Associates, LLC 2300 Henderson Mill Road, Suite 300 Atlanta, GA 30345

RE:

Service Request: 71-589263931

2006 Pontiac G6

Vehicle Identification Number: 1G2ZF55B064

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

































Cosumi Shouse Cospaniden Bushness Ermannes Cossar \$10 (200, 30) 200 Bushnit, 201-200(10-5) 20

#### VIA FAX ONLY

February 19, 2008

E. Fortas, Esq. Alex Simanovsky & Associates, LLC 2300 Henderson Mill Road, Suite 300 Atlanta, GA 30345

RE:

Service Request: 71-589263931

2006 Pontiac G6

Vehicle Identification Number: IG2ZF55B064

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 2 9 2008

### ALEX SIMANOVSKY & ASSOCIATES, LLC

**CONSUMER PROTECTION ATTORNEYS** 

E. SCOTT FORTAS, ESQ. EXTENSION: 1015 DIRECT DIAL: 678-781-1015 E-MAIL: SCOTTPLEMONLAWINFO.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: v. General Motors

NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:

Vehicle:

2006 Pontiac G-6

VIN:

1G2ZF55B064

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;
- 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



E. Scott Fortas, Esq. Attorney at Law

EFS/jst

CC:

6783568393

07:45

9/28/2007

#### STATE OF GEORGIA MOTOR VEHICLE REGISTRATION

2006 PONT 6 1G2ZF55B064 776674068469079 0072 03/22/2007 \$007DJS BANK

PURCH DT: 02/07/2006

APP DT:

20.00 STANDARD THE FER 156.87 2007 AD VALOREM TAX 178.87 TOTAL FREE PAID

Tag Number: Valuation Title Number: County: 007

1G22F55B064

Farm Vehicle?

141466 Mill Rate: 29,7500 District: 99

- 2006 PONT G6 SE

Tag Fee: 28.80 Equip. No:

Expires:

Fuel: G Color:

OVW:

BLK

03/25/2008

WILDPLOWER TAG Classification:

Insurance Status: VALID INSURANCE COVERAGE Customer I No: 000050916271

Customer 2 No:

MARLETON GA

Signature:

66938021

GAIL DOWNING COBB COUNTY TAX COMMISSIONER 700 SOUTH COBB DRIVE MÁMETTA GA 30060-3115 770) 528-4020

C37F45E64 OTT CONTROLL

20.00 STANDARD TAG TEL 150.47 2007 NO VALOREM TAX 178.67 20724 FIRE EAD

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

66938021

BAFK

THIS IS NOT A BULL THIS IS YOUR RECEIP! \*\*\* RETAIN FOR TAX PURPOSES \*\*\*

STATE OF GEORGIA MOTOR VEHICLE REGISTRATION

1G1ZF55B04 2006 PONT G6 SE

Tag Number: Valuation Title Number Mill Bate: 29,7505 District: 99 County: 807

Fam Vehicle? N

OVW:

Fuel: Color:

Equip. No:

Expires: 03/25/2048

Teg Fee: 20.80

WILDPLOWER TAG Classification:

Insurance Status: VALID INSURANCE COVERAGE

Customer 1 No: 009050916272

Customer 2 No:

MABLETON GA

التاميلينا يتأميل الماكلة الماليين والوااورا

Signatur

6783560393 09/20/2007 07:45

LINEX 4 HA: KYY 6/354-0393

RO No: 122304 Opened: 22MAR06 Line Code: C Booker: 436

Closed: 06APR06 Mileage: 3670

Comeback: N

Complaint:

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

Cause: E

289 1613 WG4

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

**J**6360

POWERTRAIN CONTROL MODULE REPLACEMENT

PT8\$ 268.72 LBR\$ 96.24 MSC\$ 0.00

Line Code: D Rooker: 289 Complaint:

ENTERPRISE RENTAL

Cause: RENTAL

SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION...... 289 752 NG4 27905

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

0.00 LBR\$ ptss

0.00 MSCS 0.00

SUBLET REPAIRS

PTS\$ 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 Chang ge - Customer Pays for Filter and Taxes PTS\$ 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 OICB Carl Black Lifetime Oil and Fifter Chang
ge - Customer Pays for Filter and Taxes
PTS\$ 17.25 LBR\$ 10.63 MSC\$ 0.00
Line Code: B Booker: 289 Comeback: N
Complaint: REBUFF AND WASH VEHICLE PER WORK ORDER
Seven .
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
- 242 - 162 - 266 - SEKUAR WAL DRIVER ADDITION
PTSS 0.00 LBRS 0.00 MSCS 0.00

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

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 PTS\$ 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 see light is on, seems to be running ok Cause: F SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION................. PART ORDERED 289 107 WG4 SOP PTS\$ 0.00 LBR\$ 0.00 MSCS 0.00 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 B to Exit:

RO No: 133894 Opened: 078EP06 Closed: 085EP06 Mileage: 14254 PTSS 0.00 LBRS 0.00 MSCS 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....... 107 WG4 J6441 VALVE, EVAPORATIVE EMISSION CANISTER VEN NT SOLENOID REPLACE 18,20 LBR\$ 112.28 MSC\$ PTSS 0.00 289 107 WG4 J6360 POWERTRAIN CONTROL MODULE REPLACEMENT PTS\$ 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....... Carl Black Lifetime Oil and Filter Chang 289 107 ICB ge - Customer Pays for Pilter and Taxes PTS\$ 18.26 LBR\$ 10.63 MSC\$

Line Code: C Booker: 289 Comeback: N

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

RO No: 137693 Opened: 300CT06 Closed: 310CT06 Mileage: 19076 Line Code: A Booker: 289 Complaint: 01CB Carl Black Lifetime Oil and Filter Change Customer Pays for SA TECH, TYPE OPCODE
Cause:
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION  Carl Black Lifetime Oil and Filter Change  ge - Customer Pays for Filter and
Line Code: B Booker: 289  Complaint: WASH CAR WASH  Cause:  Comeback: N  Comeback: N
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION
CAR WASH
Line Code: A Booker 260 Closed: 0888906 Mileage: 14254
Cause: PER RON TATE
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION. 289 126 WG4 Z7091 REUND TO CUSTOMER BY DSM
Press B, S#, Return for next page, EST#, ?, or E to Exit:

RO No: 146524 Opened: 13MAR07 Clos Line Code: B Booker: 289 Co Complaint: 13 ROTATE TIRES Cause:	meback: N
SA TECH. TYPE, OPCODE CB-RO	DESCRIPTION
289 212 I 13	ROTATE TIRES
Line Code: C Booker: 260 Co	neback: N
Complaint: CUSTOMER STATES DRIVE	R FRONT DOOR POPS WHEN OPENING
Cause: MIBALIGNED	:
SA TECH. TYPE. OPCODE CB-RO	DESCRIPTION
289 212 WG4 B4001	DOOR ASSEMBLY, FRONT LEFT ALIGN
	PTSS 0.00 LBRS 16.64 MSCS 0 00
Line Code: D Booker: 289 Con	neback: N
Complaint: Z7911 2 WAY SHUTTLE RIDE	
Cause: SHUTTLE	•
SA TECH. TYPE, OPCODE CB-RO	DESCRIPTION
289 212 WG4 Z7911	2 WAY SHUTTIE RIDE
	PTSS 0.00 LEDG 10.00 MECE 0.00
* 6 of 12 - Dealer: CBR-S	PTS\$ 0.00 LBR\$ 10.00 MSC\$ 0.00
RO No: 137693 Opened: 300CT06 Close	ad: 310CT06 Mileage: 19076

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

RO No: 158505 Opened: 0488907	F133 0.00 LBR\$ 0.00 MSC\$ 23.29
Line Code: A Rocker: 63	Alamad name
SA TECH. TYPE. OPCODE CB. 289 316 ICB 01CB	-RO. DESCRIPTION.
* 5 of 12 - Dealer: CBR-S	ge - Customer Pays for Filter and Taxes
RO NO: 146524 Opened: 13MAR07 Line Code: A Booker: 289	Closed: 28MAR07 Mileage: 30017
Cause:	me Oil and Filter Change - Customer Pays for
SA TECH. TYPE. OPCODE CB. 289 212 ICB 01CB	The second secon
Line Code: B Booker: 289	ge - Customer Pays for Filter and Taxes PTS\$ 18.26 LBR\$ 10.63 MSC\$ 0.00

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 STEERIN Cause: NOISE SA... TECH. TYPE. OPCODE...... CB-RO. DESCRIPTION...... WRYAN E9740 GRAR ASSEMBLY, FOWER! STEERING REPLACE PTS\$ 201.81 LBR\$ 120.05 MSC\$ 0.00 \*--- 2 of 12 - Desler: 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 SA... TECH. TYPE. OPCODE..... CB-RO.. DESCRIPTION...... 316 ICB 01CB Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes" 10.63 MSC\$ 18.86 LBR\$ Line Code: B Booker: 289 Comeback: N CUST REQUETS TOP OFF COOLANT Complaint: Cause: SA... TECH, TYPE, OPCODE....., CB-RO.. DESCRIPTION. Press S#, Return for next page, EST#, ?, or E to Exit:

Before

Since Danuary 2nd

Power Steering light has been on. Taken in Again on January 7th. Ran diagnossic

18 7 Replaced something to do with electronic powering steering - acted me to bring back again on January 8th as diagnostic steer showeder issue with power steering.

Fot car back on 8th light ( power steering)

still on - Took back on gan. 9th

19/8- Linished testing & Said steering column reeded to be replaced due to something.

They kicked in extended warranty to replace seering column - Have to order part & I have to take it back when part arrives AGA INI

289 316 ICB	Opened: 13NOV07 Clos oker: 289 Co . OPCODE CB-RO	DESCRIPTION	
* 3 Of 12 - D	maler: CBR-S	PTS\$ 0.00 LBR\$	6 55 141 - 1
Line Code: A Boo Complaint: 01CB	Opened: 04SEF07 Clos Oker: 63 Co Carl Black Lifetime 6	ed: 0658P07 Mileage Meback: N	43603
Canse: C==FOb	Directing O	11 and Filter Change	Customer Pays for
	OPCODE CB-RO 01CB	DESCRIPTION	011 and Filter Change
		The second sealer	DA RIJIME ADD TOVAM
Complaint:	oker: 260 Co	PTS\$ 18.26 LBR\$	10163 MBC\$ 0.00
Cause: E	CUST STATES THAT THER	e is a roaring noise	COMMING FROM THE FRO
ייט איילי ארא אריי אריי אריי אריי אריי אריי			<b>}</b>
63 WG4	9999	PTS\$ 317.34 LBR\$ SUBLET REPAIRS	141.42 MSC\$ 0.00

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

BUDOUACE A			A STATE OF THE PARTY OF THE PAR	•	r	<u> </u>	- 1		
PURCHASE A	GHEEMENI	Call	ik "		k Pontlao-Buick-GMC- mmer, LLC	61117 *			on 1 & emp# Y,JOHN A
Purchase Date 02/07/0					pháretta Highway Georgia 30076	Deal # 629198	Sales	ретв	on 2 & emp #
Purchaser #1				D.L. #	····	ST	D.O.B	(	3/25/58
Purchaser #2	· · · ·			D.L. #		ST	D.O.B		
Home Address									
<sub>City</sub> DOUGLASV	ILLE	County DOUGLAS			State GA	Zipcode	30135	•	
Business Address							,		· · · · · · · · · · · · · · · · · · ·
City		County			State	Zipcode			
P1 Home Phone					Ceti	email			
PURCHASED	Year 2006	Make PUNTIAL Mode	et		V.I.N. IGZZF	55B064			
NEW ( XX USED ( )		( ) 2 Dr. ( ) Van	6	<u>-</u>	Mileage. 59	Cyls. 4	Ìc	oloBi	LK
DEMO() OTHER(	) MSO()	() 4 Dr. () Truck 2	006 PO	NTI.				SD	<del></del>
TRADE 1	Year UI	Make PONT	ModeBUN	IN		541614			
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD	4WD	Mileage. 1172	285 Cyls	6 6	olor	BLK
TRADE 2	Year	Make	Model		V.I.N.				···
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD	4WD	Mileage.	Cyls	C	olor	
Balance Owed to: T1	STYLE FIN 7	2	······································		1. MSRP/Sellin	g Price		Ī	17990.00
Onstar YES NO	Delivery Date	e: Time:			2. First Place F		· · · · · · · · · · · · · · · · · · ·		
XM Radio YES NO					3.			7	· <del></del> , · · ·
GMS	1	•		•	4.			十	
Supplier		,			5.			1	
GID					6. Total Vechic	le Price		十	
	INSURANCE (	Must Be Current)			7. Selling Price	· · · · · · · · · · · · · · · · · · ·			17988.00
Agent GEI		Phone No. 1, 800.	841.300 \$ 05.1		8. Less Trade-I	in Allowance			5500.00
Company 6510	CO	Eff Dates 11.130. Pol No. 4026.97		3.00	9. Selling Price	/Trade Differe	nce		12488.00
City, State, Zip		II OCINO.	00/500		10. Delivery an	77.7.1			499.00
	LIENHOLDER	(If Outside Lien)			11. Sub-Total		<u> </u>	十	12987.00
Name GMAC Address P0 B0	0X 8102	Phone No. Lienholder Çode:			12 Sales Tax	()∀%()	6%()5	%	909.09
i	OCKEYSVILLE	MD 21030			13. Total	()()	<u> </u>		13896.09
		iesier or his authorized representative al of lerms hereof is given by a bank o			14. GA Mtr Veh	Warr Rights	Act		3.00
through any of CARL BLACK	PONTIAC, BUICK, GMC, ISU	perties hereto based on such terms. ZU, HUMMER LLO finance sources, th	n liw rebro se	ot be	15. Certificate			Ť	18.00
execution of this order certific		or execution of the chattel mortgage. If older and acknowledges that he has				<del></del>		T1	6867.74
		ivery I agree to pay the difference in p			16. Balance Ov	ved on Trade-I	ın	T2	N/A
comprises the entire agreeme promises whatsoever will be:		and no other agreement of any kind, v	remei undersu	ending or	18. Total Cash	Delivered Price			20784.83
	chaser to complete for any rea	son the cash deposit may be retained	as liquidated		19. Total Down			$\top$	1500.00
Any warrenties on the grad		F WARRANTIES to by the manufacturer. The seller CA	FIL BLACK PO	NTIAC.	20. Rebates				M / A
BUICK, GMC, IBUZU, HUMA	MERI LLC hereby expressly dec	taim all warranties, either expressed o xiter purpose and CARL SLACK PON	v implied, inclu	rating any	21. Warranty/G	AP	-	$\exists$	
JSUZU, HUMMER LLC. Neith	ne bashorized en semusses ter la dals ent	ly other person to assume for it any lia said products.	bility in conne		23. Total Balan	-	<del></del>		<del>- 1350.00</del>
PartiaL PAY		WHEN FINANCING HAS BEEN ARE Purchaser			CARL BLACK PONTIAC, BUI		RLLC		20642 83
					] <sub>BV</sub>				

RO No: 158505 Opened: 04SEP07 Closed: 06SEP07 Mileage: 43603 \*--- 4 of 12 - Dealer: CBR-8 -----0.00 LBRS 0.00 MSCS PTS\$ RO No: 152404 Opened: 07JUN07 Closed: 07JUN07 Mileage: 36826 Line Code: A Booker: 63 Complaint: 01CB Carl Black Lifetime Oil and Filter Change - Customer Pays for SA, TECH. TYPE. OPCODE..... CB-RO. DESCRIPTION...... 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 SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION...... Carl Black Lifetime Oil and Filter Chang ge - Customer Pays for Filter and Taxes PTS\$ 18.26 LBR\$ Line Code: B Booker: 289 10.63 MSC\$ 0.00 Comeback: N

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

837207200	
RO No: 146524 Opened: 13MAR07 Closed: 28MAR07 Mileage Line Code: B Booker: 289 Comeback: N Complaint: 13 ROTATE TIRES Cause:	: 30017
SA TECH. TYPE. OPCODE CB-RO DESCRIPTION	
289 212 I 13 ROTATE TIRES	
<b>የተ</b> ፍፍ በ በብ LRRፍ	0.00 MSC\$ 0.00
nine code: C booker: 260 Comedack: 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
PTS\$ 0.00 LBR\$	: 16.64 MSC\$ 0.00
Line Code: D Booker: 289 Comeback: N	}
Complaint: 27911 2 WAY SHUTTLE RIDE	
Cause: SHUTTLE	<u> </u>
SA., TECH. TYPE. OPCODE CB-RO. DESCRIPTION	<del> </del>
289 212 WG4 Z7911 2 WAY SHUTTLE RIDE	
PTS\$ 0.00 LBR\$	10.00 MBC\$ 0.00
PTS\$ 0.00 LBRS * 6 of 12 - Dealer: CBR-S	**************************************
RO No: 137693 Opened: 300CT06 Closed: 310CT06 Wileage	i 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 STEERIN Cause: NOISE SA... TECH. TYPE. OPCODE..... CB-RQ. DESCRIPTION........ WRYAN E9740 GEAR ASSEMBLY, POWER STEERING REPLACE 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 Carl Black Lifetime Oil and Filter Change : Customer Pays for Complaint: 01CB SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION...... Carl Black Lifetime Oil and Filter Chang 1CB 289 316 ge - Customer Pays for Filter and Taxes 18.86 LBR\$ 10.63 MSC\$ PTS\$ Comeback: N Line Code: B Booker: 289 CUST REQUETS TOP OFF COOLANT Complaint: Cause: SA... TECH. TYPE. OPCODE...... CB-RO.. DESCRIPTION..... Press S#, Return for next page, EST#, ?, or E to Exit:

Since Danuary 2nd

Power Steering light has been on-Taken in Again on January 7th. Ran diagnosis

pavering Steering - asked me to bring back again on January 8th as diagratic fot our back on 8th light (power steering) oue on - Took back on gan gan at

1918 - Lineared testing & said steering column needed to be replaced due to something whelectronic power steering.

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

LINEX 6783560393 09/20/2007 07:53 RO No: 163384 Opened: 13NOV07 Closed: 13NOV07 Mileage: 48741 Line Code: B Booker: 289 Comeback: N PTS\$ 0.00 LBR\$ 0.00 MSC\$ 0.00 \*\*\*\* 3 of 12 - Dealer: CBR-S RO No: 158505 Opened: 0488F07 Closed: 068EP07 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 Chang ge - Customer Pays for Filter and Taxes PTE\$ 18.26 LBR\$ 10.63 MSC\$ 0.00 Line Code: B Booker: 260 Comeback: N

Complaint: CUST STATES THAT THERE IS A ROARING NOISE COMMING FROM THE FRO Cause: E SA... TECH. TYPE, OPCODE..... CB-RO.. DESCRIPTION................ GEAR ASSEMBLY, POWER STEERING REPLACE PTS\$ 317.34 LBR\$ 141.42 MBC\$ 0.00 WG4 E9740 63 62 SUBLET REPAIRS WG4 9999

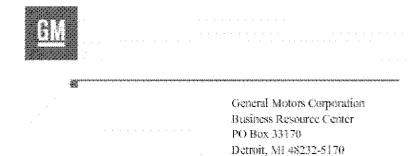
Press B, S#, Return for next page, EST#, ?, or E to Exit:

63

PURCHASE A		Care	ck	isuzu-He	ck Pontlac-Buick-GMC- immer, LLC	61117	Salesp BAI	erson 1 & emp# LEY, JOHN A
Purchase Da 02/07/0	te )6				pharetta Highway Georgia 2007e  Deal # Salesp 629198		erson 2 & emp #	
Purchaser #1				D.L. #		ST	D.O.B	03/25/58
Purchaser #2				D.L. #		ST	D.O.B	
Home Address								
City DOUGLAS	ILLE	County DOUGLAS	}		State GA	Zipcode	30135	****
Business Address								
City		County			State	Zipcode		-
P1 Home Phone		Bus. Phone			Cell	email	-	, <u>,                                  </u>
PURCHASED	Year 2005	Make PUNTIAL Mod	dei		V.I.N. IGZZF	580642		
NEW ( XX USED ( )		( ) 2 Dr. ( ) Van	36 ^		Mileage. 59	Cyls. 4	Cok	BLK
DEMO() OTHER(	·) MSO()	() 4 Dr. () Truck	2006 POI	ITI			MD ISD	
TRADE 1	Year 01	Make PUNI	ModeBUN	N	V.I.N. IG2HZ5	41514		
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD	4WD	Mileage. 1172	85 Cyls	6 Cok	BLK
TRADE 2	Year	Make	Model		V.I.N.	Cyls	JCOR	<i>x</i>
Tag No.	Decal No.	( ) 2 Dr. ( ) 4 Dr. ( ) SUV	2WD	4WD	Mileage.	Cyls	Cold	<del></del>
Balance Owed to: T1	STYLE FIN T	T2			1. MSRP/Selling		18.	17990.00
Onstar YES NO	Delivery Dat	e:Time:	<del></del>		2. First Place Fi			<u> </u>
XM Radio YES NO					3.			
GMS	}				4.	·····	· · · · · · · · · · · · · · · · · · ·	<u> </u>
Supplier	}				5.			<del></del>
GID					6. Total Vechick			
	INSURANCE (	Must Be Current)			7. Selling Price	3 FIIQG		17988.00
Agent Company GEI		Phone No. 1, 800.	841-300		8. Less Trade-Ir	Allowance		5500.00
Company 6511 Address		J CII Dales	4 05.1: '. 90-31	3.06	<del></del>			12488.00
City, State, Zip		1	00/500		9. Selling Price/		<del>28</del>	499.00
	LIENHOLDER	(If Outside Lien)			10. Delivery and	Handling Fee		12987.00
Name GHAC Address P0 B0	OX 8102	Phone No. Llenholder Code:			11. Sub-Total	( ) \\ \( \)		
	OCKEYSVILLE	MD 21030			12 Sales Tax	()★7% () 6	%()5%	13896-09
This order shall not become t	hinding until accepted by the D	i lealer or his authorized representative at of terms hersof is given by a bank o	and in the ever	tt of a	13. Total			3.00
- Willing to purchase a retail ins	tallment contract between the	parties hereto based on such terms. ZU, HUMMER LLC finance sources, t	Further it finance	<b>100</b>	14. GA Mtr Veh		et .	18.00
considered binding until full d execution of this order certifie	isclosure is made at the time o	or execution of the chattel mortgage. It clides and acknowledges that he has	Purchaper, by hi	s	15, Certificate o	I little Hee		6867.74
in the event of increase in ori	to be manufacturar hotors dell	lvery I agree to pay the difference in p	wise The state		16. Balance Ow	ed on Trade-In		N/A
comprises the entire agreems promises whatspever will be r	int pensiring to this purchase	and no other agreement of eny sind, s	verbel underster	nding or	10 T-4-1 C 1	National Drive	T2	
	chaser to complete for any rea	son the cash deposit may be retained	betablup# ca		18. Total Cash I			20784.83
Annana		F WARRANTIES			20. Rebates	ayinon		1500.00
BUICK, GMC, ISUZU, HUMM	ER LLC hereby expressly ded	<ul> <li>by the manufacturer. The seller CAI fairs all warranties, either expressed of sular purpose and CARL BLACK PONT</li> </ul>	v implied, includ	ling any	21. Warranty/G/			N/A
	er easumes nor authorized en	siar purpose and CARL BLACK MON y other person to assume for it any lia laid products.						1350.00
	MENT IS NON REFUNDABLE	WHEN FINANCING HAS SEEN ARE Purchaser			23. Total Balanc			20642 83
Purchaser 1	oiduaroid	Purchaser	<u> </u>	-	GARL BLACK PONTIAC. BUICH	L GATO, 18UZU, PLIMMER UL		
		1			BY			

#### RETAIL INSTALMENT SALE CONTRACT GMAC FLEXIBLE FINANCE PLAN

		Contes Many		•	
Buyer (and Co-Buwar)	-Name and address (include	Dealer Number	Contract Number		61117
UIUOSLASVILLE, the Buyer (and Co-B		cte described below for o	ROSWELL,	ONTIAC-BUICK-GMC-I TTA HWY GA 3	0076
v or Used Year	Male and Model		Identification No.	<u>~</u>	
NEW 2006	PONTIAC G6	1622FS		Pitmary Use for M Personal, family; or frou Dusiness	RichPushaeed
r trade-in is a: . Te	ar 200] Make PO	NTIAC Mode	BONNEVILLE	1	
RATE  RECORD OF STREET OF		payments as scheduled.  26361-60  Payments as scheduled.  26361-60  Payments as scheduled.  26361-60  Are Due  03/24/2006	hanou.	remain Disease By Blace Forms	ecceptable to us. You are the insurance to obtain the credit approval to the credit approval to the credit approval the credit approval the credit approval the credit approval the credit approval the credit approval the companies will the companies will the companies will the companies will the companies will the companies of t



January 31, 2008

VIA FAX ONLY

E. Scott Fortas, Esq. Alex Simanovsky & Associates, LLC 2300 Henderson Mill Road, Suite 300 Atlanta, GA 30345

RE:

Service Request: 71-589263931

2006 Pontiac G6

Vehicle Identification Number: 1G2ZF55B064

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.

	Copy of owner's current title and/or registration	Finance agreement
$\boxtimes$	Other: Signed Release of Lien Information form	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	
hereby authorize(Lien holder	Name)
(Lien holder Address)	(Lien holder Phone Number)
to release any and all information reg	arding my loan account #(Account Number)
with(Lien holder Name)	
to General Motors Corporation, included loan payoff amount, and per diem information.  Date	ding but not limited to a complete payment history of my account, a ormation.
	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



Service Request: 71-589425739

Customer Relationship Specialist: Jerry Robinson

Dear

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

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

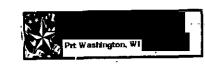
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$368.28.

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.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



ACCIAN DEMONSOR

14 DEC 2007 PM 8 L

**DEC** 18 2007

Reinbursement Department P.O. Br. 33170 Detroit, Mi. 48232-5170

<del>1</del>5170

#### **CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant
Date Claim Submitted: 12 - 14 - 67
17-Digit Vehicle Identification Number (VIN): 1GIZT52815F.
Mileage at Time of Repair: 5/145 Date of Repair: 7-3-07
Claimant Name (please print):
Street Address or PO Box Number:
City: PORT WASHINGTON State: WI. ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
Evening Telephone Number (include Area Code):
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
<ul> <li>The name and address of the person who paid for the repair.</li> <li>The Vehicle Identification Number (VIN) of the vehicle that was repaired.</li> <li>What problem occurred, what repair was done, when it was done, and who did it.</li> <li>The total cost of the repair expense that is being claimed.</li> <li>Payment for the repair in question and the date of payment.</li> <li>(copy of front and back of cancelled check, or copy of credit card receipt)</li> </ul>
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

#### **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

BUS:

PROD. DATE WARR. EXP.

MAKE/MODEL

CHEVROLET MALIBU

236497

ERNIE VON SCHLEDORN SAUKVILLE, INC.

Buick - Pontiac - Cadillac - Chrysler - Jeep

805 E. GREEN BAY AVE. SAUKVILLE, WISCONSIN 53080

262-284-8000

NET

800-648-6789 Metro 262-241-4141 Service Direct 262-241-2630 BAC: 118882 / 55-68338

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 77 CHRIS FOAT

MILEAGE IN/OUT LICENSE VIN 51145/51145 1G1ZT52815F PAYMENT INV. DATE PROMISED PO NO:

0.00 CASH 103JUL07 EB 17:00 03JUL07 18MAY06 IS

STK: E5860 DLR: 53633 R.O. OPENED DATE OFFERED BACK OPTIONS:

13:30 03JUL07 08:04 03JUL07

PORT WASHINGTON, WI

YEAR

05

HOME:

CELL:

COLOR

DEL DATE

LIZT LINE OPCODE TECH TYPE HOURS RETURN A CST STATES THAT THE PWR STEERING WENT OUT AND DID

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

1 15926870 COLUMN

FC: 6C

PART#: 15926870

COUNT: 1 CLAIM TYPE: AUTH CODE: A

OJ

(N/C)(N/C)

TOTAL

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

348.75 348.75

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

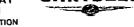
Our Parts & Service Team is dedicated to providing a high level of customer service and we ask that you please mark your GM or Chrysler survey, "COMPLETELY SATISFIED". Any other column is considered a FAILING GRADE. If you're unable to do so, please call THANK YOU! ROB TANNER OR DAVID SLATINSHEK.



#### SEIVICE DEPARTMENT HOURS: MONDAY

7:30 AM - 8:00 PM UESDAY THRU FRIDAY 7:30 AM - 5:30 PM YUR CONTINUED SATISFACTION IS OUR PRIMARY CONCERN THANK YOU!

GM Goodwrench





CHRYSLER

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 of 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.

STATEMENT OF DISCLAIMER

CUSTOMER SIGNATURE

	DESCRIPTION	TOTALS
ľ	LABOR AMOUNT	348.75
t	PARTS AMOUNT	0.00
ľ	GAS, OIL, LUBE	0.00
I	SUBLET AMOUNT	0.00
İ	MISC. CHARGES	0.00
Ì	TOTAL CHARGES	348.75
I	LESS MISC	0.00
Ì	SALES TAX	19.53
	PLEASE PAY THIS AMOUNT	368 28

368.28



(W-) or (i) in front of Part Description indicates Goodwre :h Service Plus Lifetime Warranty.

EPHIE UCH SCHLEDORN SA 805 E GREEN BAY AUE SAUKUILLE, WI 53880

TERHINAL 12: Perchani #: 89832610P 455162119599

SAL 8A1CH: 080443 DATE: JUL 86, 97 SQ: 001

INVOTCE: 04,710 TIME: 07:37 RUTH NO: 752166

TOTAL

\$368.28

CUSTOMER COPY

12-14-87 Customer + relationship Services The Car is in My Name (Grandmother because my Grand Daughter Did Not Have good Credit Jo 6M and also spays her Car extenses. The Car Was bought at Erne Vou Schledow - Santville So I thought I would Clarify this with You Thank You - 6 randoustie

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530



CHECK NO.

50-937

DATE 01/08/08

\*\*\*\*28 CENTS

AMOUNT \$368.28

PORT WAS

PORT WASHINGTON WI

North American Operations General Motors Corporation Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A. Syracuse, New York

AUDIT

North American Operations General Motors Corporation Disbursements (2613) PO Box 62530 Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000131 PAYMENT DATE VENDOR NAME 01/08/08 REGISTER NO. INVOICE AMOUNT INVOICE DATE DOC. REFERENCE NUMBER % DISC. DISC. AMOUNT NET AMOUNT 00.0000 368.28 368.28 1G1ZT52815F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3 TOTAL 368.28 .00 368,28



1G2ZG528454

18153

022727022687 00000167240 091544

### **Service Satisfaction Survey**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF Please make any corrections to your name, address, or telephone number here: INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) Dissatisfied Customer Powder Springs GA Home telephone: Change to: ( In Hallannatta latta alla la Hamabla la Halla la H Please provide us with your preferred email address: oil change done and service Rep problem 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 the satisfied. with seat 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 currous affect that the support of the Dirers services. If you prefer, you can respond to this survey online by going to www.gmdealershipsurvey.com and entering your personal and Password: If you choose to respond online, please do not return this survey by mail. Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482). 10/4/4 h Thank you for having your vehicle serviced at Lou Sobh Pontiac. About 10-14 days later Parts were in . Called heft care fox service then was because pasts had to be ordered.
recieved a card in the mail that Customer and Relationship Services 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 Not At All Completely Very Somewhat Satisfied Satisfied Satisfied Satisfied Satisfied How satisfied were you with the convenience of the Service 囟 Department's hours? Does Not Apply/Not Don't Required 2 Were services available to you on both an appointment and 冈 П non-appointment basis?..... Service Rep never looked up from his 3. When arriving for service, were you greeted promptly?..... Very Satisfied Completely Satisfied Satisfied How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... nave walk-ins About Your Service Consultant/Advisor will be a while, Completely Satisfied Satisfied Satisfied Satisfied Satisfied How satisfied were you that your Service Consultant took П enough time to thoroughly understand your service request?..... Does Not Don't Apply/Not Required No Ø Were you offered transportation options?..... Very Satisfied Satisfied Satisfied Satisfied Required How satisfied were you that you were kept informed about Ø П the status of your service request? No Time Yes told by another Was your vehicle ready by the original time promised?.....

2101

	UN 30 Appointment at 900 Am arrived at 84	<u> </u>					
- 1	About Your Service Consultant/Advisor	(cpntinµed)	14	00 / 5	e i b a t	twhere in	
Wh	en I arrived for appointment was to be it of me, after 2 his wait, almost fold I don't know about that "Told I	of that	Walkin	(15 LX	o sato l	care / was	
Cray	nt of me , after and whit amo	(eff) Complete	G SKEU ly Very	for ic	Somewhat	Not At All	
9.	How satisfied were you with the explanation you were well I	11 fall Satisfied	Satisfied	Satisfied	Satisfied	Satisfied Never	
U.	given of all services performed?	meone e 1st				given.	
40	Overall how antinfied were you with your Services	oter was	here	in lon	rid's	explanation	
10.	Overall, how satisfied were you with your Service of Mery Consultant?					dr it was	
						Invoice.	
	The state of the s	<u>:</u>	Abou	ıt Service	Delivery		
11.	When you picked your vehicle up, how satisfied were you with:	Complete Satisfied		Satisfied	Somewhat Satisfied	Not At All Satisfied	
					<del>r.f.</del>	/A/1	
	The time it took to complete the transaction?				ÀT.	certice	
	The ease of getting your vehicle?	_			ιΧί	\\underset{uas}	
	The condition in which it was returned?		Ц		ίΧί	under	
		Yes	No		1	Jarranty	
12.	Were ALL of your service concerns corrected on this service visit	t? <b>ʃÁ</b> Ĺ		YC		/ · / · ·	
	IF NO, why not? (check all that apply)	′		14 40	u look	at my	
	☐ Condition explained - repair not necessary	☐ Parts not a	vailable	Service	Reco	d for past	
	Work performed did not correct the problem	☐ I declined r	valiable	d year	15, I	have been	
	Service Department could not duplicate problem		se specify)	The re	ofter	1. The service	
	Service Department was too busy	☐ Don't know	•	1004	Listen	the desk	
		Complete		Catiofied	Somewhat Satisfied	Not At All	
13.	How satisfied are you that your vehicle was fixed right	Satisfied	Satisfied	Satisfied 	Satisfied	satisfied Makes	
	on this service visit?			mr. ha	d Pho	to return	
		Yes	No T	oxlar	od/	so ha laca	
14.	Were you given a copy of the completed repair order/invoice?	口		0.000	-	Tabille	
		,		Don't Know	1 6	I should have to.	
15	Were you contacted shortly after this service visit to determine	Yes	No	Not Sure	ľ	lave 10.	
13.	your satisfaction with the dealership's service?	🗖	蚊				
	(Never)		·				
	Summing Up Your Expe	erience	· ·				
		_					
40	•	Complete Satisfied		Satisfied	Somewhat Satisfied	Not At All Satisfied	
16.	Based on this service visit, overall, how satisfied are you with Lou Sobh Pontiac?					<b>b</b> /	
		Definitel	y Probably	Might/	Probably	/ Definitely	
		Would	Would	_	•		
17.		Would		Might Not	Not	Not	
	Would you recommend this dealership for service?	_		Might Not	Not	-	
	Would you recommend this dealership for service?	_		_	_	Not	
18.			ly Very	_		Not DX	
18.	Would you recommend this dealership for service?  Overall, how satisfied are you with your 2005 G6?	Complete Satisfied	ly Very		Somewhat	Not At All	
	Overall, how satisfied are you with your 2005 G6?	Complete Satisfied	ly Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	Overall, how satisfied are you	Complete Satisfied	ly Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
19.	Overall, how satisfied are you with your 2005 G6?	Complete Satisfied	ly Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
19.	Overall, how satisfied are you with your 2005 G6?	Complete Satisfied	ly Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
19. 20.	Overall, how satisfied are you with your 2005 G6?  Are you	Complete Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
19. 20.	Overall, how satisfied are you with your 2005 G6?	Complete Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied  65 or older	
19. 20. 21.	Overall, how satisfied are you with your 2005 G6?  Are you	Complete Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied  65 or older	
19. 20. 21.	Overall, how satisfied are you with your 2005 G6?  Are you	Complete Satisfied  35 - 44  on to your dealer  Sobh Pontiac?	Very Satisfied  45 - 54  Ship?	Satisfied	Somewhat Satisfied	Not At All Satisfied  65 or older  No	
19. 20. 21.	Overall, how satisfied are you with your 2005 G6?  Are you	Complete Satisfied  35 - 44  on to your dealer  Sobh Pontiac?	Very Satisfied  45 - 54  ship?	Satisfied	Somewhat Satisfied	Not At All Satisfied  65 or older  No	
19. 20. 21. 22.	Overall, how satisfied are you with your 2005 G6?  Are you	Complete Satisfied  35 - 44  on to your dealer  Sobh Pontiac?	Very Satisfied  45 - 54  ship?	Satisfied  Satisfied  Very	Somewhat Satisfied  55 - 64	Not At All Satisfied  65 or older  No  0399	
19. 20. 21. 22.	Overall, how satisfied are you with your 2005 G6?  Are you	Complete Satisfied  35 - 44  on to your dealer  Sobh Pontiac?	Very Satisfied  45 - 54  ship?	Satisfied  Satisfied  Very	Somewhat Satisfied  55 - 64	Not At All Satisfied  65 or older  No  0399	
19. 20. 21. 22.	Overall, how satisfied are you with your 2005 G6?  Are you	Complete Satisfied  35 - 44  on to your dealer  Sobh Pontiac?	Very Satisfied  45 - 54  ship?	Satisfied  Satisfied  Very	Somewhat Satisfied  55 - 64	Not At All Satisfied  65 or older  No  0399	
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December 29, 2010

Powder Springs, GA

Service Request: 71-548410033

Customer Relationship Specialist: Jane Miller

Dear :

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



Service Request: 71-548894553

Customer Relationship Specialist: Christopher Carter

Dear :

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

# THANE HAWKINS POLAR CHEVROLET MAZDA



BEAR FAX

TO: Angelina		
FROM: Dee Schoette		
PHONE: 651-653-555 F	AX: 65/-653-5540	·.
NUMBER OF PAGES:(including	cover)	
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POLAR CHEVROLET MAZDA: 651-429-7791 SALES FAX: 651-426-9267 1801 EAST COUNTY ROAD F, WHITE BEAR LAKE, MN 55110

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P.02

OCT-08-2007

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POLAR CHEV/MAZDA

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# SUMMARY HISTORY DISPLAY

3010 PAGE 1

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2 329333	06/16/200/	20020 A T		04CVZ	STEER
3 527502	07/28/2007	37382 Ā	716	0.2012	
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11 428959	10/11/2004	8 A	359		
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٠		T		97CVZ	WASH & CLEAN PDI
		T	113 3 1	82CVZPNTSLNT	PAINT SEALANT



SERVICE DIRECT: (651) 653-5555 TOLL FREE WATTS: (800) 326-2145 www.polarchevmazda.com

1601 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F) WHITE BEAR LAKE, MN 55110

СИЗТОМЕН МО.	603791	MICHAEL PATTE	N 716	AG	™ <b>⊈0∮⁄03/07</b>	™@ <b>₩</b> @\$533265
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MADA SERVICES FORM THP-00Z

PAGE 1 OF 1

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(above named dealership) hereby expressly

(aboye:named dealership) hereby appressly, disclaims all warranties, either express or impiled, including any warranty of merchantability or fitness for a particular purpose, and neither assumes not authorizes any other person to assume for it any itability in connection, with the sale of sald products."



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

603/91	MICHAEL PAT	T <u>en 7</u> 16 <sup>™</sup>		™ <b>08</b> 5⁄2⁄0/07	™ <b>CVCS</b> 529359
	LABOR RATE I	MILEAGE	28,026	©88ACK/GRAY	<sup>\$1</sup> 60430
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<b>€9448</b>				- Chassis lube - Inspection	(rear wheel diffre) Transfer case (IUS)
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PAGE 1 OF 1

MADA SERVICES ( OHM THP-002

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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

<u>сизтомен но.</u> 603791	MICHAEL P	ATTEN 71	6 TAG N	№ <b>07/30</b> /07	INCOC 527502
<u></u>	LABOR RATE	<u> </u>	MILEAGE 27,382	OBEACK/GRAY	aт <b>60</b> 430
WBL, MN	<b>∀°</b> OS/CAE <b>VR</b>	LET/MALIBU/MALI	BU	<b>□02₹09</b> ₹05	DELIVERY MILES 42
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PAGE 1 OF 1 CUSTON  MADA SERVICES FORM THP-002	MER COPY	[ END OF INVO	DICE 1 07:41am	Aller Aller State Control	

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1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F) WHITE BEAR LAKE, MN 55110

STOMER NO. 100	CX°CVIN M	SAXBY	359 <sup>TAG N</sup>		™ <b>09/27/</b> 07	™MACP53255
THANE HAWKINS POLAR CHEVROLET I	LABOR RATE	LICENSE NO.	MILEAGE	8	°VOLCANIC RE	<sup>\$7</sup> 27817946
L801 EAST COUNTY ROAD F	* <b>60% / MXX / MOX</b> EL	 /MAZDA6 SDN/M	 AZDA6 4-DO	OR	DELIVERY DATE	DELIVERY MILES
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PAGE 1 OF 1 MADA SERVICES FORM THP-002

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1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F) WHITE BEAR LAKE, MN 55110

TOMEN NO. 603791	MYCHAEL PATTEN	716 <sup>TAG NO.</sup> 9234	№ <b>05</b> 9914/07	₩ <b>©♥</b> ₾\$52014
	LAROR RATE LI	MILEAGE 25,165	'BEACK/GRAY	<sup>87</sup> 66430
WBL, MN	YOS/CHEVROLET/MA	LIBU/MALIBU	<b>№92</b> 7 <b>09</b> 705	DELIVERY MILES 42
YOL, MI	VETICLE DE TO. Z S 5 2	F 6 5 F	ŠELČINO DEALER NO.	PRODUCTION DATE
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CHECK FOR RUBBING NOISE FI CLUNK NOISE OVER BUMPS	OM THE FRONT END WHILE DRIVIN		QUICK	L <b>UBE</b> plu
REPLACE FRONT STABILIZER	DAR BUSHINGS, STILL HAS MOISE. INT WORN, CUAING RF STEERING		<ul> <li>Of Change (up to 8 quar GM Goodwrenon quality</li> </ul>	off) - Brake fluid:
KNUCKLE TO WEAR REPLACE	F LOWER CONTROL ARM AND KNEICK	E.	AC of filter     Chassis tube     Inspection	<ul> <li>Otterental field (rest wheel drive)</li> <li>Transfer case full</li> </ul>
RTSOTYFP-NUMBER-	DESCRIPTION	UNIT PRICE WARRANTY	- Drive belts Hoses	(4 wheel drive) Transmission but
B # 1 1 22670300 B # 1 1 22730776	ARM 6, 168	WARRANTY	- Air Pitter - Trai prossure	- Windshield - wash fluid
B # 1 1 15225210 B # 1 1 628051	KNUCKLE 6.020 ROSEDALE	WARRANTY WARRANTY		
		1 TOTAL PARTS 0.00	<u> </u>	
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PAGE 1 OF 1

MADA SERVICES FORM THP-002

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with the sale of sald products."

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ALL PARTS NEW ORIGINAL FOUIPMENT UNLESS OTHERWISE SPECIFIED

with the sale of said products:



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

JISTOMER NO. 603/91	MICHAEL	PATTEN	716 TAG N	<sup>.0.</sup> 3915	™ <b>035/±3</b> /07	™ <b>୯୯୯୯</b> 95145€
	LABOR HATE	L	MILEAGE	23,270	BEACK/GRAY	<sup>вт<b>60</b>4/30</sup>
WBL, MN	` <u>`</u> `*605/)*CAE	VROLET/MALIB	U/MALIBU		<b>⁰02709</b> 705	DÉLIVERY MILES 42
MDL, MIC	v <del>ėj</del> nėt <b>ė</b> nė jie	Z S 5 2 F 6	5 F		SELLING DEALER NO.	PRODUCTION DATE
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)8 # 1 1 15858368 )8 # 1 1 15858368	GEAR 6.508 CORE RETURN			WARRANTY WARRANTY	r Air Pilter - Пледавания	- Windshield wash fold
		JOB # 1 T(		0.00		
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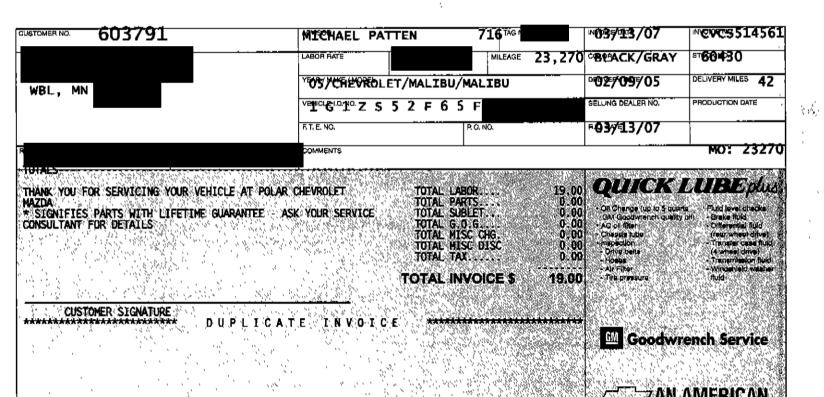
PAGE 1 OF 2

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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



#### **Privileged and Confidential Information**

#### **CASE ASSESSMENT**

By: Angelina Moncivais State: MN

Customer Name: Service Request: 71- BBB Case No.: CHV0755134

548894553

Vehicle ID No.: In Service Vehicle is: New BAC Code: 1G1ZS52F65F Date: 111544

2/9/2005

Year, Make & Model: 2005 Chevrolet Malibu Vehicle Purchased Used on: N/A

Mileage at Time of BBB Filing 29,000 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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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.
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 knucle to wear. Replace RF lower control arm and knuckle.
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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.
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 sta	rt			
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 PO335 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

### Vehicle Meets Presumption of Lemon Law YES

#### 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.

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

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

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

<sup>\*</sup> 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



Service Request: 71-550892464

Customer Relationship Specialist: Dawn Hart

Dear

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$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 <a href="www.mygmlink.com">www.mygmlink.com</a>. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.





SEP 1 1 2007

Chevrolet P.O.Bot 33170 Detroit, MI

48-232-5170

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

Payment can be mailed to me at

Waterbury, CT

I appreciate all of your assistance.

Thanks in advance.

Sincerely,

A 40 - 12 -

-------

7578799

114392

\*INVOICE\*

71-550892464

Our Pledge to You: SERVICE

DUPLICATE 2 PAGE 1

729 MAIN STREET SOUTH \* WOODBURY, CT. 06798 Tel. 263-3500

WATERBURY, CT HOME: BUS: CELL:

SERVICE ADVISOR: 108 ROBERT RICHNAVSKY COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT WHITE CHEVROLET MALIBU 1G1ZT54875F 57412/57412 DEL DATE PROMISED PO NO. PAYMENT INV. DATE 30NOV04 30 18AUG07 00 31AUG07 OPTIONS R.O. OPENED READY DLR:02505 ENG:3.5 Liter SFI

07:34 18AUG07 14:07 31AUG07

LIST NET LINE OPCODE TECH TYPE HOURS TOTAL

A CUST STATES VEHICLE LOST POWER STEERING

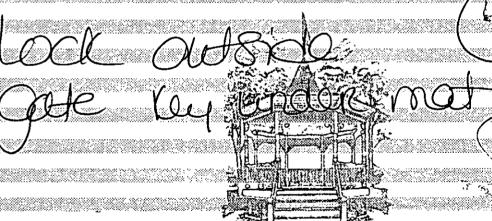
MISCR CHECKED VEHICLE FOR LOSS OF POWER STEERING

FOUND FAULTY SENSOR IN STEERING COLUMN
REPLACED COLUMN RESTIDE OF TOWNS OF

569CCLTR 15926870 COLUMN

285.00 285.00 409.26 409.26 409.26 \*\*\*\*\*\*\* 

Service still remains



DESCRIPTION

DIAGNOSTIC TIME WILL BE CHARGED AT APPROPRIATE SKILL LEVEL. THE DEALERSHIP UTILIZES THE HOURE PUBLISHED IN RECOGNIZED LABOR TIME 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.

Service 263-3500 Showroom 263-2500

Parts 263-2400 Body Shop 263-2788

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 11 YEAR FROM THE DATE OF PAYMENT NOTFICATION 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 itemittems. The Salter heards expressed implied, including any implied warranty of merchantability or fitness for perituding purpose. Seller neither assumes nor authorities any other person to assume for it any lability in connection with the sale of this itemsterns.

STATEMENT OF DISCLAIMER

STATEMENT BELOW OF LIMITED WARRANTY
WE QUARANTEE DUR SERVICE WORK FOR SO
DAYS OR 4000 MILES. WHOCHEVER COURSE
FIRST. IF OUR REPAIR OR REPLACEMENTS FAILS
IN NORMALL SERVICE WITHIN THAT PERIOD,
WE'LL RIX IF, FREE OF CHARGE.

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 39 PLEASE PAY THIS AMOUNT 748.80

TOTALS

CUSTOMER SIGNATURE

114292

NEST CHEUROLET >>
729 HAIN STREET SOUTH
UODDBURY, CT 96798
203-263-2500

DATE 88/31/87

TIME 03:29 PM

OP: 88

EXP: XXXX H

IfEh: 014 VIS SALE

ACCT:

RESP: AUTH/TKT 478507

CVV2 RESP CODE: P PHOME ORDER

TOTAL:

\$748.80

I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)

#71-55 0892464



#### 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 10.00 LIEN: 40,00 EMIS: 10.00 ADMIN:

105.00

TOTAL:

02/20/2006 VALIDATION DATE

02/20/2006 ISSUANCE DATE

106 CLOCK

347SXS 02/06/2008 4D SED 01 COLOR(S) EXP DATE BODY STYLE MARKER NO. CC SC

2005 CHEVR MALIBU 1G1ZT54875F IDENTIFICATION NUMBER MODEL

200602201434111060285 6 G CYLINDERS FUEL TAX TOWN VALIDATION NUMBER

**PASSENGER** 

206165P STOCK NUMBER

WATERBURY, CT

APPLICANT'S DOB

RESIDENT ADDRESS

3297 GROSS WEIGHT LIGHT WEIGHT TIRES STAND CAP SEAT CAP AXLES USED

29.336 EMISSIONS TEST DUE DATE ODOMETER

VEHICLE(New or Used)

		<del></del>			<u>''</u>	<del></del>			
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					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
					SOLD TRANSFERRED OTHER (Specify):				
TO: NAME								to keep it in	
ADDRESS	(No. & Street)	(City or Town)	(State)	(Zip Code)	NEW ADDRESS	(No. & Str	eef)		
	ider the penalties of false st nts made herein are true an				(City or Town)		(State)	(Zip Code)	
SIGNATURE OF	REGISTERED OWNER(S)		DAT	E SIGNED	VEED THE	CERTIFIC	ATE FOR PE	2005.05	
X							DON THIS V		

# 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)

MANIE OF BENEFICANY (Last Harre, First Harre, Middle (villa)			OPERATOR LICENSE MURISER DATE OF 65 (I MOT CT, specify state issuing ficense)		
ADORESS	(No. & Street)	(City or Town)	(State)	(Zip Cade)	

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 efter my death upon proper analyzation to the DMV no later than sinty (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 MOT sign as a witness)	PROVIDED NAME OF WITHESS (NOTE: Beneficiary can MOT be the witness)	DATE SIGNED
X		

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 снеск No. DATE **AMOUNT** 09/24/07 XXXXXXXXXXXXX409 DOLLARS **\*\*\***26 CENTS **\*\*\*\*\*\*\*\*\*\*** North American Operations General Motors Corporation Disbursement Account WATERBURY CT TO THE ORDER OF The Chase Manhattan Bank, N.A. Syracuse, New York AUDIT North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530 DETACH BEFORE DEPOSITING CHECK VENDOR DUNS NO CHECK NO. BB 000000076 PAYMENT DATE VENDOR NAME 09/24/07 REGISTER NO. DESCRIPTION INVOICE DATE DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT NET AMOUNT 09/21/07 VM 1-97X1GL 71-550892464.1-97X1GL 00.0000 409.26 .00 409.26 1G1ZT54875F ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

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 Numbe <u>r:71-551454899</u>	<b>BBB Case:</b> CHV07 <u>52024</u>
<b>Customer:</b>	VIN:1G1ZT52835F
Make/Model/Year: Chevrolet/Malibu/2005	In Service: 6/7/05 Mileage: 46,660
· · · · · · · · · · · · · · · · · · ·	ate: 9/13/07 Goes Active:
<b>Primary Concern: steering</b>	
<u> </u>	
<b>Case Scan / Acknowledgement</b> (24 hrs	Completion Date/Time:
Initial Calls (72 hrs):	
<b>◯</b> 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: /
$\boxtimes$ AVM	Completion Date/Time: 8/29/07 / 2:20 PM
<b>⊠</b> Repair Orders Requested:	Received:
<b>∑</b> Sales Documents:	Received:
☐ BARS / Finance Sheet	
☐ Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No 🖂
Presumption:	Yes No No
GM Position – Customer / BBB Due I	
_	Jate (7-10 days).
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
<b>◯</b> 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	<b>Node/Box:</b> 404082 - 8206
Service Dealer: Marine Chevrolet	
	Svc Mgr: Carlas Hardin Contact: Rich Stone
Selling Dealer: Day Centennial	Contact: Rich Stone
NOTES:	



#### 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

Custome	r Name:			SR: 71-	551454899	BBB Case No.: CHV0752024	
Vehicle II 1G1ZT52				Service ate: 6/7/05	Vehicle is: Used	BAC Code: 112174	
Year, Make & Model: 2005 Chevrol Mileage at Time of BBB Filing (46,6) Lien holder: GMAC DVM Name: Ben Hall Phone/Cell Number: n/a				llibu	Vehicle Purchased Used on: n/a  Sale Type: Lease  CAM Name: Craig Joseph Phone Number: (914) 244-6130		
			VEH	HICLE REP	AIR HISTORY		
Througho category		ntire form, u	se an aste	erisk (*) if da	ay(s) out of service a	are already counted in another	
				THE MAJOR COMPONENT		N REPAIR ORDERS. USE "N/A"	
☐ {Sym	otom}						
<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> :	Mileage:	<u>Description</u>	of Complaint and Repa	ir Performed:	
☐ {Sym	otom}						
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	<u>Description</u>	of Complaint and Repa	<u>ir Performed:</u>	
☐ {Sym	otom}						
Date:	<u>RO #:</u>	Days Out:	Mileage:	<u>Description</u>	of Complaint and Repa	ir Performed:	
□ {Svm	otom}						
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and Repa	ir Performed:	
□ (Sym	otom}						
	RO #:	Dave Out	Miloago	Description	of Complaint and Repa	ir Dorformod	
<u>Date:</u>	KU # :	<u>Days Out</u> :	<u>ivilleaye:</u>	<u>Describtion</u>	or compianit and Repa	<u>ii renomica.</u>	
□ {Svm	otom}						

Date:	RO #:	Days Out:	Mileage:	<b>Description of Complaint and Repai</b>	r Performed:				
Recall/Campaign (Not Related to Other Symptoms/Complaints)									
Date:	RO #:	Days Out:	Mileage:	<b>Description of Complaint and Repai</b>	r Performed:				
<b>Verified</b>	with cu	stomer if	the vehic	<u>cle has ever been involved i</u>	n an accident Y N				
If yes ar	e the Ro	D's attach	ed Y I	<u>V</u>					
Other									
Date:	RO #:	Days Out:	Mileage:	<b>Description of Complaint and Repai</b>	r Performed:				
			THE ST	TATE LEMON LAW READS:					
Days out		ce: 30							
Repairs 3		unlimited							
•	Time period 60 / unlimited  Does Lemon Law state nonconformity must continue to exist? {Y or N}								
16				6.116					
If applicable, safety-related repairs {# of repair attempts} Safety-related time period {# of months} / {# of miles}									
22.01, 10		poou	( CO						
Number o	Number of repair attempts in the presumption period: {# of repair								

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

attempts}
{# of Days}

{# of Days}

# PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Total days out of service during the presumption period: Total days out of service during customer's ownership:

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

# RECOMMENDATION AND RATIONALE

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

{TEXT}

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	DATE: {Date}	CUST {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if appli	cable): \${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 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
	on this vehicle with t	YES □ NO the BBB or another dispute resolution provider? □ YES ☑ NO _Date:Case Number:
Titled Owner(s) Name&Ac	<u>ldress</u>	
CONNELLSVILLE, PA Day Phone: Fax Number: Customer Contact Info:		ening Phone: Cell Phone: mail Address:
Vehicle Information		
Transmission Type:  Make: Chevrolet Mo Vehicle Identification Number:  Servicing Dealer/City/State:  Selling Dealer/City/State:  Insurance Carrier::	ess Both Pe Number of del: Malibu LS  Centennial Chevrolet, centennial chevrolet, un bristol west insurance	rcentage of time vehicle used for business purposes: of vehicles owned or leased by the business:
Purchase/Lease Information		vehicle was purchased or right side if vehicle was leased)
Purchase Date:12/21/06 Mileage Purchased As: □ New ☑ Used Is the vehicle in your possession Lienholder's Name: none Address:	at purchase:	Lease Date: Mileage at lease:  Leased As: □ New □ Used □ Demo  Is the vehicle in your possession?  Leasing Company's Name:  Address:
Customer's Desired Outcomer They told me it was 1,000.00 to fix a	me (Describe what you and we have a car at the	
Signature of Titled Owner(s)/Les I am submitting this dispute for resolu LINE Arbitration Rules.	see(s):tion in the BBBAUTO L	Date

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

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 02/	/10/07 Mileage: 0 Mileage:			
Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. steering wheel locks up	yes				
2. geer shifter was replaced	no				
3. clicking noise to the left fron tire	yes				

Case Number: CHV0752024

Customer Name:

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:

```
Use \# miles attributable to the customer Vehicle purchase Deduction/ = at the time of the arbitration hearing \times price or gross capitalized cost
```

- 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.\(^1\)

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>&</sup>lt;sup>1</sup> Reeves 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).

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>&</sup>lt;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); Mesko 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>&</sup>lt;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).

### 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>&</sup>lt;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).

### **PAR GMWA**

# Pre-Authorization/Warranty Claim Tracking Form

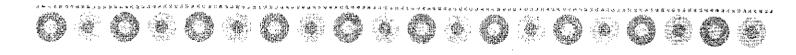
Customer and Vehicle Information						
Date	10/24/07	Service Request #	71-557757271			
Customer Name						
VIN	1G1ZT618X6F					
In-Service Date	8/5/2006	Service Contract?	No			
Current Mileage	25421	Purchased New/Used?				
Warranty Blocked?	No					
Branded Title?	No	Mileage at Purchase	1			
Dianaga into	Dealer and Claim Ir					
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	<u> </u>				
Repair Order Close Date	10/8/2007					
Labor Op. Code Z1242	Dollar Amt:	<del>_</del>				
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: Parts and Labor Costs:	DO NOT PUT IN HOURS DO NOT PUT IN COSTS					
Net Amount:	<u>DO NOT</u> FOR IN COOLE	3,247.73				
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Authorization Code:	DO NOT PUT IN AN	AUTH CODE				
Additional Comments for Deal	er:					
IF THIS CLAIM SHOULD RE.						
	AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478					
Retain Copy with Dealer Repair Order						
Internal PAR Information						
Complaint:	1					
	Steering					
Cause:	_					
	n/a					
Correction:	•					
	1					
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		•				
VIN	1G1ZT618X6F					
In-Service Date	8/5/2006	Service Contract?	No			
Current Mileage	25421	Purchased New/Used				
Warranty Blocked?	No					
Branded Title?	No	Mileage at Purchase	9			
	Dealer and Claim In					
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	40 Charry 20525					
Dealer Division and Code Repair Order Number	13-Chevy-28525 119974	<u> </u>				
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	0,007.02				
Failure Code (FC)	98					
AMOUNT Labor Hours and OLH: Parts and Labor Costs: Net Amount:	Labor Hours and OLH: DO NOT PUT IN HOURS Parts and Labor Costs: DO NOT PUT IN COSTS  Net Amount: 3,997.32  DO NOT H ROUTE THIS CLAIM					
IF THIS CLAIM SHOULD RE.		PLEASE CONTACT ME	ASAP			
AND FAX A COPY OF THE R						
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 Vehic	le Information	
Date	10/24/07	Service Request #   7	1-557757271
Customer Name		<u>'</u>	
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		
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:	0.047.70	
Labor Op. Code Z1243	Dollar Amt:	3,247.73	
Cause Code (CC) Failure Code (FC)	<u>MJ</u> 98		
Labor Hours and OLH: Parts and Labor Costs:	DO NOT PUT IN HOURS DO NOT PUT IN COSTS		
Net Amount:		3,247.73	
DO NOT H ROUTE THIS CLA		LAUTHOODE	
Authorization Code: Additional Comments for Dea	DO NOT PUT IN AN	I AUTH CODE	
IF THIS CLAIM SHOULD RE		PLEASE CONTACT ME AS	ΔΡ
AND FAX A COPY OF THE F			
	Retain Copy with Deal	, ,	
	Internal PAR Inf		
	A CONTRACTOR OF THE PROPERTY O		
Complaint:			
•	Steering		
Cause:	1 -1991119		
	] n/a		
Correction:	1,44		
Correction:	1		
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Justification:	Repair vehicle		
PAR CRS:	Alyson Hollar		
Additional Comments:	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: 8666-790-570921419

866-775-9478

Mike Uzara Date Sent: 10-8-07

Number of Pages: 5

### Message:

Claim For Payment

10-08-'07 15:46 FROM-STATELINE SERVICE 866-215-0477 T-628 P02/05 U-095 STATELINE

PONTIAC

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

IN:0839OUT:0936

Customer: 77832 Stock #:6C1017 VIN: 1G1ZT618X6F1

2006 CHEV MALIBU MAX BLK Miles-In: 25421 Out: 25421

LINESVILLE PA Delivered: 08/05/2006 Work In Service: 08/05/2006

Home: Advisor: 003015-CHERYL SANISLO Hat: 855 Date In: 09/13/2007

Sold By: WALTER E LITWIN

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[ CUSTOMER PAY ] 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 VHEICLE 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 VHEICLE POWER STEERING DTC C0475

SET SYMTOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER STEERING MOTOR AND MODULE-CASE #71-557757271

Parts: 1 SO 25805894

S/S 15775370 MOTOR 6.605 274:30 274.30 1 SO 15921259 MIRROR 10.185 93.63 93.63 2 SO 15835615 CAP 10.552 9.31 18.62 SO 22672194 2 LEVER 10.527 18.05 36.10 2 50 15830597 HOUSING 10.527 26.08 52.16 1 SO 15223298 WEATHERST 10.701 83.45 83.45 SO 22627166 WDO F/S/D 10.681 239.85 239.85 1 50 19120375 MOLDING 12.112 75.12 75.12 19120377 MOLDING 12.114 62.17 62.17

Total Parts: 935.40 D & D COLLISION PO: 12622 Non-Taxable: 1949.59 Sublet: 1949.59

RENTAL-25 DAYS: 925.00

0.00

3997.32 Operation Total: 

[ CUSTOMER PAY ] 004077

Labor Total: CUSTOMER STATES RENTAL LINE A

Operation Total: 0.00  10-08-'07 15:47 FROM-STATELINE SERVICE 866-215-0477

T-628 P03/05 U-095

PONTIAC

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

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: 77832

Home:

Stock #:6C1017

VIN: 1G1ZT618X6F1

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006 Date In: 09/13/2007

Hat: 855

Sold By: WALTER E LITWIN

LINESVILLE PA

Advisor: 003015-CHERYL SANISLO

OΡ Tech Hours Complaint/Cause/Correction

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Work:

Per Unit Extended Price ëëëëëëë eeeeeeeeeeee

IN:08390UT:0936

30 = Special Order Parts

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Customer Pay Labor: 187.33 935.40

Customer Pay Parts: Customer Pay Sublets: 1949.59

Customer Pay Miscellaneous: 925.00

áäáááááá Customer Total Due: 3997.32

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

LL 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 fileness for a perticular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for tany 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.

Thank you for allowing us to serve you!

15928



STATELINE AUTO GROUP Inc. 413 East Main St. Telephone (440) 293-7656 ANDOVER, OHIO 44003





1	NTAL AGREE	MENT			
Vint 1G12TSIF46F					
800 800 72	VEHICLE WI	L BE RETURNED BY  T I M E	9-13-07 1/	~ '> ~ (ρ <sup>-</sup> -	ر ر
SERVICE RENTALS	OUT BY	IN BY	RATE: RENTAL CA		
IMPORTANT THERE	MRI	nies	\$ PER PLUS	¢ PE	RMILE
WILL BE A CHARGE OF \$15.00	MILEAGE IN	36134	MILES @		
PER DAY ON ALL CARS NOT	MII FAGE	7		<del> </del>	
RETURNED WITHIN 24 HRS. OF	MILEAGE OUT	34343			
NOTIFICATION OF COMPLETED REPAIRS.	MILES ORIVEN	1791	25 DAYS @ 37	005	00
DAMAGE NOTED BEFORE CHECK OUT:		/ / //_		100	
DAMAGE NOTED ON CHECK IN:		·			
- None		,	MONTHS @		
ORIVERS LICENSE NO. STATE EXPIRATION DATE:	 ©7	AGE	SUB TOTAL		
Exie Rt Casper	POLICY NO.		LESS GAS ALLOWANCE		
NOTICE OF RESPONS	SIBILIT	Ϋ.	3/4 Tank		
CUSTOMER IS RESPONSIBLE FOR 100 PERCENT O	OF ANY DAMAG	E DONE TO	LESS DEPOSIT		
THIS VEHICLE, AND AGREES TO HOLD THE LESS ASSUME FULL RESPONSIBILITY FOR ANY INJURY, I	DEATH, OR LOS	S OR DAM-			
AGE TO OTHER PROPERTY, WHILE THIS VEHICLE I HER CARE, CUSTODY OR CONTROL. SEE REVER AGREEMENT.	S ENTRUSTED RSE SIDE FOF	TO HIS OR	TAX		<u> </u>
X			NET AMOUNT DUE	925	00
THE CUSTOMER AGREES NOT TO ALLOW ANY PER	RSON NOT OF LE	GAL AGE IN THI	S STATE TO OPERATE THIS VE		_
CUSTOMER			·		
NAME		ADDRESS			
CITY Linesulle	TATE P		PHONE		
CUSTOMER'S SIGNATURE ]	,				
TERMS O	N REVE	RSE SI	DE		

10-08-107 15:47 FROM-STATELINE T-628 P05/05 U-095 SERVICE 866-215-0477 JLAIM CHECK STATELINE vrolet - Pontiac - Buick in St. Andover, Ohio 44003 one: (440) 293-7656 Free: (800) 228-0751 w.statelineautogroup.com 6F121770 RO: 119974 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 Customer: 77832 Stock #: 6C1017 VIN: IJ NESVILLE PA Home: Work: Advisor: 855 Promised: 09/13/2007 17:00 - Call when ready. *J*553**7**~ C0475 29 \*B CUSTOMER STATES RENTAL Stephanie - Case#71-557757271 1-866-790-5700 ext. 21936 OSM- Gery Ross 800-823.0055-8537 Ce11# 814-547-1079 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 tire, 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. DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties wither 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. ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME. *2558*7

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### 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

Phone: 866-790-5709 Number of Pages: 7

866-775 -9478

Message:

STATELINE Chevrolet - Pontiac - Buick 413 E. Main St. Andover, Ohio 44003 Phone: (440) 293-7656 Toll Free: (800) 228-0751 RO: 119974 Cashier: 12:01-1 www.statelineautogroup.com Date Out: 10/24/2007 Status: MODIFIED REPRINT IN:08390UT:1201 Customer: 77832 Stock\_#:6C1017 VIN:1G1ZT618X6F 2006 CHEV MALIBU MAX BLK Miles-In: 25421 Out: 25421 LINESVILLE PA Delivered: 08/05/2006 Home: Work: In Service: 08/05/2006 Advisor: 003015-CHERYL SANISLO Hat: 855 Date In: 09/13/2007 Sold By: WALTER E LITWIN OP ëë [ CUSTOMER PAY ] 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 VHEICLE 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 VHEICLE POWER STEERING DTC CO475 SET SYMTOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER STEERING MOTOR AND MODULE-CASE #71-557757271 Parts: 1 SO 25805894 S/S 15775370 MOTOR 274.30 6.605 274.30 1 SO 15921259 MIRROR 10.185 93.63 93.63 SO 15835615 SO 22672194 2 ÇAP 10.552 9.31 18.62 2 LEVER 10.527 18.05 36.10 SO 15830597 HOUSING 10:527 26.08 52.16 ٦ SO 15223298 WEATHERST 10.701 83.45 83.45 SO 22627166 WDO F/S/D 10.681 239.85 239.85 1 SO 19120375 MOLDING 12.11275.12 75.12 19120377 MOLDING 12.114 62.17 62.17 Total Parts: 935.40 D & D COLLISION PO: 12622 Non-Taxable: 1200.00 Sublet: 1200.00 RENTAL-25 DAYS: 925.00

866-215-0477

T-647 P02/06 U-120

Labor Total:

0.00

SERVICE

\*B SCPR 004077

CUSTOMER STATES RENTAL

10-24-'07 12:10 FROM-STATELINE

LINE A

 10-24-'07 12:10 FROM-STATELINE SERVICE 866-215-0477

T-647 P03/06 U-120

PONTIAC

Home:

ëë

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: 12:01-1

Date Out: 10/24/2007

Status: MODIFIED REPRINT

IN:08390UT:1201

>>>> CONTINUED FROM PREVIOUS PAGE <<<< Customer: 77832 Stock #:6C1017

VIN:1G1ZT618X6F1

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006 Hat: 855 Date In: 09/13/2007

Advisor: 003015-CHERYL SANISLO

LINESVILLE

Sold By: WALTER E LITWIN

Acct Tech Hours Complaint/Cause/Correction ĕëëëëë ëëëëëë ëëëëë

PA

Work:

Per Unit Extended Price êëëëëëëë <del>Č</del>EČČČČČČČČČČČČ

SO = Special Order Parts

Customer Pay Labor: Customer Pay Parts: 935.40

Customer Pay Sublets: 1200.00 925.00 Customer Pay Miscellaneous:

áááááááá

Customer Total Due:

3247.73

hereby authorize the repair work herein set forth to be done along ith the necessary material and agree that you are not responsible or loss or damage to vehicle or articles left in vehicle in case of ite, theft, or any other cause beyond your control or for any delays aused by unavailability of parts or delays in parts shipments by the upplier or transporter. I hereby grant you and/or your employees exhibition to operate the vehicle herein described on streets, ighways or elsewhere for the purpose of testing and/or inspection. I express mechanic's lied is hereby acknowledged on the vehicle to scure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE ACTO 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.

ignature:

Thank you for allowing us to serve you!

CLAIM CHECK STATELINE vrolet - Pontiac - Buick in St. Andover, Ohio 44003 one: (440) 293-7656 Free: (800) 228-0751 w.statelineautogroup.com RO: 119974 Customer: 77832 <u>Stock #</u>: 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 LI<u>NESVILLE PA</u> Home: Work: Advisor: 003015-CHERYL SANISLO Hat: 855 Promised: 09/13/2007 17:00 - Call when ready. *9*553**7**~ C0475 A \*B CUSTOMER STATES RENTAL Stephanie - Case#71-557757271 1-866-790-5700 ext. 21936 OSM- Cary Ross 800.823.0055-8537 Ce1/# 814-547-1079 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 tire, theft, or any other cause beyond your control or for any delays maused 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, lighways or elsewhere for the purpose of testing and/or inspection. In express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. 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. LL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME *⊋558*7 gnature

SERVICE

866-215-0477

T-647 P04/06 U-120

10-24-'07 12:10 FROM-STATELINE

15928



### STATELINE AUTO GROUP Inc.

413 East Main St. Telephone (440) 293-7656 ANDOVER, OHIO 44003





The things are a second and the second are a	NTAL AGREE	MENT			
TIME IN TIME OUT VEHICLE NO. LICENSE NO.	VEHICLEW	LL 8E RETURNED 6Y	I DATE OUT		
800 800 72	D A [	T I M	9-13-07	10-U	-6フ
SERVICE RENTALS	OUT BY	IN BY		L CARS	
IMPORTANT THERE	MRI	niki	\$ PER PL	LUS ¢ f	ER MILE
WILL BE A CHARGE OF \$15.00	MILEAGE IN	36134	MILES @		
PER DAY ON ALL CARS NOT	NU EAGE	21017			
RETURNED WITHIN 24 HRS. OF	MILEAGE OUT	34343			
NOTIFICATION OF COMPLETED	MILES		OC DAYS @ 2	7 ~	W 00
REPAIRS.	DRIVEN	1791	25 DAYS @ 2	2 1 92	500
DAMAGE NOTED ON CHECK IN:			,		
DAMAGE NOTED ON CHECK IN:			MONTHO		
130/045			MONTHS @		
DRIVERS LICENSE NO. STATE EXPIRATION DATE:	<b>ت</b> د	AGE	SUB TOTAL		
Exie But Casper	POLICY NO.	·	LESS GAS ALLOWA	NCE	
NOTICE OF RESPONS	SIBILI1	γ.	3/4 Tank		
CUSTOMER IS RESPONSIBLE FOR 100 PERCENT O	F ANY DAMAG	SE DONE TO	LESS DEPOSIT		
THIS VEHICLE, AND AGREES TO HOLD THE LESS ASSUME FULL RESPONSIBILITY FOR ANY INJURY, I AGE TO OTHER PROPERTY, WHILE THIS VEHICLE I	DEATH, OR LO	SS OR DAM-			
HER CARE, CUSTODY OR CONTROL. SEE REVER AGREEMENT.			TAX		
THE CUSTOMER ACCEPTS ALL RESPONSIBILITY				_	
×	<u></u>		NET AMOUNT DUI	E 1925	700
THE CUSTOMER AGREES NOT TO ALLOW ANY PER	RSON NOT OF LE	EGAL AGE IN THI	IS STATE TO OPERATE T	HIS VEHICLE	
CUSTOMEF					1 01
NAME		ADDRESS _			
CITY Linesuille	STATE Pe		PHONE		
CUSTOMER'S SIGNATURE X	,	ž 11			
TERMO	N DEVI	Der e			
}	alda and Raynolds P(08526				

D & D Collision 27472 Drake Hill Road Cochranton, 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 | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1ZT618X6F | 1G1Z

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		N.
1	Rpr. RT outer panel, REAR DOOR		·.
1	R & I RT trim panel, belt watrip, body side midg		
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	
F	ayment Details	SubTotal	\$1,200.00
O	Cash	ļ	···
•	Check		
0	Credit Card	TOTAL	\$1,200.00
Name	Stateline	-	

Thank You for using D & D Collision!!

RO 119947

SUBLET PO-12422

344/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:

ne: 1-806-790-5760

Fax:

BU1-775 9478

From: Mike Uzarski

Date Sent: 9-26-07

Number of Pages: //

Message:

06 Malibu Max

STATELINE vrolet - Pontiac - Buick iin St. Andover, Ohio 44003 one: (440) 293-7656 Free: (800) 228-0751 w.statelineautogroup.com RO: 119974 77832 Customer: <u>Stock</u> #: 6C1017 VIN: 1G1ZT618X6F Mileage In: 25421 Delivered: 08/05/2006 In Service: 08/05/2006 Date In: 09/13/2007 08:39 LINESVILLE PA Home: Work: Advisor: 003015-CHERYL SANISLO Hat: 855 Promised: 09/13/2007 17:00 - Call when ready. adadadadadadada RO # RO Date 119591 08/20/07 118959 07/11/07 118890 07/06/07 118243 05/25/07 118243 05/25/07 117040 03/06/07 117040 03/06/07 ROT ROBBINS, 004021 C/TIRE ROTATION CO475 A B CUSTOMER STATES RENTAL

866-215-0477

T-614 P02/10 U-062

Stephanie - Case#71-557757271 1-866-790-5700 et. 21936

Cell#

814-547-1079

09-26-407 13:38

FROM-STATELINE SERVICE

OSM- Gary Ross 800-823.0055-8537

814-397.1448

hereby authorize the repair work herein set forth to be done along the the necessary material and agree that you are not responsible rloss or damage to vehicle or articles left in vehicle in case of ce, theft, or any other cause beyond your control or for any delays used by unavailability of parts or delays in parts shipments by the pplier or transporter. I hereby grant you and/or your employees mission to operate the vehicle herein described on streets, have or elsewhere for the purpose of testing and/or inspection. express mechanic's lien is hereby acknowledged on the vehicle to ture 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.

gnature:

15928



## STATELINE AUTO GROUP Inc.

413 East Main St. Telephone (440) 293-7656 ANDOVER, OHIO 44003





19. 4 <del>1</del> .	NTAL AGREE	MENT		
TIME IN TIME OUT VEHICLE NO. LICENSE NO.	VEHICLE WIL	L GE RETURNED BY	DATE OUT DATE	N.
	P	T I M	9-13-07	,
SERVICE RENTALS	OUT BY	IN BY	RATE: RENTAL CA	ARS.
IMPORTANT THERE			\$ PER PLUS	¢ PER MILE
WILL BE A CHARGE OF \$15.00	MILEAGE IN		MILES @	
PER DAY ON ALL CARS NOT		<del></del>		<u> </u>
RETURNED WITHIN 24 HRS. OF	MILEAGE OUT	34343		
NOTIFICATION OF COMPLETED	L. LAU CO	<u> </u>	·	
REPAIRS.	MILES DRIVEN		DAYS @	
DAMAGE NOTED BEFORE CHECK OUT:	,			
DAMAGE NOTED ON CHECK IN:  When  DRIVERS LICENSE NO.   STATE     EXPRIST ON DATE:			MONTHS @	
DRIVERS LICENSE NO. STATE EXPIRATION DATE:	70	AGE	SUB TOTAL	
Erie Rt Casper	POLICY NO.		LESS GAS ALLOWANCE	
NOTICE OF RESPONS	SIBILIT	γ.	3/4 Tank	
CUSTOMER IS RESPONSIBLE FOR 100 PERCENT O	F ANY DAMAG	E DONE TO	LESS DEPOSIT	
THIS VEHICLE, AND AGREES TO HOLD THE LESS ASSUME FULL RESPONSIBILITY FOR ANY INJURY, D				
AGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS HER CARE, CUSTODY OR CONTROL. SEE REVER	S ENTRUSTED	TO HIS OR		<del>                                     </del>
AGREEMENT.	ISE SIDE FOR	DETAILED	TAX	í l l
X			NET AMOUNT DUE	-
THE CUSTOMER AGREES NOT TO ALLOW ANY PER	SON NOT OF LE	GAL AGE IN THI	S STATE TO OPERATE THIS VI	EHICLE
CUSTOME NAME	L	ADDRESS		
,	_			
CITY <u>Linesur le</u> s	TATE Pa		PHONE	
CUSTOMER'S SIGNATURE				
TERMS O	N REVE	RSE SI	DE	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
Reynol	da and Reynolds - PIO9528 Q	10/02)		

119974\_

# STATELINE AUTO GROUP

413 East Main Street

TECHNICIAN\_

Andover, Ohio 44003 440-293-7656

ESTIMATE SERVICE DEPT. SHEET

20% extra on all emergency parts picked up

	omer Waitir		<u>)n</u>		RO#		
QTY	PART NUMBER	DESCRIP	TION	LIST	TOTAL	LABOR	BIN LOC.
	15175370	moter	2/5	343.79			NIS
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				• • •	,		
		77 76	· , , , , , , , , , , , , , , , , , , ,				· · · · · · · · · · · · · · · · · · ·

866-215-0477

O Test draw beh 1st day

Could not duplicate customers concern

No otes - West morning Power Steering

Orove who home - West morning Power Steering

Message Display - On Radio

While driving wet on slight turn to

While driving wet on slight turn to

at this time - Steering wheel would start

at this time - Steering wheel would start

side to side movement on its own

Returned to shop - Scanned Ueh

Returned to shop - Scanned Ueh

Returned to shop - Scanned Weh

Returned to shop - Scanned Weh

Result the power steering Moder and Module

Replace the power steering Moder and Module

Resplace the Source Steering Moder and Module

Resplace To 378243 Scottie Smith 9.26.07

Ressioned Jackson 3 Scattle Smith

09/20/2007 at 04:35 PM 6886

Job Number:

#### ANDOVER COLLISION CENTER LLC

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
Date of Loss:
Day:
Business:

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 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
<del>2.</del> 3 4	Blnd RT R&I RT	FENDER Fender Fender liner FRONT DOOR				0.4	0.9
5. - 6. 7	Repl RT	R&I trim panel Handle, outside d for Clear Coat	1	23.	16	0.4 0.4	·0-4 0.1
8 9 4 # <b>40</b> + -	Repl RT Repl RT - Repl RT	Mirror assy w/heated Door glass NAGS Belt w'strip Body side mldg black	1 1 1	128. 174. 32.	35	0.3 0.5 0.2 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. P	RICE	LABOR	PAINT
	12*	Rpr	RT Outer panel		<b></b>		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	23.1	6	0.4	0.4
	20		Overlap Minor Panel					-0.2
	21		Add for Clear Coat					0.1
	22		RT Belt w'strip				0.2	
	23*	R&I	RT Body side mldg black					
N	24*	$\mathtt{Rpr}$	RT Outer panel				<u>0.3</u> 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		12.00		0.3	
	43#	Repl	FLEX ADDITIVE	1	7.00		- · ·	
	44#	- 	DE'NIB NEWLY REFINISHED AREA'S	1				
		<b></b>	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 Body Labor Paint Labor Paint Supplies	21.4 hrs @ \$ 40.00/hr 10.9 hrs @ \$ 40.00/hr 10.9 hrs @ \$ 23.00/hr	406.89 856.00 436.00 250.70
SUBTOTAL Sales Tax	\$ \$ 1949.59 @ 6.5000%	1949.59 126.72
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.



**Document ID# 1239320** 2006 Chevrolet Malibu



# **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

current DTC will clear on the next malfunction-free ignition cycle.

### Service Information

Page 2 of 2

• 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 <u>Diagnostic System</u> Check - Vehicle
2	<ol> <li>Install a scan tool.</li> <li>Turn ON the ignition, with the engine OFF.</li> <li>With the scan tool, select Diagnostic Trouble Codes (DTC) function.</li> </ol> Does the scan tool indicate that DTC C0475 00 is current?	Go to Step 3	بارح Go to <u>Step 4</u>
3	Replace the power steering motor and module assembly.  Refer to Motor Replacement - Power Steering Assist.  Did you complete the repair?	Go to Step 3	
4	<ol> <li>Use the scan tool in order to clear the DTC.</li> <li>Operate the vehicle within the Conditions for Running the DTC.</li> </ol> Does the DTC reset?	Go to Step 2	System OK

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Document ID# 1239320 . 2006 Chevrolet Malibu

Feedback

Print













#### 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:

Siebel Request: 71-558308798 2006 Pontiac G6 VIN # 1G2ZG558564

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 DATE11/27/07					
ADR REQUEST NUMBER71-558308798					
CUSTOMER NAME					
LAST SIX OF VIN					
ADR CRSGina Kulakowski EXT2-1221					
DVMDan Rowe PHONE80509 58715					
DATE ACCEPTANCE RECEIVED10/12/07					
NUMBER OF DAYS FOR COMPLIANCE45					
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.					





**™** Parts

BUICK • PONTIAC • GMC TRUCK

3101 Pacheco Road P.O. BOX 40340 Bakersfield, CA 93384-0340 (661) 836-9000

CELL: CUSTOMES NO 110655 TAG NO. INVOICE DAT NVOICE NO. SANDRA ALEMAN 112 T015 09/24/07 PNCS385235 LICENSE NO. COLOR 12,482 CRIMSON RED P60112 YEAR / MAKE / MODIE DELIVERY DATE PELIVERY MILES 06/PONTIAC/G6/4D BAKERSFIELD, CA 25 08/01/06 VEHICLE LO. NO. 1 G 2 Z G 5 5 8 5 6 4 09/19/07 REPRINT# 1 COMMENTS MO: 12482 LABOR & PARTS-----J# 1 06BUZ PARTS WARRANTY ON COLUM HOUSING REFER TO HISTORY
CODE C0545 00 STEERING TORQUE SENSOR MALIFUNCTION
PARTS WARRANTY WARRANTY **IMPORTANT** You will receive a questionnaire REPLACED STEERING COLUMN HAS ADJUSTABLE PEDALS NG C0545 E9740 2.0 in the next few days. If for any reason you cannot grade us TAG 4456 "Completoy Satisfied" please contact Randy Timmons. PARTS--JOB # 1 -QTY---FP-NUMBER------DESCRIPTION--------UNIT PRICE-Service Manager. 1 15926870 Thank you! COLUMN 6.518 WARRANTY 4456 with Service 7864 Dopler Motor City Auto Center JOB # 1 TOTAL PARTS 0.00 (661) 836-6731 JOB # 1 TOTAL LABOR & PARTS 0.00 FOR YOUR CONVENIENCE TOTAL LABOR.... 0.00 OUR SERVICE HOURS ARE TOTAL PARTS.... 0.00 TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX.... 0.00 7:00 A.M. TO 5:30 P.M. MONDAY THRU FRIDAY 0.00 0.00 SERVICE AND PARTS **TOTAL INVOICE \$** 0.00 VEHICLES CANNOT BE CUSTOMER SIGNATURE RELEASED AFTER DUPLICATE INVOICE SERVICE DEPT. HOURS \*\*\*\*\*\*\*\*\*\*\* KULI KONSKI WE ACCEPT CASH VISA MASTERCARD ☐ DISCOVER ☐ AMERICAN EXPRESS GMPP Thank You For Your Business!

PAGE 1 OF 1

SERVICE FILE COPY

[ END OF INVOICE ] 09:51am

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BUICK - PONTIAC - GMC TRUCK

(661) 836-9000

B.A.R. # AG 029792 E.R.A. # CAD982053027

3101 Pacheco Road

P.O. BOX 40340

Bakersfield, CA 93384-0340

CELL: CUSTOMER NO. 110655 YAG NO NVOICE NO. SANDRA ALEMAN 112 015 09/24/07 PNC5384917 LICENSE NO 12,482 CRIMSON RED P60112 YEAR / MAKE / MODEL DELIVERY MILLS 06/PONTIAC/G6/4D BAKERSFIELD, CA 08/01/06 25 PRODUCTION DATE 1 G 2 Z G 5 5 8 5 6 4 F. T. E. NO. 09/17/07 REPRINT# 2 COMMENTS MO: 12482 TOTAL LABOR....
TOTAL PARTS....
TOTAL SUBLET... 0.00 0,00 IMPORTANT You will receive a questionnaire 0.00 TOTAL G.O.G. TOTAL MISC CHG. TOTAL MISC DISC in the next few days. If for any 0.00 reason you cannot grade us 0.00 "Completey Satisfied" 0.00 please contact Randy Timmons TOTAL TAX..... 0.00 Service Manager. Thank youl **TOTAL INVOICE \$** 0.00 mch Sarvice *7864* Deele Motor City Auto Center CUSTOMER SIGNATURE (861) 836-6731 DUPLICATE INVOICE \*\*\*\*\*\*\*\*\* 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

	VISA [_] MASTERCAND
☐ DISCOVE®	☐ AMERICAN EXPRESS
☐ GMPP	

Thank You For Your Business!

PAGE 2 OF 2

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[ END OF INVOICE ] 09:51am

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**BUICK • PONTIAC • GMC TRUCK** 

3101 Pacheco Road P.O. BOX 40340 Bakersfield, CA 93384-0340 (661) 836-9000

B.A.R. # AG 029792 E.RA. # CAD982053027

Copyright © 1980 The Reynolds and Reynolds Company ERAINTINVE GQ-507572 (04/02)

СИЗТОМЕН NO. 110	655	ADVISOR		TAĞ NO.	INVOICE DATE	ELL:	INVOICE NO.
+10	011	SANDRA ALEM	AN	112 015	09/24/	07	PNCS384917
		YEAR / MAKE / MODEL	MOENGE NO.	12,48			P601.1.2
BAKERSFIELD,	CA	06/PONTIAC/	G6/4D		08/01/		DELIVERY MILES 25
_		VEHICLE I.D. NO.	5 5 8 5 6 4		SELLING DEALER	NO.	PRODUCTION DATE
		F. T. E. NO.	P.O.		B. O. DAYE 09/17/	n 7	REPRINT# 2
		COMMENTS		1 118	03/1//		MO: 12482
LABOR & PARTS J# 1 06BUZ	*STEER/SUSP DIAG	TECHACA				~~~	V- 12402
DISPLA CODE CO PN# 159 SPECIAI REFER INTERN INTERN	YS CHECK STEERING 0545 00 STEERING TORQUE SENS 926870 L ORDER PARTS ARE HELD 14 DA TAC CASE 9883163/KEN RATCLIF AL TO TORQUE SENSOR(PART STE ED COLUMN HOUSING RETEST SEN COLUMN PARTS WARRANTY	OR RESSISTANCE EF  YS ONCE THEY ARRI F INTERMITTENT CO	RATIC VE NDITION	WAICKANI	You win the reas	next few on you can ampletey contact F Service M Thank	a questionnaire days. If for any nnot grade us Satiafied" landy Timmons, laneger. you! www.w Dealer uto Center
PARTS·····QTYFP- JOB # 1 1	NUMBERDESCRI 15926870 COLUMN	PTION	·····UNIT PR	ICE- WARRANTY		~~	<b>~</b>
JOB # 1 0	4453 15926870 COLUMN			WARRANTY	FOR YO		NVENIENCE
PART ON SPEC	CIAL ORDER  ** QUANTITY 1 IS SPECIAL O			MARICANTI	) Onu se		HOURS ARE 5:30 P.M.
		J0	B # 1 TOTAL PAR				RU FRIDAY
			OTAL LABOR & PAR				
VIN# 2G 8 DAYS MJ 98 Z	SUBLET RENTAL LENATL 2W\$522341 RENTAL 335.99 7908 335.99 NUMBER	אמודק	······	'CF.	VEHI RE	CLES C. LEASE(	ND PARTS ANNOT BE D AFTER PT. HOURS
		50.	T E TOTAL PAR	0.00			
CUDI CT. DOM	VEND TABLE TABLE		TAL LABOR & PAR			WE ACC	DEPT
JOB # 2 186884	VEND INV#-INV.DATE-DESCRIF 31961 09/17/07 RENTAL	/I I ON	TOTAL - SUBL	WARRANTY		VISA 🗆	MASTERCARD ERICAN EXPRESS
					74	ank	You
					9	or Z	You Your vess!
					B	usin	ess!
PAGE 1 OF 2	SERVICE FILE COPY	ico	NTINUED ON NEXT	PAGE1 09:51am			

[CONTINUED ON NEXT PAGE] 09:51am



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 Amount due to Customer	\$1,787.88
Less Payoff of Original Vehicle-Good until 11/25/07	\$19,834.15
Less Incentives	\$1,000.00
Less Usage	\$314.93
Doc Fee	\$45.00
Sales Tax	\$1,545.80
State Fees	\$8.75
Registration/License/Title Fees	\$63.00
Base Price	\$21,274.41
Total Repurchase Amount	\$21,622.03

<sup>\*\*</sup>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 reaction. I can be reached at 866-802-6625 x 1187 if you have any questions or concerns.

Qustomer'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\*

BUICK - PONTIAC - GMC TRUCK + SATURN + LEXUS

To: GIN	A KULAKOWSKI - 9	GMRVDC From:	REGINA MOONEY	<u>,                                      </u>
Fax: 86	- 480-363	2 Pages	. 3	
Phone:		Date:	10/3/07 /5	5/07
Re:		Fax:	661-834-6352	<del></del>
□ Urgent	X For Review	☐ Please Comment	X Please Reply	☐ Please Recycle
SALES DOG	CS ON ANY QUESTIONS	#71-55 <b>83</b> 08 <b>7</b> 98	TO FOLLOW	

# "This is where you want to be!" 3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

www.motorcitywest.com

Est. 1940

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT







# SMC HUMMER







(excludes Saturn) CUSTOMER NAME: VIN: 1/6/2/7/6/5/5/8/5/4/ 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>Amount</u> GM Incentive Code Incentive Program Reference 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 50 MONTHS in lieu of ANY OTHER REBATES b. I elect to receive \_\_\_\_ - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -<u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> 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 ack nowledge receipt of incentive(s) as described in Item \_\_\_\_ and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? Yes XX No ☐ Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below). I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888,4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled. --- Date: 08 / 01 / 2.006 Purchaser/Lessee Signature: 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. HOTOR CITY SWICK PONTIAC CMC Dealer Code: \_\_\_\_ Authorized Dealer Signature: Dealership Name:

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



# Motor City Sales & Service Appraisal Report Prepared for TANISHA GONZALEZ

Customer Informatio	, CA	Appraisal Date:	7/28/2006 9:14:00 PM
Name:		Appraisal Value:	\$19200
Address:		Appraiser:	Jack Klassen
City/ST/Zip:		Salesperson:	Dan Killough
Vehicle Description:	2004 BMW 3 SERIES 3251 RWD 4DR SEDAN SDN	Stock #: VIN: Color: Mileage:	4N WBAET37454N Silver 32,668

Accessory Equipment:

Air Conditioning Power Steering Power Windows Power Door Locks Telescoping Wh AM/FM Stereo Single Compact Disc Dual Front Air Bags Front Side Air Bags ABS (4-Wheel) Leather Moon Roof Alloy Wheels

Power Door Locks Telescoping Wheel Cruise Control

Traction Control

Appraiser Notes:

No Condition Report.

Photos:



Flood Yes No Frame	Yes No Accident Yes	No Exhaust Smoke Yes No
OWNER ACKNOWLEDGMENT		
The owner acknowledges that the for the trade title does not and shouregardless of state or origin.	trade-in vehicle has not been da uid not indicate salvage or gross	maged by flood, has not had frame damage, polluter in any manner,
Owner Signature: X	Sales Manager	Appraiser
Motor City Sales & Serv 3001 Pacheco Rd Bakersfield,CA 93313	/ice	Date: 7/28/2006 Expiration Date: 8/4/2006 and/or 150 miles
Customer :	red Dollars and Zero Cents	\$19,200
Signature:	Vou	cher Good for Purchase of Vehicle WBAET37454N

### Customer Claim Form

Contact Date: 09/24/07	Start Date: 0	)9/24/07	Case Number: PGM0754389
	m on this vehicle wi	th the BBB or another	dispute resolution provider? ☐ YES ☑ NO _Case Number:
Titled Owner(s) Name&A	<u>ddress</u>		
BAKERSFIELD, CA Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:	Cell Phone:
Transmission Type: Automatic Make: Pontiac/GMC Melvehiele Identification Number: Servicing Dealer/City/State: Selling Dealer/City/State:	ness□Both ic Number odel: G6 : 1G2ZG558564  MOTOR CITY PO MOTOR CITY PO Merit Plan t/had body damage?	Percentage of time ver of vehicles registere Model Year: 2  ONTIAC GMC D, ONTIAC GMC D, BAKI	ey Number:
City/St/Zip: Phone: ( ) - Lienholder Acet #:	e at purchase: ed □ Demo n? yes	Lease Date: Leased As: □ Is the vehicle Leasing Comp	Mileage at lease:  l New □ Used □ Demo in your possession?  pany's Name:     Address:     City/St/Zip:     Phone:     pany's Acet #:
Customer's Desired Outco Customer wants the vehicle repurcha  Signature of Titled Owner(s):	ased. She is afraid to	drive it.	
I am submitting this dispute for resol	ution in the BBB AUT	O LINE program, and I a	Date gree to arbitrate the dispute under BBB AUTO

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

Customer Name.	Case Number. PGM0/34389					
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 08/2					
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

vs Pontiac/GMC Division 1G2ZG5585641

GINA KULAKOWSKI PONTIAC/GMC PO 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 re Have you previously filed a clai If yes, name of provider:	m on this vehicle v	vith the BBB or and		
Titled Owner(s) Name&A	<u>Address</u>			
BAKERSFIELD, CA Day Phone: Fax Number: Customer Contact Info:	l	Evening Phone: E-mail Address:		Cell Phone:
Vehicle Information				
Vehicle Identification Number Servicing Dealer/City/State : Selling Dealer/City/State :	ness□Both ie Numl lodel: G6 : 1G2ZG558564  MOTOR CITY P MOTOR CITY P Merit Plan t/had body damage	Percentage of timber of vehicles regis Model Yea  ONTIAC GMC D, ONTIAC GMC D, FONTIAC GMC D, FON	ar: 2006 Curre AKERSFIELD, CA Policy Number:	by vehicle owner/lessee: 1 nt Mileage: 12000
Purchase/Lease Information	on (Complete left si	de if vehicle was purci	hased or right side if c	vehicle was leased)
Purchase Date:08/01/06 Mileag	e at purchase:	Lease Dat	e: Mileage	at lease:
Purchased As : ☑ New ☐ Use			::□ New □ Used	
Is the vehicle in your possessio	n? yes		icle in your possess	ion?
Lienholder's Name:		Leasing C	ompany's Name:	
Address:			Address:	
City/St/Zip:			City/St/Zip:	
Phone: ( ) -			Phone:	
Lienholder Acet #:		Leasing C	ompany's Acct #:	
Customer's Desired Outco			olve your concern)	
Signature of Titled Owner(s): I am submitting this dispute for reso	lution in the BBB AU	TO LINE program, and	I agree to arbitrate th	Date c dispute under BBB AUTO
LINE Arbitration Rules.		1 · · · · · · · · · · · · · · · · · · ·	()	

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

Customer Name:	Case Numb	per: PGM0754389			
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 08/2	28/06	_		
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

 Year:
 2006

 MSRP:
 0.0

 MSRP:
 9883163

 Make:
 Pontiac
 Model:
 G6

Vehicle Comments & TAC Explanation:

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

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:

\* ZIP Code: \* Cell Phone:

Account #:

\* Fax Phone:

**UCC Codes** 

UCC1 UCC2 UCC3 UCC4 UCC5

M0311 M4104

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

Contact or Attention:

Address

City

**Day Phone:** 1-888-516-9464

\* Company:GMAC

State CA ZIP Code: Fax: 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: -

October 22, 2007 Page 1 of 2

#### Repurchase

\* Reason power steering went out

Transaction Details:

Siebel Request #: 71-558308798

State: CA

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>	Responsible	<u>Formula</u>	Additional Explanation	<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

\* Disposition Auction

Straight Repurchase

\* Type:

October 22, 2007 Page 2 of 2

27U	G6 - 6CYL SEDAN CRIMSON RED EBONY	/V6G	PONTIAC/GN GENERAL MO	MC DIVISION OTORS CORE	ON PORATION
ORDEI VIN 1	EBONY R NO. JMMHP7/TRE STOCK NO 1G2 ZG55 85 64	*****	DETROIT VEHICLE II	MI 48 NVOICE 2AI	3243-1114 352776091 16*12113s
MODEI 2ZG69 AP3 F F83 F LX9 F MX0 A PCH F	L & FACTORY OPTIONS  9 G6 - 6CYL SEDAN  REMOTE VEHICLE STARTER SYSTEM  AXLE RATIO 3.05  ENGINE, 3.5L V6 SFI  AUTOMATIC TRANSMISSION  PREMIUM VALUE PACKAGE INCLUDES  * (4) 16" PAINTED ALLOY WHEELS  *AM/FM STEREO 6 DISC CD PLAYER  (REPLACES STD/OPT/PKG RADIO)  * SUNROOF, POWER TILT & SLIDE	MSRP 20030.00 190.00 N/C N/C 0.00	INV AMT 18527.75 157.70 N/C N/C 0.00	RETAIL - INVOICE 1 SHIPPED 1 EXP I/T 1 INT COM 1 PRC EFF 1	STOCK 10/03/05 10/03/05 10/18/05 10/18/05 10/03/05 49 G0649 R OPT-1
ל ל	CONVENIENCE PACKAGE INCLUDES:  * POWER ADJ BRAKES & ACCEL.  PEDALS  * FLOOR MATS, CARPET  * CARGO NET			GMS: SUPPLR: MRM:	32.9 20295.35 21205.27 23220.00
R6J ( T43 S U2K 2	CUSTOMER DIALOG NETWORK SPOILER XM SATELITE RADIO - SERVICE	325.00	269.75	MEMO	1029.75
VK3 I YF5 ! 1SZ E	LICENSE PLATE BRACKET, FRONT 50-STATE EMISSIONS PREMIUM PACKAGE DISCOUNT	N/C N/C 500.00-	N/C N/C 415.00-		

TOTAL MODEL & OPTIONS	22095.00	20258.20	ACT 231	20220.35
DESTINATION CHARGE	625.00	625.00	н/в 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

REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

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

REMIT TO GMAC NO. 061 VIN 1G2ZG558564 \$ 21214.63 INV 2AD52776091 DUE 10/18/05 DEALER 12-113

MOTOR CITY BUICK PONTIAC GMC

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

Customer:	SR #: -71558308798	BBB#: 754389
0.00.0	<b>U</b> , 1000000, 00	

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

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

#### Section 1

Purchase Price	21274.41
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22720.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1445.59
(If positive, look for Overallowance)	

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

#### Section 2

Trade Allowance	19500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 19200.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 300.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

#### Section 3

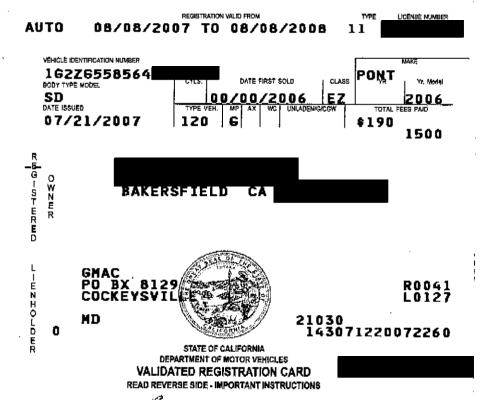
Trade Allowance	19500.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= -3000.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

#### Section 4

Purchase Price	21274.41
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 1000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 20274.41
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

6618682107



## ADR REPURCHASE CHECKLIST

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

Cover sheet denoting a <b>Request</b> # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
PRA FORM (Voluntary Repurchase only)
☐ 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	11/2	7/07
ADR REQUEST NUMBER	71-	-558308798
CUSTOMER NAME		
LAST SIX OF VIN		
ADR CRSGina Kulakowski	EXT	2-1221
DVMDan Rowe	PHONE	80509 58715
DATE ACCEPTANCE RECEIVED _	10/	12/07
NUMBER OF DAYS FOR COMPLIA	NCE	45
TEAM LEAD'S SIGNATURE		
ADR Exceptions that need to be paid i	.e. over allow	ance and negative equity.
COMMENTS/REASON FOR EXCER	PTION:	
File will be returned without all information a	above completed.	



BUICK - PONTIAC - GMC TRUCK - SATURN - LEXUS

# Fax

To:	GINA KULAKOWSKI -	GMRVDC From:	REGINA MOONE	
Fax:	866-480-3632	Pages	3	<u>.</u>
Phone	<u> </u>	Date:	10/30/07	<u>-</u>
Re:		Fax:	661-834-6352	
□ Urg	ent X For Review	☐ Please Comment	X Please Reply	☐ Please Recycle
	S AS DARK AS I COULD E KNOW IF YOU NEED.	GET THE SALES CONTR ANYTHING ELSE,	ACT FOR	# <b>71-558308798</b>

"This is where you want to be!"

3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000 www.motorcitywest.com

Est. 1940

10/30/07 16:45 FAX 1 661 833	4450 MOTOR CITY F & I	₫ 003
D. Delemed Downpayment  E. Manufacturer's Rebate  F. Otherts J.A.	\$ <u>4050, 00</u> (E)	You want to buy a gap contract  Buyer, X
G. Cash  Total Downpayment (C through G)  (If negative, anter zero on line 6 and enter the amount less the  7. Amount Financed (5 less 6)	an zero as a positive number on line 1L above)	(6) OPTIGNAL 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.
*Seller may keep part of these amounts.		1J-Company
SELLER ASSISTED LOAN YER MAY BE REQUIRED TO: PLEIGE SECURITY FOR THE LOAN, AND ILL BE OBLIGATED FOR THE WISTALLMENT RAYMENTS ON BOTH THIS TAIL INSTALLMENT SALE CONTRACT, AND THE LOAN.	AUTO BROKER FEE DISCLOSURE  If this contract reflects the retail cale of new motor vehicle, the sale is not subje to a fee received by an autobroker from	Miles  Term  Mos. or  Miles
oceads of Loan From: W/A nount \$   W/A   Finance Charge \$   W/A	unless the following box is checked:  Name of autobroker receiving fee, applicable:	HOW THIS CONTRACT CAN BE CHANGED
LER'S RIGHT-TO CANCEL IT Buyer and Co-Buyer sign	here, the provisions of the Seller's Right to Cancel section of the Seller's Right to	Oral changes are binding.  Buyer Signs X.
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#### **BBB AUTO LINE**



October 12, 2007

Re:caset PGM0754389: vs Pontiac/GMC Division 1G2ZG558564



Dear

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

The terms of the settlement are as follows:

Ms. Gina Kulakowski of Pontiac/GMC has offered 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 you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely, Rosa Tinoco at Extension 211

557588-007000 BILLST-ROLL 12/06

PO BOX 2182 GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622



THANK YOU FOR CHOOSING YOUR DEALER AND GMAC.





PAGE 1 OF 1

MAKE/MODEL: 06 PONT G6 VIN: 1G2ZG558564

ACCOUNT NUMBER:

STATEMENT REFLECTS 10/03/07 PAYMENT(S) RECEIVED THROUGH:

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NEXT PAYMEN Due Date Amount Due	T DUE 10/25/07 421.68
TOTAL	421.68

PAST	DUE PAYME	NTS LY
Due Date		Amount
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TOTAL		

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		TOTAL

TOTAL	PAYMENTS AND
OTHER	PAYMENTS AND UNPAID AMOUNTS:

421.68

		PAYV	IENTS APPLI	ed as foll	OVS	property of the second	
DUE DATE 07/25/07	SCHEDULED PAYMENT 422.01	DATE PAID 08/03/07	UNPAID BALANCE 425.00 420.00	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID 425.00 420.00 421.00
08/25/07 09/25/07	422.01 422.01	08/30/07 09/26/07	421.00		and the second s	e eestatus see arik saalar elike	

## 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:

CMRSEU



	421.68
NEXT PAYMENT DUE:	421.00
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

Աոհահեմնում և ուների անձեր և հանդերի հեռել են

DO NOT SEND CARM OR POST DATED CHECKÉ, ALL CHECKS WILL BE DEPOSITED UPON RECEIPT, MAKE CHECKS PAYABLE TO MAKE.
RETURN THE NOTICE WITH YOUR PAYMENT TO THE ADDRESS.

## Customer Claim Form

Contact Date: 09/24/07 Start D	ate: 09/24/07 Case Number: PGM0/34389	
	claim? 🛮 YES 🗆 NO nicle with the BBB or another dispute resolution provider? 🗆 YES [	
Titled Owner(s) Name&Address		
BAKERSFIELD, CA Day Phone: Fax Number: Customer Contact Info:	Evening Phone: Cell Phone: E-mail Address:	
Transmission Type: Automatic Make: Pontiac/GMC Model: G6 Vehicle Identification Number: 1G2ZG558 Servicing Dealer/City/State : MOTOR C Selling Dealer/City/State : MOTOR C Insurance Carrier : Merit Plan	Percentage of time vehicle used for business purposes:  Number of vehicles registered in California by vehicle owner/lesso  Model Year: 2006 Current Mileage: 12000  564  TY PONTIAC GMC D,	ee: 1
Durchase/Lease Information (Complete	last side if makicle may truncked an night side if makicle may leaved)	
	left side if vehicle was purchased or right side if vehicle was leased) e: Mileage at lease:	
Purchased As: ☑ New ☐ Used ☐ Demo	Leased As : □ New □ Used □ Demo	
	Is the vehicle in your possession?	
Lienholder's Name:		
Address	Address	
City/St/Zip:	City/St/Zip:	
Phone: ( ) -	Phone:	
Lienholder Acct #:	Leasing Company's Acct #:	
Customer's Desired Outcome (Describ) Customer wants the vehicle repurchased. She is a	e what you want done to resolve your concern) fraid to drive it.	
Signature of Titled Owner(s):  Lam submitting this dispute for resolution in the Bl	DateBB AUTO LINE program, and I agree to arbitrate the dispute under BBB AUT	<u></u>
LINE Arbitration Rules.	AO 1 O EITVE program, and 1 agree to arbitrate the dispute under DDD AO 1	

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

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 08/23	8/06 Mileage: 0 Mileage:			
Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. power steering keeps going out					

Case Number: PGM0754389

Customer Name:

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

vs Pontiac/GMC Division 1G2ZG558564 Re:cam8 PGM0754389 :

GINA KULAKOWSKI PONTIAC/GMC PO 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:

- 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 Da	te: 09/24/07 Case Number: PGM0/54389	
	cle with the BBB or another dispute resolution provider?	
If yes, name of provider:	Date:Case Number:	
Titled Owner(s) Name&Address		
Tried Owlier(s) Named 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 ap	pear on vehicle title:	
	Percentage of time vehicle used for business purpo	)ses:
	Number of vehicles registered in California by vehicle own	
Make: Pontiac/GMC Model: G6	Model Year: 2006 Current Mileage: 12	
Make: Pontiac/GMC Model: G6 Vehicle Identification Number: 1G2ZG5585	64	
Servicing Dealer/City/State : MOTOR CI	TY PONTIAC GMC D,	
Selling Dealer/City/State : MOTOR CI		
Insurance Carrier : Merit Plan	Policy Number:	
Has vehicle been in an accident/had body da	mage? Yes X 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	d)
	Lease Date: Mileage at lease:	•/
Purchased As: ☑ New ☐ Used ☐ Demo	Leased As : □ New □ Used □ Demo	
	Is the vehicle in your possession?	
Lienholder'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 afr	aid to drive it.	
Signature of Titled Owner(s):	Date	
I am submitting this dispute for resolution in the BB LINE Arbitration Rules.	BAUTO LINE program, and I agree to arbitrate the dispute under I	BBB AUTO

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

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 08/28	8/06 Mileage: 0 Mileage:			
Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. power steering keeps going out					

Case Number: PGM0754389

Customer Name:

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

10/03/07 10:26 FAX 1 661 833 4  RETAIL INSTALLME  Dealer Number Contract Nu	NT SALE CONTRACT	BOS Number	Stock Num	ber
Buyer (and Co-Buyer) Name and Address (Including	County and Zlp Code)	Creditor - Seller (Name a	1. The beginning the man beginning the contract of the	<b>P60112</b> . Balleyne (1997) George (1997)
			CK PONTIAC GMC.	101
You, the Buyer (and Co-Buyer, if any), may buy the vagreements on the front and back of this contract. You Charge according to the payment schedule below. We wanted the contract of the payment schedule below.	ehicle below for cash or on agree to pay the Creditor -	credit. By signing this control Seller (sometimes "we" or an a daily basis. The Truth-In	act; you choose to buy the "us" in this contract) the Am	vehicle on credit under the count Financed and Financed and Financed are part of this contract.
New Make	dometer Vehicle	Identification Number	Primary Use For	Which Purchased
	Mariem Bargins as museum promise (1997) George Berger Berger (1997) George Berger (1997)	en english daga sagan kanada daga daga daga daga daga daga daga	personal, family or ho	
FEDERAL TRUTH-IN-LE	NDING DISCLOSURE		NOTICE. No person is requi	OF INSURANCE ired as a condition of financing
PERCENTAGE CHARGE Fina RATE The dollar The an The cost of amount the credit p	nced. Payments rount of The amount your olded will have paid af	Price  The total cost of ter your purchase on	the purchase of a motor vehic insurance through a particula broker. You are not required obtain credit. Your decision to	cle to purchase or negotiate any ar insurance company, agent of to buy any other insurance to buy or not buy other insurance
	bu or	your down payment of	will not be a factor in the cre	dit approval process. I <b>nsurance</b> Term Premium
YOUR PAYMENT SCHEDULE WILL BE:	\$	(e) \$ 0.00(e)  (e) means an estimate	\$Ded. Comp., Fire 8	i Theft Mos. \$
Number of Payments: Amount of Orie Payment of STATE 1	Payments: Who	en Payments Are Due:	Bodily Injury \$ NIA Property Damage \$ NIA Medical 33/5	Limits Mos. \$ N/A
One Payment of अपूर्व इ.इ. Payments असूर्व Payments असूर्व	Monthly, E  Monthly, E	Beginning To 12 12 12 12 13 13 13 13 13 13 13 13 13 13 13 13 13	Total Vehicle Insurance Premium UNLESS A CHARGE IS INCLL	IS S TATA MOS S TATA S  S TATA S  JDED IN THIS AGREEMENT FOR
One Final Payment  Late Charge. If payment is not received in full within 10 days after it is d Prepayment. If you pay off all your debt early, you may be charged a	minimum finance charge.		FOR SUCH COVERAGE IS NOT F You may buy the physical dama	TY DAMAGE INSURANCE, PAYMENT PROVIDED BY THIS AGREEMENT. ge insurance this contract requires loose who is acceptable to us. You
Security Interest. You are giving a security interest in the vehicle bein Additional Information: See this contract for more information repayment in full before the scheduled date; minimum finance charge	g purchased.  i including information about nonp s, and security interest.	ayment, default, any required	Buyer X	er insurance to obtain credit.
1. Total Cash Price  A. Cash Price of Motor Vehicle and Accessories	\$ 34274 4	(A)	Co-Buyer X Seller X If any insurance is checked bel	ow, policies or certificates from the
1. Cash Price Vehicle \$	1. (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)		_named insurance companies will o	describe the terms and conditions.  onal Credit Insurance
Describe N/A \$\$ Describe N/A \$\$	NFA	- (P)	Credit Disability (Buyer of Term	Only) Exp. Premium
B. Document Preparation Fee (not a governmental for C. Smog Fee Pald to Seller     D. Theft Deterrent Device	\$ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	7 (C) 2 (C) 2 (D)	Credit Life 17745 Mos Credit Disability 1745 Mos Total Credit Insurance Prem	niums \$ \$ (b)
E. Theft Deterrent Device     F. Surface Protection Product     G. Surface Protection Product	\$	(F)	Insurance Company Name N-75 Home Office Address	ON THE OWNER OF THE REAL PROPERTY.
H. Sales Tax (on taxable items in A through G) I. Optional DMV Electronic Filing Fee* J. (Optional) Service Contract (to whom paid)* 1.1 / 6	\$	1 (H) 1 (J) 2 (J)	Credit life insurance and cre required to obtain credit. Your	dit disability insurance are not decision to buy or not buy credit ance will not be a factor in the
K. (Optional) Service Contract (to whom paid)* <u>料プ</u> L. Prior Credit or Lease Balance paid by Seller to <u>FMCI 写版 以記述</u> <u>IX ま</u>	\$ \$ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\	(K)	credit approval process: They sign and agree to pay the ex based on your original payme	will not be provided unless you tra cost. Credit life insurance Is nt-schedule. This insurance may tract if you make late payments
(see downpayment and trade-in calculation) M. (Optional) Gap Contract (to whom paid) ਅਤਰਵਾਤ	7774 B \$ 395 50		Credit disability insurance doe payment or in the number of p insurance and credit disability due date for the last paymen	is not cover any increase in your ayments. Coverage for credit life r insurance ends on the original t unless a different term for the
N. (Optional) Used Vehicle Contract Cancellation Op O. Other (to whom paid) * 計 / 章 For 社 / 章	tion Agreement \$	(N)	insurance is shown above.  You are applying for the above. Your signature be	credit insurance marked low means that you agree
Total Cash Price (A through O)  2. Amounts Paid to Public Officials  A. License Fees 最高工作的	\$	\$ (1)	reached your 65th birthd disability insurance only if or-profit-30 hours a wee	le for insurance if you have lay. (2) You are eligible for you are working for wages k or more on the Effective
B. Registration/Transfer/Titling Fees C. California Tire Fees* D. Other M. A.	S	(B) (C)	Date. (3) Only the Print disability insurance. DISA NOT COVER CONDITION	nary Buyer is eligible for \BILITY INSURANCE MAY \SFOR\WHICHYOU HAVE
E. Other社/A Total Official Fees (A through E)	\$ 10.190.0511.001.001.001	(E) \$		CHIROPRACTOR IN THE r to "Total Disabilities Not r details).
Amount Paid to Insurance Companies     (Total premiums from Statement of Insurance column     Smog Certification or Exemption Fee Paid to State		\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Date BüyerSiğnatu	
5. Subtotal (1 through 4) 6. Total Downpayment A Agreed Trade-In Value Yr 2004 Make	72581(18574561187 \$ 4 d = 100 ° 100	\$ \\ \frac{\frac{1}{2} \left[ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \right[ \frac{1}{2} \right] \\ \frac{1}{2} \righ	OPTIONAL GAP CONTRAC	T. A.gap contract (debt cancella-
Modelラウ Odom <u>まりま</u> VIN <u>はお合まするフィミカル</u> B. Less Prior Credit or Lease Balance	ZSTANSON	(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	tion contract) is not required provided unless you sign be charge. If you choose to buy a in Itam 1MTSee your gap.con	to obtain credit and will not be low and agree to pay the extra gap contract, the charge is shown tract for details on the protection
C. Net Trade-In (A less B) (indicate if a negative num     D. Deferred Downpayment	\$ 1.00 000 000 000 000	(C)	It provides, it is a part of this of Term Mos (	Name of Gap Contract
E. Manufacturer's Rebate  F. Other <u>A.A.</u> G. Cash	\$	(F)	Buyer X	ONTRACT(S) You want to
Total Downpayment (C through G)  (If negative, enter zero on line 6 and enter the amount less tha  7. Amount Financed (5 less 6)		\$	purchase the service contra company(ies) for the term(s) shown in item 1J and/or 1K	ict(s) written with the following shown below for the charge(s) above.
Seller may keep part of these amounts.  SELLER ASSISTED LOAN - BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND	AUTO BROKER FE	E DISCLOSURE -	Term Mo	services and the services of t
WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.	If this contract reflect new motor vehicle, the to a fee received by ar	e sale is not subject autobroker from us	Termin Mo	Se or
Proceeds of Loan From: AM Finance Charge \$124 Amount \$ Payable in AM Pay	unless the following beautobroid applicable:		This contract contains	T CAN BE CHANGED. s the entire agreement élating to this contract.
installments of S N/F S M/F S MILE (Fig. 1) from this Loan is shown in Item 6D.  SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign.	NIA	s Birth) to Cancel section on	Any change to the	contract must be in and we must sign it. No
the back giving the Seller the right to cancel if Seller is unable X Bu	to assign this contract to a finance  X  Co-Buyer	cial institution will apply.	Buyer Signs X Co-Buyer Signs X	
OPTION:   You pay no finance charge if the Amount F	inanced, Item 7, Is paid in full	on or before 1972	yeart / e SELL	ER'S INITIALS
THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS P NOTYOUR CURRENT INSURANCE POLICY WILL COVER YOU WARNING: YOUR PRESENT POLICY MAY NOT COVER COLLISION	R NEWLY ACQUIRED VEHICLE IN DAMAGE OR MAY NOT PROVID	THE EVENT OF AN ACCIDENT," E FOR FULL REPLACEMENT (	YOU SHOULD CONTACT YOUR IN COSTS FOR THE VEHICLE BEIL	ISURANCE AGENT.
NOT HAVE FULL COVERAGE, SUPPLEMENTA', COVERAGE DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, TH THE UNPAID BALANCE REMAINING AFTER THE VEHICLE-HA FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT!	FOR COLLISION DAMAGE MAY E COVERAGE YOU OBTAIN THR S BEEN REPOSSESSED AND SO OU IN THE EVENT OF LOSS OR D	BE AVAILABLE TO YOU THROU OUGH THE DEALER PROTECT LD. DAMAGE TO YOUR VEHICLE YOU	IGH YOUR INSURANCE AGENT IS ONLY THE DEALER, USUAL I SHOULD CONTACT YOUR INSU	OR THROUGH THE SELLING LY UP TO THE AMOUNT OF
S/S X	IE UNDERSTANDS THESE PUBLIC	X 1	TIONS.	REFERENCE CONTRACTOR C
Hepresentations of Buyer: Seller has relied on the trutt given a true payoff amount on the vehicle traded in. If the Seller the excess on demand. If the navoff amount is less Buyer X	ie payoff amount is more than t s than the amount shown abovi	the amount shown above in it e in item 6B as "Prior Credit o	iom SR oc "Prior Cradit or Lac	ise Balance," you must pay
Notice to buyer: (1) Do not sign this agreement be in copy of this agreement. (3) You can prepay the f	fore you read It or if it conta ull amount due under this a	ains any blank spaces to b greement at any time, (4) it	e filled in. (2) You are entit	led to a completely filled ance of your obligations
under this agreement, the vehicle may be reposses  If you have a complaint concerning this sale, you should to Complaints concerning unfair or deceptive practices or of Motor Vehicles, or any combination thereof.	y to resolve it with the seller. methods by the seller may be r	elerred to the city attorney, t	he district attorney, or an Inve	estigator for the Department
After this contract is signed, the seller may not change and it is an unfair or deceptive practice for the seller to ma		s unless you agree in writing  Co-Buyer Signature X	to the change. You do not ha	ve to agree to any change,
The Annual Percentage Rate ma and retain its right to receive a p	y be negotiable w	ith the Seller. Th	e Seller may assi	gn this contract
THERE IS NO COOLING OFF PERIOD UNLESS California law does not provide for a "cooling off" or other can contract simply because you change your mind, decide the vehi	cellation period for vehicle sales. T de costs too much, or wish you had	herefore, you cannot later cancel acquired a different vehicle. After	this CONTRACT, YOU C	THE TERMS OF THIS ONFIRM THAT BEFORE CONTRACT, WE GAVE
sign below, you may only cancel this contract with the agreemen However, California law does require a seller to offer a 2-day cont \$40,000, subject to certain statutory conditions. This contract ca	t of the seller or for legal cause, suc ract cancellation option on used vehi ncellation option requirement does n	h as fraud. icles with a purchase price of less not apply to the sale of a motorcyc	than IT TO YOU, AND YO	U WERE FREE TO TAKE . YOU CONFIRM THAT OMPLETELY FILLED-IN
an off-highway motor vehicle subject to identification under Califo	rnia law. See the vehicle contract car	ncellation option agreement for del	COPY WHEN YOU S	SIGNED IT.
Buyer Signature X  Co-Buyers and Other Owners — A co-buyer is a person with does not have to pay the does. The other owner serves to the Other Owner Signature X	gl	ven to us in this contract.	a person whose name is on-the	e title to the vehicle but
GUARANTY: To Induce us to sell the vehicle to Buyer, ea on this contract, each Guarantor must pay it when asked. E complete defense to Guarantor's demand for reimbursement payments; (2) give a full or partial release to any other Guar relating to this contract or extend the contract. Each Guaran	ch person who signs as a Guarant ach Guarantor will be llable for th Each Guarantor agrees to be liab antor: (3) release agrees to be liab	Address or Individually guarantees the pa e total amount owing even if oth le even if we do one or more of the accept lass from the Buyer than	lyment of this contract: If Buyer fa er persons also sign as Guarant ne following: (1) give the Buyer m	Ils to pay any money owing or, and even if Buyer has a ore time to pay one or more
Guarantor waives notice of acceptance of this Guaranty, notice of	or acknowledges receipt of a com the Buyer's non-payment, non-perforn	pleted copy of this contract and in name, and default; and notices of the	guaranty at the time of signing.  The amount owing at any time, and of	any demands upon the Buyer.
Guarantor X  Address  Seller Signs 1977 20 20 20 20 20 20 20 20 20 20 20 20 20	Date	Guarantor X		Date
	GHC Date 8 / 61 / 62	By X	1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	Title





Case Number: 141863

Originator Name: Gina Kulakowski 866-790-5700 21221 gina\_kulakowski@gmexpert.com

10/22/2007 **Created Date:** 

Vehicle Info

\*VIN: 1G2ZG558564 0.0 9883163 MSRP: \*TAC #: Year: 2006 Pontiac Model: G6 Make:

Vehicle Comments & TAC Explanation:

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

\*Date Reviewed with Customer: 10/12/2007 \*Repurchase Mileage: 12000 Original Purchase Date: 07/28/2006 \* 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

M0112

Vehicle Lien Holder

Type of Secured Interest: Standard Lien

**Contact or Attention:** 

Address

City

1-888-516-9464 Day Phone:

\* Company: GMAC

State

Fax:

District:

CA

1552

Dealer Name: MOTOR CITY BUICK PONTIAC GMC

Account #:

ZIP Code:

E-mail:

E-Mail:

**Original Selling Dealer** 

\* Dealer #: 118685

Region:

(661) 836-9000 \* Phone:

\* Contact Name: Randy Timmons

(661) 836-9509 Fax: \* Contact Title service director

Repurchasing Dealer:

Repair

\* Contact Name: \* Contact Title:

Vehicle Location:

November 06, 2007 Page 1 of 2

#### Repurchase

\* Reason repairs completed to correct a lack of power in the steeing

**Transaction** 

Details:

**Siebel Request #:** 71-558308798

State: CA

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>	Responsible	Formula	Additional Explanation	<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

\* Disposition Auction

\* Type:

Straight Repurchase

November 06, 2007 Page 2 of 2

#### STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON **File Number Customer Name** Worksheet Filled Out By: 71-558308798 Olivia Costello Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information **Vehicle VIN:** Date: 1G2ZG558564 November 7, 2007 **USAGE FORMULAS** STRAIGHT REPURCHASE - BASE PAYMENT (CA, FL & WV) OR LEASE REPURCHASE \$21,274.41 1 Down Pmt / Cap Cost Reduction To calculate usage: 1 Base Price \$0.00 2 Conversion / Upfit cost \$0.00 2 Pmts (includes 1st month if lease) \$0.00 Use ONLY one of the 4 methods in this column or 3 Reg./Lic./Title Fees \$63.00 3 Reg/Lic/Title Fees (leases only) \$0.00 follow applicable lemon law formula for your state 4 State Fees \$8.75 4 Tax (leases only) \$0.00 5 Aftermarket Items \$0.00 5 Aftermarket Items A. USAGE USING L.L. FORMULA \$0.00 6 Base Price/Total Repurch Price \$20,274,41 6 Sales Tax \$1.545.80 6 Other-Explain \$0.00 1,864 7 Finance Charges \$0.00 7 Other-Explain Mileage \$0.00 8 Denominator 120,000 8 GMPP (\* only for WI) \$0.00 8 Other-Explain \$0.00 9 Usage \$45.00 9 Other-Explain 9 Doc Fee \$314.93 \$0.00 \$22,936.96 10 Total Additions 10 10 Total Purchase Price \$0.00 **B. USAGE - NEGOTIATED** \$0.00 11 12 \* Usage/Depreciation \$314.93 12 \* Usage/Depreciation \$314.93 13 \$0.00 13 Damage 13 Damage \$0.00 \$0.00 14 Late charges 14 C. USAGE USING CENTS/MILE 14 Late charges \$0.00 15 Mileage \$0.00 15 Over-Allowance 15 Over-Allowance \$0.00 16 Cents per mile \$0.000 16 Negative Equity \$0.00 16 Negative Equity \$0.00 17 Usage **\$0.00** 17 Incentives \$1,000.00 17 Incentives \$0.00 18 18 Other-Explain \$0.00 18 Sec. Dep. (leases) if reimbursing above \$0.00 19 19 Other-Explain \$0.00 19 Extended Service Contract \$0.00 20 Other-Explain 20 D. USAGE-CALIFORNIA ONLY \$0.00 20 Gap Insurance \$0.00 21 Other-Explain \$0.00 21 Over Mileage Penalty 21 Base price section-Used when **NOT** financed. \$0.00 22 "Actual Price Paid" (Base) \$21.936.96 22 Total Deductions \$1.314.93 22 Total Deductions \$314.93 23 Mileage 24 Usage \$0.00 24 Repurchase Subtotal \$21,622.03 24 Total Refund to Customer -\$314.93 OR 25 25 Loan Payoff good thru 11/25/07 \$19,834.15 25 Dir Buyout (lease) or Loan Payoff \$0.00 26 Payment/Lease-Used when financed. 26 Total Refund to Customer **\$1,787.88** 26 (GMAC=DL quote) good thru xx/xx/xx 27 "Actual Price Paid" (Pmt/Lease) \$0.00 27 Attorney's Fees \$0.00 27 Attorney's Fees \$0.00 0 28 Total Repurchase \$21,622.03 28 Total Repurchase 28 Mileage -\$314.93 29 Any ext service contract (CA only) 29 NADA (Legal Only) \$0.00 29 NADA (Legal Only) \$0.00 30 Usage \$0.00 30 Estimated Auction Value **\$0.00** 30 Estimated Auction Value \$0.00 \$21,622.03 31 Projected Loss 31 Projected Loss -\$314.93 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 DIFFERENCE (1,445.59)**DIFFERENCE** (3,399.35)OVERALLOWANCE 300.00 if positive look for over allowance if negative=negative equity **ACTUAL PRICE** 19.974.41 TRADE ALLOWANCE \$ 19,500.00 ACV OF TRADE \$ 19.200.00 Do not include fuel fill credit **Authorized Signature DIFFERENCE** Date 300.00 Include GM card points ACV=actual cash value Form Rev. 04/28/2006 CA CASE!!

#### Privileged and Confidential Information

#### CASE ASSESSMENT

By: Gina Kulakowski State: CA

Customer Name:		ce Request: 71- 08798	BBB Case No.: PGM0754389
Vehicle ID No.: 1G2ZG558564	In Service Date: 7/28/2006	Vehicle is: NEW	BAC Code: 118685
Year, Make & Model: 2006 Pol Mileage at Time of BBB Filing		Vehicle Purchased U	Ised on: N/A
Lien holder: GMAC Othe	r□: {Name}	Sale Type: Purcha: {Type}	se Lease Other::
DVM Name: Dan Rowe		CAM Name:	
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

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
	356021	1	8220	CUST STS THEY HAD TO JUMP START VEHICLE – REPLACED BATTERY

#### ☐ Excessive crank Date: RO #: Mileage: **Description of Complaint and Repair Performed:** Days Out: 02.17.07 356021 8220 CUST STS THE VEHICLE WILL CRANK OVER A LOT BEFORE STARTING -REPROGRAM PCM ☐ Sunvisor mirror broken Date: RO #: **Davs 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

### Vehicle Meets Presumption of Lemon Law YES

#### 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 = $314.93$ 

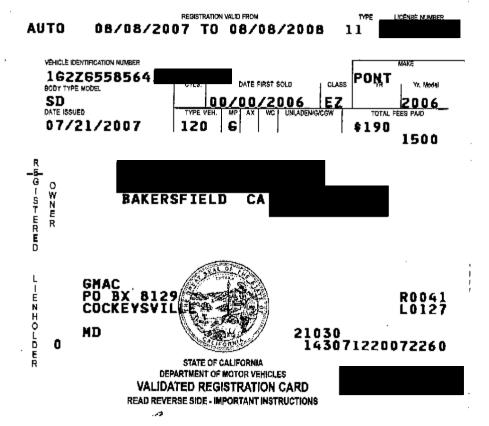
CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	DATE: {Date}	CUST {Accepted / Declined}
Goodwill: {Type}		Attorney Fees (if appli	icable): \${Amount}

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

<sup>\*</sup> SES light is to be captured under affected component above.

6618682107





DHEVROLET PONTAC BOLDICHE (Sales DING OXIGNODIA BARNING

November 13, 2007

Dealer Confirmation Letter-Straight

MOTOR CITY BUICK PONTIAC GMC 3101 PACHECO RD BAKERSFIELD, CA 93313

Subject: 2006 Pontiac G6

Customer:

VIN: 1G2ZG558564

Ref SR: 71-558308798 V-141863

Dear Randy Timmons:

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.

MOTOR CLEY BUICK PONTIAC GMC 118685 Management Agent's Signature and Title.

RANDY TIMMONS SERVICE DIMECTOR
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

**CALL WITH ANY QUESTIONS** 

MOTOR CITY F & I



To: C	SINA KULAKOWSKI -	GMRVDC From:	REGINA MOONE	<u> </u>
Fax: 80	4-480-343	2 Pages	. 3	
Phone:		Date:	10/3/07- /	<u> 15/07_</u>
Re:		Fax:	661-834-6352	<del>_</del>
□ Urgen	t X For Review	☐ Please Comment	X Please Reply	☐ Please Recycle
SALES D	OOCS ON	#71-558308798	TO FOLLOW	<u></u>

"This is where you want to be!"

3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000 www.motorcitywest.com

Est. 1940

MOTOR CITY F & I

**2**002



# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT







⊕ ⊕ === GMC HUMMER

(excludes Saturn)







_	CUSTOMER NAME:
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
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 50 MONTHS in lieu of ANY OTHER REBATES and/or
	b. I elect to receive
	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 <u>08/ 01/ 04</u> . I ack nowledge receipt of incentive(s) as described in Item and release GM Division from any future claim or obligation for incentive(s) on this unit.
	Is vehicle equipped with OnStar? Yes XX No  Description 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 <a href="https://www.onstar.com">www.onstar.com</a> , 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: 08/01/2.006
in ha	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 as taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been provided to General Motors or Saab Cars USA.
	Authorized Dealer Signature:  Dealership Name:    MOTOR CITY BUICK PONTIAC GMC   Dealer Code:

10/05/07 14:33 FAX 1 661 833 4450

MOTOR CITY F & I

Ø 003

Appraisal Report Prepared for

Page 1 of 1



Motor City Sales & Service Appraisal Report Prepared for

**Customer Information** 

Name: Address: City/ST/Zip:



3 SERIES 3251 RWD 4DR SEDAN

Appraisal Date:

Appraisal Value:

Appraiser: Salesperson:

Stock #: VIN: Color: Mileage: 4N WBAET37454N

\$19200

. Jack Klassen

Dan Killough

7/28/2006 9:14:00 PM

Silver 32,868

**Accessory Equipment:** 

Air Conditioning Power Steering AM/FM Stereo Leather

Vehicle Description: 2004 BMW

Single Compact Disc Dual Front Air Bags Front Side Air Bags ABS (4-Wheel) Moon Roof

Power Windows Alloy Wheels

Power Door Locks Telescoping Wheel Cruise Control

Traction Control

**Appraiser Notes:** 

No Condition Report.

Photos:



OWNER ACKNOWLEDGMENT		No Exhaust Smoke Yes No
The owner acknowledges that the trade-in vehi or the trade title does not and should not indic regardless of state or origin.  Owner Signature: XSale	ate salvage or gross es Manager	polluter in any manner,  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 : Nineteen Thousand Two Hundred Dollars	and Zero Cents	\$19,200 
Signature:		cher Good for Purchase of Vehicle WBAET37454N

Fax Server 11/5/2007 10:26:49 AM PAGE 5/022

## Customer Claim Form

Contact Date: 09/24/07	Start Date: 09	0/24/07	Case Number	: PGM0754389
Have you contacted the mfr replace you previously filed a claim If yes, name of provider:	m on this vehicle with	n the BBB or ano		
Titled Owner(s) Name&A	<u>address</u>			
BAKERSFIELD, CA Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:		Cell Phone:
Vehicle Information				
Name(s) of individual(s) or but Vehicle Use: ☑Personal ☐Busing Transmission Type: Automate Make: Pontiac/GMC Mehicle Identification Number Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier: Has vehicle been in an accident Description of Damage:	ness□Both Fic Number odel: G6 : 1G2ZG558564  MOTOR CITY PON MOTOR CITY PON Merit Plan t/had body damage?	Percentage of time of vehicles regise Model Year Model	tered in California r: 2006 Curre AKERSFIELD, CA olicy Number:	by vehicle owner/lessee: 1 nt Mileage: 12000
Purchase/Lease Information	on (Complete left side i	if vehicle was purch	ased or right side if s	vehicle was leased)
Purchase Date:08/01/06 Mileag			e: Mileage	
Purchased As: ☑ New ☐ Use			:□ New □ Used	□ Demo
Is the vehicle in your possessio	n? yes	Is the veh	cle in your possess	ion?
Lienholder's Name:		_ Leasing C	ompany's Name:	
Address:			Address:	
City/St/Zip:			City/St/Zip:	
Phone: ( ) -			Phone:	
Lienholder Acet #:		Leasing C	ompany's Acct #:	
Customer's Desired Outco			olve your concern)	
Signature of Titled Owner(s): _				Date
I am submitting this dispute for reso	ution in the BBB AUTO	LINE program, and	II agree to arbitrate th	e dispute under BBB AUTO

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) Last Repair Attempt (last reported problem)	Date: Mileage: 0  Date: Mileage:

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. power steering keeps going out					
	-				
	_				

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

BBB AUTO LINE

Arlington, VA 22203-1838

4200 Wilson Boulevard, Suite 800

Phone 800.955.5100 Fax: 703.247.9700



Council of Better Business Bureaus, Inc.

September 24, 2007

Re:cam8 PGM0754389

vs Pontiac/GMC Division 1G2ZG558564

GINA KULAKOWSKI PONTIAC/GMC PO 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

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Fax Server

### Customer Claim Form

Contact Date: 09/24/07	Start Date: 0	9/24/07	Case Number: PGM0754389
	m on this vehicle wit	th the BBB or anothe	r dispute resolution provider? □ YES 🖫 No Case Number:
Titled Owner(s) Name&A	<u>address</u>		
BAKERSFIEL <mark>D, CA</mark>		_	
Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:	Cell Phone:
Vehicle Information		11.1.2.1	
Transmission Type: Automat	ness□Both ic Numbe odel: G6	Percentage of time ver of vehicles register  Model Year:	vehicle used for business purposes: red in California by vehicle owner/lessee: 1 2006 — Current Mileage: 12000
Servicing Dealer/City/State: Selling Dealer/City/State: Insurance Carrier:	MOTOR CITY PO MOTOR CITY PO	NTIAC GMC D, NTIAC GMC D, BAK	ERSFIELD, CA cv Number:
Has vehicle been in an acciden Description of Damage :	-		·
Purchase/Lease Information	on (Complete left side	if vehicle was purchase	d or right side if vehicle was leased)
Purchase Date:08/01/06 Mileag	e at purchase:	Lease Date:	Mileage at lease:
Purchased As : ☑ New ☐ Use			New □ Used □ Demo
Is the vehicle in your possession Lienholder's Name:	n. yes		in your possession?
A 1.1		_	pany's Name: Address:
City/St/Zip:			City/St/Zip:
Phone: ( ) -			Phone:
Lienholder Acet #:		Leasing Com	pany's Acet #:
Customer's Desired Outco			your concern)
Signature of Titled Owner(s):		OT INTE	Date
LINE Arbitration Rules.	ution in the BBB AUTC	JLINE program, and I a	gree to arbitrate the dispute under BBB AUTO

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

Customer Name:	Case Nun	mber: PGM0754389			
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 08	Mileage: 0  Mileage: 0	_		
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 0.0 \*TAC #: 9883163 MSRP: Year: 2006 Pontiac Model: G6 Make:

Vehicle Comments & TAC Explanation:

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

\*Date Reviewed with Customer: 10/12/2007 \*Repurchase Mileage: Original Purchase Date: 07/28/2006 \* Original Purchase Condition: New

Vehicle Owner(s)

Person Entity Type \* 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** 

UCC1 UCC2 UCC3 UCC4 UCC5

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 #:

ZIP Code: State CA Fax: E-mail:

Original Selling Dealer

\* Dealer #: 118685

Region: 10

(661) 836-9000 \* Phone:

\* 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:

October 22, 2007 Page 1 of 2 \* Disposition Auction

Straight Repurchase

\* Type:

#### Repurchase

\* Reason power steering went out

Transaction

Details:

Siebel Request #: 71-558308798

State: CA

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** 

Halisaction Details				
<u>Group</u>	Responsible	<u>Formula</u>	Additional Explanation	<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

October 22, 2007 Page 2 of 2

27U 19B ORDE	GG6 - 6CYL SEDAN CRIMSON RED EBONY GR NO. JMMHP7/TRE STOCK NO. 1G2 ZG55 85 64	).	DETROIT	MC DIVISION OTORS CORPORATION SSANCE CENTER MI 48243-1114 NVOICE 2AD52776091
MODE 2ZG6	**************************************	MSRP 20030.00 190.00 N/C N/C 0.00	INV AMT 18527.75 157.70 N/C N/C 0.00 1307.25	RETAIL - STOCK INVOICE 10/03/05
	CONVENIENCE PACKAGE INCLUDES:  * POWER ADJ BRAKES & ACCEL. PEDALS  * FLOOR MATS. CARPET	250.00	207.50	GMS: 20295.35 SUPPLR: 21205.27 MRM: 23220.00
U2K	* CARGO NET CUSTOMER DIALOG NETWORK SPOILER XM SATELITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.	325.00	269.75	DAN: W002 MEMO 1029.75
VK3 YF5 1SZ	LICENSE PLATE BRACKET, FRONT 50-STATE EMISSIONS PREMIUM PACKAGE DISCOUNT	N/C N/C 500.00-	N/C N/C 415.00-	
DEST L <b>AM</b>	AL MODEL & OPTIONS TINATION CHARGE DEALER CONTRIBUTION GROUP CONTRIBUTION		625.00 110.48	ACT 231 20220.35 H/B 261 662.85 ADV 261 110.48 EXP 65A 220.95
TOT <i>i</i> MEMC	: TOTAL LESS HOLDBACK AND			PAY 310 21214.63
INVO REB <i>A</i> DEAI ***	APPROX WHOLESALE FINANCE CRE  ******************************* DICE DOES NOT REFLECT DEALER'S  ATES, ALLOWANCES, INCENTIVES, F  BER OF ADVERTISING MONIES, ALL  **********************************	********** ULTIMATE C HOLDBACK, F OF WHICH M	OST BECAUS INANCE CRE AY APPLY T	E OF MANUFACTURER DIT AND RETURN TO O VEHICLE. ********
MOTO	R CITY BUICK PONTIAC GMC	VIN \$		

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Fax Server

Fax Server 11/5/2007 10:26:49 AM PAGE 13/022 Fax Server

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

	<b>Customer:</b>			<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

Purchase Price	21274.41
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22720.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1445.59
(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

Coolini E	
Trade Allowance	19500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 19200.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 300.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

#### Section 3

Trade Allowance	19500.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= -3000.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

#### Section 4

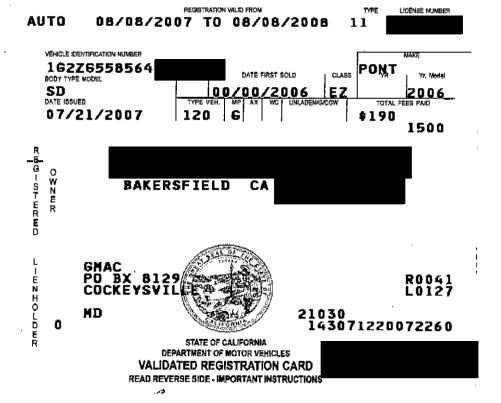
Purchase Price	21274.41
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 1000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 20274.41
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

PAGE 14/022 Fax Server

10/10/2007 12:56 6618682107 REVENUE RECOVERY

PAGE 02



#### Fax Server

## ADR REPURCHASE CHECKLIST

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

Cover sheet denoting a <b>Request</b> # 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 ( <b>KY and FL only</b> )
☐ 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 #

#### Fax Server

### Voluntary Repurchase

		<u>v orum</u>	шту пери	<u>i citașe</u>		
o BI	BB Case					
		Straight				
□ Sta	ate Case					
СОМ	PLIANCE	DATE		11/27/07		
ADR 1	REQUEST	Γ NUMBER		_71-558308	3798	
CUST	TOMER N	AME				
LAST	SIX OF V	/IN				
ADR (	CRS	Gina Kulakowski_	EXT.		2-1221	
DVM		_Dan Rowe	_PHONE	80	509 58715	
DATE	Е АССЕРТ	TANCE RECEIVED		_10/12/07		
NUM	BER OF D	PAYS FOR COMPLI	IANCE		45	
TEAN	M LEAD'S	SIGNATURE				
ADR 1	Exceptions	s that need to be paid	l i.e. over al	lowance an	d negative equit	у.
COM	MENTS/R	EASON FOR EXCE	EPTION:			
Filo wil	ll be returne	d without all information	abova somp	oto d		

Fax Server

To:	GINA KULAKOWSKI -	GMRVDC From:	REGINA MOONEY	
Fax:	866-480-3632	Pages	3	<u></u>
Phone	<u>.</u>	Date:	10/30/07	<u>-</u>
Re:		Fax:	661-834-6352	
□ Urg	ent X For Review	☐ Please Comment	X Please Reply	☐ Please Recycle
	S AS DARK AS I COULT E KNOW IF YOU NEED	O GET THE SALES CONTR ANYTHING ELSE.	RACT FOR	#71-558308798

"This is where you want to be!" 3101 Pacheco Rd., Bakersfield Ca 93313 661-836-9000

www.motorcitywest.com

Est. 1940

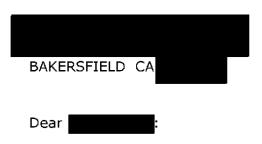
10/30/07 16:45 FAX 1 661 833	4450 MOTOR CITY F & I	<b>☑</b> 003
p. Delemed Downpayment E. Manufacturer's Rebate	\$ 1050,00 (E)	You want to have a consecution
F. Others I / A		Buyer X
G. Cash	5 (G)	OPTIONAL SERVICE CONTRACT(S) You want to
Total Downpayment (C through G)	\$ <u>***************</u> (6)	purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s)
(if negative, anter zaro on line 6 and enter the amount less the 7. Amount Financed (5 less 6)	an zero as a positive number on line 1L above).	shown in item 1J and/or 1K above.
*Seller may keep part of these amounts.		1J Company
SOLDER ASSISTED LOAN CONTROL OF THE	New with Proven see production	1J Company Term Mos. gr. Miles
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOANLAND. WILL BE OBLIGATED FOR THE WISTALLMENT PAYMENTS ON BOTH THIS	Tit this contract reflects the setal entered of a land	The Committee of the Co
HETAIL INSTALLMENT SALE CONTRACT, AND THE LOAN.	new motor vehicle, the sale is not subject     :	Termy Miles Buyer
Proceeds of Loan From: N/A	The area received by an autobroker from us 1. L.	
Amount \$ Finance Charge \$ M / A  Total \$ Payable in Stallments of \$,		HOW THIS CONTRACT CAN BE CHANGED.  This contract contains the entire agreement
Total \$ Payable in WA	Napolicable: World Control of the Cole	etwaen you and us relating to this contract.
installments of \$	Make Sell Control of the control of	Any change to the contract must be in withing and both wouldn't we must sign it. No
from this Loan is shown in them 60% of Very 2005 is so		ralichanges am binding.
he hadealdes the Soller the dight to consolid Soller is unabl	a to assign this/contract to a financial institution will apply.	uyer Signs X
X	X Co-Buyer	o-Buyer Signs X
313	- Co-Buyer	4 ( 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1
PTION: 🖾 You pay no linance charge if the Amount.	arranced, item 7, is paid in full on or before M.A.	Yes of A SELLER'S INITIALS
	PROVIDED IN LAW MEST BE MET BY EVERY PERSON WHO PURCE	
NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOU WARNING:	JH NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT YOU	SHOULD CONTACT YOUR INSURANCE AGENT.
YOUR PRESENT POLICY MAY NOT COVER COLLISION	DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COS	TS FOR THE VEHICLE BEING PURCHASED. IF YOU DO
NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGI DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, 17	FOR COLLISION DAMAGE WAY BE AVAILABLE TO YOU THROUGH TE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS O	YOUR INSURANCE AGENT OR THROUGH THE SELLING   DNLY: THE DEALER, USUALLY: UP TO THE AMOUNT OF
THE UNPAID BALANCE REMAINING AFTER THE VEHICLE H FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT	LE COVERAGE VOLL OBTAIN THROUGH THE DEALER PROTECTS OF ASSERBLY REPOSESSED AND SOLD.  YOU THIS EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHAPE INDEPLY TERMS AND CONDITION  THE INDEPLY PART OF THESE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THESE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THESE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THESE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THESE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE INDEPLY PART OF THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND CONDITION  THE PUBLIC LIQUIDITY THE PUBLIC LIQUIDITY TERMS AND COND	OULD CONTACT YOUR INSURANCE AGENT
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seller the excess on demand if the navoil amount is le	bring to provide by you in connection the amount shown above in the amount shown above in the provide Bas. "Prior Credit or Le	ase Balance t Seller will refund the difference to you.
Buyer X	Co-Buyer NJB	POLICE OF THE PROPERTY OF THE
Notice to payer: (1) Do not sign ans agreement o	elore you read mor if it contains any blank spaces to be fl	lled in. (2) You are entitled to a completely filled
n copy of this agreement. (3) You can prepay the under this agreement, the vehicle may be reposse	full amount due under this agreement at any time. (4) If you seed and you may be subject to suit and liability for the unp	u default in the performance of your obligations
f you have a complaint concerning this sale, you should	Ity to resolve it with the saller.	· · · · · · · · · · · · · · · · · · ·
Complaints concerning unfair or deceptive practices or of Motor Vehicles, or any combination thereof.	methods by the seller may be referred to the city atturney, the g	listrict altorney, or an investigator for the Department
After this contract is signed, the seller may not change and it is an unfair or d	the financing or payment terms unless you agree in writing to t	
Buyer Signature X	- File Marie	hardensk Too hardenskip hardensk sign en en
	y be negotiable with the Seller. The S	Sollar may assign this contract
nd retain its right to receive a p	tot of the Gineman Chause	serve inay assign, uns contract
	YOU OBTAIN A CONTRACT CANCELLATION OPTION	
California law does not provide for a "cooling off" or other ca	ncellation period for vehicle sales. Therefore, you cannot later cancel this	CONTRACT: YOU CONFIRM THAT BEFORE
contract simply because you change your mind, decide the veh	icle costs too much, or wish you had acquired a different vehicle. After you	YOU SIGNED THIS CONTRACT, WE GAVE
sign below, you may only cancel this contract with the agreeme	nt of the seller or for legal cause, such as fraud. tract cancellation option on used vehicles with a purchase price of less than	IT TO YOU, AND YOU WERE FREE TO TAKE
\$40,000, subject to certain statutory conditions. This contract ca	ancellation option requirement does not apply to the sale of a motorcycle or	VOLUBECENTED & COMPLETE! VEH LED IN
an off-highway motor vehicle subject to identification under Calif	ornia law. See the vehicle contract cancellation option agreement for details:	COPY WHEN YOU SIGNED IT.
A Section of	and the state of t	
	78 A 79	
Buyer Signature	ate <b>0.000 1.000</b> Co-Buyer-Signature X	Date
Co-Buyers and Other Owners — A co-buyer is a person to	vhe is responsible for paying the entire debt. As other owner is a p	econ whose game is on the title to the vehicle but
co-Buyers and Other Owners — A co-buyer is a person to oes not have to pay the debt. The other owner sores to the	vhe is responsible for paying the entire debt. As other owner is a p	econ whose mame is on the title in the vehicle but
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Fax Server 11/5/2007 10:26:49 AM PAGE 19/022 Fax Server



#### **BBB AUTO LINE**

October 12, 2007 Re:caset PGM0754389: vs Pontiac/GMC Division 1G2ZG558564



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 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 you claim. Please contact me at 800.955.5100 if you have any questions.

Fax Server 11/5/2007 10:26:49 AM PAGE 21/022 Fax Server

Sincerely, Rosa Tinoco at Extension 211 6618682107

REVENUE RECOVERY

06 PAGE

557588-007000 BILLST-ROLL 12/06

PO BOX 2182 GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622



THANK YOU FOR CHOOSING YOUR DEALER AND GMAC.



UdaalladhibadabladtaadaadladHaaadldal

MAKE/MODEL: 06 PONT G6

VIN: 1G2ZG558564

ACCOUNT NUMBER:

STATEMENT REFLECTS PAYMENT(S) RECEIVED THROUGH:

PAGE 1 OF 1

10/03/07

ACCOUNT SUMMARY

	4077 B. WHICHHIS BEST SHIP THE STATE OF THE
NEXT_PAYME	NT DUE
Due Date Amount Due	10/25/07 421.68
TOTAL	421.68

PAST DUE	PAYMENTS MEDIATELY
Due Date	Amount
TOTAL	

OTHER UNPAID Late Charge Insurance Premium Miscellaneous	AMOUNTS
TOTAL	

TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS: 421.68

PAYMENTS APPLIED AS FOLLOWS

A A Land Control and the Contr		DATE	UNPAID	FINANCE	LATE	OTHER	TOTAL PAID
DUE DATE	SCHEDULED PAYMENT	PAID	BALANCE .	CHARGE	CHARGE	<u>CHARGE</u>	425.00
07/25/07	422.01 422.01	08/03/07 08/30/07	425.00 420.00				420.00 421.00
08/25/07 09/25/07	422.01	09/26/07	421.00		A particular A Girl Color of West	n entektivan visiki kirila (1975)	
	There is the State of the	Taylor plans of Service In the first	MESS.	<b>AGES</b>	r jagregare gravitatige († 1777)		photo and the second

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:

CMRSEL

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 NalabilianNashilabiliabilabilabilabilabil

## ADR REPURCHASE CHECKLIST

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

Cover sheet denoting a <b>Request</b> # 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 ( <b>KY and FL only</b> )
☐ 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	5 G6 - 6CYL SEDAN		PONTIAC/GN	MC DIVISIO	NC
	O G6 - 6CYL SEDAN CRIMSON RED	/V6G	GENERAL MO	OTORS COR	PORATION
19B			100 RENAIS	SSANCE CEI	NTER
ORDE	EBONY CR NO. JMMHP7/TRE STOCK NO	•	DETROIT	MI 48	8243-1114
VIN	1G2 ZG55 85 64		VEHICLE IN	NVOICE 2AI	052776091
* * * *	*******	*****	*****	******	16*12113S
MODE	LL & FACTORY OPTIONS 59 G6 - 6CYL SEDAN	MSRP	INV AMT	RETAIL -	STOCK
2ZG6	59 G6 - 6CYL SEDAN	20030.00	18527.75	INVOICE 3	10/03/05
AP3	REMOTE VEHICLE STARTER SYSTEM	190.00	157.70	SHIPPED 3	10/03/05
F83	AXLE RATIO 3.05 ENGINE, 3.5L V6 SFI	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
0XM	AUTOMATIC TRANSMISSION PREMIUM VALUE PACKAGE INCLUDES	0.00	0.00	PRC EFF	10/03/05
PCH	PREMIUM VALUE PACKAGE INCLUDES	1575.00	1307.25	KEYS G064	49 G0649
	* (4) 16" PAINTED ALLOY WHEELS *AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO)			WFP-S QT	R OPT-1
	*AM/FM STEREO 6 DISC CD PLAYER			BANK: GMA	AC - 061
	(REPLACES STD/OPT/PKG RADIO)			CHG-TO	12-113
	* SUNROOF, POWER TILT & SLIDE				
				SHIP WT:	
PDD	CONVENIENCE PACKAGE INCLUDES:	250.00	207.50	HP:	
	* POWER ADJ BRAKES & ACCEL.				20295.35
	PEDALS				21205.27
	* FLOOR MATS, CARPET			MRM:	
	* CARGO NET			DAN:	
R6J	CUSTOMER DIALOG NETWORK	0.00	16.50	MEMO	1029.75
		225.00			
	XM SATELITE RADIO - SERVICE		269.75		
	FEE EXTRA 1ST 3 MONTHS INCL.				
VK3	LICENSE PLATE BRACKET, FRONT	N/C	N/C		
YF5	LICENSE PLATE BRACKET, FRONT 50-STATE EMISSIONS PREMIUM PACKAGE DISCOUNT	N/C	N/C		
1SZ	PREMIUM PACKAGE DISCOUNT	500.00-	415.00-		

TOTAL MODEL C ODTIONS	22005 00	20250 20	7 CT 221	20220 25
TOTAL MODEL & OPTIONS	22095.00	20258.20	ACI Z3I	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.

REMIT TO GMAC NO. 061 VIN 1G2ZG558564 4 \$ 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

10/22/2007 **Created Date:** 

Vehicle Info

\*VIN: 1G2ZG558564 0.0 9883163 MSRP: \*TAC #: Year: 2006 **Pontiac** Model: G6 Make:

Vehicle Comments & TAC Explanation:

REPLACED COLUMN HOUSING, RETEST SENSOR MALFUNCTION

\*Date Reviewed with Customer: 10/12/2007 \*Repurchase Mileage: 12000 Original Purchase Date: 07/28/2006 \* 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

State

Fax:

Account #:

ZIP Code: E-mail:

**Original Selling Dealer** 

\* Dealer #: 118685

Region: 10

(661) 836-9000 \* Phone:

Randy Timmons \* Contact Name:

Dealer Name: MOTOR CITY BUICK PONTIAC GMC

District: 1552

(661) 836-9509 Fax:

CA

\* Contact Title service director E-Mail:

Repurchasing Dealer:

Repair

\* Contact Name: \* Contact Title:

**Vehicle Location:** 

October 22, 2007 Page 1 of 2

#### Repurchase

\* Reason power steering went out

**Transaction** 

Details:

Siebel Request #: 71-558308798

State: CA

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>	Responsible	<u>Formula</u>	Additional Explanation	<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

\* **Disposition:**Auction

\* Type:

Straight Repurchase

October 22, 2007 Page 2 of 2

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

<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

200tion 1	
Purchase Price	21274.41
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22720.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1445.59
(If positive, look for Overallowance)	

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

#### Section 2

Trade Allowance	19500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 19500.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

#### Section 3

Trade Allowance	19500.00
(from Bill of Sale)	
Payoff on Trade	- 22889.35
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= -3389.35
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

#### Section 4

Purchase Price	21274.41
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 1000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 0.00
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	= 20274.41
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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

BUICK - PONTIAC - GMC TRUCK + SATURN + LEXUS

To: GIN	NA KULAKOWSKI -	GMRVDC From:	REGINA MOONEY	<u></u>
- Fax: 8(de	-480-363	Pages	: 3	
Phone:		Date:	10/3/07 / 0	<u> 5/07</u>
Re:	<u> </u>	Fax:	661-834-6352	<del>_</del>
☐ Urgent	X For Review	☐ Please Comment	X Please Reply	☐ Please Recycle
SALES DO	CS ON ANY QUESTIONS	#71-558308 <b>7</b> 98	3 TO FOLLOW	

. . . . .

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# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT















(excludes Saturn) CUSTOMER NAME: VIN: 1/6/2/7/6/5/5/8/5/4/ 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>Amount</u> GM Incentive Code Incentive Program Reference 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 50 HONTHS in lieu of ANY OTHER REBATES b. I elect to receive \_\_\_\_ - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -<u>Vehicle Incentive Acknowledgment</u>. I am the <u>ultimate retail purchaser or lessee</u> 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 ack nowledge receipt of incentive(s) as described in Item \_\_\_\_ and release GM Division from any future claim or obligation for incentive(s) on this unit. Is vehicle equipped with OnStar? Yes XX No ☐ Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below). I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888,4OnStar (1.888.466.7827) or TTY 1.877,248.2080 and request that my Services be cancelled. Date: 08/01/2004 Purchaser/Lessee Signature: 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. HOTOR CITY SUICK PONTIAC CMC Dealer Code: \_\_\_\_ Authorized Dealer Signature: Dealership Name:

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

Motor City Sales & Service Appraisal Report Prepared for

**Customer Information** 

Name: Address: City/ST/Zip: , CA

3 SERIES 3251 RWD 4DR SEDAN

Appraisal Date:

Appraisal Value:

Appraiser: Salesperson: \$19200 Jack Klassen Dan Killough

7/28/2006 9:14:00 PM

Stock #: VIN:

Color: Mileage: 4N WBAET37454N

Silver 32,868

Accessory Equipment:

Vehicle Description: 2004 BMW

Air Conditioning Power Steering Power Windows Power Door Locks Telescoping Wh AM/FM Stereo Single Compact Disc Dual Front Air Bags Front Side Air Bags ABS (4-Wheel) Leather Moon Roof Alloy Wheels Power Door Locks Telescoping Wheel Cruise Control

Traction Control

**Appraiser Notes:** 

No Condition Report.

Signature:

Photos:



DWNER ACKNOWLEDGMENT  The owner acknowledges that the trade-in  or the trade title does not and should not in  regardless of state or origin.	vehicle has not been dan ndicate salvage or gross	naged by flood, has not had frame damage, polluter in any manner,
Owner Signature: X	Sales Manager	Appraiser
Motor City Sales & Service 3001 Pacheco Rd Bakersfield,CA 93313	<u></u>	Date: 7/28/2006 Expiration Date: 8/4/2006 and/or 150 miles
Customer :		\$19,200
Nineteen Thousand Two Hundred Do	llars and Zero Cents	

VIN: WBAET37454N

#### **BBB AUTO LINE**



October 12, 2007

Re:caset PGM0754389: Gonzalez vs Pontiac/GMC Division 1G2ZG558564



Dear

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

The terms of the settlement are as follows:

Ms. Gina Kulakowski of Pontiac/GMC has offered 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 you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely, Rosa Tinoco at Extension 211

i Albania (d. 1945), por primero del Popo de Primbio de Porto de Albania (d. 1945), por esta albania (d. 1945).

557588-007000 BILLST-ROLL 12/06

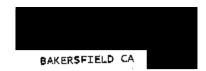
PO BOX 2182 GREELEY CO 80632

FOR ASSISTANCE CALL: 800-200-4622

TDD/TTY (HEARING IMPAIRED): 800-833-4622



THANK YOU FOR EMOOSING YOUR DEALER AND GMAC.





MAKE/MODEL: 06 PONT G6

VIN: 1G2ZG558564

**ACCOUNT NUMBER:** 

PAGE 1 OF 1

STATEMENT REFLECTS

PAYMENT(S) RECEIVED THROUGH:

10/03/07

# TO THE PROPERTY OF THE PROPERT

STATE OF THE PROPERTY OF THE P	
NEXT PAYMEN Due Date Amount Due	10/25/07 421.68
TOTAL	421.68

PAST PAY	DUE PAYMENT IMMEDIATELY	
Due Date		· Amount
TOTAL		

OTHER UNPAID Late Charge Insurance Premium Miscellaneous	AMOUNTS
TOTAL	

TOTAL PAYMENTS AND OTHER UNPAID AMOUNTS:

421.68

Į.			PAYV	IENTS APPLA	BD AS BOLL	ows		
[	DUE	SCHEDULED PAYMENT	DATE PAID	UNPAID BALANCE	FINANCE CHARGE	LATE CHARGE	OTHER CHARGE	TOTAL PAID 425.00
	07/25/07 08/25/07	422.01 422.01	08/03/07 08/30/07	425.00 420.00 421.00				420.00 421.00
ı	09/25/07	422.01	09/26/07			a and million the management of the state of ANN a	1.000000000000000000000000000000000000	ng ngapakatawakang alikita

## 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:

CMRSEU

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 Halaldhadhaaldaladadaladaladaldd

DO NOT SEND CASH OR POST DATED CHOCKS, ALL CHOCKS WILL BE DEPOSITIOD UPON RECEIPT, MAKE CHOCKS PAYABLE TO DIMAG.
TETURN THE NOTICE WITH YOUR PAYMENT TO THE ADDRESS.













#### 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:

Siebel Request: 71-558308798 2006 Pontiac G6 VIN # 1G2ZG558564

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



BUICK + PONTIAC - GMC TRUCK - SATURN + LEXUS

# Fax

To:	GINA KULAKOWSKI - (	GMRVDC From:	REGINA MOONEY	<u> </u>
Fax:	866-480-3632	Pages	3	
Phone	:	Date:	10/30/07	<u>.</u>
Re:		Fax:	661-834-6352	
□ Urg	ent X For Review	☐ Please Comment	X Please Reply	☐ Please Recycle
	S AS DARK AS I COULD E KNOW IF YOU NEED A	GET THE SALES CONTR ANYTHING ELSE.	ACT FOR	#71-558308798

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10/30/07 16:45 FAX 1 661 833	4450 MOTOR CITY F & I	<b>∠</b> 1003
p. Delemed Downpayment  E. Manufacturer's Rebate	\$ 1000 00 (E)	You want to buy a gap contract.
F. Other I/A	\$ (F) (F) (F) (F)	Виуег Х
G. Cash and the first and the second and the second	S FARM AND COMMENT AND AND AND AND AND AND AND AND AND AND	OPTIONAL SERVICE CONTRACT(S) You want
Total Downpayment (C through G)	\$ <del>************************************</del>	<ul> <li>9.1 purchase the service contract(s) written with the following</li> </ul>
	than zero as a positive number on line 1L above)	company(ies) for the term(s) shown below for the charge(
Amount Financed (5 less 6)	\$ <u>25320_40-</u>	(2) In the second of the contract of the second of the
seller may keep part of these amounts.		1J-Company
SPLIER ASSISTED LOAN	AUTO BROKER FEE DISCLOSURE	Term Mile
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LINSTALLMENT SALE CONTRACT AND THE LOAN.	new motor vehicle, the sale is not subject	■ 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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	Name of autobroker receiving fee, is applicable:	between you and usire lating to this contract
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this Loan is shown in them 6D.	CAN CERTAIN THE CONTRACTOR OF	.   writing and both you and we must sign it. N ── √oral changes are binding.
ER'S'RIGHT-TO CANCEL II'Buyer and Co-Buyer sig	in here, the provisions of the Seller's Right to Cancel section on the to essign this contract to a financial institution will apply.	Buyer Signs X
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	Co-Buyer	
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N: 🔲 You pay no-finance charge if the Amount	t Enganced, item 7, is paid in full on or before NAC	Yest Jan SELLER'S INITIALS
	PROVIDED IN LAW MOST BE MET BY EVERY PERSON WHO	
DUR CURRENT INSURANCE POLICY WILL COVER Y	OUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDE	NT YOU SHOULD CONTACT YOUR INSURANCE AGENT.
RNING: HE PRESENT POLICY MAY NOT COVED COLLISIO	ON DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMEN	TOO THE VEHICLE BEING DUDGHASED IS YOU DO
IAVE FULL COVERAGE SUPPLEMENTAL COVERAG	GE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THI	ROUGH VOUR INSUDANCE AGENT OR THROUGH THE SELLING
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in the excess on demand. If the payoff amount is to the excess on demand. If the payoff amount is to the excess on demand. If the payoff amount is to the excess on demand. If the payoff amount is to this agreement, the vehicle may be reposed in this agreement, the vehicle may be reposed in the according untail or deceptive practices. It is contract is signed, the seller may not channed the an unfair. It is an unfair or deceptive practices. It is an unfair or deceptive practices. It is an unfair or deceptive practices. It is an unfair or signature.  The contract is signed, the seller may not channed the number of the contract is signed. The seller may not channed the contract is signed to receive a seller to offer a 2-day or act simply because you change your mind, decide the very callifornia law does require a seller to offer a 2-day or one of the contract with the agreement of the contract is signed to it is contract or continued to contract. It is a paison to have to pay the debt. The other owner agrees to other owner signature.  INFANITY: To include the contract of the contract of the contract of the contract of the contract. Each Guarantor of demand for reimbursements (2) give a full or partial release to any other Guarantor waives notice of acceptance of this Guaranty, notice manter, waives notice of acceptance of this Guaranty, notice manter, waives notice of acceptance of this Guaranty, notice	before you read if by if it contains any blank spaces to full amount due under this agreement at any time. (4 cessed and you may be subject to suit and liability for the day to resolve it with the seller.  The financing of payment terms unless you agree in writing the financing of the Finance Charge.  So YOU OBTAIN A CONTRACT CANCELLATION of cancellation period for vehicle sales. Therefore, you cannot later cancellation option on used vehicles with a purchase price of the cancellation option requirement does not apply to the sale of a motor different seller or for legal cause, such as traud.  Date Calcal Contract cancellation option requirement does not apply to the sale of a motor different seller or price of the seller	o be filled in. (2) You are entitled to a completely filled. If you default in the performance of your obligation the unpaid indebtedness evidenced by this agreement in the unpaid indebtedness evidenced by this agreement in the change. You do not have to agree to any change this contract. The Sellet may assign this contract. PTION YOU AGREE TO THE TERMS OF THE CONTRACT. YOU CONFIRM THAT BEFORE THIS CONTRACT, WE GAVE IT AND REVIEW IT. YOU CONFIRM THAT YOU SIGNED THIS CONTRACT, WE GAVE IT AND REVIEW IT. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IDEADLY. COPY WHEN YOU SIGNED IT.  Date The a person windse name is on the little to the valuide but a payment of this contract. If Buyer fails to pay any money owing of the representation of the Buyer more time to pay one or more than the total amount awing, or (5) otherwise reach a settlement and guaranty at the time of signing, of the amount owing at any time, and of any demands upon the Buyer.  Date  Date

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

### **ADR File Checklist**

SR Numbe <u>r:71-5607403</u> 26	<b>BBB Case:</b> CHV07 <u>55018</u>
Customer:	VIN:1G1ZT61816F
<b>Make/Model/Year:</b> 2006/Chevrolet /Malib	ou Maxx <b>In Service</b> : 1/30/2006 <b>Mileage</b> : 48,476
Received Date: 10/01/07 Day 15 D	ate: 10/15/07 Goes Active:
Primary Concern: Brakes, steering, dome	e light
Case Scan / Acknowledgement (24 hrs	s) 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
$\overline{\boxtimes}$ AVM	<b>Completion Date/Time: 10/02/07</b> / 12/03
	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: /
<b>Executive Summary</b>	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
<b>V</b> 17 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	

NOTES: Repairs were made at 40,785 as a goodwill gesture by the dealership.

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

<b>31.</b> #7 13007 40320 <b>BBB#</b> . 7 33010	Customer:	<b>SR #:</b> -71560740326	<b>BBB#</b> : 755018
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

#### Section 1

Purchase Price	21505.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22365.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -86000.00
(If positive, look for Overallowance)	

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

#### Section 2

Trade Allowance	6500.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 6500.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 0.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

#### Section 3

Trade Allowance	6500.00
(from Bill of Sale)	
Payoff on Trade	- 6548.17
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= -48.17
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

#### Section 4

Purchase Price	21505.00
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 3297.58
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 48.17
(use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase	
Price. This is the Actual price of the vehicle that should be presented to the BBB on	
the Agreement to Arbitrate (ATA).	

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



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

	Fax# 608-882-4805
FAX	
To: Methy Paguette	From: MM MUL
Phone:	Pages: 1 (5)
R	Date: () / () / () / () / () / () / () / ()
Comments:	
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Fax Server











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 # 1G1ZT618161

Dear Mr. Kennan: KPC//()/

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

18506		10/05/07
06 CHEVROLET MALIBU BLACK	Orfordville WI	09:10
9072 49282 01/30/06		CLOSED
	(508) -	WRITER MIKE
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	E7700 93 NQ [37] 5 (F)22687711 (SHAFT KI) 1 Total Labor	38.96 131.64 38.96 131.64
TEST DROVE, ISOLATED NOISE, REPLACED STEERING SHAFT, AND RECHECKED. E7700 NQ93 (CODE A CUSTOMER GOODWILL CAC 71-560740326) (Tech:37) A	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.	H0043 00R01 [37] 23 (F)15243254 (PAD KIT) 1 Total Labor	
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 109-07 FOR \$69.00 + TAX BY PHONE** (Tech:37) A	Total Repair (Warranty )	255.19
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)	R0760 6D OL [37] 14 Labor [30] 2 Total Labor	109.07 15.58
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  ) INTERIOR LIGHTS - CS THE MIDDLE DOME, AND FRONT MAP LAMPS WILL NOT LIGHT UP WHEN OPEN- ING THE DOOR.	Total Repair (Warranty )	23.37
	(F) 15867543 (HOUSING) 1	18.69
Page 1 of 3		
18506 Jab 18506 VIEW 1	R/O	

# Symdon Chevrolet Pontiac, Inc.

Evansville, WI 53536 (608) 882-4803

185	MAKE	61ZT6181	6 F					TIME IN	10/05/07
006	CHEVROLE	MALIBU FIRST USF	BLACK	Orfordy	rille Wi			CLOSE	09:10
9072	49282	01/30/06		RES.					11
_				RES.		E'IS.		WRITER	MIKE
_ D _	OOME LIGHT S	WITCH BAD.							23.37 18.69
B P L C 7	BULLETINS, C POWER AND GR LIGHT/SWITCH	OUND CIRCUITS, ASSEMBLY, AND CODE A CUSTOME	CONNECTIONS, TESTER REPLACED DOME		Repair	(Warranty	)		42.06
J		NO SES LIGHT C	E VEHICLE WILL OMING ON IN DASH.	Labor			[30]	·	.00
C: V: A: D:	ODES IN HIS EHICLE FOR : LL WAS WORK: RIVING)	FORY OR CURRENT 210 MILES VEHIO	OR SYSTEM. HAS NO T. MIKE DROVE CLE DID NOT STALL IGN. (TOWN/HIGHWAY						
	Tech:30) A			Total	Repair	(Warranty	)		. 00
OI L	n and you to IGTHS GO BU!	JRN THE STEERI) TYOU STILL LO	RIGHT LIGHTS ARE NG WHEEL THE BRIGH: W BEAMS? OR DAY MITTENT CONCERN.	l Labor			[30]		.00
NO WA M.	O PROBLEM WI AS WORKING A	TH BRIGHT LIGH AS PER DESIGN.	CLE AT NIGHT HAD HTS GOING OUT ALL ESTIMATE 75-95 IGHWAY DRIVING.	Total	Repair	(Warranty	<b>)</b>		. 00
A: H2	T TIMES AND AVE POWER BE	WHEN THIS HAP! AKES. (INTERM	ERING WILL GO OUT PENS THEY DO NOT ITTENT CONCERN) A SQUEAL NOISE	Labor			[30]		.00
AT PH NO WO (T	T TIMES) ER LINES 5, D PROBLEM WI DRKING AS PE Tech:30) A	AND 6 MIKE DRO TH STEERING/BE R DESIGN. (TOW	OVE VEHICLE HAD RAKES, ALL WAS WN/HIGHWAY DRIVING)	Total	Repair	(Wa:cranty	<b>)</b>		.00
(8) WZ	ARRANTY ADMI	N ELECTRONI	C EXCHANGE PROGRAM						
						WIC	INT		сиѕтоме
_	ge 2 of 3								
ΤÀ	506	Job 18506	VIEW	D/0					

# Symdon Chevrolet Pontiac, Inc.

Evansville, WI 53536 (608) 882-4803

1850	06   1 G 1	ZT61816						10/05/07	
	CHEVROLET	MALIBU FIRST USE	BLACK	Orfo	rdville WI 53	3576		09:10	
49072	49282	01/30/06	.110					CLOSED	
E				250		(608) -		WRITER	
В	ULLETIN 03-00	-89-013. (ADD	ON MK)	Lab	or	<u> </u>	[30]	20.00	
				Tot	al Labor			00.00	
(1	Tech:30) A								
()	Tech:30) A		C/P		al Repair				
(1)	Tech:30) A	Labor Time	c/p 0	Tot	al Repair	(Warranty )			
()	Tech:30) A	Labor Time Total Labor	C/P 0 .00	Tot W/C 47	al RepairINT	(Wmrranty ) 			
· · · · · · · · · · · · · · · · · · ·	Tech:30) A		0	Tot W/C 47	al RepairINT	(Warranty )			
(2)	Tech:30) A	Total Labor	. 00	Tot W/C 47 386.17	INT 0 .00	(W≡rranty ) -Total- 47 386.17			
		Total Labor Total Parts	0 .00 .00	W/C 47 386.17 226.33	INT 0 .00	-Total- 47 386.17 226.33			

		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
Page 3 of 3		.00	.00	Tax	3.80
_		.00	.00	Tax2	.00
<b>18506</b> Job 18506		.00	.00	Tire Tax	.00
	VIEW R/O	543.50	.00	TOTAL (CASH)	72.80

# **Privileged and Confidential Information**

# CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer Name:			Service Re	equest: 71-560740326	BBB Case No.: CHV0755018
Vehicle ID No.: 1G1Z	T61816F	Date	Service e: 0/2006	Vehicle is: New	BAC Code: 113372
Year, Make & Model: 2 Mileage at Time of BB		Malibu Ma	axx	Vehicle Purchased Used	on: N/A at odometer {odometer}
Lien holder: GMAC DVM Name: Mary Son Phone/Cell Number: 6	tag	/A		Sale Type: Purchase X CAM Name: Rob Johnson Phone Number: <b>630-</b>	
		VEH	ICLE REPA	IR HISTORY	
Throughout the entire	form, use an a	sterisk (*)	) if day(s) out	of service are already co	ounted in another category.
PLACE A CHECKMARK WERE NO REPAIRS FO				RN BASED ON REPAIR O	RDERS. USE "N/A" IF THERE
☐ Brakes – Grindi	ng noise rear	<u>-</u>			
<u>Date:</u> <u>RO #:</u>	Days Out: M	/lileage:	Description o	f Complaint and Repair	Performed:
☐ <u>Dome Light</u>					
<u>Date:</u> <u>RO #:</u>	Days Out: M	/lileage:	Description o	f Complaint and Repair	Performed:
☐ Power steering					
<u>Date:</u> <u>RO #:</u>	Days Out: M	/lileage:	Description o	f Complaint and Danair	
				Compianit and Repair	Performed:
				і сопіріанні ана керан	Performed:
☐ Brakes shut off	when turning	<u>g</u>		г сопіріані ана керан	Performed:
☐ Brakes shut off  Date: RO #:			Description o	f Complaint and Repair	
_			Description o		
_	Days Out: N	<u>flileage:</u>	<u>Description o</u>		
Date: RO #:	Days Out: M	Mileage:			Performed:
Date: RO #:  ☐ Brakes – Grinding	Days Out: M	Mileage:		f Complaint and Repair	Performed:
Date: RO #:  ☐ Brakes – Grinding	Days Out: Management Mays Out: Mays	Mileage:		f Complaint and Repair	Performed:

☐ <u>Recall/</u>	<u>Campaig</u>	n (Not Rela	nted to Ot	her Symptoms/Complaints	<u>)</u>
Date:	RO #:	Days Out:	Mileage:	<b>Description of Complaint and I</b>	Repair Performed:
□ <u>Other</u>					
Date:	RO #:	Days Out:	Mileage:	<b>Description of Complaint and I</b>	Repair Performed:
			THE ST	ATE LEMON LAW REA	OS:
	od 12 moi	nths / 12,00		ust continue to exist? y	
				f repair attempts} } / {# of miles}	
Total days	out of serv	ttempts in the vice during the vice during cu	e presumpt		<pre>{# of repair attempts} {# of Days} {# of Days}</pre>
	\	/ehicle Me	ets Pres	sumption of Lemon Law	YES or NO
PERTII	NENT F	ACTS FRC	)M PREV	TOUS SRs WHICH RELA	ATE TO YOUR EVALUATION
Concern: {7 Date & Offe	-	(TEXT)			
Concern: {7 Date & Offe	-	(TEXT)			
Concern: {7 Date & Offe	-	(TEXT)			

# RECOMMENDATION AND RATIONALE

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

{TEXT}

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

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

2006	5 MALIBU MAXX LT		CHEVROLET	MOTOR DI	VISION
41U	BLACK	/V6G	GENERAL M	OTORS COR	PORATION
19C	EBONY		100 RENAI	SSANCE CE	NTER
ORDE	ER NO. JJBDVG/TRE STOCE	K NO.	DETROIT	MI 4	8243-1114
VIN	1G1 ZT61 81 6F		VEHICLE I	NVOICE 1A	D71335193
****	******	*****	*****	*****	13*18051S
MODE	EL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL -	STOCK
1ZT6	58 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
0XM	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 G16	95 G1695
	STEERING WHEEL)			WFP-S QT	R OPT-1
PCY	FRONT SEATING PACKAGE:	450.00	373.50	BANK: GM	AC - 007
	*HEATED FRONT SEATS			CHG-TO	18-051
	*DRIVER SEAT 6-WAY POWER				
				SHIP WT:	3424
U2K	XM SATELLITE RADIO - SERVIO	CE 325.00	269.75	HP:	32.9
	FEE EXTRA 1ST 3 MONTHS INC	CL.		GMS:	20089.38
VK3	FRONT LICENSE PLATE BRACKET	Γ 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.

REMIT TO GMAC NO. 007 VIN 1G1ZT61816F \$ 20775.28 INV 1AD71335193 DUE 09/02/05 DEALER 18-051

MIKE MOLSTEAD MOTORS, INC.









#### 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

# **Privileged and Confidential Information**

# CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer N	lame:			Service Re	equest: 71-560740326	BBB Case No.: CHV0755018
Vehicle ID I	No.: 1G1Z	T61816F	Dat	Service e: 0/2006	Vehicle is: New	BAC Code: 113372
Mileage at Lien holder DVM Name	Time of BB : GMAC : Mary Son	2006 Chevrole B Filing 4847e ] Other X : tag 08-346-3670	5	axx		
			VEH	ICLE REPA	IR HISTORY	
Throughout	t the entire	form, use an	asterisk (*	) if day(s) out	of service are already co	ounted in another category.
WERE NO F	REPAIRS FO	OR THE COMP	PONENT GR		RN BASED ON REPAIR O	RDERS. USE "N/A" IF THERE
<u>Brakes</u> <u>Brakes</u> <u>Bate:</u>	<u> - Grinai</u> <u>RO #:</u>	ng noise re Days Out:			f Complaint and Repair	
☐ <u>Dome</u>	<u>Light</u>					
<u>Date:</u>	RO #:	Days Out:	Mileage:	Description o	f Complaint and Repair	Performed:
v D	1					
x <u>Power s</u>						
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	-	f Complaint and Repair	
07/20/07 07/20/07	40785 40785	*	40785 40785	Excessive play bulletin 06-02 set toe. E974 time code E ti Customer stat Open in electr Replaced the	y in the steering gear. Displayed in the steering gear. Displayed in the control of the control	en you turn wheel back and forth. Diagnose installed superlube as per go away. Installed steering gear, and er goodwill low on miles and in on stop working at times while driving. It times. Scan test. No codes. Ingram motor. E7631 IOA6D (Code A e.)
☐ <u>Brakes</u>	shut off	when turni	ng			
Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and Repair	Performed:
		ng noise fro		Description	f Complaint and Dansin	Porformod
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of	f Complaint and Repair	Periormea:

☐ Clunk noise when	turning						
Date: RO #: Da	ays Out: Mileage:	Description of Complaint and Repair Performed:					
☐ Recall/Campaign (	(Not Related to Ot	<u>:her Symptoms/Complaints)</u>					
Date: RO #: Da	ays Out: Mileage:	Description of Complaint and Repair Performed:					
_							
☐ <u>Other</u>							
Date: RO #: Da	ays Out: Mileage:	Description of Complaint and Repair Performed:					
	THE ST	ΓATE LEMON LAW READS:					
Days out of service: 3	0 Days						
Repairs 4 Time period 12 month	s / 12 000 miles						
<u> </u>		ust continue to exist? y					
	-	•					
If applicable, safety-related repairs {# of repair attempts}							
Safety-related time period {# of months} / {# of miles}							
Number of repair atte	Number of repair attempts in the presumption period: 0						
Total days out of service	during the presumpt	tion period: 0					
Total days out of service	during customer's o	wnership: 4					
	Vehicle Meets Presumption of Lemon Law NO						

# PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

#### RECOMMENDATION AND RATIONALE

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

Customer 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.

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

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

# **Privileged and Confidential Information**

# CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer N	lame:			Service Re	equest: 71-560740326	BBB Case No.: CHV0755018
Vehicle ID I	No.: 1G1Z	T61816F	Dat	Service e: 0/2006	Vehicle is: New	BAC Code: 113372
Mileage at Lien holder DVM Name	Time of BB : GMAC : Mary Son	2006 Chevrole B Filing 4847e ] Other X : tag 08-346-3670	5	axx		
			VEH	ICLE REPA	IR HISTORY	
Throughout	t the entire	form, use an	asterisk (*	) if day(s) out	of service are already co	ounted in another category.
WERE NO F	REPAIRS FO	OR THE COMP	PONENT GR		RN BASED ON REPAIR O	RDERS. USE "N/A" IF THERE
<u>Brakes</u> <u>Brakes</u> <u>Bate:</u>	<u> - Grinai</u> <u>RO #:</u>	ng noise re Days Out:			f Complaint and Repair	
☐ <u>Dome</u>	<u>Light</u>					
<u>Date:</u>	RO #:	Days Out:	Mileage:	Description o	f Complaint and Repair	Performed:
v D	1					
x <u>Power s</u>						
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	-	f Complaint and Repair	
07/20/07 07/20/07	40785 40785	*	40785 40785	Excessive play bulletin 06-02 set toe. E974 time code E ti Customer stat Open in electr Replaced the	y in the steering gear. Displayed in the steering gear. Displayed in the control of the control	en you turn wheel back and forth. Diagnose installed superlube as per go away. Installed steering gear, and er goodwill low on miles and in on stop working at times while driving. It times. Scan test. No codes. Ingram motor. E7631 IOA6D (Code A e.)
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Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and Repair	Performed:
		ng noise fro		Description	f Complaint and Dansin	Porformod
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	Description of	f Complaint and Repair	Periormea:

☐ Clunk noise when turning						
Date: RO #: Da	ays Out: Mileage:	Description of Complaint and Repair Performed:				
☐ Recall/Campaign (	(Not Related to Ot	<u>:her Symptoms/Complaints)</u>				
Date: RO #: Da	ays Out: Mileage:	Description of Complaint and Repair Performed:				
_						
☐ <u>Other</u>						
Date: RO #: Da	ays Out: Mileage:	Description of Complaint and Repair Performed:				
	THE ST	ΓATE LEMON LAW READS:				
Days out of service: 3	0 Days					
Repairs 4 Time period 12 month	s / 12 000 miles					
<u> </u>		ust continue to exist? y				
zeez zemen zen etate nemonionini, muot oenimuo to omoti j						
If applicable, safety-related repairs {# of repair attempts}						
Safety-related time period {# of months} / {# of miles}						
Number of repair atte	mpts in the presum	nption period: 0				
Total days out of service during the presumption period:						
Total days out of service	Total days out of service during customer's ownership:  4					
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.

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

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



**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 : 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,

#### **Customer Claim Form**

Contact Date: 10/01/07	Start Date:	Case	Number: CHV0755018
Have you contacted the mfr reg Have you previously filed a clair ☐ YES ☒ NO If yes, name of provider:	n on this vehicle with th	he BBB or another dis Date:	
Case Number:		-	
Titled Owner(s) Name&Addr	<u>ess</u>		
ORFORDVILLE, WI Day Phone: Fax Number: Customer Contact Info:	Evening Pho E-mail Addre		Cell Phone:
Vehicle Information Name(s) of individual(s) or I Vehicle Use: ⊠Personal □Busine Percentage of time vehicle used Transmission Type: Automatic	ess 🗆 Both		
Number of vehicles owned or lea Make: Chevrolet Mod Vehicle Identification Number: _ Servicing Dealer/City/State :SY Selling Dealer/City/State :SY	del: Malibu Max  MDON CHEV-OLDS ING MDON CHEV-OLDS ING		
Insurance Carrier :An Has vehicle been in an accident, Description of Damage :			y Number: of accident:
Purchase/Lease Information vehicle was leased)	(Complete left side	if vehicle was purc	hased or right side if
Purchase Date:01/31/06 Milea Purchased As: ⋈ New □ Used Is the vehicle in your possession Lienholder's Name:	d □ Demo n? yes	Leased As : □ New Is the vehicle in yo Leasing Company's	ur possession?
Lienholder Acct #:		Leasing Company's	
Customer's Desired Outcome	(Describe what you	want done to resol	ve your concern)
Customer wants the manufacti			•
Signature of Titled Owner(s)/Le	Date		_
I am submitting this dispute for dispute under BBB AUTO LINE A		AUTO LINE program, a	and I agree to arbitrate the

Council of Better Business Bureaus, Inc.

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

#### **Customer Claim Form**

Customer Name: Case Number: CHV0755018

## **Vehicle Concerns**

First Repair Attempt	Date: <u>12/15/06</u>	Mileage: <u>17000</u>
Last Repair Attempt	Date:	Mileage:
Total Days out of Serv	rice:	_

	1-	-				
Problems - <b>Please list your <u>primary</u></b>	Servicing Dealer(s)	Current?	# of	Repair	Mileage	Days
concern first		Yes / No	Repair	Date(s)	on	Out of
			Attempts		Date(s)	Service
1.						
			VOC			
Rear brakes have a grinding noise			yes			
2.						
No dome lights			yes			
The dome lights			, 03			
3.						
Power steering goes out			yes			
. c.r.c. seccining goes out			, 00			
4.						
When turning L/R the brakes shut off			yes			
Then carring Lyncine brakes shat on			, 03			
5.						
Grinding noise in the front brakes			VAC			
ormanig noise in the nont brakes			yes			

#### **Customer Claim Form**

Customer Name:			Case Number:
Vehicle Concerns			
First Repair Attempt Last Repair Attempt Total Days out of Serv	Date:	Mileage: Mileage:	

Ducklanes Blaces But as a live	Compinion Deale (c)	C	ш - С	D =	N4:1	D
Problems -Please list your <u>primary</u>	Servicing Dealer(s)	Current?	# of	Kepair	Mileage	Days
concern first		Yes / No	Kepair	Date(s)	on Data(c)	Out of
			Attempts		Date(s)	isei vice
6.						
Clunking noise when turning L/R			yes			



# **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:

Use # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # miles attributable to the customer # Deduction/ = # price or gross capitalized cost

- 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>&</sup>lt;sup>1</sup> Schey v. Chrysler Corp., 228 Wis.2d 483 (Ct. App.), review denied 228 Wis.2d 174 (1999).

<sup>&</sup>lt;sup>2</sup> Varda v. General Motors Corp., 242 Wis.2d 756 (Ct. App.), review denied 246 Wis.2d 174 (2001).

<sup>&</sup>lt;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).

#### 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 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>&</sup>lt;sup>5</sup> Vultaggio v. General Motors Corp., 145 Wis. 2d 874 (Ct. App. 1988).

<sup>&</sup>lt;sup>6</sup> Carl v. Spickler Ent., Ltd., 165 Wis. 2d 611 (Ct. App. 1991).

<sup>&</sup>lt;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

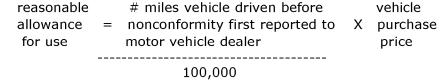
#### REPURCHASE OF AN OWNED VEHICLE

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:



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;

This information is not intended as legal advice. Please direct specific questions to your legal counsel. © 2003, Council of Better Business Bureaus, Inc.

<sup>&</sup>lt;sup>8</sup> Church v. Chrysler Corp., 221 Wis.2d 460 (Ct. App. 1998).

- 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:

```
reasonable # miles vehicle driven before total amount for allowance = nonconformity first reported to X which the lease for use manufacturer, dealer, or lessor obligates consumer 100,000
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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. The reasonable allowance for use does not apply to a replacement.  $^{10}$ 

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>&</sup>lt;sup>9</sup> Dussault v. Chrysler Corp., 229 Wis.2d 296 (Ct. App. 1999).

<sup>&</sup>lt;sup>10</sup> Chmill v. Friendly Ford-Mercury of Janesville, Inc., 144 Wis. 2d 796 (Ct. App. 1988).

#### **Privileged and Confidential Information**

#### CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer Name: Service Request: 71-560740326 BBB Case No.: CHV0755018

Vehicle ID No.: 1G1ZT61816F In Service Vehicle is: New BAC Code: 113372

Date: 1/30/2006

Year, Make & Model: 2006 Chevrolet Malibu Maxx

Mileage at Time of BBB Filing 48476

Lien holder: GMAC Other X: N/A

DVM Name: Mary Sontag

Phone/Cell Number: 608-346-3670

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

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

CAM Name: Rob Johnson

Phone Number: **630-961-6817** 

#### VEHICLE REPAIR HISTORY

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

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

## x Brakes – Grinding noise front/Rear

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

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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

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.)

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

<u>Date:</u> RO #: <u>Days Out</u>: <u>Mileage:</u> <u>Description of Complaint and Repair Performed:</u>

#### x Clunk noise when turning

Date:	<u>RO #:</u>	Days Out:	<u>Mileage:</u>	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)

<u>Date:</u> RO #: <u>Days Out</u>: <u>Mileage:</u> <u>Description of Complaint and Repair Performed:</u>

#### x Radio

Date:	<u>RO #:</u>	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**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> :	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/05/07	18506	*	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

<u>Date:</u> RO #: <u>Days Out</u>: <u>Mileage:</u> <u>Description of Complaint and Repair Performed:</u>

☐ Other

<u>Date:</u> <u>RO #:</u> <u>Days Out:</u> <u>Mileage:</u> <u>Description of Complaint and Repair Performed:</u>

#### 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

#### Vehicle Meets Presumption of Lemon Law NO

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

#### RECOMMENDATION AND RATIONALE

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

Customer 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.

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

TEAM LEAD APPROVING:   {Name}   Date: {Date}
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# **ADR File Checklist**

	BBB Case: CHV0755018 VIN:1G1ZT61816F  u Maxx In Service: 1/30/2006 Mileage: 48,476 ate: 10/15/07 Goes Active: e light
Case Scan / Acknowledgement (24 hrs	s) Completion Date/Time:
<ul> <li>☑ Initial Calls (72 hrs):</li> <li>☑ Customer</li> <li>☑ Dealer Svc Mgr</li> <li>☑ Dealer Finance Mgr</li> <li>☑ AVM</li> </ul>	Completion Date/Time: 10/02/07 / 3:25 Completion Date/Time: 10/02/07 / 11:45 Completion Date/Time: 10/02/07 / 11:45 Completion Date/Time: 10/02/07 / 12/03
Repair Orders Requested:	Received: Yes
<b>⊠</b> Sales Documents:	Received: Yes
<b>⊠</b> BARS / Finance Sheet	
	Yes ⊠ No □ Yes □ No ⊠
☐ GM Position – Customer / BBB Due I	<b>Date</b> (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
	Completion Date/Time: 11/13/07 / 10:20 Completion Date/Time: 11/13/07 / 10:25 Completion Date/Time: 11/13/07 / 11:35
DVM: Mary Sontag Service Dealer: Symdon Chevrolet Selling Dealer: Symdon Chevrolet	Node/Box: 630092/8121 Svc Mgr: Mike Keenan 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> SR #: -71560740326 BBB#: 755018	<b>Customer:</b> SR #: -71560740326 BBB#: 755018
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This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

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

#### Section 1

Purchase Price	
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22365.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	=
(If positive, look for Overallowance)	

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

#### Section 2

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

#### Section 3

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

## Section 4

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

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



SYMDON CHEVROLET-PONTIAC, INC. 369 Union Street
Evansville, WI 53536
608-882-4803 606-752-9115 608-251-2062
Toll Free: 866-796-3667
www.symdon.com

Fax# 608-882-4805

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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

Re۰

Siebel Request: 71-560740326 2006 Chevrolet Malibu Maxx VIN # 1G1ZT61816F

Dear Mr. Kennan: KCCIO(II)

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

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 PLANT

•		GM	AC FLEXIBL	E LINAINC			•	
		Dealer Number.		Contract Numb	her			
Buyer (and Co-Buyer) -Name	e and Address				Seller Name ar	nd Address)		
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Orfordville WI							·	
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2006 MALIBU MAXX LT 41U BLACK 19C EBONY ORDER NO. JJBDVG/TRE STOCK N VIN 1G1 ZT61 81 6F	$\Delta V \Delta$	GENERAL M 100 RENAI DETROIT VEHICLE I	MOTOR DIVISION OTORS CORPORATION SSANCE CENTER MI 48243-1114 NVOICE 1AD71335193 *********13*180515
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT68 MALIBU MAXX LT	21025.00	19448.13	
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 XXXXX XXXXX WFP-S QTR OPT-1
PCY FRONT SEATING PACKAGE:	450.00	373.50	BANK: GMAC - 007
*HEATED FRONT SEATS *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 20014.38 625.00 DESTINATION CHARGE 625.00 H/B 261 652.20 DEALER CO-OP ADVERTISING 108.70 ADV 261 108.70

22365.00 20775.28 PAY 310 20775.28 M 2111111 TOTAL

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.

REMIT TO GMAC NO. 007 VIN 1G1ZT61816F

MIKE MOLSTEAD MOTORS, INC.

Rev. 2/04 Copyright 2004 WI Auto & Truck Dealers Assoc

Services, Inc. 1-414-359-9000

WATDA Services, Inc. 1-800-236-7672 / ADAN

ACCEPTED BY DEALER OR AUTHURIZED AGENT <u>AUTHORIZED SIGNATURE</u>

1/30/2006 SIGNED CATE 1/30/2006 SIGNED

TIME <u>SIGN</u>ED

### GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT







∅ € □ GMC HUMMER







	(excludes Saturn)
	CUSTOMER NAME:
	VIN: 1/ G/ 1/ Z/ T/ G/ 1/ 8/ 1/ 6/ 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:
	Incentive Program Reference Amount GM Incentive Code  SM CARD \$ 932.58
	GM CARD       \$ 932.50         reteiree       \$ 1,000.00
	gms \$ 1,365.00
	<u> </u>
	Tatal Incoming A way Buring I also a second and a second
	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 ofand/or
	b. I elect to receive
	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.
	b. Is vehicle equipped with OnStar? Yes No  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 <a href="https://www.onstar.com">www.onstar.com</a> , 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: / / Oli 30 06
has	the undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the centive(s) described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lessee who is taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been awarded to General Motors or Saab Cars USA.
	Authorized Dealer Signature: Dealership Name:  Date: /_/ Symdon Chevrolet-Oldsmobile, IndDealer Colle: 30 05 1727

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

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# Trade Info

DATE 6/30/06 SYMDON CHEVROLET &	OLDS INC.	-	From ti	ne Desi	k of: 1	nees	7787
NAME	VEAR MAKE	ur	мод Д Со	wal	in	LOOKING FOR	1101
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My Pres	TRANS.	(	COLOR 31	u		2. Discount	
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ANY ACCIDENTS NONE		ILT F	W. The T	P.S. P.T.	P. ANT.	4. Trade-In	¢
MAINTENANCE		BAG		WI WI	HEELS	5. Difference	
WHERE DID YOU PURCHASE YOUR LAST CAR?	RASIO PM DASS	R	DEF. R./A.C	. R/HT	TOPPER	6. Sales Tax	
LIEN HOLDER BALANCE DUE	OPTION CODES	<u>                                     </u>	/ <	4 4 4		7. County Tax	
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# Symdon Chevrolet Pontiac, Inc.

Evansville, WI 53536 (608) 882-4803

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Page 1 of 1 Printed 1 time(s)	.00	.00	Таж	.00
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16692 Јов 16692	. 00	.00	Tire Tax	.00
R/O HISTORY	755.60	.00	TOTAL (CHRG)	.00



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

WO VIN				DATE
	F COL		<i>i</i> is	07/20/07
2006   CHEVROLET   MALIBU   MILES IN   MILES OUT   FIRST USE	BLACK	Crrordville WI		11:04
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`	I HEREBY AUTHORIZE the below	SS ARRANGEMENTS MADE PRIOF repair work to be done along with necessary materials.	I request an estimate in writing before you begin repairs.	
	delivery at my risk. An express r	erate the vehicle for purposes of testing, inspection or mechanic's lien is acknowledged or above vehicle to eto. You will not be held responsible for loss or damage	arios will evered the	e before continuing if the
	to vehicle or articles left in vehicle beyond your control or for eny de	cle in case of fire, theft, accident cr any other cause plays caused by unavailability of parts or delays in parts		
Page 1 of 1	THIS AGREEMENT.	sporter, I ACKNOWLEDGE RECEIF 1' OF A COPY OF	I do not want an estimate.  This vehicle receives withour face to face.	ace customer contact
16692 Job 16692				contains contact.
_ <b></b>			CHOP REPRESENTATIVE S	IGNATURE

Performed bulletin 06-02-32-007B clant still prosent Noise coming from str gear Replaced str. goar aligned front end to 6 m specs scan for codes were stored found & internal fault with EPS motor and calibrate str. system

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#### 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













#### 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

## BURTNESS CHEVROLET

303 EAST BELCIT STREET, ORFORDVILLE, WI 53576 (800) 541-4148 FAX (608) 879-2784

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PHONE # 608 879 2973

FAX # 608 879 2784

CHEVROLET DEALER CODE - 47073

WISCONSIN SALES TAX # 117876

GMAC BROOKFIELD BRANCH DEALER PLATE 598

BURTNESS CHEVROLE 1 - GEU, IIII 303 E. Beloit St. ORFORDVILLE, WISCONSIN 53576 170865 Telephone (608) 879-2973 1-800-541-4148 CUSTOMER #:8792756 WORKORDER Ge@ Service Dept. Hours: Monday - Friday 8:00 am - 5:00 pm PAGE 1 ORFORDVILLE, WI BUS: HOME: SERVICE ADVISOR: 814 APPEL, JACOB TAG MILEAGE IN/ OUT LICENSE MAKE/MODEL YEAR COLOR 4801 1G1ZT61816F1 CHEVROLET MALIBU BLACK 06 INV. DATE PAYMENT RATE PO NO. PROMISED PROD DATE WARR EXP. DEL DATE CASH 82.00 17:00 24MAR06 30JAN06 IS OPTIONS: DLR:47073 R.O. OPENED 24MAR2006 08:1 TYPE DESCRIPTIONS/INSTRUCTIONS TECH LINE OP CODE CPC SEASONAL MAINTENANCE # A 3000 v+ Ady Tir. Assure + topped offwasher fluid PRELIMINARY ESTADATE .. MER OF WARRANTIES AUTHORIZED BY X TME DATE REVISED (1) REVISED ESTIMATE (2) REVISED ESTIMATE (3) I HERBBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE O APPROVAL OF THE ABOVE REVISED ESTIMATES. CUETOWER SIGNATURE

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**BURTNESS CHEVROLET - GEO, Inc** 

303 E. Beloit St. ORFORDVILLE, WIS SONSIN 53576 Telephone (608), 879-2973 1-800-541-4148

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#### **Privileged and Confidential Information**

#### CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer N	ame:			Service R	equest: 71-560740326	BBB Case No.: CHV0755018
Vehicle ID N	No.: 1G1Z	T61816F	Dat	Service te: :0/2006	Vehicle is: New	BAC Code: 113372
Mileage at 7	Time of BB	2006 Chevrol B Filing 4847	6	ахх		on: N/A at odometer {odometer}
DVM Name:	: Mary Son	Other X : stag 508-346-3670	N/A		Sale Type: Purchase X CAM Name: Rob Johnson Phone Number: <b>630-</b>	
			VEH	IICLE REPA	AIR HISTORY	
Throughout	the entire	form, use ar	n asterisk (*	) if day(s) out	of service are already co	ounted in another category.
		IN THE BOX OR THE COM			RN BASED ON REPAIR O	RDERS. USE "N/A" IF THERE
☐ <u>Brakes</u>	– Grindi	<u>ng noise re</u>	<u>ar</u>			
Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and Repair	Performed:
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Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and Repair	Performed:
07/20/07	40785	4	40785	Excessive play bulletin 06-02 set toe. E974	y in the steering gear.  C 2-32-007B.  Still did not g	n you turn wheel back and forth. viagnose installed superlube as per yo away. Installed steering gear, and er goodwill low on miles and in on
07/20/07	40785	*	40785	Customer star Open in electi Replaced the	tes power steering will stric steering gear motor a	top working at times while driving. t times. Scan test. No codes. gram motor. E7631 IOA6D (Code A e.)
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☐ Clunk noise when turning						
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>		
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☐ Other						
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>		
			THE ST	TATE LEMON LAW READS:		
Days out of	f service	: 30 Days				
Repairs 4	d 12 mai	nths / 12,00	n miles			
•		-		ust continue to exist? y		
If applicab	If applicable, safety-related repairs {# of repair attempts}					
Safety-rela	ated time	period {#	of months	} / {# of miles}		
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		ttempts in t vice during th		nption period: 0 tion period: 0		
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		Vehic	e Meets	Presumption of Lemon Law NO		

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

#### RECOMMENDATION AND RATIONALE

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

Customer 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.

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

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

# 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.

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 Laura J Turner @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.

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, the control of

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 Esq.; the second in the amount of \$22,585.66, made payable to Stanford Federal Credit Umon.

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 medified 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



Page 1 of 3

of the agreed upon unleage. 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 begat 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 interred from allegations set forth in the matter indicated above;
- (e) That Releason(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releason(s) by dramsel prior to its execution;
- (f) Thus Releasor(s) represents and warrant(s) that she is contilled to give a full and complete release of the claims which are the subject heroof;
- (g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof.
- (h) That Releason(s) shall not at any time hereafter commence, maintain or prospecte, or cause measurage or advise be commenced, maintained or prospected 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 begins:
- (i) That Releason(s) does hereby for hereelf, her heirs, executors, administrators, successors and assigns covenant to defend, indemnity 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 Releason(s) and that this document of 3 pages comains the entire agreement between Releason(s) and GMC.

INTENDING TO BE LEGALLY BOUND BY THE T UNDERSIGNED HAS AFFIXED HIS/HER SIGNAT	TRMS OF THIS RELEASE THE THE DAY OF
The undersigned has carefully read and understands it described above.	ris release and signs it to resolve the claim
CHRRENT VEHICLE MILEAGE 17843	DATE SHANED: 2/24/2008
WITNESS:	
Oleimant's Signature	Claimant's Signature
47% N. N. N. N. N. N. N. N. N. N. N. N. N.	SQ17 JEST CA

Page 2 of 3

City, State, Zip Code

City, State, Zip Code

STATEOFCALLEDENIA

COUNTY OF SANTA SLA

Signature of Notary Public

Print, type or stamp Commissioned Name of Notary Public

Personally Known

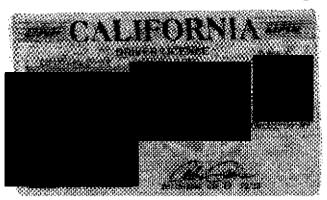
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Type of identification

My commission expires:

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Law Offices of William R. McGee

Serving California Residents For 19 Years www.CaliforniaLemonLawAttorneys.com 16855 West Bernardo Drive, Suite 380 San Diego, CA 92127

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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: 2006 Pontiac G6 VIN: 1G2ZH558664 Dear Gentlemen: Please be advised that this law firm has been retained by 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. 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.) 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. 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 bossession are enclosed for your review. cannot continue to deal with this problematic vehicle and her commendable patience has expired. Accordingly, 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).

entail, including interest and legal fees.

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 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.

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

At this time, 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:

lose and face the concomitant penalties and expenses which that defense will necessarily

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	•

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 will be left with no choice but to initiate legal proceedings.

Thank you for your prompt attention to this matter.

Very truly yours,

WILLIAM R. McGEE

Enclosures

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4201 STEVENS C	
SAN JOSE CA SANTA CLARA CA	
You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contri	act, 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 Charge according to the payment schedule below. We will figure your lineance charge on a daily basis. The Truth-In	Lending Disclosures below are part of this contract.
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71 Payments 454.39 Monthly, Beginning 05/19/2005	Total Vehicle Insurance Premiums \$ 17.44
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1. Security Interest. You are giving a security interest in the vehicle being purchased.	aie u
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A Cash Price of Motor Vehicle and Accessories  1. Cash Price Vehicle  2. Cash Price Vehicle  2. Cash Price Accessories  3. Other (Nontaxable)  Describe N/A	It 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

RETAIL INSTALLMENT SALE CONTRACT

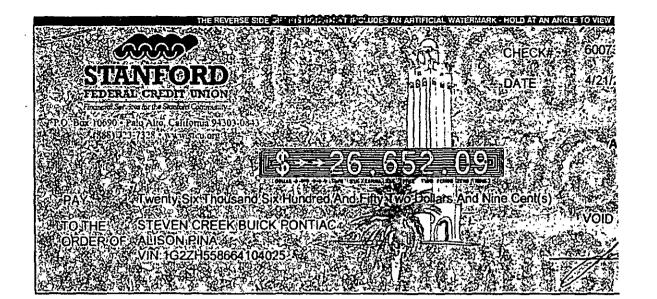
-1	E. Optional DMV Electronic Filing Fee*	7	N/A
-1	F. (Optional) Service Contract		Horne Office Address
-	G. (Optional) Service Contract		H/A
	H. Prior Credit of Lease Balance paid by Seller to	,	Credit life insurance and credit disability insurance are not
	NYAMO STATE OF THE	٦	required to obtain credit. Your decision to buy or not hav credit
*;		٦,	lite and credit disability insurance will not be a factor in the
5	(see downpayment and trade-in calcutation)	1	credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is
•	(Optional) Gap Contract (to whom paid) N/A & N/A(I)  Other (to whom paid) N/A		based on your original payment schedule. This insurance may
	J. Other (to whom paid) H/A	ᆔ	not pay all you owe on this contract if you make late payments.
	For TITA	١.	Credit disability insurance does not cover any increase in your
	1 (a) Total Cash Price (A through 3)	(	payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original
	[ C. ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]		due date for the last payment unless a different term for the
ı	A. Ucense Fees CESTIMATED A. Ucense Fees CESTIMATED	٠ [	insurance is shown above.
	the street of th	ᅦ	You are applying for the credit insurance marked
-	B. Registration/Transfer/Titling Fees	۱.	above. Your signature below means that you agree
1	C. California Tire Fees' 8.75(c)	-1	sthat: (1) You are not eligible for insurance if you have
	No recoll Other N/A	٠.	reached your 65th birthday. (2) You are eligible for
	E Other N/A	.	disability insurance only if you are working for wages or profit 30 hours a week of more on the Effective
	Total Official Fees (A through E) To Co. 1975 (A)	- 1	Date. (3) Only the Primary Buyer is eligible for
-	Control of the second s		disability insurance DISABILITY INSURANCE MAY
1	3. Amount Paid to insurance Companies	- 1	NOT COVER CONDITIONS FOR WHICH YOU HAVE
	(Total premiums from Statement of Insurance column a + b).	. [	SEEN A-DOCTOR OR CHIROPRACTOR IN THE
	4. Smog Certification or Exemption Fee Paid to State	1	AST 6 MONTHS (Refer to "Total Disabilities Not
	5. Subtotal (1 through 4) \$ 27428.09(5)	- [	Covered in your policy for dotails)
- 1	6. Total Downpayment	· }	You wa
	A N' Agreed Trade In Value Vc. 2002 Make TOYOTA TRY 10600.00 A	Į	04/1
e4	TACOMA TACOMA	ៈ វ	Date
	Model: TACOHA Odom 60047		A Date
	MIN STESM92H32Z	. 1	X
ب	B. Less Prior Credit or Lease Balance	ı	Date Co-Buyer Signature Age
	C. Net Trade-In (A less B) (indicate it a negative number) \$ 974.00(c)	,i	OPTIONAL GAP CONTRACT A gap contract (debt cancella-
	D. Deferred Downpayment, \$ N/A(D).	1	tion contract) is not required to obtain credit and will not be
,	E. Manufacturer's Rebate		provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown
, .		[	in item 11. See your gap contract for details on the protection
`			it provides, it is a part of this contract.
٠,	Start G. Cash (Control of the Control  ,	Term N/A Mos - OR/A - ACS	
	Total Downpayment (C through G)	7	The state of the s
	(Ill negative, enter zero on line 6 and enter the amount less than zero as a positive number on line (H above)		You w
	7. Amount Financed (5 less 8) \$ 26652.09(7)	~	S & 1. Lo
	LONG YEAR NOT STORE WATER OF POST OF THE PARTY OF THE PAR	*	Buyer
:	"Setter may keep part of these amounts."	3	OPTIONAL SERVICE CONTRACT(S) You want to
	SELLER ASSISTED LOAN AUTO BROKER FEE DISCLOSURE		purchase the service contract(s) written with the following
١	BUTER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE (DAM, AND)  MILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THES. If this contract reflects the retail sale of a		company (ies) for the term(s) shown below for the charge(s)
4	RETAL INSTALLMENT SALE CONTRACT AND THE LOAN.   new motor vehicle, the sale is not subject	, ,	shown in item 1, Eand/or 1.G above
	I want ministration of the profession of the pro	-	1.F Company 10 N/A
1	I to a lee received by all authorities it total us i		Term N/A Mos. or N/Aries
`,	Hamount S. W. S. S. Filance Chame C. W.L. / A	-	1.G C
٠.,	Total 5 H/A Payable in H/A Name of autobroker receiving fee, if		(a
	[ ** ** ** ** ** ** ** ** ** ** ** ** **		1, 1, 7
	Installments of 3	, ,	Buygr
	from this Loan is shown in item 6D.	Ì	HOW THIS CONTRACT CAN BE CHANGED. This
٠.,	かけない感じたとこの NOTICE#OF RESCISSION RIGHTS (第八句子)	i . ]	contract contains the entire agreement between you and
,	If Buyer and Co-Buyer sign here; the provisions of the Rescission Rights section on		us relating to this contract. Any change to the contract must
	the back with the state of the state of the back with the		be in imition and both you and we must rion it: Me oral
٠.	to a finar		chang
1.3	Buyer X		x
	Dayor A Duydr A		Buyer-eigns
F	COTION TYOU DOWN ON THOUSAND HOUSE HOLD A STREET THOUSAND HOLD TO BE STREET TO STREET THE STREET TH		1X
	OPTION: 1 You pay no linance charge if the Amount Financed, item 7, is paid in full on or before		Co-Buyer Signs
'	N/A , Year SELLER'S INITIALS	] 5,	to the commence of the second
	THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO P	UR	CHASES A VEHICLE IF YOU ARE UNSURE WHETHER OR
H	NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT WARNING:	, YO	U SHOULD CONTACT YOUR INSURANCE AGENT.
	YOUR PRESENT POLICY MAY, NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FILL REPLACEMENT	CC	ISTS FOR THE VEHICLE BEING PURCHASED IF YOU DO
11	I. NOT HAVE FULL COVERAGE. SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY RE AVAILARI ETO VOILTHRO	) i ks	H YMHD INGIDANCE AGENT OD THROHGH THE GELLING
Ü	DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTEC THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.	CTS	ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
	1/8. FOR ADVICE ON THE STATE OF	ou s	SHOULD CONTACT YOUR INSURANCE AGENT.
1	RSTANDS THESE PUBLIC LIABILITY TERMS AND CONT	OΠ	ONS.
	SS X	7	And the second s
1			
	Representations of Buyer: Seller has relied on the truth and accuracy of the information provide	ēά.	by you in connection with the Trade-In Vehicle.
1	ome though the in behalf shirte and no things trued a this a solve divide that the name that	WIN.	t is more than the amount chown above in dem.
-	6.B as "Prior Credit or Legge Polance" you must entireller the excess on demand. If the payof item 6.B as "Prior Credit or Legge Polance" you must be difference to you.	1 8	mount is less than the amount shown above in
1	item 6.8 as "Prio	M. Av.	Also a North and Carlotte and the second and the se
1	Buyer X Co-Buyer X M / A		
+ 1	Notice to buyer:	~~~~	The same of the sa

STEVENS CREEK I	BUICK PONTI	AC GM	F&I	MGR: YADWINDER S	INGH #: 49141
STOCK 4:	2006 P	ONTIAC	G6	1G2ZH558664	, , , , , , , ,
TOTAL PRICE	25050.00	TOTAL TRADE	10600.00	TRUTH IN LENDIN	G
WARR PREMIUM	0.00	TOTAL PAYOFF	11574.00		
AFTMKT PREM	0.00	TOT NET TRADE	-974.00	APR 7.00 %	
TOTAL FEES	307.75	TOTAL CASH	0.00	AMT FINANCED	26652.09
TOTAL TAXES	2070.34	TOTAL REBATES	1750.00	FINANCE CHARGE	6063.99
				TOTAL OF PYMTS	32716.08
GROSS PRICE	27428.09	TOTAL DOWN	776.00	TOTAL DOWN	776.00
TOTAL DOWN	776.00			DEF PYMT PRICE	33492.08
		DEAL DATE	04/19/2006		
DEC LIFE PREM	0.00	1ST PYMT DATE	05/19/2006		
LEV LIFE PREM	0.00	LST PYMT DATE	04/19/2012	DEFERRED PAYMENT	
A&H PREMIUM			72	DUE	
IUI PREMIUM	0.00	PAYMENT	454.39	ĐUE	
		IRREG PMTS		DUE	
AMOUNT FIN	26652.09	FINAL PAYMENT	454.39		

CASH DEAL

PRINTER OUTPUT (Y/N) N

E-MAIL Congrats!





## Loan Advance Voucher

P.O. Box 10690, Palo Alto, CA 94303-0834

BORROWER INFORM	IATION:				· · · · · · · · · · · · · · · · · · ·					
Date: 4/21/2006		Processed By:	: Katrina Kay	e Nunez	1	mount Req	uested: \$ 26,652	.09	Member#:	13859673
Borrower Name & Ad	dress:				(	о-Воложе	Name & Address:			
								•		
			•							
San Jose, CA					! !					
Co-Maker/Signer Nar	 ne'	****************	******************						************	
SECURITY OFFERED			· · · · · · · · · · · · · · · · · · ·			<del></del>		<u></u>		
As Security for this advance	, i piedge all si			d Union and th	e following colla		********	L 452 2 4 5	. n x / 5	
Type:		Year	Make	~		Model			full # / Engi	ne #
ncarfx Other (Describe):		2006	PONTIAC	ف	**********	G6		1G2ZH	558664	
		•								
	**********		******************	884 r www.b tamp.d papers p. 5 ° °	·~~*******	******************		1 EE bp444-1445544 . 44-6-44-7		/0\_\_\aboline
Shares Pledged: \$ 0	.00	Secured o	on Acct. #:							
		COLLATERA	AL SECURING THE	S ADVANCE	MAY ALSO SEC	URE OTHER P	RESENT AND FUTURE	ADVANCES .		
PAYMENT TERMS:	;				<del></del>					
DAILY PERIODIC RATE	ANNUAL	PERCENTAGI	E RATE	AN		NTAGE RAT	'E (x) indicates a chang	je in terms		LINE OF CREDIT LIMIT
0.020548%	7.50%	X FIXED RATE	YARIABLE RATE		CC+ 107	RM:72	, , , , , , , , , , , , , , , , , , , ,	LOAN 10: 2		\$ 26,652.09
PAYMENT METHOD:	coupon	17.					***************************************	- Produce - Samuel Printers		D. Salak
INSURANCE IN EFFECT (	ON THIS ADVA	NCE:	AMOUNT APPRO	OVED +	OTHER CHAR	æs •	AMOUNT ADVANCED	+ PREVIOUS E	ALANCE =	NEW BALANCE
			\$ 26,652.0	9 \$	0.00		\$ 26,652.09	\$ 0.00		\$ 26,652.09
OTHER CHARGES (descri	be)	, 2004 r 6422 7 7 7 4 4 4 4 4 5 6 4 - 12 4 - 1	aver propries as neglided in physics	**********	PMT AFTE	R ADVANCE	STARTING DUE D	ATE PMT FR	EQUENCY	REMAINING (LOC) LIMIT
					\$4	61.02	5/22/2006	Mo	othly	\$ 0.00
FINAL OF BALLOON		\$ 460.76 (	e")	FINAL of		4/2	2/2012 (e*)		,	(e*) = estimate
PAYMENT AMOUNT ( Additional Information				: PATMENI	OATE (e")			·		1
STEVEN CREEK		NTIAC check	Total \$26,65	2.09						
accordance with the le change in terms notice pledge." I agree that I advance, I give you as	rms and con Your rights will not withd security interesion to apply a	ditions of the Ope to this security are traw money leaving ast in all shares as all paid shares an	en End Loan and the governed by the ing a balance low and deposits which	d Security A he foregoing er than the a th I now have	greement and If account nu amount pledge or may here	agree to the mbers and si d or the loan ofter have in	Annual Percentage R hare balances are sho advance balance whit the Credit Union as se	Rate stated herei wm above, I agre chaver is less. V ecurity for all inde	n without the le this advance Whether or no ebtedness ow	regard to this advance in necessity of receiving a se is secured by a "share tithis is a "share pledge ing to the Credit Union. tomey's fees pursuant to
negotiation, endors	ing, or othe	erwise using a	my monics adv	vanced wit	h this docu	nent. Sign	ing below or by e	ndorsement, r	egotiation,	Credit Union prior to or use of any fund- urity Agreement and
Primary Borrower Si Alison R Pina	gnature –			Date		Owner of C	ollateral Signature -	-		Date
Other Signature				Date	<del></del>	Other Signa	iture			Date
						<b>5 5</b> 4	<b>b</b>	ъ.	_	

# The Law Offices of William R. McGee

Bemardo Executivo 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

	(Cue	nt/Custon	, he	ereby authoriz	e STANF	ORD (Name of I	F. (	Credit Union)	
(Phone num	8-723	3-SFC	CU , to re	elease to 6	Vehicle Manufactu	TOTOKS (	CORP. OF	its	
represe	entative,	any	requested	information	regarding	my	vehicle	loan/lease,	
Accoun	ıt#			mber#	ncluding, but	not limi	ited to, th	e loan/lease	
pay-off	balance	and th	e payment h	nistory.					
Dated:	121	_ <i>!}</i>	<u>/07</u> /		Client/Custo	mer Sig	inature		

## GM Vehicle Inquiry System Summary

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

#### Help

									-						
VIN:			1G2	ZH558664					<del>-</del>		<del></del>				
		-				VEHIC	LE	INF	ORM	IATIO	N				
Merch	andising l	Mode	ıl:	2ZH69 -200	6 C	% - GT SEI	)A)	4			Warrant	y Star	t Date :	04/1	9/2006
BARS	Order Ty	pe :	$\exists$	70 - RETAI	L-	STOCK			<del>"-1</del>						
Delive	ring Deale	r:		STEVENS					TIAC-	GMC.	Selling S	ource	:	16 -	PONTIA
				4201 STEV SANTA CL	.AR	A,CA 9			99	_	Site Cod	e :		0814	0
				(408) 983-5	300	)				_	Business	Assoc	iate Code :	1633	72
Serv	ice Contra	ict :	١	io Bran	ide	d Title :	1	Vo.	W	irranty	Block:	No	PDI Statu	s :	Paid
						REQUIR	ŒD	FI	ELD /	ACTIO	NS				
Туре	Number	T				Des	erip	tion	1			,	Posted D	ate <sub>.</sub>	Status
ΥT	<u>05548</u>			NE HARMO IST 31, 2006		BALANC	ER	NO.	T SEA	ATED *	*EXPIRES		N/A		Closed
		_	****		SI	ERVICE IN	(FC	ÌŘМ	IATIO	ONAL	ITEMS	· · · · ·	4		
Vehic	le Has No	Cura	ent	Record Of (	)at	standing S	rvi	ce I	nform	ation	<u> </u>				
				ON STAI	R A	ND XM SA	TE	ELLI	ITE F	RADIO	INFORM.	ATIO!	٧		
OnSta Equip		No	C	onStar Statu	is.	N/A	h	ttp://	//www	onstaro.		com or	(888)ONST		
хм в	Quipped	Yes	XI UD	M Radio	W	/B5TA046	XI St	M etus	, L	nactive	http://ww	w.gm.: Canada	nge for details xmradio.com , http:// xmra	or (80	
			_		<u></u>	APPLIC	AB	LE'	WAR	RANT	IES				
			De	escription						ective ate	Effecti Odome		End Date	o	End dometer
36/36	000 BUMP	ER 7	ro e	SUMPER					04/19	72006	143	miles	04/19/2009	;	36143 mi
2/1000 HROL	00 SHEET IGH	ME.	TAL	COVERAG	ER	UST		[o	4/19 <i>/</i> 2	2006	143 m	iles (	4/19/2012	100	143 mile
96/80 AND	000 FEDE PCM	RAL	EMI	ISSION CAT	ΊΑΊ	YTIC CON	<b>1V</b> .		04/19	7/2006	143	miles	04/19/2014		80143 mi
36/50	000 CALII	ORN	VIA I	EMISSIONS			-		04/19	7/2006	143	miles	04/19/2009		50143 mi
														1	

84/70000 CALIFORNIA SELECT COMPONENT	04/19/2006	143 miles	04/19/2013	70143 miles

#### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odome Readi	
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	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

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BAR # AM-150896

#### "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.

STOMER NO.	ADVISOR	<del></del>	TAG NO		INVOICE DATE	INVOICE NO.
91976	KENNETH C	. KELLY	119	0807	06/15/06	PNCS18294
		\	MILEAGE	1	PLATINUM ME	<b>1</b>
	YEAR / MAKE / MODE				DELIVERY DATE	DELIMERY MILES
SAN JOSE, CA	06/PONTIA VEHICLE I.D. NO.	AC/G6/SD			04/19/06 SELLING DEALER NO.	PRODUCTION DATE
	1 G 2 Z	н 5_5 8 6 6	4	1	100	
	F. T. E. NO.	P.	. O. NO.		R. O. DATE 06/14/06	
4	COMMENTS	<del></del>		<u></u> l	00/ 2.// 00	MO: 227
ABOR & PARTS		,		1 12		
REPAIR SCRATCHES ON FRO	NT PUMPED LIMPED THE LITE	UST, OOR STEEL		THE PERSONS		10.70
AND LEFT CORNER 15A P	ER SALES.	INSC PERIE	•, • • • • • • • • • • • • • • • • • •			ſ
NO REPAIR MADE AT THIS	TIME	· · · · · · · · · · · · · · · · · · ·	1			
The state of the s	, s et		35		e	
	<b>J0B #</b>	1 TOTAL LABOR &	PARTS	0.00	1	•
PRODUCTION	the second second second second second second second second second second second second second second second se			Employer	· · 17.	
TURN THE STEERING WHEE	ng in the steering, also L'Back/forth you'll feel	WHEN YOU.				
"GRAB/RELEASE" FEELING		The second second	. <u></u>	٠	And the state of t	
COULD NOT DUPLICATED C	RICLUNKING TYPE NOISES AT ONCERN, CHECKED BULLETON	. VEHICLE HAS			Section 18 Section	X orași (n. Harista)
ELECTRIC POWER STEERIN	G SYSTEM. NORMAL OPERATIO	DNS. (NTF)		•	· · · · · · ·	
	.10B #	2 TOTAL LABOR &	PARTS	0.00	÷ • .''	
					4	
ONNER REPORTS THE ENGI	ME DIED ONCE WHILE SLOWI	NG DOWN &				
TURNING. ONE TIME ONLY						;
NU DIC S STURED NO BU	LLETINS/P:1:S:FOUND. DID NS AVAILABLE	FIND 1 5 6	A Reserve		• • •	
RE-PROGRAM PCM." WARRAN	ity code# 1006a; road tes	TED, NO 📆			•	•
STALLING EXPERIENCED		1. W.	garage e	•		w <sup>*</sup>
		3 TOTAL LABOR &	PARTS	0.00	***	
41000/A		HOTEOR TAPERA				%.2
ided Operation (02KENK: 0:06/14/20	106 14:17) Per GM Courtesy Transpo	OTATION		in the second		
	GHT REPAIRS OR UNSAFE/UN		· · ·	5.		*
VEHICLES: ONLY			٠			41 A
PER CUSTOMER REQUEST			÷.	••		*}
PROVIDED RENTAL	14					•
or the state of the second of the second		4 TOTAL LABOR &	PARTS	ese ≥0.00	•	•
DICT DOM VEND TNV# TNV	DATE DESCRIPTION				•	•
85475 645321 06/	15/06 SALES RENTAL INV#6	45321		INTERNAL		
		TOTAL -	SUBLET	0.00	· :	
HMENTS	ja jeng melligikang bilandi di dia. Salabah Tagastan di da					
67-6683 LETED OPERATION(S)	54.636					24 · · · · · · · · · · · · · · · · · · ·
98UZ QUALITY CONTROL	ranging through the first of	y of the	•	٠.		. ,
			•	19		0
en en en en en en en en en en en en en e						
		•			* 4 *	٠
	•		the Same		* * * * * * * * * * * * * * * * * * * *	
en in the state of	graphing of the same of	¥= -	1.77.16	Sale by	-4	
그 그 이 유통이 없는 선택을 보고 있다.	September 1985 September 1985		• • • • • • • • • • • • • • • • • • • •	. :		· · · · · · · · · · · · · · · · · · ·











#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 85051-6937 SERVICE (408) 883-5330 • 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

CUSTOMER	<sup>∞.</sup> 9:	1976			KENNETH G.		119	0807	06/15/06 color	PNCS1829
						UK	MREAGE	2,267	PLATINUM ME	6-2651
SAN	JOSE,	CA			06/PONTIA	2/G6/SD			04/19/06	DELIVERY MALES  14
JAN	3030,				1 G 2 Z H		6 4		SELLING DEALER NO.	PRODUCTION DATE
		•			F. T. E. NO.		P. O. HO.		9. O. DATE 06/14/06	
K GTK W'E	O.O.E				COMMENTS	<del></del>			<u> </u>	MO: 22
TUTALS	, ,	• • • • • • • • • •		*****		• • • • • • • • • • • • • • • • • • • •	· Marine de la composition	<del></del>		,
.DUAL TE	Y'FOR THE	CH COODERF	NCH I INITE	D I TEFTIM	RETAIL SALE E SERVICE	TOTAL I	PARTS	0.00 0.00		• • •
GUARAN THANK	Mee: Plea! You for ci	SE'SEE BROC HOOSING STE	HURE FOR D VENS CREEK	ETAILS 📑	ONTIAC, EMC	TOTAL S TOTAL S	G:0.G	0.00		
ine app	RECIATE Y	OUR BUSINES	S <del>AAAAAAAAA</del>	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	********	LATOTAL I	MISC CHG. MISC DISC	0.00	, 	
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BAR # AM-150896

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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.

9 OMER NO.	1976	I.	KENNETH G.	KELLY	119	0843	07/13/06	PNCS18399
					MLEAGE	3,265	COLOR PLATINUM ME	
CAN INCC	<i>(</i> )	<b>.</b> [	06/PONTIAC	/G6/SD			04/19/06	DELIVERY MILES 143
SAN JOSE,	C4	■ .  ¬	EHICLE I.D. NO.		4		SETUNG DEALER NO.	PRODUCTION DATE
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			J08 # 1			0.00	•	راء محدمتين به المواجع
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چارگان	STED POWER AND GROUN TEERING SENSORS FOR S	PEC. SENSORS	HAS 2.6 VOLTS	AGES AT SIGNAL IN -		۲,		
	EC, CHECKED PIN TERM L. LOOKED 6000.	IINALS AND CO	NNNECTORS AT TH	IVER DASH,		*		
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91976	KENNETH	G.	KELLY	119 NG M	0843	07/13/06	PNCS183994
			CENSE NO	LIFTEAGE	3,265	PLATINUM ME	516-2651
SAN JOSE, CA	06/PONT	TIAC/	G6/SD			04/19/06	DELIVERY MILES 143
JAR JOSE, C.	1 G 2	Z H S	5 8 6	6 4		SELLING DEALER NO.	PRODUCTION DATE
	E.T. E.NO.			P. O. NO.		*07/11/06	
	COMMENTS	·					MO: 3269
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PARTS DESIGNATED WITH AN * PURCHASED UNDER A R	ETAIL SALE SERVICE	•	TOTAL (	LABOR	0.00		The same
PARTS DESIGNATED WITH AN * PURCHASED UNDER A R QUALIFY FOR THE GM GOODMRENCH LIMITED LIFETIME GIARANTEF DIFASE SEF BROCHURE FOR DETAILS	SERVICE		TOTAL	PARTS Sublet	0.00		
PARTS DESIGNATED WITH AN * PURCHASED UNDER A'R QUALIFY FOR THE GN GOODWRENCH LIMITED LIFETIME GHARANTEE. PLEASE SEE BROCHURE FOR DETAILS THANK YOU FOR CHOOSING STEVENS CREEK BUICK: PO WE APPRECIATE YOUR BUSINESS	SERVICE HITLAC, ÉMÉ		TOTAL ( TOTAL ( TOTAL (	PARTS SUBLET G.O.G MISC CHG.	0.00 0.00 0.00 0.00		in the second
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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 fram.

91976	KENNETH G. K	ELLY	119	861	01/26/07	PNCS193064
	1	WHAT NO	MEEKE	/	PLATINUM ME	6-2651
	YEAR/ HAKE/MODEL:  06/PONTIAC/G	6/sn	<u></u>		04/19/06 sales accesso	TARTES 143
CAMPBELL, CA	VEHICLE ID. NO		3.		100	FOUND ST
	1 G 2 Z H 5	3 8 6 6 P.	0. NO.		R.O.OSE	<u> </u>
R.	COMMENTS				01/22/07	<u> </u>
	<u> </u>				·	MO: 7390
LABOR & PARTS.  J# 1 168UZ STEERING SYSTEM  ONNER REPORTS THE RADIO DISPLAY R	TECH(S):4	95_515		WARRANTY	0.1	
TRES NAMPERS INV. VERILLE HAS NO P	IMPK VIFFRIME AVVIV	NI .		,		
R03183994 7/11/06 3265 #33 & #453	, NIF K DER DIC CHART			•		
INTERMITTENT STEFRING POSTITION SE	NSOR VOLTAGE OUT OF	RANGE			•	
CALLED TAC, (STEVE LENTZ, CASE # 9 STEERING POSITION SENSOR, INTEGRA	L PART OF STEERING	COLUMN				
ORDER NEW STEERING COLUMN. REPLACED STEERING COLUMN PER DOCL PERFORM MODULE SETUP PROCEDURES (3	1641009 AND RELATED	)		**		
STEERING RESPONSE, NO FAULTS EXPE	RIENCED.	AL.	• • >			•
PERFORM MODULE SETUP PROCEDURES (3 STEERING RESPONSE, NO FAULTS EXPERING R	IPTION	TINU	PRICE-	• •		
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	.108 # 1 TO	TALLAROR &	PARTS'	0.00		
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CHECK FOR SQUEAK AFTER COLUMN REF NOTSES HEARD IN STALL OR ON ROAD	LACEMENT, NO ABNOR	HÀL -				
PARTSQTYFP-NUMBERDESCI	JO	B # 2 TOTAL	PARTS	0:00	•	- NB
	J08 # 2 T	OTAL LABOR &	PARTS	0.00		•.
3 02BUZ4 FACTORY PAID RENTALS	TECH(S):	998		WARRANTY	A4	•
PROVIDE RENTAL VEHICLE PER GN COL	JRTESY TRANSPORTATI S OR UNSAFF/UNDRIVE	ON ARLE	,		LL TST	·
VEHICLES ONLY PER CUSTOMER REQUEST:				1, 1	Trans.	
PROVIDED RENTAL		· / 3 · · ·	•	a.	A STATE OF THE STA	
DADTE OTY CED HINDED	TRICTON	2	ODICE:		た婚婦 いた いたかたかによる	
PARTS OTY FP-AUMBER	.30	B # :3 TOTAL	PARTS	0.00		*
				0.00		
SUBLET	RIPTION	***********				
C JUB #:3 -92918. 651933 - 01/26/07 GH R	ENTAL INVESSION	TOTAL -	SUBLET	WARRANTY 0.00		
ESTIMATE	· · · · · · · · · · · · · · · · · · ·		******		•	
CUSTONER: HEREBY, ACKNOWLEDGES, RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX	<b>,</b>				3	
COMPENIS			******			
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BAR # AM-150896

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known to the State of California to cause cancer, birth defects or reproductive harm.

CUSTOMERNO	ADVISOR		TAG NO		PROGUCTIVE HAI	BAYOKCE NO.
91976	KENNETH G.	KELLY	119 (	361	01/26/07	PNCS193064
		[375165-141	MILAGE	7,385	PLATINUM ME	
	YEAR/MAKE/MODEL  06/PONTIAC	/c6/sn	·		04/19/06	DELVERY MALES 143
CAMPBELL, CA	VEHICLE LID, NO.		<i>-</i> • <b>-</b> -	· • • • • • • • • • • • • • • • • • • •	SELLING DEALER NO	PRODUCTION DATE
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101946	ADVISOR KENNETH G. KELLY	119 "	<sup>9 NO.</sup> 0875	06722/07	PNES20031
	l u	NATEV	<sup>6€</sup> 11∤563	PLATINUM ME	6-2651
AN JOSE, CA	VEAR/MAKE/MODEL 06/PONTIAC/G6/SD			04719706	DELIVERY MILES
SAN JUSE, CA	VEHICLE LD, NO Z H S S 8	6 6 4		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E.NO.	P.O NO.	•	06719/07	
	COMMENTS	1		L	MO: 1157
BOR & PARIS					
BOR & PARTS  1:50BUZ  OMNER REPORTS A "ROCKING DRIVERS SEATING AREA, MOS DOWN TO STOP, TURNING, 4 ROAD TESTED, ALSO R. TES	LES TECH(S): 495,		MARRANTY		
	JOB # 1-TOTAL L	ABOR & PARTS :	0.00		- v
2.068UZ ************************************	S TECH(S):495 TON, INTERMINNENT: ON EXPERIENCED, NO DTC'S SET. E PCH SOFTWARE UPDATE. #10D6A	ا معنی که کردگراند در محمد در در در در در در در در در در در در در	WARRANTY		
وواصوريون والمرابعينيين يعربها	JOB # 2 TOTAL L	ABOR & PARTS	0.00		Y
3 488UZ-1 EXTERIOR TRIM OWNER REPORTS LEFT SIDE 159 MORE THAN THE RIGHT S	TECH(S): 495 OF THE SUNROOF SEEMS TO BE STICK!	NG	WARRANTY	mily services of the market of the services	•
REARMOST GLASS PANEL OF THAN RIGHT ADJUST GLASS PANEL TO MA	PARORANIC SUPROOF HIGHER ON LEFT				11.
	.308 # 3 TOTAL I	ABOR & PARTS	0.00	* <b>\$</b>	• .
ROAD TESTED, NO HESITATI NO TSB'S FOUND, DOES HAV RE PROGRAM PCH, WARRANTY  2 A8BUZ-1  EXTERIOR TRIM OWNER REPORTS LEFT SIDE UP MORE THAN THE RIGHT S REARMOST GLASS PANEL OF THAN RIGHT ADJUST GLASS PANEL TO MA  A 16BUZ-1DIAG  DIAG STEERING SY OWNER REPORTS A CLUNKING IN/OUT OF ORIVEWAYS WREE HEAR A SLIGHT CLUNKING THE STEERING WHEEL BACK CLUNKING WHILE DRIVING SOMETHING IS LOOSE ALS GETS STIFF, SEE HISTORY ROAD TESTED NOTED ONLY WHILE TURNING, FOUND TS FOUND CO176(SYMPTOM 54) SYSTEM IS IN NORMAL THEI ASSIST VERIFIED, LEFT C LUBRICATE I SHAFT AND R STUB SHAFT RE ROAD TEST	TECH(S):495 IN THE STEERING, WORSE WHEN GOIN HAKING RIGHT HAND TURNS, YOU CAN HAKING RIGHT HAND TURNS, YOU CAN IN THE STEERING IF YOU JUST ROTATI FORTH, IFFYOU CAN VERIFIY THE IT WILL CONTINIUE TO VIBRATE LIKE IN WHEN THIS HAPPENS THE STEERING ITILITITITITITI SHOG-02-32-0078 SCAN FOR DTC'S, FOUND TSBHOG-02-32-0028, SUSPECT RHAL PROTECTION MODE, NO FAULTS W DPY OF TSB FOR OWNER. E ORIENT STEERING SHAFT, TO RACK	G (TH	WARRANTY	And the second s	
					1
ROOF/TOP OWNER REPORTS THE LEFT LOWER THAN THE RIGHT RE  # 6 028UZ4' FACTORY PAID RE	JUST 5 IUIAL	ABUK & PAKIS			
TO VEDECE SELECTION FAILURE	innes		-1		









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CLISTOMER NO. 101946	ADVISOR KENNETH G.	KELLY	119 140	0875	06/22/07	PNCS200314
		1	MILEAGE	11,563	PLATINUM ME	6-2651
SAN JOSE, CA	06/PONTIAC	/G6/SD	<del></del> .		84719706	OELIVERY WILES
SAN JOSE, CA		5 5 8 6 6	4		SELUNG DEVLER NO.	PRODUCTION DATE
	F. T. E. NO.		0. NO		"067"19/07	
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PAGE 2 OF 2 CUSTOMER COPY	.,	[ END OF	NVOICE	] 02:17pm	* * *	









BAR # AM-150896

#### www.onthacraek.com

#### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Bird. • 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 the

CUSTOMER NO. 101946	KENNETH	G. KELL	Υ.	119 140	<sup>18</sup> 19	08731/07	PRC\$203461
				MEAG	13,325	PLATINUM ME	6°2851
SAN JOSE, CA	66/PONT9	Ac/G6/s	D			04719706	OCLIVERY WALE 143
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	F. Y. E.NO.	<del></del>		P. O. NO.		08728/07	
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PAGE 1 OF 2 CUSTOMER COPY		<sup>1</sup> /2 COM	JMNED ÓN	NEXT PAG			GQ-602809











### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6937 SERVICE (408) 983-5330 • BODY SHOP (408) 983-6370

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 or known to the State of California to cause cancer, birth defects or reproductive in

CUSTOMER NO. 101946	KÊÑÑETH G.	KELLY	119 TAG NO	19	<b>873</b> 1/07	PRC\$203461
		T	MLEAGE	13,325	PLATINUM ME	6 <sup>2</sup> 2651
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GLO.G. & SUPPLIES JOB # 1 Z5000 CSI PART PICKUP  MISC		CONTROL NO		WARRANTY		•
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PAGE 2 OF 2 CUSTOMER COPY		· [ END O	F INVOICE ] D	4:21pm		

#### **Privileged and Confidential Information**

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

By: Paula Maggard/Summer B State: CALIFORNIA

Customer Name: Service Request: 71-566646905 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH558664 In Service Date: 04/19/2006 Vehicle is: NEW BAC Code: 163372 Vehicle Purchased Used on: {n/a or

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

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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/	<u>Trim</u>			
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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
□ <u>Suspe</u>	nsion			glass panel of panoramic sunroof higher on left than right. Adjusted glass panel to match right side.
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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 nor Time period: 18 mo. / 18,000 miles Does Lemon Law state nonconformity must of applicable, safety-related repairs N/A Safety-related time period N/A	-	
Number of repair attempts in the pre- Total days out of service during the presi Total days out of service during custome	umption period:	<b>5</b> 12 13
PERTINENT FACTS FROM PE	REVIOUS SRs WHIC	H RELATE TO YOUR EVALUATION
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
RECOI	MMENDATION AND	RATIONALE
CRS recommends: REPURCHASE  4 repair attempts on steering, 3 in presun  • Lost steering power  • Steering column replaced  • Power steering gear  • Assembly set replaced		
	REASON FOR REMO	OVAL
CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$  ATTORNEY FEES: \$  OR INCLUSIVE OFFER: \$
TEAM MANAGER APPROVING:		Date:

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

<sup>\*</sup> SES light is to be captured under affected component above.

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

File Number 71-566646905 **Customer Name** 

Worksheet Filled Out By:

Summer Benford

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

Vehicle VIN:

Date:

1				3GCEC19T26Z				February 12, 2008	
	USAGE FORMULAS		STRAIGHT REPURCHASE - BASE			P	PAYMENT (CA, FL & WV) OR LEASE REPURCHASE		
1	To calculate usage	ı;	1	Base Price				Down Pmt / Trade	\$12,350.00
2	Use ONLY one of the 4 methods in	this column or	2	Conversion / Upfit cost			2	Prnts (includes 1st month if lease)	\$9,262.32
3	follow applicable temon law formul	a for your state	3	Reg/Lic./Title Fees				Reg/Lic/Title Fees (leases only)	\$42.34
4		-	4	State Fees				Tax (leases only)	
5	A. USAGE USING L.L. FORMULA		5	Aftermarket Items		_	5	Aftermarket Items	
6	Base Price/Total Repurch Price	\$0.00	6	Sales Tax			6	Other-Explain	<del></del>
7	Mileage	. 0	7	Finance Charges			7	Other-Explain	
8	Denominator			GMPP (* only for WI)		_	8	Other-Explain	<u> </u>
9	Usage	\$0.00		Other-Explain			9	Other-Explain	
10	<u> </u>	•		Total Purchase Price		\$0.00	10	Total Additions	\$21,654.66
11	B. USAGE - NEGOTIATED	\$0.00					#		At
12			12	Usage/Depreciation		\$0.00		* Usage/Depreciation	\$577.12
13			13	Damage			13	Damage	
	C. USAGE USING CENTS/MILE		14	Late charges			14	Late charges	_
	Mileage			Over-Allowance				Over-Allowance	
	Cents per mile			Negative Equity	_		16	Negative Equity	\$11,574.00
_	Usage	\$0.00	17	Incentives	:			Incentives	\$1,750.00
18		-	18	Other-Explain	İ		18	Sec. Dep. (leases) if reimbursing above	<u> </u>
19		<u> </u>	19	Other-Explain			19	Extended Service Contract	
	D. USAGE-CALIFORNIA ONLY		20	Other-Explain	_		20	Gap Insurance	_
	Base price section-Used when NOT	financed.	21	Other-Explain			21	Over Mileage Penalty	-
22		\$0.00	22	Total Deductions		\$0.00		Total Deductions	\$13,901.12
23	Mileage		23	Control of the Contro			23	11000 000 000 000	and the feet and the second
	Usage	\$0.00	24	Repurchase Subtotal	Jenn sandagenes	\$0.00	24	Total Refund to Customer	\$7,753.54
25	OR		25	Loan Payoff good thru xx/xx/xx		\$0.00	25	Dir Buyout (lease) or Loan Payoff	\$22,260.43
	Payment/Lease-Used when finance	ed.	26	Total Refund to Customer				Good until 3/31/2008	<del></del>
27	"Actual Price Paid" (Pmt/Lease)	\$30,548.75	27	Attorney's Fees	_	<u> </u>		Attorney's Fees	\$2,750.00
	Mileage	2,267	28	Total Repurchase	-	\$0.00		Total Repurchase	\$32,763.97
29	Any ext service contract (CA only)			NADA (Legal Only)	ļ			NADA (Legal Only)	\$14,750.00
30	Usage	\$577.12	30	Estimated Auction Value	<del>:</del> I	\$0.00		Estimated Auction Value	\$10,915.00
31	<u></u>		31	Projected Loss				Projected Loss	\$21,848.97
H	PURCHASE PRICE (before t/t/t)	\$ 25,050.00		TRADE ALLOWANCE	¢			Dilpol tage optor	
$\vdash$	MSRP ( FROM BARS INVOICE)	\$ 26,245.00		PAYOFF OF TRADE	\$	<del>-</del> i		PURCHASE PRICE	\$ 26,652.09
┝	DIFFERENCE	\$ 20,245.00)		DIFFERENCE	\$			INCENTIVE* (from BARS)	\$ 1,750.00
-	if positive look for over allowance	ψ   ξ1,150.00/j		if negative=negative equity	Ψ			OVERALLOWANCE ACTUAL PRICE	\$ -
-	in positive took to tover allowance	2/0/20		TRADE ALLOWANCE	\$			ACTUAL PRICE	\$ 24,902.09
H	<del></del>	3/13/08		ACV OF TRADE	\$	-		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	\$	<u>-</u>	!		
<u> </u>	:	Date		ACV=actual cash value	Ψ		-	Include GM card points	
_				ACA - actual cast value				Form Rev. 04/28/2006	



#### RVDC Case# 146926

BRC Case No	umber	79	66646905		Vehicle is going to:	Ts Vel	iicle Orivable?	Tesue 10992					
Customer I					Auction	1 ** ***	Y	Y					
Original VIN		1G2ZH	558664		Dealer Admin Fee Applie	:s?	Issue Release						
BAC			169658		Y	N							
Dealership	Name	MANTE	CA AUTO PLA	ZA	This vehicle was repurchased as a result of a:								
Deale		м	ike Patton		Voluntary mediated								
Contact/1					Retrieve Sales Tax? Y		Title Brand	17					
Dealer Ph			92397777		Reason for	not Ketrievir	g Sales Tax:						
<u>Deal</u> er F			92495086		Original Sales Tax Paid	lo Rei	ourchased Und	er Lawe of					
Delivery [		20	006-04-19		State: CA		State: C						
Buyback Mi			2267		Vehicle Meets Pr	esumption o							
Transmiss		M0105	A		Closing Schedule:		Established						
UCC Code		M0105			2008-03-21		2008-03-	11					
MSRP			26245.00										
Est. Auction			146025			, where: BA							
Case Num			146926			ition Site Nai							
TAC Case No					<u>.                                    </u>	ontact Name	:						
Type o Transacti			SR			Address 1:							
Replacemen						Address 2:							
		l enal-Earl	y Resolution-	NTSM	City:		State:	Zip:					
Repurcha	340					Phone #:							
Source					Fax #:								
Reason for Repurchase: 4 steering repairs and					Comment:								
still problematic					GM Legal Case Number:								
					GM Counsel Name: N/A								
					Gm Counsel Contact Name: N/A								
					Address1:								
					Address2:								
					City: State: Zip:								
					Phone #:								
					Fax #:								
lian D			260.42		Lien Payoff			54					
Lien Pa	ayon Ar	mount: 22	r Due to GM:	2.00	Lien Payoff Expires on: 2			<u>Diem: 4.60</u>					
		Costonie	r Due to GM:			Deale	r Due GM: 0.00	. <u></u>					
	tomer		<u></u>		heck Information		-1-A1681 - AAA -						
Check Amt:		0.00		<u>L</u> I	enholder		aintiff's Attor						
Payee1:		on Pina	Daveet	Ces	ford Federal Credit Union	Check Amt		85.66					
Payee2:	Alist	און בווזמ	Payee1: Payee2:	Star	iora rederal Credit Union	Payee1:	_	Pina and					
Address1:	00 5	30x 5145	Address1:		P.O. Box 10690	Payee2: Address1:		McGee, Esq. Bernardo Dr.					
Address1:	F.O. 5	WY 2143	Address1:		F.O. DUX 10090	Address1:		. 380					
City:	Sai	n Jose	City:		Palo Alto	City:		. 380 Diego					
State:		CA	State:		Palo Alto CA			CA					
Zip		5150	ZIp		94303	State: Zip		7-1626					
Phone #:		78-8263	Phone #:	_	888-723-7328	Phone #:		7-1020 35-9332					
Fax #	<del>                                     </del>		Fax #:			Fax #:		35-9332 35-9763					
****	<b>L</b>		Attention:		Lien Payoff	Attention:							
	Account #:				13859673	Attention: Bill McGee, Esq. Fed Tax ID: 330875803							
					********	Firm Name		Offices of W					
			Į-			Neme	e rew c	CHINGS OF TE					

Case ID: 146926 Initiator: summerb

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

File Number 71-566646905 Customer Name

Worksheet Filled Out By:

Summer Benford

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

Vehicle VIN:

Date:

3GCEC19T26Z February 12, 2008						-				
	USAGE FORMULAS	-	STRAIGHT REPURCHASE - BASE			SE	PAYMENT (CA, FL & WV) OR LEASE REPURCHASE			
1	To calculate usage		1	Base Price	Ī			Down Pmt / Trade	\$12,350.0	_
2	Use ONLY one of the 4 methods in			Conversion / Upfit cost	<u> </u>		2	Prnts (includes 1st month if lease)	\$9,262.3	
3	follow applicable lemon law formul	a for your state		Reg./Lic./Title Fees		_	3	Reg/Lic/Title Fees (leases only)	\$42.3	_
4			4	State Fees			4	Tax (leases only)	<u>.                                      </u>	1
5	A. USAGE USING L.L. FORMULA		5	Aftermarket Items			5	Aftermarket Items	<u> </u>	┨
6	Base Price/Total Repurch Price	\$0.00	-	Sales Tax			6	Other-Explain	<u> </u>	┨
7	Mileage	, 0		Finance Charges		_		Other-Explain		┨
8	Denominator			GMPP (* only for WI)		_		Other-Explain	<u> </u>	┪
9	Usage	\$0.00		Other-Explain			9	Other-Explain		1
10			10	Total Purchase Price		\$0.00	10	Total Additions	\$21,654.60	6
11	B. USAGE - NEGOTIATED	\$0.00					11			8
12			12	* Usage/Depreciation	1	\$0.00	12	* Usage/Depreciation	\$577.12	콁
13				Damage			13	Damage	†	Ⅎ
	C. USAGE USING CENTS/MILE			Late charges	<del>i</del>	_	14	Late charges	<del>                                     </del>	┨
	Mileage			Over-Allowance			15	Over-Allowance	<del>                                     </del>	┪
	Cents per mile	\$0.000	16	Negative Equity	İ			Negative Equity	\$11,574.00	ᆔ
	Usage	\$0.00	17	Incentives				Incentives	\$1,750.00	
18			18	Other-Explain	†		18	Sec. Dep. (leases) if reimbursing above	7.11.00.01	1
19			19	Other-Explain	<b>ऻ</b>		19	Extended Service Contract	<u> </u>	┨
	D. USAGE-CALIFORNIA ONLY		20	Other-Explain		_		Gap Insurance	<u> </u> 	┨
21	Base price section-Used when NO1	financed.		Other-Explain	1	_		Over Mileage Penalty	<del> </del> -	┨
22	"Actual Price Paid" (Base)	\$0.00	22	Total Deductions	+	\$0.00		Total Deductions	\$13,901.12	ᆡ
23	Mileage		28			- / <del>()</del> 99.0	23	(m) is all	1 4 (6)	8
24	Usage	\$0.00	24	Repurchase Subtotal	900,000	\$0.00	24	Total Refund to Customer	\$7,753.54	3 4
25	OR		25	Loan Payoff good thru xx/xx/xx	1-			Dir Buyout (lease) or Loan Payoff	\$22,260.43	-1
26	Payment/Lease-Used when finance	ed.		Total Refund to Customer	1	\$0.00	26	Good until 3/31/2008	<b>  \$</b> 22,200,40	4
27	"Actual Price Paid" (Pmt/Lease)	\$30,548.75	27	Attomey's Fees				Altorney's Fees	\$2,750.00	┧
28	Mileage			Total Repurchase				Total Repurchase	\$32,763.97	_
29	Any ext service contract (CA only)			NADA (Legal Οπίγ)	1			NADA (Legal Only)	\$14,750.00	
30	Usage	\$577.12	30	Estimated Auction Value	1	\$0.00	30	Estimated Auction Value	\$10,915.00	
31		· · · · · · · · · · · · · · · · · · ·	31	Projected Loss	<del>i</del>			Projected Loss	\$21,848.97	
⊢	PURCHASE PRICE (before t/t/t)	\$ 25,050.00		TRADE ALLOWANCE	\$			DI DOUARE ADICE		╛
	MSRP ( FROM BARS INVOICE)	\$ 26,245.00		PAYOFF OF TRADE	\$		_	PURCHASE PRICE	\$ 26,652.09	
$\vdash$	DIFFERENCE	\$ (1,195.00)		DIFFERENCE	\$			INCENTIVE* (from BARS)  OVERALLOWANCE	\$ 1,750.00	4
	if positive look for over allowance	(1,100,00 <u>/)</u>		if negative=negative equity	Ψ.	-	_	ACTUAL PRICE	\$ -	4
$\vdash$	The state of the s	2/0/20		TRADE ALLOWANCE	\$	_		ACTUAL PRICE	\$ 24,902.09	4
	<del>(</del>	3/13/08		ACV OF TRADE	\$		_	Do not include fuel fill credit	_	4
$\vdash$	Authorized Signature	Date	-	DIFFERENCE	\$		:		<u> </u>	-[
$\vdash$	- A STORIEGE BISTORIE			ACV=actual cash value	<u>∵⊅</u> 	<u>-</u> i		Include GM card points		1
Щ				rio	İ	<u> </u>	_	Form Rev. 04/28/2006		1

### RELEASE OF CLAIM

billmage

1. I. Checking Chereinafter referred to as "Releasar(s)"), as buyers of a certain 2006 Postiac G6, bearing Vehicle Identification Number IG2ZH558664 (hereinafter referred to as "Vehicle") and in consideration of payment by General Moture 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, lesses, breach of warranty damages and/or punitive damages, cost of suit and atterney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or noncomformation 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 Releasar(s).

2. As consideration for this Rolease, 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 stanford Pederal 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 peculty 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, Releason(s) will convey clear and unencumbered title of the vehicle to GMC, will execute a limited Power of Attorney in favor of GMC to convect any orders 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, Releaser(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 oderacter as time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be medified as follows: a reduction of payment of 44.5 cents per mile in excess



Page 1 of 3

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of the appeal upon includes. This ideal not apply if a delay in the transaction is caused by 1264C or or authorised during.

- (c) That Releasor it fiely understands that this is a time settlement and disposition of all disposition of all disposition of all disposition for the first limitary for and as to the native and expect of any families claimed from Claff by Releasor(s).
- (d) That neither GMC's payment of the consideration recited above not the negotiations positionary to the execution of the Release shall be considered in additionary of liability or reconstitute by GMC to any of the claims on course of actions alleged in or to be independ from allegations are forth in the matter. Indicated alleged and the beautiful from allegations are forth in the matter.
- (c) That Release (c) and for accoming have reviewed the provinces of this Release and that the contents of this Release have been explained to Release(s) by dramps prior to its procession:
- (f) That Released a represents and wearants, that she is contained to give a full and complete rejease.
- (g) That Releasor(z) has not energical or otherwise translated any interest in any planes which are the subject hereof.
- (h) That Reissacres alialities at any time his called observes, maintain or princepts, or cause proteinings or advances an entrepresent of proceeding or claim based in which or in part upon or adving our of in in any way confident with any of the matter or leaved beared.
- (i) That Believents) does hereby the hierest. her mains, encourage, administrators, successors and manipus coverage to dedical indicately one have harmless (1866, frienders of the dedical indicated from a legations set for its in the neutral indicated shows;
- (i) That according agreement outlined in appreciation many analysis of this release but been made to been relied upon by Released) and that this Commenced I pages contains the course agreement between Releases(s) and Chief.

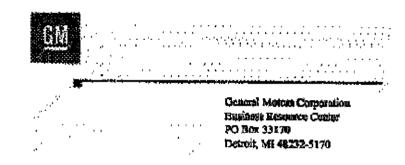
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CHREST VERKLEMBERGE //84	DATE SERVED 3/24 /2003
WETTERS:	
	And the state of t
The second secon	Shimeet's Signature
75. 10.10	Strong CA
Additions.	A childrenge .

Page 2 of 3

STATE OF CALIFFE

20.0 8 has Alleon Pine.

Signature of Notary Postic



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 (16

Vehicle Identification Number: 1G2ZH558664

Customer Relationship Specialist: Summer Benford

Dear Mr. McGoo:

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 Total down payment License/Title/Registration Subtotal:	\$ 12,350.00 \$ 8,800.32 \$ 42,34 \$ 21.192.66
Prior Lien Payoff Less Robates/Incentives Less Usage/Depreciation Subtotal:	- \$ 11,574.00 - \$ 1,750.00 - \$ 574.53 \$ 13,898.53
Attorney's Fees	\$ 2,750.00











00038000088238





Page 2

\* Payoff to lich 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:

S 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-reparchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All afformarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tenr 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 carliest 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. 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 catendar 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., Fastern Time.

Sincerely,

General Motors Corporation

Attach.







aler bracks



\$20008488888888888





billmage

8584859961 >>

Fax Server P 3/3

Page 3

<u>le:se</u>
Client's Signature
Date

1.000352 V12212007

















RETAIL INSTALLMENT SALE CONTRACT 。1975年代中国中国的国际企业主义公司工作,主义公司工作的一个工作。 THE STATE OF THE PROPERTY OF T H.O.S. Number Dealer Number ALCOHOLOGICAL COMPANIES CO SAN JOSE CAT You, the Buyer (and Co-Buyer, If any), may buy the wehicle below for toath or on credit. By eigning this bordract, 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 (cometimes "we" or "us" in this contract) the Amount Finance 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 Měko Uped and Model: Odometer' Vehicle Identification Number Primery Use For Which Purchased NEW. \2006 11022HB98664T04025 FEDERAL TRUTH-IN-LENDING DISCLOSURES 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 PERCENTAGE SPINANCE TO A The coat of voucoredit as ygu neye made ell erealf/including will not be a factor in the credit approval process. a yearly rate. na in cost you. on your behalf. payments as Nour down PPV7776 200 écheduled. Vehicle Insurance 7.00\_% Ded. Comp., Fire & Theft Premium 6063 . 9<u>%</u>) 26652.09 33492.08<sub>0</sub> Most. S SUBJECT TO LENDER'S CREDIT (e) means an estimate Dad. Colligion A Imite YOUR PAYMENT SCHEDULE WILL BE: Bodily Injury Number of Paymenta: Amount of Payments: **3₩/A** When Phyments Are Due: Property Damage \$ l'Imils One Payment of 2017年19年1月-1日2日 **1017年** 1217年 计算机 医多种毒性 医原生性 医多种性 医多种性 医多种性 N/ Medical De Triber in Die Stein in Halle in der Stein ~~!**!**/A 454, 39 Mbhihiy anginang (16)/13/2001 ~~**~**∤**∧** Total Vehicle Inaurance Premiums. World Westing And State Control of Monthly Baginning UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OF PROPERTY DAMAGE INSUPANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT. THE SECURE OF THE PROPERTY OF One Final Payment 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 You may buy the physical damage insurance this contract requires (see back) from environs you choose who is goosplable to us. You Prepayment. If you pay off all your debt early, you may be charged a ininimum 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. Buver Co-Buyer X TENENTAL STORE EN BUTCH TO MITTAC ITEMIZATION OF THE AMOUNT FINANCED 1. Total Cash Price If any locurance is checked below, policies or certificates from the named lineurance companies will desorbe the terms and conditions. ~ 25050:00<sub>(A)</sub> A. Cash Price of Motor Vehicle and Accessories **້** ຂອນອບ ໃດປ 1. Cash Price Vehicle Application for Optional Credit Insurance **松木木 声 图光**文 2 Cash Price Accessories 🖾 Credit Life: 🖾 Buyer 🖺 Co-Buyer 🚨 Both 3. Other (Nontexable) Cradit Disability (Buyer Only) ASARAHSIZ MENGEMBAN Describe N/A Desoriba Credii Life <sup>の名はよい</sup>神事点**位の<sup>(日)</sup>**  B. Document Preparation Fee (not a governmental lee) कारत का अल्लु कम्मा **स्ट्रिंग्स्**(C) Credit Disability C. Smog Fee Paid to Seller Total Credit Insurance Premiums MERONOSES (D) D. Salas Tax (on taxable items in A+B+C) 26 00(E) E. Optional DMV Electronic Filing Fee\* THE PROPERTY OF THE PROPERTY O F. (Optional) Service Contract\* TO A CO G. (Optional) Service Contract? 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 risy based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit riseability insurance does not make any loreages in your H. Pdps Gradit or Lessa Balance paid by Saller to 2000年,1980年1月2日**晚** (see downpayment and trade-in calculation)  $_{\rm R}/{\rm A}$ 2000年の日本の日本日本 (Optional) Gap Contract (to whom paid) \_\_\_ HERECOMORE TO Other (legythom paid)\* ... Credit desability insurence 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 determined date for the last payment unless a different term for the insurance in alternation. s<u>\*\*\*\*\*</u>2199--34 Total Cesh Price (A Ihrough J) 2. Amounts Paid to Public Officials ATEO insurance le shown above. A. License Fees You are applying for the credit insurance marked Fergus recorded B. Registration/Transfer/Titling Fees (NATION PROPERTY AND ADDRESS OF THE BY above. Your signature below means that you agree

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avey 10 e.c. 27. 2007 ql 12:55 AM no. (1) Steven Cr. Buick

•	C. Callornia (re Fees 1 - 2) pro to the contract of the contra		
	D. Other Office (Control of the Control	reached your 85th birthday (2) You are eligible for	
	E. Other 主要等于整个人的原则的,这是是特殊的特殊的。这种实验,这种实验,可能是这种是是是是一种的。	1.	in cleaning insurance only if you are working for wages
,	Total Origini Fase (A through 5)	T.	Jule (3) Only the Primary Buyer le eligible for disability insurance DISABILITY INSURANCE MAY
	3. Amount Reid to Insurance Companies	i sire;	I disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE
,	1 Annual Leading of the Control of t	187	I SEEN A DOCTOR OF CHIRDPHACTUR IN THE
	4. Broog Certification or Exemption Fee Paid to State  5. Subtotal (1 through 4)		I: 6AS.F6 MONTHS (Refer to: Total: Disabilities: Not
,			Covered in your pollay for details).
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' :	A. Agreed Trada havely Yr 60047  Model 5TESM924922056169	1	Date Layer Orginature Age
٠.	VIN	Ľ	MANAGEMENT (Section 1997)
	B. Less Prior Credit or Lease Balance	ľ	Date Co-Buyer Signature Age
	C. Net Trade-In (A less B) (Indicate if a negative number)	15	OPTIONAL GAP CONTRACT A gap contract (deb) cancelle-
	D. Deferred Downpayment		I . UOD CONTROL IS NOT ISOCIAL AN INDICATE OF A USE TO A U. I. I. I. I. I. I. I. I. I. I. I. I. I.
,	E. Manufacturera Robeto		provided unless you sign below and agree to pay the exita charge. If you choose to buy a gap contract, the charge is shown
	G. Caeh		in item 11. See your gap contract for details on the protection it provides. It in spain of this contact A.
	Topic Service Control of the Control	-	Term Mos
	(6)	ı	You was
	Total Downpayment (C through G) (Il negative, enter zero on tine 6 and enter the amount loss than zero as a positive number on line 1H above) 7. Amount Financed (5 less 6)	'ŀ'	You wan
,	*Seller may keep port of those amounts.		. Buyer X
	CTI ED ACCIONE I GAN	]	OPTIONAL SERVICE CONTRACT(\$) You want to
	1 BUYER MAY BE REQUIRED TO PLEDGE REQUAITY FOR THE LOAN AND 11 AUTO BRUKER FEE DISCLOSURE		purchase the service contract(s) written with the following company((ea) for the term(s) shown below for the charge(s)
	WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS. If this contract reflects the retail sale of a	1	shown in item 1.h.and/or 1.G above.
	September with mit senior Colored 1 and September 1 and Land 1 and	, I	1.F Company
	1 replace the fellowing by the fellowing		Term Mos. or Mos. or Mea.
	Amount s NAME of autobroker receiving fee, if	].	1.G Coppeny
	Installments of S		Тети <sup>1,5</sup>
	from this Loan is shown in item 8D.		Buyer X
		<u>l</u>	HOW THIS CONTRACT CAN BE CHANGED, This
	NOTICE OF RESCISSION RIGHTS If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on		contract contains the entire agreement between you and
	NIC DALA UN		be t
	to a financia	ы	chaj
1	Buyer X	Н	x _
ĺ	Approx. The same of the same o	-	Buyer Signs
ı	OPTION: You pay no thanne charge If the Amount Financed; item 7 is paid in full on or before		Co-Buyer Signs
ŀ	Tea: SELLER'S INITIAL'S	] '	··· · · · · · · · · · · · · · · · · ·
1	THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO NOTYOUR CURRENT INSURANCE POLICY WILL GOVER YOUR NEWLY ADQUIRED VEHICLE IN THE EVENT OF AN ACCIDEN WARMING:	PÜR	CHASES A VEHICLE IF YOU ARE UNSURE WHETHER OR
١			
1	YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT MOT NOVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH THE COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH THE COVERAGE VOIL OF THE TROUGHT THE TROUGHT	T C(	PSTS FOR THE VEHICLE BEING PURCHASED, IF YOU DO
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ł	PORT MOVICE IN THE EVENT OF LOSS OF DAMAGE TO VOICE UPDICLE M	OU I	SHOULD CONTACT YOUR INSURANCE AGENT.
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l	Representations of Buyer: Seller has relied on the truth and accuracy of the information provide You represent that you have given a true payoff amount on the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the vehicle treated in 1/2 the payoff amount of the 1/2 the payoff amount of the 1/2 the payoff amount of the 1/2 the payoff amount of the 1/2 the payoff amount of	ad I	by you in connection with the Trade-In Vehicle.
l	A.B. as "Prior Credit or Leave Balance" you must nev Caller the avecas and desired the		
l	diverging to you.		mount is less than the alliquint shown above in
		(again)	等等的實際各種的學科學的主義的
	Notice to buyer:	=	
1	(1) Do not sign this agreement before you read it or if it contains any blank spaces to be fill in copy of this agreement. (3) You can present the full amount due under the	led	In. (2) You are entitled to a completely filled
ł			
l	of your obligations under this agreement, the vehicle may be repossessed and you may indebtedness evidenced by this agreement.	, pe	subject to suit and liability for the unpaid
Ì	If you have a complaint concerning this sale, you should try to resolve it with the sailer.		
١	Complaints concerning untain or deceptive practices or methods by the soller may be referred to the oldy effective.	the	district stigrapy, or an investigator for the Department
1	of Molor-Vahicles, or any combination thereof.  After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing		
	and the service of th	- M	LAND ASSESSED FOR MALINE SELECTION HOLD NOT NUMBER 1

No. 0276 P. 24

Dec. 27. 2007 12:55AM Steven Cr. Buick

If you have a complaint concerning, this delig you have a concerning, untell didectory of the concerning, untell didectory of most open complaints on the concerning of the concerning of the control of	er may be relefted to the only http://ey. the	district attorney of an investigator for the Department
After this contract leading the Meller may not change the tine no indicate and it is an unfair or d	The straining the second of the second secon	The first of the first care of the property can be supply to the contract of the care of t
Buyer Signature X - 1	Co-Buyer-Signeture X-	
The Annual and retain its right to receive a part of the P	able with the Seller The Inance Charge,	Seller may assign this contract
THERE IS NO COOLING OFF PERIO  California law does not provide for a "cooling off" or other cancellation Therefore, you cannot later cancel this contract simply because you char vahicle: costs too much, or wish you had acquired a different vehicle: After only cancel this co  Buyer Signature  Co-Buyers and Other Owners  Other Owner Signature X  Other Owner Signature X	CONFIRM GAVE TELL GONE AND CONFIRM GAVE TELL GAVE TELL GAVE TELL GAVE TELL GAVE TELL GAVE TELL GOMPLET GOMPLET GOMPLET TELL GOMPLET GO	EE TO THE TERMS OF THIS CONTRACT. YOU THAT BEFORE YOU SIGNED THIS CONTRACT. WE O YOU AND YOU WERE FREE TO TAKE IT AND IT. YOU CONFIRM THAT YOU RECEIVED A ELYFILLED IN COPY WHEN YOU SIGNED IT.
To induce us to sell the vehicle to Buyer, each person who aligns as a Guaranton is each Guarantor must pay it when asked. Each Guarantor will be fable for the total Guarantor is demand for relimbursament. Each Guarantor agrees to be liable evan a full or partial release to my other Guarantor; (3) release any security; (4) accept or extend the contract. Each Guarantor acknowledges receipt of a complisted cop Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment.	il amount owing even it other persons also sign if we do one or more of the following: (1) give less from the Buyer then the total amount owing ly of this contraot and gueranty at the time of al	as-Guarantor, and even if Buyer has a complete defense to the Buyer more ilme to pay one or more payments; (2) give i; or (5) otherwise reach a settlement relating to this contract pring.
Gustanlor X Date:	Guarantor X	Date
Address	Address	·
Seller Signs Date	TAPES OF A PROPERTY OF THE PART	THE CONTRACTOR OF THE CONTRACT

FORM NO. 553-CA (REV. 10th U.S. PÁRINT NO. 049),782

6203 Royalolds and Reynolds 10 ONDER: www.reynolds.com; 1400-344-0000; (at 1400-531-9005

11 PRINTED AND ANABEN PROPRIES ON INDICE, ALTO CONTENT OF

11 PRINTED FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

Dec. 27. 2007 12:56AM Steven Cr. Buick

No. 0276 P. 25

## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT









(M) (S) CT GMC HUMMER







	(excludes Saluri)
CUS	ETOMER NAME:
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
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 onO#MOU 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?YesXX_ 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 <a href="www.onstar.com">www.onstar.com</a> , 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 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.
	Purchaser/Lessee Signature  Date: 0.4/ 1.4/ 0.6
ince has	undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the entive(s) described in Item and the Onstar Terms and Conditions have been provided to the said purchaser/lessee who taken delivery of referenced unit through this dealership, and that properly completed accurate delivery data has been warded to General Motors or Saab Cars USA.
	Authorized Dealer Signature:  Dealership Name:  Date: 04/19/06 Dealer Code:
Deal	er 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

Species Dec. 27. 2007 mr 12:54AMor Sc. Steven Cr. Buick

NO. 683 P. 5 65

## The Law Offices of William R. McGee

Bemardo 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

(Canal/Cuspones)	norize STANFORD F. C.U. (Name of Lenderfrank/Credit Union)
(Phone number of londer/Bunk/Credit Union), to release to	CENSUAL MOTORS CORP. OF Its
representative, any requested informa	tion regarding my vehicle loan/lease,
Account#_	, including, but not limited to, the loar/lease
pay-off balance and the payment history.	•
Dated: /2-/ 15 107	Client/Customer Signature

## Lien Holder Information Request Form

Customer Name	SSN:	
VIN:	YR/MAKE	
Institution Address: City: Contact Person: Telephone #:	State: Zip Code: Reg- 21. in mo	nothly
Payoff: \$ <u>22</u> Good Until: <u>2//4/6</u> Per Diem: \$ <u>4.603</u>	08_ NEXT DATE DUE \$\( \begin{align*} \text{08} & \text{ \text{82.86}} & \text{22,553.44} \\ \text{08} & \text{ \text{NEXT DATE DUE}} & \text{3/8/08} \\ \text{3/(OR)} & \text{\text{\text{\text{\text{0}}}} & \text{\tex{\tex	
LATE CHARGES PAID: \$	LATE CHARGES DUE: \$	
Total Amount of Payments Ma	<u>0</u> at \$ <u>≈ 46 /. 02</u> /month lade: \$ <u>\$800.32</u> as of 2004 \$ 2006 \$ 2005 \$	2
Revised Payoff: \$\$\$ Good Until:	585.66 NEXT DATE DUE	5
LATE CHARGES PAID: \$	LATE CHARGES DUE: \$Office S	side
No. Payments Made: Total Amount of Payments Ma Total Interest Paid to Date: \$ 2000 \$ 2002 \$ 2001 \$ 2003 \$	as or	
	REV June 20, 2005	

†90/†L0**2** 

## Lien Holder Information Request Form

Customer Name:	SSN:	
	YR/MAKE	
Lending Institution Information: Account #: Institution Name: Institution Address: City:	State:Zip Code:	
Payoff: \$	2. 228,21 F) 22,260.43  NEXT DATE DUD 3/31  (OR) % Made  ATE CHARGES DUE: \$ Pay	0 2/08 10 462.00
No. Payments Made:  Total Amount of Payments Made  Total Interest Paid to Date: \$	at \$/month	
<u>-</u>	NEXT DATE DUE	
Total Amount of Payments Made Total Interest Paid to Date: \$	_ at \$/month	









PNCS EPA # CAD 9811714082940 DN ON BACK.

BAR # AM-150898

## www.onlhacraek.com "SENVING OUR COSTONIERS WITH DISTINCTION"

4201 Stevene Oreek Blvd. • SANTA CLARA, CA 95051-8937 SERVICE (408) 863-5330 • BODY 5KOP (406) 963-5370

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.

	91976	KEI	NNETH G.	KELLY	119	TAG NG. 0807	06/15/06	PNCS18294
				LIČENSE NO.	MUL	2.267	PLATINUM ME	атоские. 6-2651
			/ MAKE/MODEL	/cG/en	,		CELLVERY DATE	DELIVERY MILES
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			G 2 Z H	5 5 8 6 6	5 4 In O. NO.		100	<del> </del>
	-						06/14/06	
		COM	MENTC					MQ: 227
	MERKAMENDERANDEN MERKE REPAIR SCRATCHES ON FR AND LEFT CORNER. 15A P NO REPAIR MADE AT THIS	EK SALES.				1		
		9/13/2014 STATE OF THE STATE OF		TOTAL LABOR				
	MARKESONE CONSESSARIA MANER REPORTS A CLUNKI TURN THE STEERING WHEE "GRAB/RELEASE" FEELING	L BACK/FORTH YOU	'LL FEEL A			A Total Control of the Walter Control		
F C	ROAD TESTED VEHICLE FO COULD NOT DUPLICATED O ELECTRIC POWER STEERIN	R CLUNKING TYPE CONCERN, CHECKED I IG SYSTEM, NORMAL	NOISES AT ST BULLETON, VE OPERATIONS	EERING. HICLE HAS (NTF)				
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UFTPO	VEND INV#-INV	OATE DESCRIPTION		TOTAL LABOR	& PARTS	0,00		
3 # 1 854 4MENTS	175 645321 Q6/	15/06 SALES RENTA	AL INV#64532	1 TOTAL •		INTERNAL 0.00		
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Dec. 27. 2007 12:51AM Steven Cr. Buick









PNCS 19811714082940 EPA # CAD 9811714082940

BAR # AM-150896

## "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Orsek Blvd. • SANTA ÇLARA, CA 95051-6937 SERVICE (408) 983-6930 • BODY SHOP (408) 983-5970

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

<u>California Health & Safety Code Section 25249.6 - PROPOSITION 65: Warning Notice</u>

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.

<sup>60©томен но.</sup> 91976	KENNETH G.	MECT A	TAG N		06/15/06	INVOICE NO. PNC5182940
	KENNEIN G.	LECT	119	0807	COLOR	
	YEAR / MAKE / MODEL			2,267	PLATINUM ME	6-2651
CAMPBELL, CA	O6/PONTIAC	<del>`</del>			04/19/06 BELLING DEALER NO.	143
	1 G 2 Z H	5 5 8 6 6			100	PRODUCTION DATE
			n o, <del>no,</del>		06/14/06	
	COMMENTS					MO: 2272
TOTALS				*********		
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THE ASSOCIATED CHARGES AS INDICATED ABOVE.	PERFORMED AND					
CUSTOMER SIGNATURE	<del></del>					
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Steven Cr. Buick

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EPA # CAD 9811714083994

BAR # AM-150896



WWW.onthogreek.com
"SPRVING OUR GUSTOMERS WITH DISTINCTION"

4201 Slevene Creek Blyd, • SANTA CLARA, CA 95051-5937 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.	01076	ACVINCE			AQ NO.	INVOICE DATE	INVOIGE NO.
	<u>91976</u>	KENNETH G.		119	0843	07/13/06	PNCS183994
			LICENSENO	ME	3,265	PLATINUM ME	6-2651
		YEAR / MAKE / MODEL  06/PONTIAC/				DELIVERY DATE	ORLIVERY MILES
CAMPBEL	, CA	VEHICLE LD, NO.				04/19/06 SELLING DEALEA NO.	PRODUCTION DATE
		1 G 2 Z H	<u> 5 5 8 6 6</u>			100	- Nobodilon Daily
SEQUENCE PURCH		THE NO.		R O. NO.		07/11/06	
		COMMENTS					MO: 3269
LABOR & PAR						<u> </u>	- FIO. 3203
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PARTS	QTYFP-NUMBERDESCR)						
	A	J(	OB # 1 TOTAL	PRICE - PARTS	0.00		
-:		JOB # 1	TOTAL LABOR 8	PARTS	0.00		
	OWNER REPORTS A CLICKING IN THE D				NEW WATER IN THE		
'ART\$q	OWNER REPORTS A CLICKING IN THE POWHEN TURNING THE STEERING WHEEL SI ROW182940 06/14/2006 2267 MILES NT TO THE REPAIR PONTIAC IS WORKING OF CHECKED SI FOR BULLETONS FOR CONCESTEERING COLUMN AREA, AND SCAN FOR CO546 AT STEERING SYMPTOM (OG). RECOVER OUT FOR MORE DIAGNOSES AND CONCISES COMING AT ELECTRONIC POWER NOISEY INTERPHENLY. REPORT'S. TESTED POWER AND GROUND AT MODULE. STEERING SENSORS FOR SPEC, SENSORS SPEC, CHECKED PIN TERMINALS AND COALL LOCKED GOOD. REMOVED AND REPLACED NEW "ELECTRON MOTOR ASSEMBLY FOR NOISES UNDER DREPLACED NEW MODULE UNIT, I HAD TO "STEERING POSITION SENSOR". "TORQUITURNING SENSOR" AT COLUMN. (ROAD TURNING SENSOR" AT COLUMN. (ROAD TISTEERING FEEL IN SPEC AND STRATGHT. OLH NOEC TO PIN TEST TERMINALS	F. WOULD THIS BE IN. PLEASE T.A.C. RN A CLICKING NOI DIC CODES, FOUND MOVED LOWER DASH HECKED FOR NOISES STEERING ASSIST M AND SIGNAL VOLTAG HAS 2.6 VOLTS SI NNNECTORS AT DRIV IC POWER STEERING IVER DASH AREA, A RECALIBRATED NEW E SENSOR*, AND ST ESTED WITH "KEN-K	ON THIS. ISES AT COODE TRIM ISES AT GONAL IN FOR DASH, ASSIST FIER FIER FIER FIER FIER FIER FIER FIER				
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		J08 # 2 T0	OTAL LABOR &	PARTS	0.00		
<b>Hetoppiyan</b>	PROVIDE RENTAL VEHICLE PER GM COURT		<u> </u>				
	PROVIDE RENTAL VEHICLE PER GM COURT GUIDELINES. FOR OVERNIGHT REPAIRS O VEHICLES ONLY PROVIDED RENTAL	ESY TRANSPORTATION UNSAFE/UNDRIVE/	XI VBLE	ean of exhibition			
ARTSQ1	TYFP-NUMBERDESCRIP	TION	TINUT	DOTEE			
	- <b></b>	308	# 3 TOTAL	PARTS	0,00		
• • • • • • • • • • • • • • • • • • • •	*****	JOB # 3 TO	TAL LABOR &	PARTS	0,00		
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BAR # AM-150896

### "SERVING OUT CUSTOMERS WITH OIS TING HON"

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.

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CAMPBELL, CA    Comments   Commen			TEINTEIN GI	NELL!			COLOR		994
CAMPBELL, CA    Companies   Co			YEAR / MAKE / MODEL			3,265	DELIVERY DATE		
SUBLET POW JEND INVESTIGATED WITH AN PURCHASED UNDER A RETAIL SALE TOTAL - SUBLET 0.00  COMMENTS  TOTALS  TOTAL - SUBLET 0.00  COMMENTS  TOTAL - SUBLET 0.00  COMMENTS  TOTAL - SUBLET 0.00  COMMENTS  TOTAL - SUBLET 0.00  TOTAL SUBLET 0.00  TO	CAMPBELL, CA		VEHICLE LD_NO.	/G6/SD			04/19/06	1.4	
SUBLET. POP VEND INVESTING STEP IN STREET OF S			TGZZH	55866	4 A . NO.				
SUBLET - POM - VEND INVESTING - INVESTING - INVESTIGATION - VEND INVESTI			OOMMENTS				07/11/06		_
TOTAL - SUBLET 0.00  TOTAL - S	SUBLETPO#VEND	INV#-INV_DATE-DESCRIPT	TION				. <u> </u>	MO: 32	269
TOTALS-  PARTS DESIGNATED WITH AN * PURCHASED UNDER A RETAIL SALE QUALIFY FOR THE GM GOODMRENCH LIMITED LIFETINE SERVICE GUARANTEE, PLEASE SEE BROCHIRE FOR DETAILS THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC WE APPRECIATE YOUR BUSINESS **APPRECIATE YOUR BUSINESS **PAY METHOD ANT CONTROL PAY METHOD ANT CONTROL * **CASH CHECK **A/E-D/C/B HC/VISA	JOB # 3 86253 10447.	8 07/13/06 GM RENTA	L INV#104478		lipi et				
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GUARANTEE, PLEASE SEE BERCHIRE FOR DETAILS THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC WE APPRECIATE YOUR BUSINESS ***********************************				***********		****			
THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONTIAC, GMC  ME APPRECIATE YOUR BUSINESS  ***ATABASASASASASASASASASASASASASASASASASAS				TOTAL LABO	R				
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#A/E-D/C/B DISCOVER D	*CASH [ 7 F	] CHECK [	CONTROL =	TOTAL TAX.					Ì
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THE ASSOCIATED CHARGES AS INDICATED ABOVE.  CUSTOMER SIGNATURE		<del>*************************************</del>	¶						
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BAR # AM-150898

"SCHVING OUT CUSTOMETS WITH DISTINCTION"

4201 Stevens Creek Bivd. • SANTA CLARA, CA 95051-8837 3ERVICE (408) 963-5330 • BODY SHUP (409) 963-5370

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY AND ADDITIONAL INFORMATION ON BACK.

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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.

91976	ADVISOR	YAS NO.	LINVOICE CACE	INVOICE NO.
31970	TONY BEUTLER	225  525	08/07/06	PNCS185148
		4,095	PLATINUM ME	6-2651
CAMPBELL, CA	06/PONTIAC/G6/SD		04/19/06	DELIVERY MILES 143
	1 G 2 Z H 5 5 8 6	6 4	100	PRODUCTION DATE
	Ř T. E. NO.	Pi O. NO.	08/07/06	<del> </del>
	COMMENTS		00/0//00	MO: 4095
TOTALS				1101 4093
THE ASSOCIATED CHARGES AS INDICATED ABOVE.  CUSTOMER SIGNATURE	SERVICE TOTAL	LABOR 0.00 PARTS 0.00 SUBLET 0.00 G.O.G 0.00 MISC CHG. 0.00 MISC DISC 0.00 TAX 0.00 INVOICE \$ 0.00		
DUPLICATE	INVOICE	*******		
				,
Oil Chan Der Service Algred Sho 12/31/4	Ascuración		,	
Du Sema	_ Wao			
algred Sho	hgholian			
(2/3/10	<b>7</b>			
·				
PAGE 2 OF 2 SERVICE FILE COPY	[ END /	DE INVOICE 140-04		14

No. 0276 P. 9

Steven Cr. Buick

ma and D € c. 27, 2007 12:50 AM





BAR # AM-150898

### "SERVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd. • SANTA CLARA, CA 95051-6897 SERVICE (408) 968-5390 • BODY SHOP (408) 968-5370

EPA # CAD 9811714093064 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.	AOVISOA	75/2 NO.	MANUSCOLA LIZA	
91976	KENNETH G. KELLY	119 861	01/26/07	PNC5193064
		MILEAGE 7,385	PLATINUM ME	6-2651
CAMPBELL, ÇA	VEAT MAKET MODEL  06/PONTIAC/G6/SD		04/19/06	DRUVERY MILES
	VEHIOLE I.D. NO. 1 G 2 Z H 5 5 8 6 6	4	SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	H O. NO.	01/22/07	<del> </del> -
RESIDENCE PHONE	COMMENTE	<del>-</del>	01/22/0/	
LAHOR & PARTS				MO: 7390
OMNER REPORTS THE RADIO DISPL THIS HAPPENS THE VEHICLE HAS RO3183994 7/11/06 3266 #33 & STORED DTC CO460 SYMPTOM 00. INTERMITIENT STEERING POSITIO CALLED TAC. (STEVE LENTZ, CASE STEERING POSITION SENSOR, INT ORDER NEW STEERING COLUMN, REPLACED STEERING COLUMN, REPLACED STEERING COLUMN PER PERFORM MODULE SETUP PROCEDUR STEERING RESPONSE, NO FAULTS OLH DIAG TIME TAC CASE	#463 NTF CHECK PER DTC CHART. IN SENSOR VOLTAGE OUT OF RANGE. IN 9430172) REC. TO REPLACE EGRAL PART OF STEERING COLUMN		₹	
OLD DIAG TIME TAC CASE				
PARTSQTYFP-NUMBER	oroule arate	LIADDAAITV		
	JOB # 1 TOTAL	PARTS 0.00		
WESE DESIGNATION OF THE PROPERTY OF THE PROPER	JOB # 1 TOTAL LABOR &	PARTS 0.00		
OWNER REPORTS A SQUEEK FROM I SLOWER SPEEDS, HAPPENED YESTER CHECK FOR SQUEAK AFTER COLUMN NOISES HEARD IN STALL OR ON RO PARTS	DAY. REPLACEMENT, NO ABNORMAL DAD TEST.	1		
	JOB # 2 TOTAL	PARTS 0.00		
SACOWER PLY SACOWERS AND ADMINISTRATION OF THE PROPERTY OF THE	JOB # 2 TOTAL LABOR &	PARTS 0.00		
PROVIDE RENTAL VEHICLE PER GH GUIDELINES. FOR OVERNIGHT REPA VEHICLES ONLY PER CUSTOMER REQUEST PROVIDED RENTAL	IRS OR UNSAFE/UNDRIVEABLE	THE PARTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF T		
ARTSQTYFP-NUMBERDE	SCRIPTIONUNIT	PRICE-		
	JUB # 3 TOTAL	PARTS 0.00		
JBLET PO#VEND INV#-INV DATE OF	JOB # 3 TOTAL LABOR &	PARTS 0.00		
STIMATE	RENTAL INV#651933 TOTAL - S	UBLET WARRANTY		
JSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TA	XX)			
AGE 1 OF 2 SERVICE FILE COI	PY (CONTINUED ON N	EKT PAGE) 12:22pm		
NO. UZ/0 P. B		100 (10 HEVE)	MUNC:ZI /AAZ	
H H UIII UN	רצ	THU TA HEADED	MINUME	// · ¬ ¬ ¬ / ••• ••••

MAGRICI TOOK TO BE

ERNATHOUT GENERALISE PLANTS









PNCS 493064

EPA # CAD 9811714093064

ON ON BACK.

BAR # AM-150896

"SERVING OUR GUSTOMERS WITH DISTINGTION" 4201 Stevens Creek Bird, \* SANTA CLARA, CA 95051-6837 SERVICE (408) 683-6930 \* BODY SHOP (408) 683-8370

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		TAG NO.		INVOICE DATE			
91,976	KENNETH G.	KELLY	119		01/26/07	PNC5193064		
	YEAR / MAKE / MODEL				PLATINUM ME	6-2651		
CAMPBELL, CA	06/PONTIAC	/G6/SD			04/19/06	143		
	1 G 2 Z H	5 5 8 6 6			100	PAODUCTION DATE		
			A O. No.		01/22/07			
TUTALS	COMMENTS					мо: 7390		
STEP OF THE GM GOODMENCH LIMITED LIFETIME SERVICE TOTAL SUBJECT OF CHOSING STEVENS CREEK BUICK, PONTIAC, GMC WYNOLD ANT CONTROL PAY METHO								
**************************************	TE INVOIC	E *********	<del>*********</del>	<del>******</del>				
PAGE 2 OF 2 SERVICE FILE COPY	•	[END OF	NVOICE ] 12:22	lpm				

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Steven Cr. Buick

mag ec. 27, 2007 12:50 AM









EPA # ÇAD 98117

BAR # AM-150896

### "SERVING OUR GUSTOWI-RS WITH DISTINCTION"

4201 Stevens Creek Blvd. - SANTA CLARA, CA 05081-8857 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

known to the State of Califo		e cancer, c			INVOICE DATE	TÑVĢIGE NQ.
101946	KENNETH G.	KELLY	119	NO.	06/22/07	PNCS200314
			MILEAG	11,563	PLATINUM ME	6-2651
	YEAR / MAKE / MODEL	let len			04/19/06	143
SAN JOSE, CA	06/PONTIAC				MELLING DEALER NO.	PRODUCTION CATE
	1 G 2 Z H	5 5 8 6	5 <b>4</b>		100 R. O. DATE	
					06/1 <u>9/07</u>	<u> </u>
BURNIES PHONE	COMMENTS					MQ: 11570
LABOR & PARTS OWNER REPORTS A ROCKING CHAIR TO DRIVERS SEATING AREA MOSTLY SLOW S DOWN TO STOP, TURNING, 42 MPH OR S ROAD TESTED, ALSO R. TEST WITH KEI EXPERIENCED.  DWALDROGOWYZHING MEMBRICHTON ON ACELLERATION. INTER ROAD TESTED, NO HESITATION EXPERIENCE NO TSB'S FOUND, DOES HAVE PCM SOF RE PROGRAM PCM, WARRANTY#10D6A  WHITTHADRUXING PROGRAMS COMMENTS LEFT SIDE OF THE SU UP MORE THAN THE RIGHT SIDE.	PE SQUEEK" FROM SPEEDS, SLOWING SLOWER, SEE HIST N.NO ABNORMAL NO  JOB # 1  BENEBERGEMUTROTTOS RMINNENT. ENCED NO DTC'S TWARE UPDATE.  JOB # 2  SMEWBREENWRIEGEROS NROOF SEEMS TO B	THE ORY. ISE TOTAL LABOR SET. TOTAL LABOR TOTAL LABOR SETSTEMBERTHER	& PARTS  BARTS  & PARTS	0.00 Weine 1974 (1974)		
REARMOST GLASS PANEL OF PANDRAMIC THAN RIGHT ADJUST GLASS PANEL TO MATCH RIGHT	\$IDE	TOTAL LABOR	& PARTS	0.00		
SHEWHERT MEDICAL STREET OF THE STEER OF THE	TEERING, WORSE WIGHT HAND TURNS. ERING IF YOU JUS YOU CAN VERIFIY NTINIUE TO VIBRAS HAPPENS THE ST 11111!!! PING/CLUNK FROM -0078- SCAN FOR #06-02-32-0028. CTION MODE, NO FOR OWNER. TEERING SHAFT TO ORMAL STEERING E	HEN GOING YOU CAN TOT ATTE T ROTATE THE THE LIKE TEERING STEERING DTC'S. SUSPECT AULTS WITH O RACK EXPERIENCED.				
	J09 # 4	TOTAL LABOR	& PARTS	0.00		
EWAS SCHOOL TO THE LEFT REAR CORNEL LOWER THAN THE RIGHT REAR CORNER.	R OF THE SUNROOF	SEEMS	Alleka arabisah	A RANGE OF THE PARTY		
		TOTAL LABOR		0.00		
	,					
PAGE 1 OF 2 SERVICE FILE COPY		(CONTINUED O	N NEXT PAGE	3 12:22pm		an-verse an

9720 .oN

Steven Cr. Buick

MA02:51 7007 12:50AM









BAR # AM-150896

### "SCRVING OUR CUSTOMERS WITH DISTINCTION"

4201 Stevens Creek Blvd, • SANTA CLARA, CA 95051-6697 BERVICE (405) 983-5360 • BODY SHOP (405) 983-5970

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 reproduc

101946	KENNETH G.	KELLY	119		06/22/07	PNCS200314
		1000	MILBAGE	11,563	PLATINUM ME	етоскоо <b>6-26</b> 51
SAN JOSE, CA	VEAR/MAKE/MODEL  06/PONTIAC	/G6/SD			04/19/06	DELIVERY MILES
, -	VEHICLE I.D. NO.	5 5 8 6 6	4		100	PRODUCTION DATE
	R T. E. NO.		O. NO.		06/19/07	
BUSINESS PHONE	COMMENTA		<u> </u>			MO: 11570
PROVIDE RENTAL VEHICLE PER GM COUR GUIDELINES. FOR OVERNIGHT REPAIRS VEHICLES ONLY PER CUSTOMER REQUEST	TESY TRANSPORTA OR UNSAFE/UNDRI	TION VEABLE				
PROVIDED RENTAL						
	JOB # 6	TOTAL LABOR & I	PARTS	0.00		
Added Operation (O2KENK @ 06/20/2007 08:10)				EKA TEHENIAR		
PLEASE REATTACH A LOOSE PANEL THAT VEHICLE. PART IS IN THE TRUNK. RE-INSTALL FRONT CENTER AIR DEFLEC	Came off from I Tor	UNDER THE		<b>···</b>		
	JOB # 7	TOTAL LABOR & F	PARTS	0.00		
SUBLET PO# VEND INV#-INV.DATE-DESCRI JOB # 6 98439 686024 06/22/07 GM REN	TION			MADDAGE		
		TOTAL - SU	BLET	WARRANTY 0.00		
CALL			•			j
TOTALS	·					
PARTS DESIGNATED WITH AN * PURCHASED UNDER A RET QUALIFY FOR THE 6M GOODWRENCH LIMITED LIFETIME S GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS THANK YOU FOR CHOOSING STEVENS CREEK BUICK, PONT WE APPRECIATE YOUR BUSINESS	TAIL SALE SERVICE TAG. GMC	TOTAL LABOR TOTAL PARTS TOTAL SIBLE TOTAL G.O.G TOTAL MISC ( TOTAL MISC ( TOTAL TAX	Ť CHĠ.	0,00 0,00 0,00 0,00 0,00 0,00 0,00		
*CASH CAPPEND AMT CONTROL PAY METHOD AMT *CASH CAPPEND DISCOVER EXT WARR  *A/C-D/C/B DISCOVER EXT WARR  *EPA# CAD981171408 BAR  I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PETHE ASSOCIATED CHARGES AS INDICATED ABOVE.	# AM-150896 RFORMED AND	TOTAL INVO	DICE \$	0.00		
CUSTOMER SIGNATURE						
DUPLICATE	INVOICE	******	****	****		
·						
N. C. C. C. C. C. C. C. C. C. C. C. C. C.						
PAGE 2 OF 2 SERVICE FILE COPY		[ END OF IN	/OIQE ] 12::	2 <b>2</b> pm		

No. 0276

Dec. 27. 2007 12:49AM Steven Cr. Buick









PNCEME

BAR # AM-150896

### www.onthecreek.com "SERVING OUR GUSTOMERS WITH DISTINISTION"

4201 Stevene Creek Bivd. - SANTA CLARA. CA 95051-5937 BENVICE (408) 983-5330 - BODY SHOP (408) 953-5370

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 that 108-857

USTOMER NO.	101946		KENNETH	G. KELLY	119	ND,	08/31/07	PNCS20340
				LICENSENO	MILEAGI	13,325	PLATINUM ME	Sтоск №6, 6-2651
SAN JO	SE, CA		06/PONTI				04/19/06	DELIVERY MILES
			VEHICLE J.D. NO.	н 5 5 8 6	6.4		BELLING DEALER NO.	PRODUCTION CATE
			न ए हैं, NO.	7 7 5 6 6	N 0. NO.		100 1,0,0,0	<del> </del> -
SID NOT PHON	JP	BUSINESS PHONE	COMMENTS		<u> </u>		08/28/07	<u> </u>
ABOR & PA	RTS							<u>MO</u> : 1333
· Participated Pinks	RO#182940 06/ INTERNAL NOISI ROAD TEST AND	14/2006 2267 NTF IN STEERING GE	IN THE STEERING, IN THE STEERING, IN & CALL PONTIAC LUBRICATED 1/SHAF REPLACE STEERING O CTRIC STEERING MOT AR REPLACED STEERING AD TEST/TESTED OK	un.				
VRTS								
RTS B # 1 B # 1	1 1585836 -1 1585836		ESCRIPTIONEAR KIT 6.508	UNY	T PRICE-	WARRANTY		
- II -	-1 1300036	sa C	ORE RETURN	JOB # 1 TOTA	DADTS	WARRANTY		
			.109 #	1 TOTAL LABOR		0.00		
2250B078		EMANIN E PARETURA SON			& PARIS	0.00		
	GOING OVER SPE UNABLE TO DUPL ROAD TEST MULT STEERING AND R	ED BUMPS, GET WI ICATE IPLE TIMES/UNABI E-TESTED AND STI	ITH STEVEN ON THIS LE TO DUPLICATE NO: (LL UNABLE TO DUPL)	ISE/REPAIRED		asinistativat		
RTS	QTYFP-NUMBER-	DE	SCRIPTION	· · · · · · · · · · · · · · · · · · ·	F PRICE-			
				JUS # 2 TUTAL	L PARTS	0.00		
CUADOMS/A			J09 #	2 TOTAL LABOR (	PARTS	0.00		
ele ci erco issorica della	PROVIDE RENTAL GUIDELINES. FO VEHICLES ONLY PER CUSTOMER RI PROVIDED RENTAL	r overnight repa Equest	COURTESY TRANSPORT IRS OR UNSAFE/UNDR	ATION LIVEABLE		Managary (		
TSC			SCRIPTION					
	· · · · · · · · · · · · · · · · · · ·		JUNITE LINK	JOB # 3 TOTAL	PRICE- PARTS	0.00		
				3 TOTAL LABOR &		0.00 0.nn		
					. 74(13)	V.UU		
	CTENN MATTE 250	15 OFF INTERIOR			44	adouts mentions.		
	TV =====							
JQ	ITTFP-NUMBER		CRIPTION	JOB # 4 TOTAL	PRICE-			
						0.00		
******			JOB # 4	TOTAL LABOR &	PARTS	0.00		
			•					
E1 QF2		SERVICE FILE COP	~	68.84 lmm v				
	L A.=-		•	(CONTINUED ON N				
	0276 P. 4	.o M		<b>Ж</b> :	n Gr. Buic	Steve	MA64:21 7002	1/7 10 8 (los en



REGISTRATION CARD VALID FROM: 04/20/2007 TO: 04/20/2008

HAKE YR MINE: VR 1ST SOLD VILE CLASS TYPE YEH TIPE LIC LICEUSE MINISER PONT 2006 2006 FТ 120 13 BODY TYPE NODEL MP VEHICLE ID ALMBER 4D  $\mathbf{G}$ NS 1G2EHS586641 TYPE VEHICLE USE STICKER ISSUED

TYPE VEHICLE USE DATE ISSUED CC/ALCO DT FEE RECVO PIC ADTROMOBILIES 05/16/07 43 05/16/07 8

PR EXP DATE: 04/20/2007

MOUNT PAID \$ 254.00

ANDUNT DUE AMOUNT RECVO \$ 254.00 CASH :

CHCK : 254.00

CA CA

STANFORD FCU PO BX 10690

REGISTERATI ESANFA

SAN JOSE

PALO ALTO CA 94303

901 692 14 0025400 0020 CS 901 051607 17 50**26**257 025

03/14/2008 08:45

## APPLICATION FOR

12536135

A Public Service Agency	REGIS	STRAT	ION OF N	EW VEHIC	LE		12,	770100
DATE FIRST BOLD AS A NEW VEHIC	LÉ (MÓJDAY/YA.)		OATE FIRST OF	ERATED (MO./DAY/	(R.)	<del></del>	NAM/IND	
04/19/2006			04/1	972006				
MAKE	YEAR MODEL	8007	TYPE	MOTIVE POWE	Ä	NUMBER OF AXLES	UNLAGEN	WEIGHT
PONTIAC	2006	50			<b>\</b> S	Z	A445	
VEHICLE IDENTIFICATION NUMBER		•		WO ENGINE N	imber or ad	DITIONAL (DENTIFICATIO	N NUMBER	
162ZH558564	ENGTH IN INDHES			Sadamina da sayina			- COUNTY	DE HERIOENCE
	SERVED.			אסאו או אדםוש				
SOLD TO: FRINT TRUE FULL NAM	PARIT APPRAISE ON YUR N	AIVER I IZENI	E OB IO OABO IN	THE CRAME SHOW	Charles Aw	EQUIPMENT NUMBER		A LILAKA Censejid Garding
	TABIT MET EARD ON THE DE	TIVELY CIOQUE	se, or -b carpo in	ITIC ONDER GROW	· DELDI	EGDINALET NOVEEN		
(1)		Piner	<del></del>		400FE		DRIVER	CENER/ID GARD NO
☐ AND ☐ OR (2)								
UGR (2)	6			APT. NUMBER	CITY .		STATE	ZIF CODE
998 MERIOTAN AV	E #30				SAN 30	05E	ÇΑ	95126
MAILING ADDRESS - IF DIFFERENT	FROM ABOVE OR LOCATION	LIAAT ROT) I	EN COACH/VIII DEL	-) APT, NUMBER		<u></u>	STATE	ZIF CODE
LIENHOLDER OR LEGAL OWNER-P	PRINT TRUE FÜLL NAME			<u> </u>			FLECTRO	NIC LIENHOLÖBR ID
	•						ELT#	
BUSINESS OF REGIDENCE ADDRÉS	<u> </u>			APT, NUMBER	Offy		STATE	ZIP CODE
LESSEE APONESS—REQUIRED WHI	EN CIFFERENT PRÓM REGIÐ	TERED OWN	EN ABOVE	APT. NUMBER	CITY		BTATE	21P CODE
-								
If a passenger vehicle, will it  Yes X∑No	be used for hire or to p	rovide a se	ervice of transp	orting passenge	ers în conju	nction with a busine	36?	
APPLICANT'S CERTIFIC	ATION: I certify under	penalty of p	eriury under the	laws of the State	of California	that the foregoing info	rmation is tr	ue and correct.
DATE	<b>○日本記</b>							
04/19/2006 CERTIFICATE OF COST—	(1)				(2) X			
<ul> <li>B — Cost of trailer coach including conditioning, bulk-in appliant</li> </ul>	g all permanently attached :es, etc.).	items (wall t	lo wall carpeting,	factory air				
		ODOME	TER DISCLO	SURE STATE	MENT			
Federal and state law requires the	at you state the mileage up					alse slelement may res	ult in fines a	nd/or imp/isonmer
The odometer reading is						eflects the actual mile		
statements is checked.		<b>—</b> · ·	_	_			age antoss t	one or the longwin
	WARNING — 🔲 is no			<b>∐ Мііевде өхс</b> өөс	la the adome	ter mechanical limits.		
l/we certify under penalty of perju	ייע under the laws of the .	State of Cal	lifornia that the jr	ntormalijon entered	d on this form	n is true and correct.		
	F SELLER OF COMPANY		notes have seeled			л <mark>«Юо́Явее</mark> STLV) 5ANTA (	NO CRE	LK BLVU
0371972006   Signatura	OF BUYEROR COMPANY	) E AE MO						
0371972006	- ( /					APPRESALE D	IAN AVE	#30
75G 397 (AEV, 9/95)	for	<u> -</u> స్				SAN JOSE I	V 0015	<u>.                                    </u>
			<u>PMY                                   </u>	ору —				
ART OF THE PARTY O	NE	W VEHI	CLE DEALE	R NOTICE				
After comple	ation, detach this stub co	By and mai	l direct to Denar	imon) of Motor V	ehicles, P.O.	Box 944292-2920.	1 2 3	36135
MAKE Sacremento,	CM 6424442820, NO SEEL	than the pe	riod of time ape	cified in Section (	1901 VC.			ACTOR ACTOR PARTY AND ACTOR
PONTIAC	BODY TYPE SD		VEHICLE IDENTIF	CATION NUMBER			· <del>-</del>	
ATE FIRST SOLD AS A NEW VEHICLE				2ZH558664				
04/19/2006	= (IBO/DAPPR,)		DEALER'S NUMBI 20724	<b>2</b> A		SALESPERSON'S NO	JMBER -	
OLD TO: PRINT TRUE FULL NAME	<del></del> ————————	<u> </u>	20/24			405		
ALISON PINA	•					_		
DORESS			<del>-</del>					<u> </u>
998 MERIDIAN AVE	#30 SAN JOSE !	IA 9512	26					
OTE: UPON TRANSFER OR SAL	E DEALER C			IMPORTANT	, Thirting		<del> </del>	
UST ENTER ODOMETER READ	NO HERE.	<u> </u>	14 3	is a notice of pa	rohase of veh	TH DEALER'S AND SAI nicle. Do not use as en s	ESPERSON opplication for	'S NUMBERS. This registration or this
No. 0276 P. 20				Cr. Buick	navajo	MAEC:21 /	007 /2	' ' a a n



### 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

ěį	SECTION:1/: Vehicle/Vehiclescorinton					CHIERRY SECTION CONTRACTOR OF THE SECTION OF THE SE					
Š	IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	MOTO	RCYCLE ENGINE #					
ğ	+022H550604	2006 86	PONTTAC								
ŭ	SECTION 2: BUI OF SAIO				in a la la la la la la la la la la la la l						
	I/We STOVERS CREEK BUICK PONTIAC (PRINT SELLER'S NA			_ sell, transfer, ar	nd deliver the	above vehicle/vessel					
Š	to	welajj	on 0.4 15	1 2   0   0   6   for th	ne amount of	\$					
=	(PRINT BUYER'S NAME(S))		MO DA			(SELLING PRICE)					
	If this was a gift, indicate relationship:		(e	g., parents, spouse	, friend, etc.)	\$					
	SECTION:3. Odometer Dischaufe Stafe					(GIFT VALUE)					
	Federal and State Law requires that yo	TO BE WELL THAT THE PARTY AND	And the state of the STANDER AND ADDRESS.		100 C 11 C 1 C 1 C 1 C 1 C 1 C 1 C 1 C 1	siture to complete or					
Ē	providing a false statement may result in	fines and/o	or imprisonn	nent.	······································	mare to complete of					
gome Qome	The odometer now reads			(no tenths) miles	, and to the	bast of my knowledge					
The odometer now reads,,											
WARNING—ODOMETER DISCREPANCY  Odometer reading is NOT the actual mileage  Mileage exceeds the odometer mechanical limits											
	Explain odometer discrepancy:	<del></del> -			odometer m	ecnanicai ilmits					
	SECTION 4: BUYEL and SAME THUST PER	nt kils er hel	ntaerage		ation)						
- [			BUYER		377,3	(172.1. 2 - 1, 2, 184.1) to					
,  -	I soknowledge the odometer reading and of the State of California that the Information of	ition <mark>i hava</mark>	tne transfei provided is	. I cartify under p	enaity of po	erjury under the laws					
5		X			04/[9/06	OL. ID OR DEALER #					
1	PRINT	Signation	_	. ,	DATE	DL. ID OR DEALER #					
ľ	PRINT NAME	SIGNATUR	E		DATE	DU. ID ON DEACEN #					
	MAILING ADDRESS	CITY		STATE	ZIP	DAYTIME PHONE J					
		SAN JOSE		CA		Contract of the contract of th					
ľ	I cartify under penalty of perjury under the	e lawa of th	SELLER Se State of C	allfornia that the	Information	A bassa mandalant in					
ļi	PRINT NAME	M SINTANAN ION	<del></del>								
. ا ن	STEVENS CREEK BUICK PONTTAC GHO	×	1~~	<b>△</b>	DAZE OZOK	2 8 7 K 4					
	PRINT NAME	BIGNATURE			DATE	DL, 10 OR DEALER #					
7	PRINT NAME	X PIGNATURE	<u>'</u>		DATE						
_		X	-		DATE	PL, ID OR SEALER #					
	MAILING ADDRESS	CITY		STATE	ZIP -	DAYTIME PHONE #					
	4201 STEVERS CREEK BLVO S	ANTA CLAR	<u>A</u>	OA 9	5051	(408)983-5300					
Ī	eer Constitution of the second					San Allen (S. 17 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Anni Natural I annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 Annie 18 A					
ł	/W (PRINT NAME(S))			appoint <u>ST</u>	EMENS CRE	EK BUICK PONTTAC 650					
8	as my attorney in fact, to complete all necessary	documents, a	s needed, to ti	ansier ownership as	PAIN required by	it name(s)) law.					
, -	X				DATE						
3	Signature required by person appointing Power of	Attorney	<u> </u>	<u>·</u>	04/19/3	2006					
)	X	, 			JAIE						
Ħξ	61 g 383 (AE 9 7 20 .0 N		Υ	Steven Cr. Buic	MAEG	Dec. 27. 2007 12					

# GM Vehicle Inquiry System Summary

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

Help

VIN:	IG2ZI	ZH558664									
VEHICLE INFORMATION											
Merchandising Model	: 2Z	H69 -2006 G6 - GT SED	Warranty Start Date :				04/19/2006				
BARS Order Type :	70	70 - RETAIL - STOCK									
Delivering Dealer:	_			TIAC-GMÇ,	Selling Source :				16 - PONTIAC		
	SA	4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999			Site Code :				08140		
	(408) 983-5300						Business Associate Code:				
Service Contract :	No	Branded Title :	No	Warranty :	Block :	No	PDI Statu	s:	Paid		

### REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	05 <u>54</u> 8	ENGINE HARMONIC BALANCER NOT SEATED **EXPIRES AUGUST 31, 2006**	N/A	Closed

#### SERVICE INFORMATIONAL ITEM\$

### Vehicle Has No Current Record Of Outstanding Service Information

### ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	No	OnStar Statu	s N/A	Refer to Help page for details or:go to OnStar Online E (located on the "OnStar" tab in GM InfoNET) or (888) (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

http://198.208.187.167/gmvis/main/Summary

84/70000 CALIFORNIA SELECT COMPONENT 04/19/2006 143 miles 04/19/2013 70143 miles

### **CLAIM HISTORY**

R.O Date	R.O Number	Туре	Labor Operation	Odom Readi	
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.

## GM Vehicle Inquiry System Claim History

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

Help

VIN:			1G2	ZH558664										
				CLAIM I	113	STORY								
Repair Ord	ler Date	: 08/	/28/200°	Repair Order Number :	203461 Odometer Rea					ling: 13325 miles				
Serviced				ЛСК-PONTIAC-GMC. К BLVD	Selling Source : 16 - PONTIAC									
By:	\$ANTA	CLAR	A, CA	95051-6999	Site Code :					0814	08140			
	(408) 98	83-530(			Business Associate Code:				1633	72				
Cycle Date	Cycle Nbr	Сяѕе	Туре	Labor Operation		Part		Auth Code		erson Code	Line Total	Comments		
09/14/2007	830	01	#	Z7903 - 3-DAY COURTESY TRANSPORTATION		N/A		G	N/A		\$ 126.00	Y		
09/14/2007	830	02	#	E9740 - GEAR ASSEMBLY, POWER STEERING - REPLACE	[1]	15858369 - GEAR KIT B		N/A		\$ 414.43	N			
				<del></del>	_									
Repair Ord	ler Date	: 06/	19/2001	Repair Order Number :	200314 Odometer Read			ad:	ing :	g: 11563 miles				
Serviced By :	STEVE	NS CRI	EEK BU	JICK-PONTIAC-GMC. EK BLVD	s	elling Sou	rce :	16 - PONTIAC						
Dy .		CLAR	A, CA	95051-6999	Site Code :				08140	3140				
	(408) 98	3-33VV			В	Business As	ssociate	Code:		1633′	72			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	t	Auth Code		erson 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	10	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS		N/A		В	Į	N/A	\$ 78.74	Y		

B2720 - SUNROOF WINDOW HEIGHT

AND OPENING FIT ADJUSTMENT

07/03/2007

809

02

N/A

N/A

N/A

\$ 56.25

Y

					_				_			
07/03/200 <b>7</b>	809	03	#	E7700 - SHAFT, STEERING INTERMEDIATE - REPLACE	N/A		N/A	N/A	\$ 56.25	Y		
								•	•			
Repair Ord	ier Date	: 01	/24/2007	Repair Order Number :	193064	Odom	eter Re	ading :		7385 miles		
Serviced				JICK-PONTIAC-GMC.	Selling Sou	urce :		16 -	PONTLAC			
Ву:	SANTA	CLAR	A, CA	K BLVD 95051-6999	Site Code :			0814	0			
	(408) 98	33-5300	)		Business A	ssociate	Code:	1633	72			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	Part A		Person Code	Line Total	Comments		
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		E	N/A	\$ 736.44	Y		
						'		·				
Repair Ord	ler Date	: 07	/11/2006	Repair Order Number :	183994	Odom	eter Re	ading :		3265 miles		
Serviced	•				Selling Sou	irce :		16 -	PONTIAC			
Ву :	SANTA	CLAR	A, CA	95051-6999	Site Code :	:		0814	0			
	(408) 98 	33-5300	)		Business Associate Code: 163372							
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Par	rt	Auth Code	Person Code	Line Total	Comments		
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 Ord	ler Date	: 06/	14/2006	Repair Order Number :	182940	Odom	eter Re	ading ;		2267 miles		
Serviced				ICK-PONTIAC-GMC.	Selling Sou	rce :	•	16 - 1	PONTIAC			
Ву:	SANTA	201 STEVENS CREEK BLVD ANTA CLARA, CA 95051-6999			Site Code ;			0814	0	<u> </u>		
	(408) 983-5300 Bus				Business A	ssociate	Code:	1633	163372			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part		Auth Code	Person Code		Comments		
				•					1			

06/23/2006	702	01	#	J6354 - POWERTRAIN CONTROL MODULE ENGINE REPROGRAMMING WITH SPS	N/A	N/A	N/A	\$ 75.92	Y
------------	-----	----	---	---	-----	-----	-----	----------	---

Repair Ord	Order Date: 08/20/2005 Repair Order Number: 218761 Odometer R				eter Rea	ding :	5 miles			
Serviced By :	y: 1190 S MAIN ST				Selling Sou	irce :	PONTIAC			
•	MANTECA, CA 95337-9505			7-9505	Site Code		23017			
	(209) 239-7777  Business Associate Code:				169658					
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	Part		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 Ord	Repair Order Date :		4/12/200: 	Repair Order Number :	A04025	Odometer R	ing: 0 miles			
Serviced By:			AUTO PI	"AZA	Selling Sou	rce :	1	6 - PONTIAC		
By .	1190 S MAIN ST MANTECA, CA 95337-9505 (209) 239-7777				Site Code :		2	23017		
					Business A	ssociate Code	: 1	169658		
Cycle Date	Cycle Nbr	Cas	Туре	Labor Operation	l Part I			on Line de Total	Comments	
04/15/2005	578	οι	ı	Z7000 - PRE- DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	A \$ 113.92	N	

CHECK HISTORY

Vehicle Has No Associated Check History.

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Mike Patton

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VIN:			1G2	ZH558664								
-				LINE CO	MMENT	ΓŞ				•		
Repair Orc	ier Date	: 0	8/28/200°	Repair Order Number :	20346	61	Odometer Read	ing:	13	325 miles		
Serviced	ed STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD				Selling	Sou	rce :	16 - PON	16 - PONTIAC			
				95051-6999	Site Co	Site Code ;			08140			
_					Busine:	55 A	ssociate Code :	163372				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	on -	Part		Auth Code	Person Code	Line Total		
09/14/2007	830	01	#	Z7903 - 3-DAY COUR TRANSPORTATION	TESY	N/A		G	N/A	\$ 126.00		
Comments	lGIA	C55F5	77				•			<u> </u>		

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VIN:			1G2	ŻH558664				•			
				LINE CO	MMENTS						
Repair Ord	ler Date	; 06	/19/2007	Repair Order Number :	200314	Odometer	r Readi	ng:	11	563 miles	
Serviced	STEVENS CREEK BUICK-PONTIAC-GMC.				Selling So	urce :		16 - PONTIAC			
By :	4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999			Site Code :			08140				
					Business Associate Code :			163372			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	эπ	Part		Auth Code	Person Code	Line Total	
07/27/2007	816	01	#	Z7903 - 3-DAY COUR TRANSPORTATION	TESY	N/A		G	N/A	\$ 131.00	
Comments	1G1AF	₹55F2	67	•	•			•	•		

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VIN:	1G2Z	H558664								
LINE COMMENTS										
Repair Order Date :	06/19/2007	Repair Order Number :	200314	Odometer Reading :	11563 miles					
			-							

Kepair Ord	ier Date	: 06/	19/2007	Number :	200314 Odometer Reading:		113	65 miles				
Serviced				ICK-PONTIAC-GMC.	Selling So	oш	rce :	16	16 - PONTIAC			
By :				K BLVD 95051-6999	Site Code: 08			081	08140			
					Business	A.	sociate Code :	163	372			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Labor Operation Part Auth Code				Person Code	Line Total		
07/03/2007	809	01	#		CONTROL MODULE ENGINE PROGRAMMING WITH N/A				в	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												

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VIN:			1G2	ZH558664							
	LINE COMMENTS										
Repair Ord	ier Date	: 06	i/19/2007	Repair Order Number :	200314	C	Odometer Read	eter Reading : 1156			63 miles
Serviced				ICK-PONTIAC-GMC.	Selling \$	ourc	e:	16	- PONT	`IAC	
By:				K BLVD 95051-6999				140			
					Business	Asso	ociate Code :	163	372	·	
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on		Part		Auth Code	Person Code	Line Total
07/03/2007	809	02	#		2720 - SUNROOF WINDOW IEIGHT AND OPENING FIT N/A DJUSTMENT 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										

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VIN:			1G22	ZH558664							
	LINE COMMENTS										
Repair Ord	Order Date: 06/19/2007 Repair Order Number: 200314 Odometer Reading:				115	1563 miles					
Serviced				ICK-PONTIAC-GMC.	Selling Source : 16 - PONTIAC			1AC			
By:				K BLVD 95051-6999							
l					Business	Asso	ciate Code :	163	372		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on		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										

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VIN:			1G2.	ZH558664									
•				LINE CO	MMENTS	,							
Repair Ord	Order Date : 01/24/2007 Repair Order Number :				193064	64 Odometer Reading:			::	7385 miles			
Serviced By :	STEVENS CREEK BUICK-PONTIAC-GMC. 4201 STEVENS CREEK BLVD SANTA CLARA, CA 95051-6999								ONTIAC				
	SANTA	. CLAI	ka, ca	95051-6999	Site Code			⊢	8140				
					Business .	As	sociate Code :	10	53372				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	n		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	1G2ZC	558N01	74										

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VIN:	1G2ZH558664	

### LINE COMMENTS

Repair Orc	ler Date	: 01/	24/2007	Repair Order Number :	193064	93064 Odometer Reading :		7385 miles				
Serviced							rce :	10	5 - PON	TIAC		
Ву:				95051-6999	Site Code : Business Associate Code :			08140				
								10	53372			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	Labor Operation Part				Auth Code	Person Code	Line Total	
02/02/2007	766	01	#	E7680 - COLUMN ASSEMBLY, STEERIN REPLACE	SSEMBLY, STEERING - 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											

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http://198.208.187.167/gmvis/main/LineComments?repairOrderNumber=193064&repair... 12/20/2007

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VIN:			1G2	ZH558664				_			
				LINE CO	MMENTS						
Repair Ord	ler Date : 07/11/2006 Repair Order Number :				183994	Odometer Read	ling :	:	3265 miles		
Serviced				ЛСК-PONTIAC-GMC.	Selling Source: 16 -			- PONTIAC			
<b>By</b> :				K BLVD 95051-6999	Site Code: 081		140				
					Business	Associate Code :	163	3372			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	on	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	1G2Z0	58N5	74								

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	<del>-</del>
VIN:	1G2ZH558664

#### LINE COMMENTS

				LINE CO	MMENTS							
Repair Oro	ler Date	: 06/	14/2006	Repair Order Number :	182940		Odometer Read	meter Reading :		2267 miles		
Serviced				ICK-PONTIAC-GMC.	Selling Sc	ur	ce:	16	- PONT	laC		
Ву:				K BLVD 95051-6999	K BLVD 05051-6999 Site Code:			08140				
					Business .	Ass	sociate Code :	16	3372			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operatio	on		Part		Auth Code	Person Code	Line Total	
06/23/2006	702	01	#	J6354 - POWERTRAIN CONTROL MODULE I REPROGRAMMING W SPS	ENGINE	<b>N</b> /.	'A		N/A	N/A	\$ 75.92	
Comments	10D6A			_	•		_		-			

## GM Vehicle Inquiry System Vehicle Build

<u>Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - </u>

Help

VIN	1G2ZH558664

#### VEHICLE BUILD

Merchandising Model :	2ZH69 -2006 G6 - GT SEDAN					
Gross Vehicle Weight Rating :	2031 kg (4478 lb)	Order Number :	JBMTPP			
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
NRO - 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

 $http://198.208.187.167/gmv is/main/Vehicle Build? language Selected = EN\&VIN = 1G2ZH5... \quad 12/20/2007 = 1G2ZH5... \quad 12/$ 

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 \$TEREO 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	ZVI - 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

#### Privileged and Confidential Information

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

By: Paula Maggard/Summer B State: CALIFORNIA

Customer Name: Service Request: 71-566646905 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH558664 In Service Date: 04/19/2006 Vehicle is: NEW BAC Code: 163372 Vehicle Purchased Used on: {n/a or

Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}

Lien holder: Stanford Federal Credit Union

### VEHICLE REPAIR HISTORY

Г	l Engir	ne/Fu	iel/Ex	haust
	LIMI	15/1 6		., 10 43 6

Date:	<u>RO #:</u>	<u>Davs Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
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 callbrations 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>Davs Out</u> :	<u>Mileage:</u>	Description of Complaint and Repair Performed:
6/14/0	6 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.
7/11/0	6 183994	2	3265	C/S lost all power steering earlier today. A message on the DIC (driver's

7385

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.

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

1/22/07

193064 3

				$\widehat{}$
				(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.
□ Bodv/	<u> </u>			
Date:	RO #:	Days Out:	<u>Mîleage:</u>	Description of Complaint and Repair Performed:
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.
☐ Susper	nsion			
Date:	RO #:	Days Out:	<u>Mileage:</u>	Description of Complaint and Repair Performed:
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> .

03\14\5008 08:48 E∀X

### THE CALIFORNIA LEMON LAW READS:

Days out of service: <b>30</b> Repairs: <b>2 for serious, 4 for same nonco</b> Time period: <b>18 mo. / 18,000 miles</b> Does Lemon Law state nonconformity must cont If applicable, safety-related repairs <b>N/A</b> Safety-related time period <b>N/A</b>	•	
Number of repair attempts in the presum Total days out of service during the presum Total days out of service during customer's	<b>5</b> 12 13	
PERTINENT FACTS FROM PRE	VIOUS SRs WHIC	H RELATE TO YOUR EVALUATION
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
Concern: Date & Offer/Result:		
RECOMM	MENDATION AND	RATIONALE
CRS recommends: REPURCHASE  4 repair attempts on steering, 3 in presumpti      Lost steering power     Steering column replaced     Power steering gear     Assembly set replaced	lon:	
R	EASON FOR REMO	DVAL
CRS FINAL OFFER:	DATE:	OFFER TO CUST: \$ ATTORNEY FEES: \$ OR INCLUSIVE OFFER: \$
		`
PLAINTIFF'S FINAL DEMAND:	DATE:	AMOUNT TO CUST: \$
		OR INCLUSIVE OFFER: \$
TEAM MANAGER APPROVING:		Date:

03\14\5008 08:48 EVX

2006 G6 - GT SEDAN 67U LIQUID SILVER METALLIC 192 EBONY ORDER NO. JBMTPP/TRE STOCK NO. VIN 1G2 ZH55 86 64		PONTIAC/GM	VISIO	N
671 TOUTH STLVER METALLT	/V6G	GENERAL MC	LUKS CORE	PORATION
192 FRONY	, , , ,	100 RENAIS	SANCE CEN	ITER
ORDER NO JEMTPP/TRE STOCK NO.	_	DETROIT	MI 48	243-1114
VIN 1G2 2H55 86 64	AD	JUSTMENT IN	VOICE 2XI	04539720
**************************************	****	*****		LO. 2301/3
MODEL & FACTORY OPTIONS 2ZH69 G6 - GT SEDAN	MSRP	INV AMT	RETAIL -	STOCK
2ZH69 G6 - GT SEDAN	22555.00	20863.38	INVOICE (	06/13/05
2ZH69 G6 - GT SEDAN  AP3 REMOTE VEHICLE STARTER SYSTEM  FR9 AXLE RATIO 3.29  LX9 ENGINE, 3.5L V6 SFI  MX0 AUTOMATIC TRANSMISSION  PED PREMIUM VALUE PACKAGE INCLUDES  * (4) 17" CHROMETECH WHEELS	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 G179	93 G1793
* AM/FM STEREO 6 DISC CD PLAYED (REPLACES STD/OPT/PKG RADIO) * PANORAMIC ROOF, POWER R6J CUSTOMER DIALOG NETWORK R9N LEATHER PACKAGE: * LEATHER APPOINTED SEATING * 6-WAY POWER DRIVER SEAT * HEATED FRONT SEATS * LEATHER WRAPPED STEERING WHI.	R		CHG-TO	23-017
(REPLACES STD/OPT/PKG RADIO)				0.4.4.5
* PANORAMIC ROOF, POWER			SHIP WI:	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:	2/3/0.00
* LEATHER APPOINTED SEATING  * 6-WAY POWER DRIVER SEAT  * HEATED FRONT SEATS  * LEATHER WRAPPED STEERING WHL  * STEEPING WHEEL RADIO CONTROL			DAN:	PKG2B
Donation Ministral Contract Ministral			MEMO	1237,25
SIEDKING WILDE LOIDIO CONTROL	S			
* LEATHER WRAPPED SHIFT KNOB				
AND PARK BRAKE HANDLE				
U2K XM SATELITE RADIO - SERVICE		269.75		
FEE EXTRA 1ST 3 MONTHS INCL.	/-			
VK3 LICENSE PLATE BRACKET, FRONT YF5 50-STATE EMISSIONS 1SZ PREMIUM PACKAGE DISCOUNT	N/C	N/C		
YF5 50-STATE EMISSIONS	N/C	N/C		
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-		

ADD R9C

MANTECA AUTO PLAZA

<sup>\*\*</sup> CONTINUED ON PAGE 2 \*\*

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT 900.00DEALER INVOICE 837.35SPECIAL ACCT ADJ. 58.50
NET ADJUSTMENT 778.85TOTAL ADJUSTMENT 778.85-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS 26245.00 23942.58 ACT 231 778.85DESTINATION 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

03\1d\5008 08:d3 E∀X

RCMPR010

VEH DELIVERY/INCENTIVE HISTOF PROCLESING SOURCE: PONTIAC

06/09/07 14:58:42

PAGE:

SELLG SCE: 16 MDL YR: 06 ORD NO: JBMTPP VIN: 1G2ZH5586 64

ODATE: 03/18/05 ORDER FAN: DDATE: 04/19/06 DLVY FAN:

OTYPE: 070 DLVY SS/SITE CD: 16 08140

CA

DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 04/20/06 ORDER BY:

CANC:

CANC DOE:

TRADE: 04/19/06 DLVY TO: \_A

TRD DOE: 04/20/06

SRVC IN:

SRVC IN: 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

SSN: PROCESS TYPE: 001 CHECK NO:

DATA SCE: DLR INC MEMO NO: 00030104267 AUTH PUR CD:

MISC DATE: 04/19/06 MISC:

ACTV TYPE: 6 POLICY PYMT CMNT:

DATE AMOUNT MTHD DLR SHR 04/21/06 750.00 OA 0.00 STAT CODE PAY SS/SITE INV/INC NO CWE 01 16 08140 00030104267 04/21/06 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030104267 AUTH PUR CD: MISC DATE: 04/19/06 MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR
DXP 01 16 08140 00030147200 04/27/06 620.00 OA 0.00 CODE PAY SS/SITE INV/INC NO STAT OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00030147200 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY S\$/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR FFC 01 16 08140 00030104267 04/21/06 31.00 OA 0.00 STAT OA 0.00 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00030104267 AUTH PUR CD:

MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

†\$0/090**₽**1

03/14/2008 08:48 FAX

RCMPR010

VEF \_\_\_ DELIVERY/INCENTIVE HISTO PROCESSING SOURCE: PONTIAC

06/09/07 14:58:42

PAGE: 2

VIN: 1G2ZH5586 64

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:

ACTV TYPE: 6 POLICY PYMT CMNT:

†90/L90**₽**1

03/14/5008 08:48 EVX

### 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: 2006 Pontiac G6 VIN: 1G2ZH558664

#### Dear Gentlemen:

Please be advised that this law firm has been retained by 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.
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.) 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 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
<b>steering system.</b> Copies of the relevant repair orders in Alison Pina's possession are enclosed for your review.

cannot continue to deal with this problematic vehicle and her commendable patience has expired. Accordingly, is herein demanding her entitlement under the Song-Beverly Consumer Warranty Act (the "Lemon Law"), California Civil Code sections 1790 et seq., which provides:

December 11, 2007 Page 2

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).

December 11, 2007 Page 3

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 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.

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, we will 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
Lessuse of 2:267 miles	(632.71)
Attorney sales	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.

67U 192	LIQUID SILVER METALLIC EBONY R NO. JBMTPP/TRE STOCK NO	/V6G	GENERAL MO	TORS CORE	PORATION
ORDE	CR NO. JBMTPP/TRE STOCK NO	•	DETROIT	MI 48	3243-1114
* * * *	1G2 ZH55 86 64	AL *****	)	************	004539720 16*23017S
MODE	L & FACTORY OPTIONS 9 G6 - GT SEDAN	MSRP	INV AMT	RETAIL -	STOCK
2ZH6	59 G6 - GT SEDAN	22555.00	20863.38	INVOICE (	06/13/05
AP3	REMOTE VEHICLE STARTER SYSTEM  AXLE RATIO 3.29  ENGINE, 3.5L V6 SFI  AUTOMATIC TRANSMISSION	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
0XM	AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF (	04/12/05
PED	PREMIUM VALUE PACKAGE INCLUDES	<i>2350.00</i>	1950.50	KEYS GI/S	13 GI/93
	* (4) 17" CHROMETECH WHEELS  * AM/FM STEREO 6 DISC CD PLAYER  (REPLACES STD/OPT/DKG RADIO)			WFP-S QTF	
	* AM/FM STEREO 6 DISC CD PLAYED	R		CHG-TO	
	(REPLACES STD/OPT/PKG RADIO)				
	* PANORAMIC ROOF, POWER			SHIP WT:	3445
R6J	(REPLACES STD/OPT/PKG RADIO)  * PANORAMIC ROOF, POWER  CUSTOMER DIALOG NETWORK  LEATHER PACKAGE:  * LEATHER APPOINTED SEATING  * 6-WAY POWER DRIVER SEAT  * HEATED FRONT SEATS  * LEATHER WRAPPED STEERING WHL  * STEERING WHEEL PADIO CONTROL	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
	SIERKING MIEER KADIO CONIKOR	S			
	* LEATHER WRAPPED SHIFT KNOB				
	AND PARK BRAKE HANDLE		0.50 ==		
U2K	XM SATELITE RADIO - SERVICE	325.00	269.75		
	FEE EXTRA 1ST 3 MONTHS INCL.	/	/		
VK3	FEE EXTRA 1ST 3 MONTHS INCL. LICENSE PLATE BRACKET, FRONT 50-STATE EMISSIONS PREMIUM PACKAGE DISCOUNT	N/C	N/C		
YF5	5U-STATE EMISSIONS	N/C	N/C		
ISZ	PREMIUM PACKAGE DISCOUNT	500.00-	415.00-		

PONTIAC/GMC DIVISION

ADD R9C

\*\* CONTINUED ON PAGE 2 \*\*

2006 G6 - GT SEDAN

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

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK

\*\* CONTINUED FROM PAGE 1 \*\*

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT 900.00DEALER INVOICE 837.35SPECIAL ACCT ADJ. 58.50
NET ADJUSTMENT 778.85TOTAL 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-

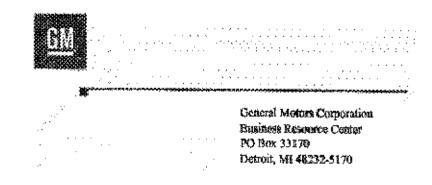
MEMO: TOTAL LESS HOLDBACK AND

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



### 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 effent, 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
Subrotal:	\$ 21,192.66
Prior Lien Payoff	- \$ 11,574.00
Less Robates/Incentives	- \$ 1,750.00
Less Usage/Depreciation	<u>- \$</u> 574,53
Subtotal:	S 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:

S 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-reparchase 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. 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.

















2008-02-19 15:28

billmcge

8584859961 >>

Fax Server P 3/3

Page 3

CURRENT VEHICLE MILEAGE.	ele « se
Client's Signature	Client's Signature
3 119108 Date	Date

1.G005<u>2</u> V12212007







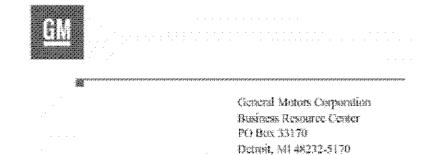












### VIA FAX ONLY

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:

Service Request: 71-566646905 2006 Pontiac G6 GT Sedan

Vehicle Identification Number: 1G2ZH558664 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 tit Other:	le and/or registration		Finance agreement Buyer's agreement
	General Motors Corporation		
	c/o MSX International, ATTN: E	RC 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

Bemardo 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)

Mille

DATE:

December 20, 2007

TO:

Paula Maggard, BRC Legal Research Specialist

RE:

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. Hook 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 VLF CLASS

FT

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CC/ALCO

HAKÉ YR NODEL PONT 2006 YR 1ST SOLD 2006

DATE ISSUED

05/16/07

TYPE YER 120

TYPE LIC 11

LICENSE NUMBER

BODY TYPE MODEL 4D

TYPE VEHICLE USE

MP MO G NS

DT FEE RECVO 05/16/07

1G2ZH558664 PIC

VEHICLE ID NUMBER STICKER ISSUED

PR EXP DATE: 04/20/2007

AUTOMOBILE REGISTERED CHINER

AMOUNT PAID 254.00

ANOUNT CUE

AMOUNT RECVO

8

254.00 CASH :

CHCK :

CRDT : 254.00

SAN JOSE CA

LIËNHOLDER

STANFORD FCU PO BX 10690

PALO ALTO

CA

94303

632 14 0025400 0020 CS HO1 051607 77 5174M257 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 Plna 06 Pontlac G6	cc:	Alfred Shahgholian

### Comments:

Attached are all dealer sales and service documents regarding this vehicle.









EPA # CAD 98117140

BAR # AM-150896

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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 reprodu

CUSTOMER NO. 3 0 1 0 4 C		ADVISOR		TAG	VO.	INVOICE DATE	INVOICE NO.
101946		KENNETH G		119		12/20/07	PNCS208081
			LICENSE NO.	MILEAGE	16,423	COLOR PLATINUM ME	STOCK NO. 6-2651
		YEAR / MAKE / MODE	i			DELIVERY DATE	DELIVERY MILES
SAN JOSE, CA		06/PONTIA	NC/G6/SD			04/19/06 SELLING DEALER NO.	143
		1 6 2 Z	н 5 5 8 6 6	4		100	PRODUCTION DATE
		F. T. E. NO.		P. O. NO.		12/19/07	
	BUSINESS PHONE	COMMENTS				12/13/07	46435
1 1005 4 51070							мо: 16425
VERIFIED THE STEERING RACK REPLACED THE I/SHAFT (CLUN PARTS	ING SYSTEM CLUNK NOISE IN THE CLUNK AFTER INSPECT (BINDING. POWER STEERING RACK IKING) COMPANY DESCR GEAR   11 SHAFT	STEERING WHEN ION I FOUND THE (BINDING), REPE IPTION KIT 6.508 KI 6.526  JOB #	TURNING. E POWER  LACED  JOB # 1 TOTAL 1 TOTAL LABOR 8	PRICE- PARTS PARTS	WARRANTY WARRANTY 0.00 0.00		
SUBLET PO#VEND	INV#-INV.DATE-DESCR	IPTION	·····	•••••	•		
	30750 12/20/07 GM RE	-	TOTAL -		WARRANTY 0.00		
TOTALS				••••			
PARTS DESIGNATED WITH AN * QUALIFY FOR THE GM GOODWRE GUARANTEE. PLEASE SEE BROC THANK YOU FOR CHOOSING STE WE APPRECIATE YOUR BUSINES ************************************	NUMBER FOR DETAILS EVENS CREEK BUICK, POINTS	NTIAC. GMC	TOTAL SUB TOTAL MIS TOTAL MIS	TS LET C.CHG. C.DISC	0.00 0.00 0.00 0.00 0.00 0.00		
*CASH [ ] [ *CHARGE [ ] [ *A/E-D/C/B [ ] ] [ *WARR DED [ ] ] [ *******************************	B. PPROVAL OF ALL WORK	AR# AM-150896	TOTAL IN	VOICE \$	0.00		
CUSTOMER SIGNATURE	DUPLICAT	E INVOI	C E ******	****	derderderderderderderderde		

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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

101946	KENNETH G		119 TAG		08/31/07	PNCS20346
		LIČENSÉ NO	MILEAGE	13,325	PLATINUM ME	6-2651
SAN JOSE, CA	YEAR / MAKE / MODEL 06/PONTIA VEHICLE I.D. NO.				04/19/06	DELIVERY MILES
	1 G 2 Z I	5 5 8 6 6			SELLING DEALER NO.	PRODUCTION DATE
BUSINESS PHONE	COMMENTS		P. O. NO.		08/28/07	
ADAU V DANTE					<del>-</del>	MO: 1333(
Added Operation (O2KENK @ 08/30/2007 14:43)  OC R/TEST WITH OWNER  ALL OK	izana artechi			WARRANTY	·	
PARTSDESCR	IPTION	JOB # 5 TOTAL	PRICE- PARTS	0.00		
	JOB #	5 TOTAL LABOR &	PARTS	0.00		
SUBLETPO#VEND INV#-INV.DATE-DESCR IOB # 3 100726 657667 08/31/07 GM REI		IUIAL - :	SUBLET	WARRANTY 0.00		
ISCCODEDESCRIPTIONOB # 1 GAS GASOLINE TO TEST DRIVE		TOTAL -	MISC	INTERNAL 0.00		
STIMATE USTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)						
ALL						
ARTS DESIGNATED WITH AN * PURCHASED UNDER A RE JALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME JARANTEE. PLEASE SEE BROCHURE FOR DETAILS HANK YOU FOR CHOOSING STEVENS CREEK BUICK, PON E APPRECIATE YOUR BUSINESS TATANTALANTALANTALANTALANTALANTALANTALA	TAIL SALE SERVICE	TOTAL LABO TOTAL PART TOTAL SUBL TOTAL G.O. TOTAL MISC TOTAL MISC TOTAL TAX.	R S ET G CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00		·
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CUSTOMER SIGNATURE	INVOIC	E *******	<del>  * * * * * * * * * * * * * *</del>	** <del>***</del>		

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PAGE 2 OF 2

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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

QUSTOMER NO.			f California to	cause ca	ncer, t	oirth def	ects or rep		22 010	
	<u> 101946</u>	· · · · · · · · · · · · · · · · · · ·	ADVISOR KENNETI	H G. KEL	LY_	<u>11</u> 9	G NO.	08/31/07	INVOICE NO. PNCS20	346
			YEAR / MAKE /	L		MILEA	13,325	COLOR	ме 6-2651	
SAN JOS	SE, CA		06/PON	TIAC/G6/	SĐ			04/19/06	DELIVÉRY MILES	143
			1 G 2	». <mark>Z_H 5 5</mark>	8 6 6	4		SELLING DEALER NO.	PRODUCTION OF	NTE
			F. T. E. NO.			P. O. NO.		R. O. DATE 08/28/07		
10		BUSINESS PHONE	ÇŌMMENTS		<b>T</b>	<del></del>		00/20/01	MO: 13	
ABOR & PAI #XXXXXBUZ	RTS	RINGUSYSEEM®SW		DOMESTIC BEFORE	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	22-XXXX-328-4-36-4-7-6-7-7				,,,,
	R0#200314 06 R0#193064 01 R0#185148 08 R0#183994 07 R0#182940 06 INTERNAL NOI R0AD TEST AN	5/19/2007 11570 /22/2007 7390 V //07/2006 4095 M //11/2006 3265 E //14/2006 2267 M SE IN STEERING D DIAG/REMOVE /	LL IN THE STEERING TEVEN & CALL PONTI WE LUBRICATED I/S WE REPLACE STEERING NTF ELECTRIC STEERING GEAR AND REPLACED STEER ROAD TEST/TESTED	HAFT G COLUMN, MOTOR	C		COLUMN THE STATE OF THE STATE O			
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				JOB #	1 TOTAL	PARTS	WARRANTY 0.00			
(Marie Saleston de marie			JOB	# 1 TOTAL	LABOR &	PARTS	0.00			
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			100		2 TOTAL		0.00			
*8 02BUZ4	FACTO	RXTRATEURENTAL	STATE OF THE STATE	# 2 TOTAL	LABUK &	PARIS	0.00			
	PROVIDE RENTA GUIDELINES. F VEHICLES ONLY PER CUSTOMER	OR OVERNIGHT RE	GM COURTESY TRANSP EPAIRS OR UNSAFE/U	ORTATION NDRIVEABLE		. 27-2 25 7-2 <del>1   1</del>   200-2 2	**************************************			
	PROVIDED RENT	AL								
RTSQ	TYFP-NUMBER		-DESCRIPTION		UN <b>I</b> T	PRICE.				
				JOB #	3 TOTAL	PARTS	0.00			
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	'									
RTSQ	TYFP-NUMBER		DESCRIPTION	700 Ø	UNIT	PRICE-				
				JUB # 4	4 IUIAL	PARTS	0.00			
••••			JUB #	4 TOTAL I	LABUR & I	PARTS	0.00			
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EPA # CAD 9811714030314

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known to the State of California	rnia to caus	se cancer,	birth <mark>ďe</mark> fe	cts or re	orodu	ui o	
101946	ADVISOR KENNETH G.	KELLY	119		06/22/07	INVOICE NO	200314
	<u>-</u>	LICENSE NO	MILE	11,563	PLATINUM ME	\$TOCK NO. 6-26	<del></del> -
SAN JOSE, CA	YEAR / MAKE / MODEL  O6/PONTIA	C/G6/SD	<del>-</del>		04/19/06	DELIVERY M	
	VEHICLE I.D. NO.	5 5 8 6	6 4		SELLING DEALER NO.	PRODUCTIO	
	F. T. E. NO.		P. O. NO.		06/19/07		
	COMMENTS					MO:	11570
PROVIDE RENTAL VEHICLE PER GM COURT GUIDELINES. FOR OVERNIGHT REPAIRS O VEHICLES ONLY PER CUSTOMER REQUEST	ESY TRANSPORTA R UNSAFE/UNDRI	ATION CVEABLE			<del>-</del>		
PROVIDED RENTAL							
	JOB # 6	TOTAL LABOR	& PARTS	0.00			
D# 7=4880Z EXTENSION TRIM Added Operation (02KENK @ 06/20/2007 08:10)	PAGESTECH(S	)3 <b>4</b> 95		ENTERNAL			
PLEASE REATTACH A LOOSE PANEL THAT (	CAME OFF FROM	under the					
RE-INSTALL FRONT CENTER AIR DEFLECTO	JR						
SURFET. DOWN MEAN YOU'S TANK DATE	JOB # 7	TOTAL LABOR	& PARTS	0.00			
SUBLET PO#	ION L INV#656024			WARRANTY			
COMMENTS	***	TOTAL -	20RTF1	0.00			
CAL			•				
PARTS DESIGNATED WITH AN # DUDGWASED MADES A DESIGNATED WITH AN # DUDGWASED MADES A DESIGNATED WITH AN # DUDGWASED MADES A DESIGNATION OF THE PARTY			*******	••••			
PARTS DESIGNATED WITH AN * PURCHASED UNDER A RETA QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SE GUARANTEE. PLEASE SEE BROCHURE FOR DETAILS	RVICE	TOTAL LAI TOTAL PAR	RTS	0.00 0.00			
WE APPRECIATE YOUR RUSINGS SIEVENS CREEK BUICK, PONTI	AC. GMC	TOTAL SUB TOTAL G.C	).G	0.00			
*PAY METHOD AMT CONTROL I PAY METHOD AMT	********* CONTROL *	TOTAL MIS	SC CHG. SC DISC	0.00 0.00			
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EFM# CAUSO11/140M DADA	AU 16000C						
I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL WORK PER THE ASSOCIATED CHARGES AS INDICATED ABOVE.	FORMED AND						
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CUSTOMER SIGNATURE		t <del>dedoubles to the</del>	<del></del>				
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PAGE 2 OF 2

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EPA # CAD 9811714

BAR # AM-150896

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<u>California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice</u> Some of the materials being removed and used during the Servicing of <u>Vehicles are</u>

		the materials bein	-			-		_	are	
CUSTOMER NO.		the State of Califo	ADVISOR	·		TAG NO.	s or rep	INVOICE DATE	INVOICE NO	
	<u> 1019</u> 46		KENNETH G.	KELLY	<u>1</u>	L <b>9</b> MILEAGE		06/22/07	PNCS STOCK NO.	200314
			YEAR / MAKE / MODEL				11,563		6-26	51
SAN JOS	E. CA		06/PONTIAC	/G6/SD				04/19/06		143
	- ,		VEHICLE LD. NO.  1 G 2 Z H	5 5 8 6	64			SELLING DEALER NO.	PRODUCTIO	ON DATE
			F. T. E. №O.		P. O. N	10.		06/19/07		
f		BUSINESS PHONE	COMMENTS						MO:	11570
LABOR & PAR	OWNER REPORT DRIVERS SEAT DOWN TO STOP	AKSTAND RATTLES. IS A "ROCKING CHAIR TY ING AREA MOSTLY SLOW P. TURNING, 42 MPH OR P. ALSO R. TEST WITH KE	PE SQUEEK" FROM SPEEDS, SLOWING SLOWER. SEE HIST N,NO ABNORMAL NO	THE ORY. ISE						
materomerocomes	Wales Reside Balanton para santa santa sa			TOTAL LABOR			0.00			
WASSESS OF THE	HESISTATION ROAD TESTED, NO TSB'S FOU	IVEARTIEM FEMILS ON ACELLERATION, INTE , NO HESITATION EXPERI JND, DOES HAVE PCM SOF PCM, WARRANTY#10D6A	RMINNENT. ENCED. NO DTC'S	SET.			HARRANISY			
		• • • • • • • • • • • • • • • • • • • •	J0B # 2	TOTAL LABOR	& PAR	TS	0.00			
3 <b>4</b> 33 84880Z	OWNER REPORT UP MORE THAN REARMOST GLA THAN RIGHT	RIGH FRIM IS LEFT SIDE OF THE SU N THE RIGHT SIDE. ASS PANEL OF PANORAMIC S PANEL TO MATCH RIGHT	SUNROOF HIGHER	E STICKING			NARRANTY			
			JOB # 3	TOTAL LABOR	& PAR	TS	0.00			
	OWNER REPORT IN/OUT OF DR HEAR A SLIGHTHE STEERING CLUNKING WHI SOMETHING IS GETS STIFF, ROAD TESTED WHILE TURNIN FOUND CO176 SYSTEM IS IN ASSIST VERIF LUBRICATE I-	ISSEERING SYSTEM IS A CLUNKING IN THE STATEMAYS WHEN MAKING RATE CLUNKING IN THE STATEMAYS WHELL BACK/FORTH. IF ILL COST LOOSE. ALSO WHEN THIS SEE HISTORY!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	TEERING, WORSE WIGHT HAND TURNS. ERING IF YOU JUS YOU CAN VERIFIY NTINIUE TO VIBRA S HAPPENS THE ST !!!!!! PING/CLUNK FROM -007B - SCAN FOR #06-02-32-002B. CTION MODE, NO F. FOR OWNER. TEERING SHAFT TO	HEN GOING YOU CAN T ROTATE THE THE LIKE EERING STEERING DTC'S. SUSPECT AULTS WITH			WESTANTY			
<u>-</u>			JOB # 4	TOTAL LABOR	& PAR	ΤS	0.00			
9##5:30BUZ#	OWNER REPORT LOWER THAN T	/TOP IS THE LEFT REAR CORNE THE RIGHT REAR CORNER.	TECHICS R OF THE SUNROOF	)/495 V	i aria		VARRANTY			
				TOTAL LABOR	& PAR	T\$	0.00			
3## 6 02BUZ4	#########ACH	DRY: PATERENTALS:	AN STATEMENT OF THE CHICAGO	7.0993			VARRANDY			
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EPA # CAD 9811714093064 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.	ADVISOR				Journal Han	
91976	KENNETH G.		119 TAG NO		01/26/07	PNCS193064
		LICENSE NO	MILEAGE	7,385	PLATINUM ME	STOCK NO. 6-2651
CAMPBELL, CA	YEAR / MAKE / MODEL  06/PONTIAC			<u> </u>	04/19/06	DELIVERY MILES
	T G Z Z H	5 5 8 6 6	4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		01/22/07	
TOTALE	COMMENTS		+		<u> </u>	MO: 7390
TOTALS						<del></del>
PARTS DESIGNATED WITH AN * PURCHASED UNDER A REQUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME SIGNARANTEE. PLEASE SEE BROCHURE FOR DETAILS THANK YOU FOR CHOOSING STEVENS CREEK BUICK. PONT WE APPRECIATE YOUR BUSINESS  **********************************	SERVICE TIAC. GMC ************************** T CONTROL * ] [ ]*	TOTAL LABI TOTAL PAR TOTAL SUBI TOTAL G.O TOTAL MISO TOTAL MISO TOTAL TAX	TS LET CG C CHG. C DISC	0.00 0.00 0.00 0.00 0.00 0.00		
*A/E-D/C/B	D# AM TEARAC	TOTAL INV	VOICE \$	0.00		
CUSTOMER SIGNATURE	E INVOIC	E ******	*****	<del>*******</del>		

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EPA # CAD 981171

BAR # AM-150896

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	ADVISOR	cause cancer,	DIFTU DETE	cts or re		
91976		TH G. KELLY	119		01/26/07	PNCS193064
		LICENSENA	MILEAGE	7,385	PLATINUM ME	STOCK NO. 6-2651
CAMPBELL, CA	YEAR / MAK 06/PC	NTIAC/G6/SD			04/19/06	DELIVERY MILES
	I G	Z H 5 5 8 6	6 4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	<del>-</del>	R. O. DATE 01/22/07	<del></del>
	COMMENTS				01/ 22/ 0/	MO: 7390
LABOR & PARTS  ## 1 1688/2		Server de la companie	- Carrier and American Control of the Control of th			MO: 7390
				WARRANTY	₹.	
THIS HAPPENS THE VEHI RO3183994 7/11/06 326	5 #33 & #453,. NTF	CING ASSIST.				
INTERMITTENT STEERING	POSITION SENSOR VOLT	AGE OUT OF RANGE.				
STORED DTC C0460 SYMP INTERMITTENT STEERING CALLED TAC (STEVE LEN STEERING POSITION SEN ORDER NEW STEERING CO	SOR, INTEGRAL PART OF	STEERING COLUMN			•	
REPLACED STEERING COL PERFORM MODULE SETUP	UMN PER DOC#1641009 AF	D RELATED.			•	
STEERING RESPONSE, NO OLH DIAG TIME TAC CAS	LWIII IV EXSERTENCED	STED, NORMAL				
PARTSQTYFP-NUMBER	<del>-</del>		·	t .et		
JOB # 1 1 15926870	COLUMN 6.518			\∴		
	10	J08 # 1 T0T		0.00		
3#22 16BUZ-1DIAG DIAG STEERING OWNER REPORTS A SOUFF	OCTOMESON OF THE PROPERTY OF T	B # 1 TOTAL LABOR	& PARTS	0.00		
SLOWER SPEEDS HAPPENE	D VECTEDDAY	COLUMM,		MARHANIY		
CHECK FOR SQUEAK AFTER NOISES HEARD IN STALL	COLUMN REPLACEMENT	NO ABNORMAL				
PARTSQTYFP-NUMBER	DESCRIPTION	UN	IT PRICE-			
		JUB # 2 10T/	AL PARTS	0.00		
T#191020010000000000000000000000000000000	JO	3 # 2 TOTAL LABOR	& PARTS	0.00		
O# 3 028074 FACTORY PATOR PROVIDE RENTAL VEHICLE GUIDELINES FOR OVERLE	PER GM COURTESY TRAN	PORTATION		WARRANIEY		
GUIDELINES, FOR ÖVERNI VEHICLES ONLY PER CUSTOMER REQUEST	OHI KEPAIRS OR UNSAFE	/UNDRIVEABLE			]	
PROVIDED RENTAL	•					
PARTSQTYFP-NUMBER	DECODITION			· 1		
THE PROPERTY OF THE PROPERTY O	DESCRIPTION	JOB # 3 TOTA	T PRICE- L PARTS	0.00		
	JOE	# 3 TOTAL LABOR		0.00		
SUBLETPO#VEND INV#-INV JOB # 3 92918 651933 01/3	.DATE-DESCRIPTION 26/07 GM RENTAL INV#65	**************************************	· · · · · · · · · · · · · · · · · · ·			
2224 044500 (177	EU/U/ GM RENIAL INV#65	1933 TOTAL -	SUBLET	WARRANTY		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVE				] :		
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857-6877		****	•			
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BAR # AM-150896

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.

91976	TONY BEUTLE	R	225 TAG M		08/07/06	PNCS18514
	YEAR / MAKE / MODEL		MILEAGE	4,095	PLATINUM ME	<sup>втоск но.</sup> 6-2651
CAMPBELL, CA	06/PONTIAC/	G6/SD			04/19/06	DELIVERY MILES 143
	1 G 2 Z H 5				SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		3 O. NO.		08/07/06	
TOTALS	COMMENTS					мо: 409
	TIAC, GMC  ***********  T CONTROL *	TOTAL PART: TOTAL SUBLI TOTAL G.O., TOTAL MISC TOTAL TAX. TOTAL TAX.	ET G CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00		
CUSTOMER SIGNATURE	. INVOICE	******	* <del>******</del>	*****		

PAGE 2 OF 2

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[ END OF INVOICE ] 12:21pm









EPA # CAD 9811714

BAR # AM-150896

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<u>California Health & Safety Code Section 25249.6 – PROPOSITION 65: Warning Notice</u>

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. 01076	ADVISOR		Tree-	<del></del>	broadctive flan	
91976	KENNETH G.	KELLY	119		07/13/06	PNCS183994
	YEAR / MAKE / MODEL		MILEAGE	3,265	PLATINUM ME	5TOCK NO. 5
CAMPBELL, CA	06/PONTIAC	C/G6/SD			04/19/06	DELIVERY MILES 143
	L1 G Z Z H	5 5 8 6 6	4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		<sup>°</sup> 0ንፇቼ1/06	<del>                                     </del>
	COMMENTS		<u> </u>			MO: 3269
SUBLETPO#VEND INV#-INV.DATE-DESCRIP	PTION					
JOB # 3 86253 104478 07/13/06 GM RENT	TAL INV#104478	TOTAL -	ÇIIDI ET	WARRANTY 0.00		
COMMENTS		TOTAL -	30DLC I	0.00		
			••			
TOTALS	••••					
PARTS DESIGNATED WITH AN * PURCHASED UNDER A RET QUALIFY FOR THE GM GOODWRENCH LIMITED LIFETIME S	[AIL SALE	TOTAL LABO	<u>0</u> R	0.00		
THANK YOU FOR CHOOSING STEVENS CREEK BUICK DON'T		TOTAL PART	LET	0.00 0.00		
** <del>**********************************</del>		TOTAL G.O. TOTAL MISC	C CHG.	0.00 0.00		
*PAY METHOD AMT CONTROL   PAY METHOD AMT		TOTAŁ MISO TOTAL TAX	C DISC	0.00 0.00		
*CHARGE [ ] [ ] MC/VÎSA	1	TOTAL IN	VOICE \$	0.00		
#WARR DED	<u> </u>					
EPA# CAD981171408  BAR I ACKNOWLEDGE NOTICE AND APPROVAL OF ALL MODE BE	R# AM-150896					
THE ASSOCIATED CHARGES AS INDICATED ABOVE.	MONICO AND					
CUSTOMER SIGNATURE						
DUPLICATE	INAOIC	E ****	*********	***** <del>***</del>		•

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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

CUSTOMER NO.	91976	-	OVISOR						TAG NO		productive har	INVOICE NO.	
		<u>_</u>	ENNETH	G.	KEL	LY		<u>119</u>	IILEAGE	_	07/13/06	PNCS1	83994
			EAR / MAKE / M	ODEL						3,265	PLATINUM ME	6-265	
CAMPBE	LL, CA	4	D6/PONT	IAC,	/ <u>G</u> 6/	SD					04/19/06	DELIVERY MI	143
			1 G 2 z	<u> </u>	5 5	8 6	6 4				SELLING DEALER NO.	PRODUCTION	N DATE
			T. E. NO.				P. 0	. NO.			07/11/06		-
ř		C	OMMENTS							<del></del>		MO:	3269
LABOR & PA	RTS		William Company						•.		·	<u></u>	3209
	OWNER REPORTS THE LOS A MESSAGE ON THE D.I. AT THIS TIME.	.C. READS "POWER	STEERING	, SEE			A. H. H. H. H.			WARRANTY			
	CHECKED SI FOR BULLET VISUAL CHECKED UNDER CONCERN OR ANY MESSAG	HOOD AND ROAD TO SES ON D.I.C GAUC	ESTED. COL E. IT'S /	JLD N ALL N	ormal								
PARTS	-QTYFP-NUMBER	DESCRIPT	[ON			UN]	T PR	RICE -					
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1 <b>4</b> 5251366073	OF PATAGETER PROPERTY OF THE PA	CM THE STREET WHEN THE STREET				LABOR			· • •	0.00			
aretene (1920) izan	OWNER REPORTS A CLICK			Hesy	133:4	53 11 11	****	類		WARRANTY			
	RO#182940 06/14/2006	RING WHEEL SIDE	TO SIDE.	c or	DEI V	TEN							
	CHECKED ST FOR BUILTET	TO WORKING ON.	PLEASE T.	A.C.	ONT	HIS.							
	STEERING COLUMN AREA, CO545 AT STEERING SYM COVER OUT FOR MODE DA	AND SCAN FOR DT	C CODES.	FOUNI	CODI	AI E							
	COVER OUT FOR MORE DI	PIOM (OO). REMOV AGNOSES AND CHEC	'ED LOWER KED FOR N	DASH	TRIM	JE ADD							
	NOISES COMING AT ELEC NOISEY INTERMMENLY. R TESTED POWER AND GROU STEERING SENSORS FOR	TRONIC POWER STE	ERING ASS	ĬŜŤ	KÓTÖR	WAS							
	TESTED POWER AND GROU	ND AT MODULE AND	SIGNAL V	OLTA	ES A	Г							
	STEERING SENSORS FOR SPEC, CHECKED PIN TER												
	REMOVED AND REPLACED I	NEW "ELECTRONIC	DALKO CTE	EDTN									
	REPLACED NEW MODULE UP "STEERING POSITION SET TURNING SENSOR" AT COL STEERING FEEL IN SPEC	NSOR", "TORQUE S	ENSOR", A	ND ST	EERI	ig -							
			ED MTIH "	KEN-K	ELLY"	').							
ADTE	OLH NOEC TO PIN TEST												
OB # 2	QTYFP-NUMBER 1 15775370	DESCRIPTION 6.60	)N )5	· · · · ·	•••	UNIT	PRI	CE-	1	(ADD ANTE)			
				JÓ	B#	2 TOTAL	- PAR	RTS	•	ARRANTY 0.00			
			JOB #	2 T	OTAL	LABOR 8	PAR	RTS		0.00			
##3#02BUZA	PROVIDE RENTAL VEHICLE	ENTALS	A STECH	fe <b>s</b> te	998					ARRANTY			
	PROVIDE RENTAL VEHICLE GUIDELINES. FOR OVERNI VEHICLES ONLY PROVIDED RENTAL	GHT REPAIRS OR U	/ Transpof Insafe/Und	RIVE	ON Able		7711			·			
ARTSC	TYFP-NUMBER	DESCRIPTIO	N	•••		JINITT	bor	CE					
				JOI	B #	3 TOTAL	PAR	TS		0.00			
		******	JOB #	3 T	DTAL (	LABOR &	PAR	T\$		0.00			
	·	<del> • • • • • • • • • • • • • • •</del>			• • •	•••••		••	••••				
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EPA # CAD 9811714082940

BAR # AM-150896

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91976	KENNETH G.	KELLY	119		1NVOICE DATE 06/15/06	PNCS18294
		LOPING	MILEAGE	2,267	PLATINUM M	STOCK NO.
CAMPBELL, CA	YEAR / MAKE / MODEL  O6/PONTIAC/	/G6/SD	<del></del>		04/19/06	DELIVERY MILES
		5 5 8 6 6	4		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.	O. NO.		06/14/06	
)TALS	COMMENTS					MO: 227
JALIFY FOR THE GM GOODWRENCH LIMITED LIFETI JARANTEE. PLEASE SEE BROCHURE FOR DETAILS JANK YOU FOR CHOOSING STEVENS CREEK BUICK.  APPRECIATE YOUR BUSINESS  AND AMT CONTROL PAY METHOD CASH  CASH  CASH  CHECK  CHEC	PONTIAC, GMC  ********  AMT CONTROL *	TOTAL PARTS TOTAL SUBLE TOTAL G.O. G TOTAL MISC TOTAL MISC TOTAL TAX TOTAL INV	CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00		
CUSTOMER SIGNATURE	TE INVOICE		<del>*********</del>	_		

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PAGE 2 OF 2

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91976	ADVISOR KENNETH G. KE	LLY	119 TAG NO.		06/15/06	PNCS18294
			MILEAGE	2 <u>,</u> 267	PLATINUM ME	6-2651
CAMPBELL, CA	YEAR / MAKE / MODEL  06/PONTIAC/GE VEHICLE I.D. NO.	5/\$D	<u> </u>		04/1.9/06 SELLING DEALER NO.	DELIVERY MILES 143
	1 G 2 Z H 5	5866			100	PRODUCTION DATE
	F. T. E. NO		P. O. NO.		06/14/06	
	COMMENTS	·			<del></del>	MQ: 227
ABOR & PARTS  PETANE WASHIND ISBN  REPAIR SCRATCHES ON FRONT BUMPE  AND LEFT CORNER. 15A PER SALES.	TECH(5) 99 R UNDER THE LICENSE PI	ATE		NTERNAL	- "	
NO REPAIR MADE AT THIS TIME.						
•••••	JOB # 1 TO			0.00		
#2 16807. STERTING SYSTEM OWNER REPORTS A CLUNKING IN THE TURN THE STEERING WHEEL BACK/FO "GRAB/RELEASE" FEELING.	STEERING, ALSO WHEN Y RTH YOU'LL FEEL A	'OU		NTERNAL		
RÖAD TESTED VEHICLE FÖR CLUNKIN COULD NOT DUPLICATED CONCERN, C ELECTRIC POWER STEERING SYSTEM.	HECKED BULLETON. VEHTO	LIF HAS				
	J08 # 2 T01		<b></b>	0.00		
OWNER REPORTS THE ENGINE DIED O TURNING. ONE TIME ONLY. NO DTC'S STORED, NO BULLETINS/P UPDATED PCM CALIBRATIONS AVAILA RE-PROGRAM PCM, WARRANTY CODE# STALLING EXPERIENCED	NCE WHILE SLOWING DOWN .I'S FOUND. DID FIND BLF	1 &		ARANTY		
	JOB # 3 TOT	'AL LABOR &	PARTS	0.00		
JBLETPO#VEND INV#-INV.DATE-DES JB # 1 85475 645321 06/15/06 SAL	ES RENTAL INV#645321	TOTAL -	SUBLET I	NTERNAL 0.00		
	• • • • • • • • • • • • • • • • • • • •	*********	•••			
LETED OPERATION(\$) DBUZ QUALITY CONTROL 02BU	Z4 FACTORY PA	ID RENTALS	<b></b>			

PAGE 1 OF 2

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ORALZEFASE# 49141

4201 Stevens Creek Blvd. Santa Clara, CA 95051-6937 TEL (408) 983-5300 FAX (408) 983-5348







Salesman

Stock No			
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Date								
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Date						
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Res.	Phone	19706	
Bus.	Phone		

SALESHAN: RANDALL H BALDINGER	AUVISOR:	ANTACKE STABLE	Res. Phone
PURCHASER			Bus. Phone
Address			
City <u>SAM JUSE JOA</u>		Zip	_
NEW □ DEMO □ USED □ COL		1 00 74	RIM
Year Cyl. Make	Model	l.D.	NoEBONY
Mileage <sup>NTLAL</sup>	Body 06	Lic.	. <b>No.</b> 1622/1558664
AMARIA TOR APPOINTHUNTS AMARA AARA CUSTORIER CARE AAAAA FINANCE DEPT.  AAAAA NOTHUNG LUSE PROMISELI AAAA Appointment Date:	<del></del>	I must pay the additions estimated, difference is PENALTIES: I agree to pregistration and/or title to NO LOAN CARS: I understand that no warranties expressively and that any such cover this time. X	that he has inspected the above vehicle at time of cept the above vehicle and all equipment AS-IS and eased or implied were made. X and that dealer has no coverage on the vehicle are must be provided by policies I have in effect at cerstand that all license fees are estimated and rocessed through DMV. I will be refunded the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will be refunded and the coverage of through DMV. I will

to Stevens Creek Buick - Hontac - PittiC, Inc. Within 14 days from conglusion of all finance drandements for necession

Manager

(3) Pink-Service

Customer Signature

2007412:51AMoo (9) Steven Cr. Buick (4)



## 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

INDIVIDUAL

Consumer Cash Vehicle Financing INDIVIDUAL

Smart Lease INDIVIDUAL

Zip: 95051

Region: WESTERN

State: CA

Smart Buy

INDIVIDUÁL

Delivery Destination

DMA: SAN FRANCISCO,

County: SANTA CLARA

Combo INDIVIDUAL

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 #	Cask	Inc. Code
	GM WESTERN REGION 2007/2006 RETAIL CONSUMER CASH/APR/DEALER CASH INCENTIVES	4/11/2006	7/5/2006		06-31A <b>-</b> 22	750	CWE
<b>*</b>	GM DEALER CASH ADJUSTMENT PROGRAM	4/17/2006	10/2/2006	W <del></del>	06 <b>-</b> 31AX-3	620	DXP
V	CUSTOMER TRADE ASSISTANCE PURCHASE BONUS CASH INCENTIVE	4/11/2006	5/1/2006		06-31ACL	500	BPN
<b></b>	GM NATIONAL ASSOCIATION OF HOME BUILDERS PRIVATE OFFER	4/17/2006	1/3/2007		06-31CH-1	500	PNJ
	GM MILITARY PURCHASE PROGRAM	4/17/2006	9/30/2006		06-31C-3	500	MPP
•	GM CONQUEST PROGRAM	4/5/2006	7/5/2006		06-31CJ-4	500	PDN
30 V	GM E-MAIL PRIVATE OFFER PROGRAM	2/1/2006	5/1/2006		06-31CL-1	500	ERP
	2006 Q2 CONQUEST DIRECT MAIL PRIVATE OFFER	4/14/2006	7/5/2006		06-31CP	500	₽₿N
	CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	4/17/2006	9/30/2006		<b>06</b> -07 <b>-</b> 2		МОВ/МОС
	CORPORATE PROGRAM: 2006 MY GM CUSTOMER ASSISTANCE CENTER GOODWILL CERTIFICATE PROCESS	10/1/2005	9/30/2006		06-03		LCP
	CORPORATE PROGRAM 2006 MY GM MOBILITY ADAPTIVE EQUIPMENT PROGRAM	4/17/2006	9/30/2006		06-07-1		MOB/MOC
	GM COMPETITIVE LEASE CONQUEST DIRECT MAIL PROGRAM	3/1/2006	5/1/2006		06-31CK		CLP
	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 <b>-</b> 2		UDP
#P	CORPORATE PROGRAM: 2006 MY GM IN THE DRIVEWAY PROGRAM	10/1/2005	9/30/2006		06-13		GID
##P	CORPORATE PROGRAM: 2006 MY GM EXTENDED FAMILY CARD PROGRAM	10/1/2005	9/30/2006		06-05C		UDF
F-55.	CORPORATE PROGRAM: 2006 MY GM BUSINESS CARD PROGRAM	10/1/2005	9/30/2006		06-05B		UDB
	CORPORATE PROGRAM: 2006 MY GM CARD (BLUE/GOLD) PROGRAM	10/1/2005	9/30/2006		06-05		UDE
<b>3</b> 27	CORPORATE PROGRAM: 2006 GM CUSTOMER APPRECIATION CERTIFICATE PROGRAM	10/1/2005	9/30/2006		06-14		VHC
erere.	CORPORATE PROGRAM: 2006 MODEL YEAR GM DRIVER EDUCATION PROGRAM	4/17/2006	9/30/2006		06-08-1	750	U4C/U5C
					Total >>	2370	n :

Total >> 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

0

12:52AN

Steven

Cr.

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# AGREEMENT TO FURNISH INSURANCE POLICY (TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

			THICKLE)	
TO SELLER STEVE	US FORTY SUITAN S	Store		Date <u>04/19/2006</u>
O SELLER _ OIL AE	NS CREEK BUICK P	ONTIAC GMC		
<u>  420</u> 1 STEVENS C	REEK BLVD SANTA	FIARA CA DECES		
The undersigned Pure	hannels ()	orunn (N 2000)		
THE BUILDING FULL	maser(s) agree(s) to turnis	h his/their own Insuranc	e Policy, covering property which	ch is the subject of a Security
Agreement dated this		9th day o	ADDY)	
The vehicle referred to have	ein is described as follows:	_	146.976	,YR_ <u>20(</u>
rear				
	Make	Model	Body	Vehicle Identification No.
2006	PONT LAC	56		To the state of th
Such Insurance Police			<u>sø</u>	<u>162ZH558654</u>
eller does not receive su	ist be delivered to the Se	ller within		_ days from the date hereof, and e of the kind and type agreed to b
imished under the terms of	of the above mentioned Sec	ou, seller may (but is no Curty Agreement	ol required to) procure insurance	e of the kind and type agreed to b
is.co. <u>State Far</u> m	1			7. 0
		Age	nt MIKE MURILLO	
ADDRESS OF AGENT - STARET				14001000
olicy No		ату	STATE ZIP	4GENTS PHONE NOMBER 0554
		——— — Ехр.	. Date <u>03/07/2008</u>	
JFire & Theft - ∐Addition	nal Coverage · 🔲 \$	Deductib	ile Comprehensiva - 🖂 ¢	Deductible Collision
In the event I fail to furni	ish a valid insurance policy	or written evidence, from	m an insurance company for our	
ey may have to place for t	the time specified from abo the above described vehicle	ve date, I hereby agree	to pay to Seller or its assignees	prehensive and deductible collisions any earned premium for any policy
982.8.	THE RECOVE GESCHDER AGNIC	e in accordance with rep	payment procedures established	inprenensive and deductible collisions any earned premium for any policy under California Civil Code Section
a or serge rentitus swit At novierent in entensinis	ssume forthwith any and	all responsibility for dan	nage to the property referred t	to above or resulting from the use,
The second land of obciding	III UIET <del>IN</del> IA.		, and a second to the call	valliaus iu salii finnnem) or trom tha
THE TO BUYED. This A	december 1	Loss rayee		
Any insurance ordered bability or Property Dama	y the financial institution w	ill cover loss of or dama	Liability or Property Damage	Insurance. le only and will not include Public
CONTROPERTY Dama	ge insurance.		se to the goode described fellio	ie only and will not include Public
araratu i ib fuun kii Mates Station (2000	SPUASSELTY CAUSE OA	LFJANK LAY TO COT	an forestan milesau ma	BE SUBJECT TO PENALTIES FOR BE INSURANCE / CRUINED BY THE BERGAL FOREIGN
DAYOLDER DOES NOT PR	of the versule Gold, 1967-1983 typestale		OSS OF LICENSE OR FINE TH	E RELEGICE (CONTROL BY THE
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E PHONE	BUSINESS PHONE	X		
- I I I I I I I I I I I I I I I I I I I			UYER'S SIGNATURE	

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### **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.

SECTION 1: Vehicle/Vessel Description	ALL SIGNAT	THE WOS	I BE IN INK	HOTOCOPI	ES NOT ACCEPTED
IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF #	МОТО	RCYCLE ENGINE #
162211558664	2006	PONTIAC			
SECTION 2: Bill of Sale					Nederland
I/We STEVENS CREEK BUICK PONTIAC	GMC				above vehicle/vessel
(PRINT SELLER'S NA ALISON PINA	AME[S])	10.0	r. 1		<u></u>
(PRINT BUYER'S NAME[S])	<del></del>	on <u>()</u> 4 1 1 1 Mo D	9 2 0 0 6 for th	e amount of	(SELLING PRICE)
If this was a gift indicate relationship.			•••		· 1
If this was a gift, indicate relationship:		. <u>.     </u> (6	e.g., parents, spouse,	friend, etc.)	(GIFT VALUE)
SECTION 3: Odometer Disclosure State	ment ( <i>Void i</i> i	Mileage is	Altered or Erase	d)	Mara Distriction of the Control
Federal and State Law requires that ye	ou state the n	nileage up	on transfer of ow	An Establish material and a second section of the second	ilure to complete or
providing a false statement may result i	in fines and/o	r imprisoni	ment.		
The odometer now reads	<b>,</b>  ,   <sub>4</sub>	3	(no tenths) miles	, and to the	best of my knowledge
eflects the actual mileage <i>unless one of</i>	the following			,	
WA  Odometer reading is NOT the actual mil	RNING—ODO	_			
Explain odometer discrepancy:	leag <b>e</b>	□ Mil	eage exceeds the	odometer m	echanical limits
ECTION 4: Buyer and Seller (MUST pr	int his or her				2464874684254254555555555555555555555555555555
	composite transfer to the broad of section section of the	BUYER	and aign wis set		
acknowledge the odometer reading and the State of California that the inform			r. I certify under p	enaity of pe	erjury under the laws
RINTERS THE STATE OF CARTORNIA THAT THE INTORM	sign	rovided is	tr <u>ue and correct.</u>	DATE	DL, ID OR DEALER#
RINT NAME	X			04/ţ9/06	A 1 ,9 ,8 ,8 ,7 ,2 ,0
	X			DATE	DL, (D OR DEALER #
RINT NAME	SIGNATURE		· ·	DATE	DL, ID OR DEALER #
MAILING ADDRESS	<b>X</b>	<del></del>	STATE	ZIP .	DAYTIME PHONE #
	SAN JOSE		CA		
cartifus under monetty of marisms and an		ELLER		·	· · · · · · · · · · · · · · · · · · ·
certify under penalty of perjury under t rue and correct.	. <i>A</i> A	e State of C	alifornia that the	Information	I have provided is
RINT NAME STEVENS CREEK BUICK PONTIAC GAC	XXX	1 100		DATE O A CLO COC	DL, ID OR DEALER #
RINTNAME	SIGNATURE			04/19/06 PATE	2   8   7   2   4   + _ + _ + _ + _ + _ + _ + _ + _ +
RINT NAME	X				<u> </u>
	SIGNATURE X			DATE	OL, ID OR DEALER #
AILING ADDRESS	CITY	<u> </u>	STATE	ZIP	DAYTIME PHONE #
201 STEVENS CREEK BEVO	SANTA CLARA	Vine Date in 1990 (Alband Latera Albanda Indonesia)	(A 9	5051	(408)983-5300
ECTION 5: Power of Attorney					
We(PRINT NAME[S])		<u>-</u>	appoint <u>ST</u>	<u>EVENS ÇRE</u>	EK BUICK PONTTAC
s my attorney in fact, to complete all necessar	y documents, as	needed, to	transfer ownership a	PAIA) vd beriugen \$	IT NAME[S]) law.
la o	f Attorney		enseringe to	DATE	
( ignature required by person appointing Power o	f Attorney		<del>_</del>	04/19/	2006
(	According		•	DATE	
G 262 (AEC. 1 9 / Z 0 ° N		***	Steven Cr. Buick	S - MAEC:	Dec. 27. 2007 12

# APPLICATION FOR REGISTRATION OF NEW VEHICLE

1	2	5	3	6	1	3	5
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A Fabile Service Agency		STITISTIC OF T				<u> </u>	
DATE FIRST SOLD AS A NEW VEHI	CLÉ (MQ/DAY/YR.)	DATE FIRST OF	PERATED (MO./DAY/)	<b>/</b> R.)	•	NAW/ND	
<u>04/19/2</u> 006			1972006				
MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWE	į.	NUMBER OF AXLES	UNLADEN	WEIGHT
PONTIAC	2006	50	lj/		2	3445	
VEHICLE IDENTIFICATION NUMBER	<del>1</del>	.,	M/C ENGINE N	JMBER OR AD	DITIONAL (DENTIFICATIO	N NUMBER	
T62ZH558664						1	
FOR CAMP TRACEES	LENGTH IN INCHES		WIDTH IN INCH	ES			OF RESIDENCE
SOLD TO: PRINT TRUE FULL NA		DIVED HOSNOS OD ID OARD IN	THE CODES CHOW	I bei Ow I i	EQUIPMENT NUMBER		A LULARA CENSE/ID CARD NO
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HAND	1	rma i		,0042		DATE OF CE	OERODID OARD RO
OR (2) BUSINESS OR RESIDENCE ADDRE	28		APT. NUMBER	CITY		STATE	ZIP CODE
SS& MERIOTAN AV				SAN JO	n sub	CA	35 (26
MAILING ADDRESS—IF DIFFERENT	T FROM ÁBOVE OR LOCATION	I (FOR TRAILER COACH/VESSE	L) APT, NUMBER	CITY	7-2C	STATE	ZIP CODE
			,				
LIENHÖLDER OR LEGAL OWNER	PRINT TRUE FULL NAME			1		ELECTRO	J NIC LIENHOLDER ID
BUSINESS OR RESIDENCE ADDRE	ss	····	APT. NUMBER	CITY		ELT# STATE	ZIP CODE
LESSEE ADDRESS—REQUIRED WI	HEN DIFFERENT FROM REGIS	TERED OWNER ABOVE	APT. NUMBER	CITY		STATE	ZIP CODE
						-	Ì
If a passenger vehicle, will it	t be used for hire or to n	rovide a service of trans	nortina passenge	ers in conjur	oction with a busine	997	
Yes ZNo	. DO 4004 701 11110 01 10 p	TOTAL CONTINUE OF THE INC	porting passoring	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	ionor man a paomo		
APPLICANT'S CERTIFIC	ATION: I certify under	penalty of periury under the	a laws of the State	of California	that the foregoing info	rmation is tro	le and correct
DATE	BUYER'S	Married at the Edward Control of the	Tions of the other	01 04///011/14	mar me reregenig me		o drie von ook
0471972006	(1) X			(2) X			
CERTIFICATE OF COST		ertification certifies under nei	nalty of neriury unde		he State of California t	hat the cost o	f the vehicle enters
in the Certificate of Cost include	es the cost of any equipme	ent that is physically attache	ed to the vehicle, pl	us any trade	in allowances (exclud	le state or loc	al taxes, insuranc
and finance charges).					CHASED/ACQUIRED		COST
			_				
<ul> <li>A — Cost of vehicle purchased a</li> </ul>	as a 🔯 Complete vehicle	e 🔲 Chassis only 🗀	Cab and chassis		<del>.</del>		
B - Cost of trailer coach includi	ng all permanently attached	items (wall to wall carpeting	, factory air				
conditioning, built-in appliar		, , ,	,				
· ·		ODOMETER DISCLO	SUDE STATE	RAENIT			
Federal and state law requires the	hat you state the mileage u				ulaa etatamaat mau ra	sult in finan as	ad/or imprinonmon
	lat you state the mileage of		·	-	•		•
The odometer reading is statements is checked.		(no tenths) miles and	to the best of my	knowledge r	eflects the actual mile	eage unless o	one of the following
otatomonis is oneoned.	WARNING — Is no	ot the actual mileage.	Mileage exceed	s the odome	ter mechanical limits.		
I/we certify under penalty of per		_					
	RE OF SELLER OR COMPANY		STRUE PLY JAMEZO			: kir = r:1)1	L 17 - FAS A 2.1.7
0471972006	/ (	TEVENS CRECK BU	TICK FORT	i Ger	NT ADDRESS STUV	CEĂRĂ C	A GEOGLA
DATE		P	7,0000	1) 127 P.			
04/19/2006					**************************************	LAM AVE FA 9512	# :30 i
REG 397 (REV. 9/98)					TOTAL CATAL		.,
	Pares - Branson arions en ariono de	<u> — РМҰ</u>	copy	<del></del>		·	
CHITTO' CHEONIA	NE	W VEHICLE DEAL	ER NOTICE		1		
After comp	pletion, detach this stub co	opy and mail direct to Depa	artment of Motor V	ehicles, P.O.	Box 944292-2920,	123	136135
		r than the period of time sp		5901 VC.			. 100 day 1975 day 650
MAKE	BODY TYPE		TFICATION NUMBER		_		
PONT1AC	SD		32ZHS58664		<b>_</b>		
DATE FIRST SOLD AS A NEW VEHIC	LE (MO./DAY/YR.)	DEALER'S NUM	BER		SALESPERŞON'S N	WM8ER	
04/19/2006		28724			405		
COLO TO: PRINT TRUE FULL NAM	E(≈)						
NODECC.	<u>i</u>		<del>.</del>				
ADDRESS	SAN JOSE	$\tau$ $\rho$					
		<b>₩</b> /7					
NOTE: UPON TRANSFER OR S			IMPORTANT	ENTERBO	TH DEALER'S AND SA	LESPERSO	N'S NUMBERS. Th
MUST ENTER ODOMETER REA	.DING HERE	<b>── └── ┌──                             </b>	3   is a notice of p	urchase of ve	hicle. Do not use as an	application for	r registration or title

2006 G6 - GT SEDAN 67U LIQUID SILVER METALLI 192 EBONY ORDER NO. JEMTPP/TRE VIN 1G2 ZH55 86 64	STOCK NO.	100 RENAIS DETROIT VEHICLE IN	SANCE CENTER MI 48243-1114 VOICE 2AD51089538
2ZH69 G6 - GT SEDAN AP3 REMOTE VEHICLE STARTER FR9 AXLE RATIO 3.29 LX9 ENGINE, 3.5L V6 SFI MX0 AUTOMATIC TRANSMISSION PED PREMIUM VALUE PACKAGE: * (4) 17" CHROMETECH WI * AM/FM STEREO 6 DISC ( REPLACES STD/OPT/PK0	MSRP 23455.00 SYSTEM 150.00 N/C 0.00 0.00 INCLUDES 2350.00 HEELS CD PLAYER G RADIO)	INV AMT 21461.33 133.50 N/C 0.00 0.00 2091.50	RETAIL - STOCK INVOICE 04/18/05 SHIPPED 04/12/05 EXP I/T 04/25/05 INT COM 04/25/05 PRC EFF 04/12/05 KEYS XXXXX XXXXX WFF-S QTR OPT-1 BANK: GMAC - 085
* PANORAMIC ROOF, POWER R6J CUSTOMER DIALOG NETWORK R9N LEATHER PACKAGE:  * LEATHER APPOINTED SEX  * 6-WAY POWER DRIVER SEX  * HEATED FRONT SEATS  * LEATHER WRAPPED STEEN  * STEERING WHEEL RADIO  * LEATHER WRAPPED SHIFT  AND PARK BRAKE HANDLE	CAT  CONTROLS  KNOB	C S N I D	SHIP WT: 3445 HP: 32.9 GMS: 24647.58 SUPPLR: 25753.35 MRM: 28270.00 DAN: PKG2B MEMO 1282.25
U2K XM SATELLITE RADIO - OV CHNLS OF DIGITAL ENTERT SERVICE FEE EXTRA.1ST 3 VK3 LICENSE PLATE BRACKET, YF5 50-STATE EMISSIONS 1SZ PREMIUM PACKAGE DISCOUN	AINMENT. MOS.INCL FRONT N/C	N/C	

```
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
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TOTAL

27770.00 25929.83 PAY 310 25929.83

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 24763.65

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









CT GMC HUMMER







(excludes Saturn)

·····
CUSTOMER NAME: ALISON PINA  VIN: 1/6/2/2/19/5/9/8/9/6/4/
. 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
Total Incentive Amount Received \$1750.00
<ul> <li>Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc)</li> <li>a. I elect to receive</li> </ul>
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
Is vehicle equipped with OnStar?YesXX_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 <a href="https://www.onstar.com">www.onstar.com</a> , 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 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.
Purchaser/Lessee Signature Date:04/_17/_06
The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the ncentive(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 convarded to General Motors or Saab Cars USA.
Authorized Dealer Signature:  Dealership Name:  Dealer Code:
calor Note: This is a required document and it must be completed signed and retained in FVFRY DF 41 FILE for new retained

customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

Herman State (1885 - 1885) Alberta (1885) Alberta (1885) Alberta (1885) Alberta (1885) Alberta (1885) Alberta	RETAIL IN SIMPLE	STALLMENT SALE CONTRAC INTEREST FINANCE CHARGE	T OFFICE (MC) ACCUSED A TRANSPORTATION OF THE CONTROL OF THE CONTR
Dealer Number	Contract Number	R.O.S. Number	Stock Number
	HATE OF THE STATE	STEVENS CREEK 4201 STEVENS SANTA CLARA C	BUICK POMTLAG GMC CREEK BLVD A 95051
You, the Buyer (and Co-Buyer, if any), agreements on the front and back of the Charge according to the payment schedulers.	may buy the vehicle below to s contract. You agree to pay le below. We will figure your fi	or cash or on credit. By signing this cont the Creditor - Sellers (sometimes "we" or nance charge on a dally basis. The Truth I	ract, you choose to buy the vehicle on credit under the "us" in this contract) the Amount Financed and Finance n-Lending Disclosures below are part of this contract.
New Make Used Year and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW 2006 G6	.143	162ZH558664	Dersonal: family of nousehold: □ business or commercial
	UTH-IN-LENDING DIS	CLOSURES	STATEMENT OF INSURANCE
ANNUAL CHARGE RETE The dollar The cost of amount the your credit as a yearly rate cost you.	Amount Financed The amount of Gredit provided will Gredit provided you on your behalf	Total of Rayments he amount you I have paid after unavermade all payments as scheduled.  32715.08e	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.
SUBJECT TO LENDER'S CRE		(e) means an estimate	\$ Ded. Comp., Fire & Theft Mos. \$
YOUR PAYMENT SCHEDULE WILL BE: Number of Payments:	Amount of Payments:	When Payments Are Due:	\$ Ded. Collision Mos. \$ N/A Bodily Injury \$ Mos. \$ Mos. \$
	Approximately and the second	** <b>N/A</b> 246 ******************	Property Damage \$LImits N/Alos \$ M/A
One Payment of	454.39	Monthly, Beginning U5/19/20U6	Medical Mos. \$
Payments One Final Payment	N/A 454 89	Monthly, Beginning	UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR
Late Charge. If payment is not received in full payment that is late.  Prepayment. If you pay off all your debt early, you Security Interest. You are giving a security interest Additional Information: See this contract for repayment in full before the schaduled date, minim	may be charged a minimum finance of tin the vehicle being purchased.	harge.	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 subsections of the provided by the contract of the provided by the contract of the provided by the contract of the provided by the contract of the provided by the contract of the provided by the contract of the provided by the contract of the provided by the contract of the provided by the contract of the provided by
ITEMIZATION OF THE AMOUNT FINANC	CED		Seller X STEVENS CREEK BUICK FUNITAC
1. Total Cash Price  A. Cash Price of Motor Vehicle and Act  1. Cash Price Vehicle  2. Cash Price Accessories  3. Other (Nontaxable)  DescribeNA	\$ 25050 \$ \$ W//	** 2505000 <sub>(A)</sub>	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)
Describe  N/A  B. Document Preparation Fee (not a g C. Smog Fee Paid to Seller D. Sales Tax (on taxable Items in A+B- E. Optional DMV Electronic Filing Fee F. (Optional) Service Contract* G. (Optional) Service Contract* H. Pript Credit or Lease Balance paid	+C) \$\frac{\fin}{\frac{\fin}}}}}}{\frac}\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac}\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\frac{\f	45 100(B) 11/A(C) 20/0 34(D) 28 00(E) 11/A(F) 11/A(G)	Credit Life  Credit Disability  Mos.  Total Credit Insurance Premiums Insurance Company Name  Home Office Address  Credit Ilfe insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit
(see downpayment and trade-in calc  I. (Optional) Gap Contract (to whom p  J. Other (to whom paid)*  For  Total Cash Price (A through J)  A. License Fees	aid)*\$	(H) N/A(I) N/A(I) \$ 27193-34	inis and credit disability insufance 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
· / Liconato / CC2	E <i>0</i>	226:00 10(A)	#isurance is shown above.
B. Registration/Transfer/Titling Fees € 7 'd 9 ∠ 70 '° N	\$ 7	en Cr. Buick 💛 😝 🕹 💮	A ⇒ ↑ S (1) YouMA ₹ ₹ : S ↑ ip ↑ 0 0 S . ↑ 5 . ○ ⊕ 0 have

C. California Tire Feorts 27 (1981) 28 1 100 20 20 20 20 20 20 20 20 20 20 20 20 2	A CONTRACTOR OF THE PROPERTY O	
3. Amount Pald to Insurance Companies (Total premiums from Statement of Insurance column 4. Smog Certification or Exemption Fee Pald to State 5. Subtotal (1 through 4) 6. Total Downpayment	(2) (a + b) (b) (c) (c) (c) (d) (d) (d) (d) (e) (e) (f) (f) (f) (f) (f)	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)
Model STESM92N32d9 VIN  B. Less Prior Credit or Lease Balance C. Net Trade-In (A less B) (Indicate if a negative num D. Deterred Downpayment	\$ 11.574.00(B) ber) \$ 7.574.00(C) \$ 7.574.00(C) \$ 7.574.00(D) \$ 7.574.00(D) \$ 7.574.00(D)	Date Buyer Signature Age  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
E. Manufacturers Rebate F. Other G. Cash Total Downpayment (C through G) (If negative, enter zero on line 6 and enter the amount less tha 7. Amount Financed (5 less 6) *Seller may keep part of these amounts.	s F)  \$ (G)  A 76 QQ (6)  In zero as a positive number on line 1H above)	in item 11. See your gap contract for details on the protection it provides. It is not this contine A  Term Mos  Name of Gap Contract  You wa  Buyer >
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 \$	AUTO BROKER FEE DISCLOSURE If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:  Name of autobroker receiving fee, if applicable:  N/A	OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1.F. and/or 1.G. above.  1.F. Company Term H. Mos. or Buyer X
If Buyer and Co-Buyer sign here, the provide back give to a financia	SCISSION RIGHTS disions of the Rescission Rights section on and if Seller is unable to assign this contract	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 also it also oral characters.  X  Buyer Signs
OPTION: You pay no finance charge if the Amo	ount Financed, item 7, Is paid in full on or before	XCo-Buyer Signs
WARMING: YOUR PRESENT POLICY MAY NOT COVER COLLISION MOT HAVE FULL COVERAGE SUPPLEMENTAL COVERAGE	PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PIR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH THE DEALER PROTECT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU STANDS THESE PUBLIC LIABILITY TERMS AND CONTINUE OF A STANDS THE OF A S	, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO JUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING JUST SONLY THE DEALER, USUALLY UP TO THE AMOUNT OF
	the truth and accuracy of the information provide amount on the vehicle traded in. If the payoff amo st pay Seller the excess on demand. If the payoff truth and the difference to you.  Co-Buyer X	
I III VVETIVE TO AMICONIONE TO TOO CON DIENA	nd it or if it contains any blank spaces to be fill y the full amount due under this agreement at he vehicle may be repossessed and you may	MPM 9174A (A) 16 MAIN ALAKANIA (A) ALA
	y to resolve it with the seller, nathods by the seller may be referred to the city attorney, the financing or payment terms unless you agree in writing	

Dec. 27. 2007 12:55AM Steven Cr. Buick

If you have a complaint concerning this sale, you se Complaints concerning unfair or deceptive practi	hould try to resolve it with the selle ces or methods by the seller may	be referred to the cit	y attorney, the district attor	ney, or an investigator for the Department
of Motor Vehicles; or any combination thereof.  After this contract is and it is an unfair or de	er med je skipina i na rajna silik skipa ili marijak je jima, rajna, na majen, na dreje na provi Archima.	فياكر في أخل بريدة وروان أوري المناطق	\$9. \$4. IL 1. J. Z. (\$1.7. ) \$1. Z. J. Z. \$1. Y \$2. Y \$2. Z. Z. Z. Z. Y \$1. Y \$2.	You do not have to agree to any change,
Buyer Signature X		Co-Buyer Signat	ure X	
The Annual Percentage Rate and retain its right to receive			ller. The Seller i	may assign this contract
California law does not provide for a "cooling Therefore, you cannot later cancel this contract vehicle costs too much, or wish you had acqui only cancel this contract with the agreement of the	t simply because you change you ed a different vehicle. After you s	ir mind, decide the i ign below, you may	CONFIRM THAT BEFO GAVE IT TO YOU, AN REVIEW IT. YOU C	TERMS OF THIS CONTRACT. YOU RE YOU SIGNED THIS CONTRACT, WE D YOU WERE FREE TO TAKE IT AND ONFIRM THAT YOU RECEIVED A IN COPY WHEN YOU SIGNED IT.
Buyer Signature X	Date 04/19/	Co-Buyer Signa	iture X	Date
Co-Buyers and Other Owners — A co-buyer is a r does not have to pay the debt. The other owner agre				e name is on the title to the vehicle but
Other Owner Signature X	and the base of the bearing and the second section of the	JARANTY	w rooth #South of a net department of a solid	minima ng manging tempona ng garan na Andagaina nami kada a Mini
To induce us to sell the vehicle to Buyer, each perseach Guarantor must pay it when asked. Each Guarantor's demand for reimbursement. Each Guarantor a full or partial release to any other Guarantor, (3) reor extend the contract. Each Guarantor acknowledge	on who signs as a Guarantor individua rantor will be liable for the total amoun rantor agrees to be liable even if we do lease any security; (4) accept less fron les receipt of a completed copy of this	ally guarantees the paym of owing even if other pe of one or more of the foll on the Buyer then the total contract and gueranty	rsons also sign as Guarantor, owing: (1) give the Buyer more al amount owing; or (5) otherwi at the time of signing.	and even if Buyer has a complete defense to time to pay one or more payments; (2) give se reach a settlement relating to this contract
Guarantor waives notice of acceptance of this Guaranty,	notice of the Buyer's non-payment, non-p	performance, and default;	and notices of the amount owing:	at any ilme, and of any demands upon the Buyer:
Guarantor X	Date	Guarantor X		Date
Address		Address		
Seller Signs	Date_577.074/	9/Q6 <sub>×</sub>	erikalik kelilik erikin kalk lebi	Title

FORM NO. 553-CA (REV. 1/05) U.S. PATENT NO. 0460,782

\$2005 Reynolds and Reynolds TO ORDER: www.reynoutos.com; 1-800-344-0008; (ax 1-600-531-8055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

Seller Signs

DEALER COPY

P. 25 No: 0276 Dec. 27. 2007 12:56AM

### **Privileged and Confidential Information**

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

By: Paula Maggard State: CALIFORNIA

Customer Name: Service Request: 71-566646905 GM Legal File No.: {Number}

Vehicle ID No.: 1G2ZH558664 In Service Date: 04/19/2006 Vehicle is: NEW BAC Code: 163372 Vehicle Purchased Used on: {n/a or

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

· ·				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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>Steerii</u>				
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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/	<u>Trim</u>							
Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
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.				
☐ <u>Suspension</u>								
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:				
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

TEAM MANAGER APPROVING:

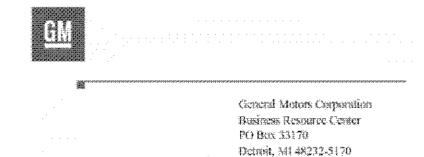
Repairs: 2 for serious, 4 for same nonconformity

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

Date:

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

<sup>\*</sup> SES light is to be captured under affected component above.



### 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:

Service Request: 71-566646905

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH558664

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

















Contare i Mistern Composition Stretches Stational Contae PO 1000, 2151-79

Bessell, set 48000-68348

March 18, 2008

<u>VIA FAX ONLY</u> William McGee, Esq. The Law Offices of William R McGee 16855 W Bernardo Dr Ste 380 San Diego, CA 92127-1626

RE: v. General Motors Corporation

Service Request: 71-566646905

2006 Pontiac G6

Vehicle Identification Number: 1G2ZH558664

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















