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

FAX COVER SHEET

6639 Chestnut Ave New Carrollton, MD 20784 Phone: 301 345 7825

Fax: 3014743140

Send to: Danielle Coria,	From: 2006 Pontiac G6 Owner
General Motors representative	Date: December 2, 2009
Fax number/Fax nr./N° de fax: Telephone 866-790-5600x32541 FAX 866-962-2868	Phone number:
Dringend/ Rückantwort/ Erle Urgent Réponse urgente Cor	rise comment/ Please review/ For your information/ digung/ Überprüfung/ Kenntnisnahme/ nmentaires A vérifier Copie pour information
Total pages, including cover sheet:	5 pages
Comments/Anmerkungen/Co	ommentaires

Date: December 2, 2009

To: Danielle Coria, General Motors representative Telephone 866-790-5600x32541 FAX 866-962-2868

From: , 2006 Pontiac G6 Owner

Subject: Case number 71-758-627-236 Power steering repair

On November 25, 2009, Michelle of your office left a telephone message asking me to fax copies of (1) the repair order, (2) proof of payment, and (3) proof of ownership.

Enclosed is the invoice from Scanlan Fleet Service, Inc. showing that I paid \$1,273.57 to repair the power steering. This amount consists of \$84.00 to perform the initial diagnostic scan, \$819.69 for the steering column and steering column motor, \$320.70 to perform the repairs, and \$49.18 for taxes on the parts Scanlan did the initial diagnostic test and DARCARS Chevrolet did the rest. Also enclosed is DARCARS' invoice to Scanlan.

The proof of payment is circled on the left side of Scanlan's invoice.

Enclosed is my Maryland Certificate of Title dated February 22, 2006. showing that I am the registered owner of the Pontiac.

If you have any questions please call me at

Thank you.

Enclosures 3 Scanlan's invoice, DARCARS invoice, Certificate of Title

New Carrollton, MD

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DARCARS CHEVROLET

7710 ANNAPOLIS RD. LANHAM, MARYLAND 20706 (301) 459-1300 WWW.DARCARS.COM

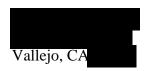


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SCANLAN FLEET SER	VICES	LABOR RATE	LICENSE NO.	MILEAGE	51,709	GREEN/	STOCK NO.
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PAGE 1 OF 1	CUSTOMER COPY		[END C	F INVOICE]	11:22am		

37 3014743140 CERTIFICATE OF TITLE 07:37 02/08/2006 X625732 **COOMETER CODES** A. Actual Mileage B. Exceeds Mechanical Limits C. Not Actual Mileage HYATTSVILLE CONTROL NO. I THE UNDERSIGNED, HEREBY CERTIFY THAT AN APPLICATION FOR CERTIFICATE OF TITLE HAS BEEN MADE FOR THE VEHICLE DESCRIBED HEREON, PURSUANT TO THE PROVISIONS OF THE MOTOR VEHICLE LAWS OF THIS STATE, AND THE PROPULANT NAMED ON THE FACE HEREOF HAS BEEN DULY RECORDED AS THE LAWFUL OWNER OF SAID VEHICLE. THE ADMINISTRATION WILL NOT BE RESPONSIBLE FOR FALSE OF FRAUDULENT ODOMETER STATEMENTS MADE IN THE ASSIGNMENT OF THE CERTIFICATE OF TITLE OR FOR ERRORS MADE IN RECORDING BY THE ADMINISTRATION. NAME(S) AND ADDRESS OF SECURED PARTIES IN RECORDED ORDER LIEN RELEASE MVA USE ONLY OFFICIALLY ISSUED ON THE DATE SET FORTH ABOVE

ADMINISTRATOR OF MOTOR VEHICLES

CONTROL NO. (This is not a Title No.) X625732



At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Saturn ION 3.

This offer is valid towards <u>one</u> service visit on VIN 1G8AK55F86Z In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request 71-758683912

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

BBB AUTO LINE Customer Claim Form

Case number: CHV0945284 Contact Date: 09/22/09

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: CUSTOMER IN	NFORMATION		
Titled owner:			
Mailing address:			
City: Wheeling		State: WV Zip	p code:
Day phone:	Evening phone:	Ce	ell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFO	ORMATION		
Make: Chevrolet	Model: Silverado	Year: 2003	Current mileage: 39048
Name(s) that appears on the v	vehicle title:		
Selling dealer/city/state: Bo	b Robinson Chev-Olds-Cad, W	heeling, WV	
Primary Servicing dealer/cit	y/state: BOB ROBINSON CHEV-	-OLDS-CADI IN,	
Acquired as 🛛 new 🔲 used	d ☐ demo ☐ leased Is the	vehicle in your poss	session? 🛛 yes 🔲 no
Purchase/lease date: 12/31/	/02 Milear	ge at purchase/lease	<u>::</u>
First repair attempt date:		repair attempt mileag	
How often is the vehicle used for business purposes (percent	Number of vel stage): 0 % or leased by t		Transmission type: 凶 Automatic Manual
Has the vehicle been in an acc	cident/had body damage? yes	 図 no	Date of accident:
Description of damage:			
	TCOME (Describe what you w		chic vous concern)
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Account Number			

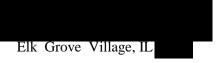
Case Number: CHV0945284 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes Brake lines rusted out/ 1 no completely through-veh had no brakes Brake pads replaced, brake 1 no line system replaced Brakes wore out prematurely 1 no

Total days out of service for all problems:							
Signature of Titled Owner(s)	Date	_					
Printed Name of Titled Owner(s)							

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 <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



We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Pontiac customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G2ZF55B064 and will begin on September 30, 2009 at 57,484 miles and will continue until September 30, 2011 or 86,660 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Pontiac will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Pontiac will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Pontiac Dealership. If you have any future questions, please call us at 1-800-762-2737. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center Service Request 71-759119901

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.





At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn ION 2.

This offer is valid towards <u>one</u> service visit on VIN 1G8AN15F17Z In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request 71-759797582

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 10, 2011



Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-760029951



Service Request: 71-760047933

Dear

Thank you for your recent letter regarding the concerns you experienced with your 2005 Pontiac G6 and your request for assistance.

At Pontiac, we believe our customers have the right to expect long-term, reliable performance from Pontiac products. There are, however, many variables that affect the life of your vehicle's parts and appearance. Although we feel we offer an excellent warranty, no manufacturer's warranty is unlimited.

The bumper-to-bumper coverage on your 2005 G6 is for 3 years or 36,000 miles, whichever occurs first. Our records show that these warranty parameters have been exceeded which means we are unable to cover the cost of your repair. We hope you understand we must follow the warranty requirements of your vehicle.

If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

May 10, 2011



Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-760058719

BBB AUTO LINE Customer Claim Form

Case number: CHV0946214 Contact Date: 10/06/09

Ctart Date:

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: CUSTOMER I	NFORMATION		
Titled owner:			
Mailing address:			
City: Toledo		State: OH Zip	p code:
Day phone:	Evening phone:	Се	ell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INF	FORMATION		
Make: Chevrolet	Model: Malibu	Year: 2005	Current mileage: 34733
Name(s) that appears on the	vehicle title:		
Selling dealer/city/state: Ec	d Schmidt Chevrolet, Maumee	e, OH	
Primary Servicing dealer/ci	ity/state: ED SCHMIDT CHEVR	OLET INC,	
Acquired as 🛛 new 🗌 use	ed 🗌 demo 🔲 leased 💮 Is t	the vehicle in your poss	session? 🛛 yes 🗌 no
Purchase/lease date: 09/03	3/05 Mile	eage at purchase/lease	d <u> </u>
First repair attempt date: 01		st repair attempt mileag	
How often is the vehicle used for business purposes (percer	Number of v	vehicles owned by the business:	Transmission type: ☑ Automatic ☐ Manual
	ccident/had body damage?		Date of accident:
	Cidentificat body damage:	<u>5 [2] 110</u>	Date of accident.
Description of damage:			
SECTION 3: DESIRED OU	TCOME (Describe what you	want done to resc	olve your concern)
They would like a buy bac	ck or an extended warranty.		
Please complete the mis	ssing information in the box	t below and on pag	je 2.
VEHICLE INDENTIFICA	ATION NUMBER		
Lienholder/Leasing Co	ompany	Phone	Number
Account Number			

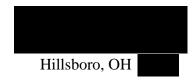
Case Number: CHV0946214 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days 2 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes popping/thumping/snapping 6 yes noise in front end when turning

Total days out of service for all problems:							
Signature of Titled Owner(s)	Date	_					
Printed Name of Titled Owner(s)							

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 <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



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-761537049



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-764997826



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-765523683



PITTSBURGH PA 152 13 OCT 2009 PM S T



Cheurolet Division General motors Corp P.O. Box 33170 Detroit MI 48232-5170

\$170

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Oct 13, 2009 Dear Sino; Please find the following enclosed 1. Print out of my letter to you 2 I INvoice From Kenny Ross Cheurolet 3. Copy of my current warranty letty. 4. copy of Business Cand of Andrew Wisniewski. Also I tried to Communicate with you by e-mail. The Cheurolet Site would NOT WORK WHEN I hit submit. My Phone # (Home)

Dear Sir's,

I own a 2005 Chevy Malibu Maxx. VIN # 1G1ZT62815Flagger. I am asking that you please review the repair record of my car. It has had many serious problems. Replaced the transmission, and multiple work needed on the steering system. Because of the problems Chevrolet gave me a warranty letter 1-422150107. It would cover anything with the transmission, or the steering for either 80,000 miles or until Dec 10, 2009. Here's my problem! I have 77,000 miles on the car, and it had to go back in last week for another steering failure, the rack and pinion needed replaced. I can't afford a new car at this time. I am trying to keep this car for at least another year and a half. So I called Chevrolet customer assistance on Wednesday October the 7th, 2009. The time was around 8:00 pm I spoke to Joseph Andaca. I told him I am requesting an extension on my warranty letter for up to 100,000 miles or another year and a half. He put me on hold came back and said no, the company only does that once. I explained I can't afford to trade in the car at this time. I said I have lost confidence in my car and apparently so has GM. What would it cost the company to extend my warranty for another 20,000 miles, if I'doesn't have anymore problems? When I asked Joseph if there was someone else I could plead my case too, he said there isn't anyone else to talk too other than him. That was company policy. I am asking for a little additional help to protect my car from anymore major repairs. You can also speak to the service manager at KENNY ROSS CHEVROLET. His name is Andrew Wisniewski. Phone # 724-863-9000 ext 2500.

Thank You for your assistance in this matter, I look forward to your reply.

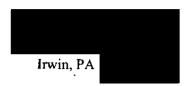
http://www.chevrolet.com/tools/promotionalapp/contactuspromoapp.do?email=cac@brand.com



Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

July 28, 2006



Service Request: 1-422150107

Customer Relationship Specialist: Angelina Moncivais

Dear

Chevrolet is pleased to provide service coverage for the transmission, and steering column on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62815F This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until December 10, 2009, or 80,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

and White the State

Transmission/Transaxlet-Case and all internal parts; torque converter; transfer case; seals and gaskets; input/output shafts; forward and intermediate clutch; direct clutch; bands; governor; thrust bearings; washers; and electronic control unit. The control of the control of

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

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

8775 19 H

Sincerely, the formula of the control of any marking and above the proof of the control of the c

477828





INVOICE

11250 ROUTE 30 NORTH HUNTINGDON, PA 15642

NET

TOTAL

N/C)

(N/C)

HOME BUS:	CONT:N/A	PAGE 1	724-863-9000 Phone 412-271-3100 724-863-9488 Fax
COLOR	CELL:	SERVICE ADVISOR: 84	www.kennyross.com
	MAKE/MODEL	200 20 0 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ICENSE TO MULTAGE IN TRUNG I
GRAY 05	CUEVIDOLEE		MILEAGE IN OUT TAG
	CHEVROLET MALIBU DATE WARR EXP. PRO	1G1ZT62815F	77695/77695 T382
10DEC04 DD		PO NO.	TE PAYMENT INV. DATE
R.O. OPENED	13:54	050CT09	
	OPT	ONS: DLR:13693	CASH 050CT09
050CT09	050CT09	•	
LINE OPCODE TE	CH TYPE HOURS		
A CUSTOMED CTA	TERO ENTERNA		I TOP

A CUSTOMER STATES WHEN TURNING WHEEL TO LEFT HEAR A THUD E9740 STEERING GEAR REPLACEMENT

6979 WP94

1 25902150 GEAR CORE CHARGE W

FC: 2W

PART#: 25902150 COUNT: 1

CLAIM TYPE:

AUTH CODE:

77695 STEERING RACK GEAR KNOCK NOISE LOOSE IN STEERING RACK HOUSING. REPLACE RACK AND PINION ALIGN FRONT END. OWNER HAS LETTER FROM CHEVROLET CUSTOMER ASSISTANCE CENTER PROVIDING SERVICE COVERAGE ON STEERING UNTIL DEC 10,2009 AND 80,000 MILES SERVICE REQUEST # 1-422150107

B DROP OFF SUNDAY NIGHT PHONE NC NO CHARGE

6979ISPOL

(N/C)



Service Hours

Mon - Thurs 8AM to 8:30PM Fri & Sat 8AM to 4:30PM

- Early Bird Service
- Lobby with Coffee
- Full Service Body Shop

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
:	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	9.00











Andrew Wisniewski, Service Manager

Kenny Ross Chevrolet

Extension 2500

11250 Route 30 North Huntingdon, PA 15642 724-863-9000 • 412-271-3100 • FAX 724-863-7481



BBB AUTO LINE Customer Claim Form

Case number: PGM0947045

Contact Date: 10/20/09

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: C <mark>USTOMER IN</mark>	ORMATION		
Titled owner:			
Mailing address:			
City: Enterprise		State: AL Zi	p code:
Day phone:	Evening phone: (ell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFO	RMATION		
Make: Pontiac/GMC	Model: G6 GT	Year: 2006	Current mileage: 75000
Name(s) that appears on the ve			
Selling dealer/city/state: , , A			
Primary Servicing dealer/city/			
Acquired as \square new \boxtimes used		ne vehicle in your poss	session? 🛛 yes 🔲 no
Purchase/lease date: 07/01/0		age at purchase/lease	•
First repair attempt date: 04/2	1/09 First	t repair attempt milea	
How often is the vehicle used for business purposes (percenta	Number of v	vehicles owned v the business:	Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an accid			Date of accident:
Description of damage:			
	Case (B. cardle a collect year		•
SECTION 3: DESIRED OUTO Pontiac to pay for repairs.	OME (Describe what you	want done to reso	olve your concern)
rolliac to pay for repairs.			
Please complete the missi	ng information in the box	below and on pag	je 2.
VEHICLE INDENTIFICATI	ON NUMBER		
	pany		
Account Number	·		

Case Number: PGM0947045 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes Electronic power steering yes assist failure

Total days out of service for all problems:							
Signature of Titled Owner(s)	Date						
Printed Name of Titled Owner(s)							

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 <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 Fort Myers, FL

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-767845134



At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Pontiac G6.

This offer is valid towards <u>one</u> service visit on VIN 1G2ZG558464 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request 71-768503034

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

Athens, GA

Dear

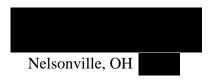
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-768535608



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-768959208

May 10, 2011



Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-769325488 MONTGOMERY AL 361 20 OCT 2009 PM 1 L

Chevrolet Motor Division Chevrolet Customer Assistance Center P.U.BOX 33170

midwy All

2009

Thave problem with the Steering which has been repair twice but the Problem Continue to return again and again



Accessories







CUSTOMER COPY

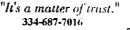




Parts:

Tax:



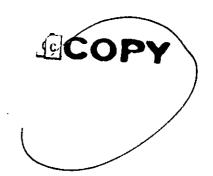






3220 SOUTH EUFAULA AVENUE EUFAULA AL 36027

Phone: 05/22/2007 09:53:10 Customer No. License # Stock # Invoice Date Dealer# Invoice # 05/22/2007 646 Mileage Out 31087 Mileage In 31087 Color SAND Lot #/Hat # Customer Name & Address **Delivery Date** Year/Make/Model Prod Date R.O. Date 2005 CHEVY MALIBU <u>05/15/</u>2007 Vehicle ID# Tech & # P.O. # 1G1ZT52855F Service Write Up LISA BIONDINO Override EUFAULA, AL S.W. INT. EST. 0.00 Extended Warranty Co. Policy # Deductible Auth. # Adjustor Residence Phone **Business Phone** Service Writer Delivery Signature Type:W JOB #1 Lbr Hr: Labor: PO: CUSTOMER STATES THERE IS A BUMPING NOISE IN STEERING WHEN TURN Complaint: Cause: CHECKED AND FOUND RACK AND PINION MAKING NOISE Correction: REPLACED RACK AND PINION, PERFORMED ALIGNMENT, ADJUSTED TOE AND TEST DROVE GOOD AT THIS TIME 06508 Part: 15216791 **GEAR** Qty: Parts: Tax: **JOB #2** Type:W Lbr Hr: Labor: PO: CUSTOMER REQUESTED CHECK IGNITION CYL - AT TIMES HAVE TO HOLD LONGER FOR STARTER TO CATCH Complaint: Correction: CHECKED AND FOUND NO PROBLEM AT THIS TIME Tax: Type:W **JOB #3** Lbr Hr: Labor: PO: Complaint: CUSTOMER REQUESTED CHECK TAILLIGHTS AND BRAKE LIGHTS CHECKED AND FOUND BLOWN BULB - LEFT REAR Correction: REPLACED LEFT BRAKE LAMP BULB Part: 02679 12450108 BULB 1 Qty:



nded Warranty Pay	 Internal Pay	All labor charges are billed on	Total Customer Pay
0.00		flat rate hours unless otherwise noted.	\$0.00



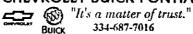




BILLY LAWRENCE

CUSTOMER COPY

CHEVROLET-BUICK-PONTIAC Inc.



334-687-7016





Accessories



W.Goodwreuch SM GUALITY SU

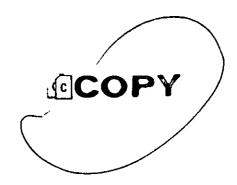
3220 SOUTH EUFAULA AVENUE EUFAULA AL 36027

Phone: 11/20/2007 09:47:28 Stock # Invoice Date License # Invoice # Customer No. Dealer# 3300 11/20/2007 Mileage In 37845 Mileage Out 37845 Lot #/Hat # **Delivery Date** Color Customer Name & Address SAND 11 Year/Make/Model **Prod Date** R.O. Date 2005 CHEVY MALIBU 10/30/2007 Vehicle ID# Tech & # P.O. # 1G1ZT52855F Service Write Up DANIELE LITTLEFIELD Override S.W. INT. EST. **EUFAULA, AI** 0.00 Extended Warranty Co. Policy # Deductible Auth.# Adjustor **Business Phone** Service Writer Delivery Signature Lbr Hr: JOB#1 Tech: ERIC CORBETT Labor: Type:W PO: CUSTOMER STATES NOISE IN STEERING WHEN TURNING Complaint: Cause: VERIFIED NOISE IN I-SHAFT Correction: REPLACED I-SHAFT 06526 22687711 Part: SHAFT KIT Qty: 1 Parts: Tax: **CUSTOMER TOTALS:** \$0.00 Tax: ** ** WE APPRECIATE YOUR BUSINESS! *DENOTES GM LIFETIME WARRANTY PART

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

ALL REPAIRS ARE SUBJECT TO A MINIMUM OF \$36.23 FOR ITEMS REQUIRING A TECHNICIAN'S DIAGNOSTIC CHARGE MAY BE HIGHER IF A MANUAL DIAGNOSIS IS REQUIRED. TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS ARE MADE.

Customer Signature X



Extended Warranty Pay	Internal Pay	Ali tabor charges are billed on	Total Customer Pay
\$0.00		fiat rate hours unless otherwise noted.	\$0.00









CUSTOMER COPY



"It's a matter of trust." **(3)** 334-687-7016 Buick





Accessories

Customer No.

EUFAULA,AL

Residence Phone

Extended Warranty Co.

5F

Customer Name & Address



3220 SOUTH EUFAULA AVENUE EUFAULA, AL 36027

09/23/2009 11:43:38 Phone: Invoice Date Stock # Dealer# Invoice # License # 12974 09/23/2009 Mileage In 64512 Mileage Out 64512 **Delivery Date** Color SAND Lot #/Hat # R.O. Date Year/Make/Model **Prod Date** 2005 CHEVY MALIBU 09/23/2009 Vehicle ID# Tech & # P.O. # 1G1ZT52855F S.W. INT. EST. Override Service Write Up RICKY SANDERS 0.00 Deductible Auth.# Adjustor Policy # Service Writer Delivery Signature

Type:C

JOB #1

Tech: VIRGIL BOLT

Lbr Hr:

0.00 Labor:

8.99 PO:

Labor Rate: C

Qty:

69.00

\$4.99

69.00

Complaint: CUSTOMER REQUESTED LUBE, OIL AND FILTER

Business Phone

CHANGED OIL AND FILTER, LUBRICATED. CHECKED AND ADJUSTED ALL FLUID LEVELS. CHECKED AND ADJUSTED Correction:

TIRE PRESSURE. PERFORMED VISUAL INSPECTION OVER VEHICLE.

Part: Part: Mise: 01836

25010792 BULK

FILTER

OIL

Shop Supplies

Qty:

1 5 \$11.00

\$1.00

JOB TOTALS Labor: \$8.99 Parts: \$15.99 Tax: \$0.40 Misc: \$1.00 **TOTAL: \$26.38**

Type:C **JOB #2**

Tech:

PO:

CUSTOMER STATES LOW COOLANT LIGHT COMES ON Complaint:

Cause: ADD COOLANT

Correction: ALL OK

JOB TOTALS

JOB #3

Tax:

TOTAL: \$0.00

PO:

Type:C

Làbor Rate: C

Labor Rate: C

69.00

Complaint: CUSTOMER STATES BUMPING NOISE IN STEERING WHEN YOU TURN LEFT OR RIGHT.(BEEN FIXED BEFORE)

Correction:

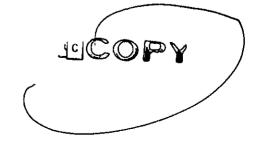
NEEDS INTERMEDIATE SHAF

Tech:

JOB TOTALS

Tax:

TOTAL: \$0.00



Extended Warranty Pay Internal Pay All labor charges are billed on **Total Customer Pay** flat rate hours unless otherwise \$0.00 \$26.38



Feedback Directive Form ²⁰⁰⁹

T A GDG	
Executive CRS	Aureliano Saucedo
Executive	
Requestor(s) Name	Sheri Tickles
Detroit Requestor:	Sheri Tickles
Special Instructions from Detroit:	Please contact the subject customer today. Customer left vme for customer on her direct line. Please advise that Sheri is out of the office and you handling his case on her behalf

Closed Status:	Satisfied *Dissatisfied requires prior Detroit approval
Dissatisfied Approved By:	Select Approver's Name Willing to Buy GM Again?: Yes

Customer's Name	

Service Request #	71-771361519	Case Highlights
Pre-existing File?	Yes	Vehicle Concern: Customer had power steering failure and dealer wanted \$900 for repair
Date Assigned	11/18/2009	- -
Email subject line	(Urgent) Customer call from John Tuffler (last name maybe spelled incorrectly)	Dealer/ DVM/ FSE/ CAM opinion(s): Svc Mgr Larry Miller feels that a 50% discount is fair enough considering that the veh is outside of warranty.
Date of Contact	11/18/2009	FFOM John Barrett called in to advise he told dealer we will be covering 100% of repair since this is a known issue
Date Closed by agent	11/24/2009	
Year	2006	Final decision: Apologized for concern and advs3d cust he will be getting full coverage on repair

Make	Saturn	
Model	Ion 2	
Mileage	33,000	Business Case/Rationale for the decision: Known concern and he is only out of warranty by time
Type of Goodwill:	Full cost assistance	ne is only out of warranty by time
Goodwill Generated by?	Dealer	
Dealer Name Contacted:	Suburban of South Florida, Llc	Customer's feedback regarding the decision: Customer satisfied
DVM Name Involved:	John Barrett	





At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Chevrolet Malibu.

This offer is valid towards <u>one</u> service visit on VIN 1G1ZT53866F In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-772007224

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

Buena Park, CA

Dear

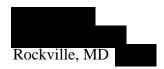
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-772148400





At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Pontiac G6.

This offer is valid towards <u>one</u> service visit on VIN 1G2ZH178464 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request 71-772971573

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

A Factkner Company

Miliadelphia, PA 19153 (215) 863-4100 Minisaturnofphiladelphia.com

SERVICE INVOICE

Accounting Copy

** ACCOUNTING COPY

SO#

688701 DATE/TIME 11/05/2009 11:48 DATE TIME OUT: 11/10/2009 12:57
SA: THOMES STEWART ROC COUNT: 3 PAGE: 1 TOC COUNT: 3 PAGE: 1

SHARON HILL

06

1G8AJ55F37Z 2007 SATURN ION 2 SDN

ENGINE: L61 2 LL 4

MILES IN/OUT : 28317 /

DEL DATE: 9/18/2006 DEL DATE: 9/18/2006

\$149.25

5143.25

\$167.90

LINE 1

CUSTOMER STATES THE POWER STEERING WENT OUT OR STOPPED WORKING.

NOTE: TOMER ALSO STATED WHEN THE COMER STEER-

ING STOP WORKING IT CAUSED HER TO GET IN AN

TECH COMM:

ACCIDENT CODE # C0475 STORED IN STSREM (ELETRIC WE FOUR CODE # C0475 STORED IN STSREM (ELETRIC

STEER IN CICUIT). CHECKED AND THE POWER STEERING

ASSIST NOTOR SHORTING OUT

REPAIR 1 OPCODE: E9740

GEAR AGAMMELY, POWER STEERING - REPLACE

RATE: A COST RATE: A COST: 24.00 OTH HURS: .30 MRS: 1.30 SAME TYPE: CX

PRIMARY TECH: 888

LINE TOTAL \$24.00 \$149.25

COST: 24.00

LINE 2 CUSTOMBHESTATES THERE IS COOLANT LEASING FROM

ENGINE

TECH COMM. WE FOUND THE RADIATOR DAMAGED.

REPAIR 1

RADIA ASSEMBLY - REPLACE

MALE RATE: A COST RATE: A OPCODE: J3100

OTHERS: 110 SAME TYPE: W HRG: 1.50

PRIMARY TECH: 888

WARR PARTS: I AMMIN 305.40

FP QTY PRINCE PARTS DESC COST ST

BN2 a 解解 2 2 7 RADIATOR Y 1 305 . 1 3 6 218 . 1 4 W \$305,40

> LINE TO \$242.14 \$454.65

LINE 3* CUSTOMER STATES THERE IS COOLANT LEAKING

WE FOUND THE A/C CONDENSER DAMAGED TECH COMM:

REPAIR 1 AIR COMMITIONING CONDENSER REPLACEMENT

RATE: A COST RATE: A COST: 27.00 OPCODE: D3140

OTH SMADE TYPE: W HRS: 1.30

PRIMARY FECH: 888

AMM 243.53 WARR PARTS: 41

DISCLAIMER OF WARRANTIES

seller hereby expressly disclaims all warranties, wither express or including any implied warranty of merchanta filty or fitness for particular purpose, and neither assumes nor authorized any other person a particular for it any liability in connection with the sale of said products.



6515 Essington Avenue **Bhilla**Belohia, PA 19153 (215) 863-4100 saturnofphiladelphia.com

SERVICE INVOICE

\$195.89

Accounting Copy

A Equilibrium Company

** ACCOUNTING COPY

688701 DATE/T斯爾 I城: 11/05/2009 11:48 DATE/红性ME OUT: 11/10/2009 12:57 SO#

THAMAS STEWART SA:

DOC COUNT: 3 PAGE:

06 1G8AJ55F37Z

PARTS COST ST

DESC FP QTY PROCE COST ST 22696030 CONDENSER Y 1 232 330 165.95 W 12056150 REFRIGERA N 40 280 8.00 W SM\$232.33 SN\$11.20

LINE T**OTA**L \$200.95 \$411.43

LINE 4* DURINGHIER SERVICE WE FOUND THE SUB PRAME DAMAGED

TECH COMM WE FORM THE SUB/FRAME DAMAGED

REPAIR 1 DRIVENMAIN AND FRONT SUSPENSION FRAME REPLACEMENT

OPCODE: ELVO7 MALE RATE: A COST RATE: A M COST: 31.50

HRS: 2:30 SALB TYPE: W

PRIMARY TECH: 888

WARE PAPTS: 1 631,74

DESC FP QTY PRICE COST ST 15918781 FRAME ASM Y 1 631.736 451.24 W PARTS

SN\$631.74

LINE TOTAL \$482.74 \$827.63

LINE 5* DURINGHIGHE SERVICE WE FOUND THE L/F LOWER CONTROL

ARM TOWNSELD

DURING THE SERVICE WE FOUND THE L/FRONT LOWER TECH COMM:

CONTRAMINARM DAMAGED

REPAIR 3 ARM ASSEMBLY, FRONT CONTROL - LOWER LEFT - REPLACE OPCODE: E3531 SILE RATE: A COST RATE: A COST: 12.00

SALE TYPE: W HRS:£3 () \$74.62 PRIMARY TECH: 888

/AM/YE WARR PARTS: 116.66 1

PARTS COST ST

DESC FP OTY PRICE COST S 15240092 ARM ASM-F Y 1 116.562 83.33 W ΞM \$116.66

LINE TOTAL \$95.33 \$191.28

LINE 6* DURINGHIBHE SERVICE WE FOUND THE L/F BERUT DAMAGED

DURING THE SERVICE WE FOUND THE LIFE NT STRUT TECH COMM:

DAMACIBLE

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, wither express or implied; including any implied warranty of merchantaeliky or fitness for particular purpose, and neither assumes nor authorized; gmy other person of assume for it any liability in connection with the sale of said products.



A Foulkner Company

615 Essington Avenue ■附欄delphia, PA 19153 **1** (215) 863-4100 salurnofphiladelphia.com

SERVICE INVOICE

Accounting Copy

** ACCOUNTING COPY

688701 DATE/TIME IN: 11/05/2009 11:48 DATE/TIME OUT: 11/10/2009 12:57
SA: THURS STEWART DOC COUNT: 3 PAGE: 3 SO#

DOC COUNT: 3 PAGE: 3

SELE TYPE: W

06 1G8AJ55F37Z

OPCODE: E3851

REPAIR STRUIS ERONT - REPLACE LEFT

RATE: A COST RATE: A COST: 13.50

HRS: - 90 PRIMARY TECH: 888

\$83.95

WARR PAFTS: I

150.21

PARTS SN

DESC FP QTY PRICE COST S

COST ST

\$150.21

LINE TC

\$234.16

TECH COMM:

THE 74 CAR NEED TO BE RE-ALIGNED AFTER REMAIRS

AFTER REPAIRS THE CAR NEED TO BE RE-MITCHED

REPAIR 1 WHEEL ATTOMMENT - CHECK AND/OR ADJUST OPCODE: E2020 SALE RATE: A COST RATE: A COST: 24.00

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SMODE TYPE: W

\$149.25

PRIMARY TECH: 888

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\$149.25

LINE 8*

TECH COMM:

FAX TC 866+775-9474 CLAIM 71-773604570 GM 866-790|45700, EXT 41345

FAX # # # # # # 1775-9474

REPAIR

INFORMATION LINE

OPCODE: MSEGO

COST:

HRS:

067D

PRIMARY TECH: 888

SAME TYPE: IS

\$.00

LINE TOTAL \$.00

\$.00

"*" Following the line number denotes added operation.

COST AMT

24.00

SALE AMIL ACCOUNT NO 462A

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CNTL NO

LABOR \$149.25 CUSTOMER TOTAL
PARMENT (SSP)

\$149.25

\$149,25

263

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DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or belied, including any implied warranty of merchantability for fitness for believed, purpose, and neither assumes nor authorizes any other person assume for it any liability in connection with the sale of said products.



Dear

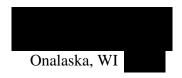
We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-775798419



Dear

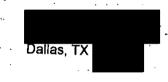
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Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-776917055



11-24-09A03:37 REVD







November 18, 2009

Chevrolet P.O. Box 33170 Detroit, MI 48232-5170

RE: Chevrolet Malibu "Electrical" Power Steering

Dear Head Engineers/Marketers/"Big Whigs",

I have been a "die hard, true blue", owner of several Chevrolet vehicles and because my parents are also Chevrolet owners, I hope this particular error will not end our enduring relationship. I can not believe that had you heard of this ongoing problem with the Power Steering in your particular Chevrolet Malibu since 2004, something would not have been done to correct this malfunction.

I have only recently run across this situation and my dealership is telling me the only way they can help me is to run a \$100 diagnosis and then see what can be done but **ONLY** when the **Power Steering** sensor appears. In the interim, they cannot do a diagnosis without the sensor coming on and I am out in traffic with the power steering going out and not being able to turn into a small turn circumference or able to back up. Putting others and myself in danger!!

I have attached a blog with several complaints, accidents and upset customers due to the **SAME POWER STEERING malfunction**. Please have this letter and its comments sent to the "Powers that be" so this particular "hindrance" and "only" bad thing I can see, keep us Chevrolet owners happy with our company and product(s) we have chosen.

Please address this matter as soon as possible.

Thank you,

Continued Chevrolet Owner (hopefully)

AFIACHMENTS

CC: NHSTA

- Make / Model
- Location
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- Auto Forum
- 31 Automobile Blogs

7859

Tags

- · chevy malibu
- power steering
- · recall issues
- Complete tag list for Automobile Blog

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- Q&A: pathfinder transmission
- Q&A: Nission Quest Minivan Engine Parts
- 2009 Infiniti G37x Coupe
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news Q&A: Power stearing problems on Chevy Malibu... seeking recall <u>Used Cars</u> for sale - Used Trucks for sale [7859] Buy Used Cars

Answer #1 On 01/14/09 12:49, dustin from ohio answere

I guess what I would do in your situation would write a letter of concern to the automaker. You might also want to recommend others with the same problem to do the same

Maybe if the automaker gets enough complaints the will issue a recall. This is just a suggestion. I'm not to sure if it would work. Good luck.

News Digest Blog

Tags: • recall issues • chevy malibu • power steering • - Permalin

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Comments

Comment #1 at 06/18/09 18:15

my wife was driving our 2006 malibu when the steering lock and forced her into the guard rail causing 6500 dollars damage. Then after it happened again I took the car to the dealership where they charged me 450 dollars to replace the steering motor. Then it locked up on me while driving my daughter to school and that was the final stray that realy me mad. I contacted the dealership and with the help of a verunderstanding salesman they traded me up to a buick lasat without any loss in value. Now that was customer service at best. But trust me when I say do not buy a chevy malibu if y value your life. GM knows that there is a serious defect in the steering controlls but could care less in a recall to save live certainly hope the dealership does not resale that malibu or least informs an unsespecting buyer of that killing defect.

Comment #2 at 07/06/09 11:02

I have been having the same problem with my 2004 Malibu Started with the check engine light and the power steering display. Today I lost the power steering all together while in a left hand turn. Arrived at work and later had an appointme with a mechanic and the car was fine. With the problems the is having how can we get them to recall this problem??

Comment #3 at 07/08/09 21:36

On vacation in Myrtle Beach, SC. The power steering went yesterday on my 2004 Malibu. Took it to Myrtle Beach Che dealer. Had to rent a car while they have it in the shop. The

- Automobile Blog (home)

Automobile Blog 'Q&A: Power stearing

'Q&A: Power stearing problems on Chevy Malibu... seeking recall'





ti'Q&A: Power

stearing problems on Chevy Malibu...
seeking recall Favorite Posts: • 500 Used
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2010 Chevy Malibu

Watch OnCars' Video Evaluation of The Chevy Sedan's Design & Formi www.OnCars.com/Malibu Review Part 1

Top Chevy Mailbu Prices

Find out our Lowest Possible Price on a new 2009 Chevy Malibu LS! www.CarPriceSecrets.com

Vehicle Steering Service

Keep Your Vehicle Perform Best With Quick Lane® Se www.QuickLane.com

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Q&A: Power stearing problems on Chevy Malibu... see recall



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By <u>Blog Answers</u> at 01/14/09 13:39

On **01/14/09 02:51**,

asked the following questic

my mom has a 2004 chevy malibu check power steering will go on and off. I have done some research on line and found lots of bad stories about this problem. My question is how do we get the fine makers of the car to start a recall for this dangerous situation?

Top Used Car Makes

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Vac N Bio: This twin fan 4 peak horsepower vacuum is the most powerful car vacuum ever tested. It has an amazing 95" of water lift...

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called me today to advise it needs a new steering column, they don't have in stock. They will hopefully have the part ir tomorrow. They quoted me a price of \$800+ to repair. This be the second time the steering column is replaced. The fir time it was still under warranty. Other than this I have been with the car. I will be sending a complaint to GM but I doubt do any good.

Comment #4 at 07/12/09 00:49

My power steering went out the other day and then again the morning. I had my grandchildren in the car and it really scar me! I turned around and went home. I researched this proble the internet and found many, many people have had the sa issue. I have a 2006 Malibu V 6. I would never buy a Chevy again! I have had nothing but problems but, this is deadly!!

Comment #5 at 07/28/09 15:59

I have the same issue with the power steering giving out intermittently without warning-I cannot believe that there ha been a recall issued for this steering problem. I am literally to drive my car!!!!! I called the NHTSA and made a formal complaint with them- Please if you are having these steerin issues with your 2004 Chevy Malibu please take the time to report it to NHTSA so that they can investigate these report General Motors needs to be held accountable for this. It is huge SAFETY issue. I won't even let my daughter drive my because I am afraid it will go out on her. About NHTSA

Toll-Free: 1-888-327-4236 NHSTA

VEHICLE SAFETY HOTLINE

Please use the toll-free number above to report suspected safety defects in your vehicle, vehicle equipment, and child safety seats. You can also obtain information about air bay highway safety, and the proper use of child safety seats.

Comment #6 at 08/17/09 17:22

I have a 2008 Malibu with 11500Km. I am taking it in for the second time tomorrow to have the steering repaired. The fitime, July 2nd, it was in the shop for 10 days to have the st column replaced. It took time to get parts!!

When I was driving the car home the steering started wandagain. Will let you know what happened.

Comment #7 / at 08/25/09 13:41

My wife is having the same exact problem with her 04 malil

problems • chevrolet malibu problems • chew malibu power steering problems • chevy malibu steering problems • malibu steering problems • chevy malibu power steering problems . chevrolet malibu problems . problems with chevy malibu . malibu power steering - chevy malibu steering problems • 04 malibu • power stearing • malibu steering problems • chevy malibu recalls • 2004 chevy malibu steering problems • chevy malibu recalls • malibu problems • 2004 malibu problems • 2004 malibu power steering • 04 malibu problems • 2008 malibu steering problems • 2004 malibu power steering • chevy malibu power steering • 2004 chevy malibu problems • 08 malibu problems • 06 malibu recall • 2004 chevy malibu power steering · malibu recall · chevy malibu power steering recall • 2004 malibu power steering recall .

replaced the rack and pinnion on the advice of a mechanic that did no good. Went to the dealership and they ran a diagnostic for 100.00 and said it was the electronic steering only did he say that he acknowledged that it was a defect. I can GM not fix this?

Comment #8 at 08/25/09 16:31

I have a 2007 Chevy Malibu that has been making a clunkir noise every time I turn the steering wheel. I googled Malibu steering problems and was shocked to see so many people having this same problem. I am very disappointed that GM make defects at the factory and not recall them. However, my car in to a Chevy dealer today to have it inspected. The were very aware of this problem. They put my car on a rac repositioned a steering shaft. It took about 15 min. and cost has completely fixed the problem and is no longer making noises. It drives and sounds like brand new again. Just war let others know so you can check into this and maybe get It like I did.

Comment #9 at 08/31/09 11:25

I have a 2006 Malibu LT I have not taken my car in yet as i wanted to see if there was a solution online the power stee went out while on the High way. Freaked me out. Pulled overestarted, issue solved. Just happened again and now a little scared for my safety. They should do a recall before some kills themselves.

Commert #10 at 09/03/09 09:26

I lost steering yesterday about 30 seconds before I would I been driving on I-95....I had 2 small children in my car, and some kind of mad!! It felt like someone had filled my steeri column with wet concrete. I have driven a car that had no p steering, and this is completely different. I want to know wh they are waiting for?!?!?!

Comment #11 at 09/06/09 16:26

I have an 06 Malibu LT V6. The steering has locked up 3 till on me since I bought it new. GM NEEDS TO FIX THIS OF TAKEN TO COURT OVER IT!!!

Comment #12 at 09/07/09 22:25

I had the same problem with my 2006 Chevy malibu, but to the steering wheel locked and i was on the highway doing a 65 on a 70 mph road and almost died. So I put the car in no and restarted it and it was gone. There should really be a re on chevy malibus. Comment #13 (at at 09/11/09 10:53

I own a 2007 Malibu and have been experiencing the same problems with the power steering. The first time it happene couldn't find anything wrong. Didn't happen again for awhile it is happening more and more. Started with the airbag light coming on and has moved onto the power steering issue. I writing to GM and contacting the Vehicle Safety Hotline as suggested above.

Comment #14 at 09/21/09 12:56

In January of 2009 I purchased a used 2007 Malibu from a dealer. At the end of May of 2009 my power steering failed suddenly while pulling into a parking space. I almost hit the the next space. After getting back in the car everything was for 2 days when it failed again while driving thru a turn arou clicking off then on within seconds. I almost hit the car next me. It is now September 2009. Only 4 months after taking i a dealership to have it fixed, my power steering is failing as Pulling into the parking lot at my job the power steering fails again on my way to work on a straight away my car started beeping at me and "Power Steering" flashed on my display have 35,200 miles on my car now and the warrenty ends at 36,000. Will I have to replace my power steering unit every months and hope I don't get into an accident?

Comment #15 at 09/26/09 11:22

I've been having problems with my 2005 Chevy Malibu for year now. The check engine light stays on and check the posteeling light has been on for over a year as well. I have taken year to at least 3 different mechanics and they all tell me same thing. They CAN'T FIND MY POWER STEERING MOTOR or ANY LINES LEADING TO THE MOTOR. My steering went out all together this morning. As my husband driving the steering wheel locked up and then it was like driv without power steering all together.

I will be making a formal complaint to NHSTA @ 1-888-237-4236

Comment #16 at 09/30/09 22:39

Same thing happened to me, 2004 malibu classic. The whe locked while i was making a right turn, just hardly avoided a collision.

Comment #17 at 10/07/09 19:41

I put windshield fluid in my car two days

ago and the fluid in emply, and the fluid

is running on the floor in the back of the car, what is the pro

Comment #18 200 200 at 10/26/09 18:51

I have a 2006 Malibu LTZ; the power steering warning light chime just started on Friday the 23rd. I am really womed ar car has less than 70K miles on it. I'm taking it in tomorrow a reading this blog!

Comment #19 at 10/29/09 05:54

thanks for nice sharing.

Thinking about making a comment on this blog post? Great! But remember that this space is for just that, comments about this b is not a place to post random thoughts about other stuff. We for most of the "comments" posted here are not comments at all an have really been posted in our forum. So:

- If you have something to say that's not exactly a commen blog post, please post it on the Automobile Blog Forum
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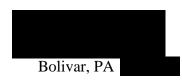
We welcome your comments on this post in the Automobile E means a comment on this post, not something about some other

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Email:		(required,	not	p
Comment:				
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Dear

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Chevrolet Malibu.

This offer is valid towards <u>one</u> service visit on VIN 1G1ZT58F87F In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-778766006

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.



10 DEC 2009 PHIS L



PONTING CUSTOMER ASSITANCE CENTER P.O. BOX 33172 DETROIT, M.F. 48232-5172

12-14-09P08:58 RCVD

ATTN: SUPERVISOR OR MANAGER 2+5172

ներկել անվական հետ կերկան կունակներ

DEAR Six.

I AM WRITING TO COMPLAIN ABOUT A PROBLEM I HAD WITH MY 2005 PONTIACGG VIN 1622528554

PURCHASED FROM CARL'S BUJEK & PONTIAC, STUART, FLON 2/14/07 WITH 4004 CERTIFIED MILES ON IT. IN JUNE 2009 I HEARD NOISE & CLUNKING IN THE STEERING, MILLER PONTIAC IN WOODBRIDGE DIAGNOSED THE PROMLEM AS A NOISY STEERING SHAFT WHICH WAS REPLACED FOR \$380.83. A COPY OF THE BILL IS ENCLOSED. THE MILEAGE AT THE TIME OF REPLACEMENT WAS 23,223 MILES.

AFTER SEEING AN ARTICLE ABOUT GM. SUING THER

STEERING COMPONENT SUPPLIER 30 MILLION DOLLARS FOR

PART WITH EXCESSIVE GEAR BACKLASH THAT CAUSED NOISE

\$ STEERING PROBLEM, I CONTACTED THE PONTIAC CUSTOMER

PSSISTANCE CENTER. I TOLD THEM I SHOULD NOT HAVE

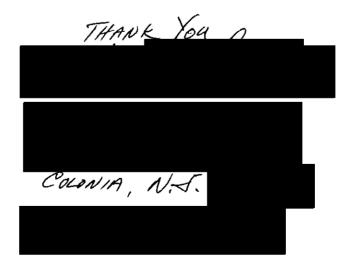
BEEN CHARGE FOR REPLACEMENT OF A DEFECTIVE PART.

IRECIEVED NO SATISFACTION FROM THEM, SO I AM ASKING

YOU TO PLEASE REVIEW MY COMPLAIN & INFORM OF YOUR

DECISION. I REPEAT, I SHOULD NOT BE CHARGED FOR

REPLACENT OF A DEFECTIVE PART



153606

INVOICE

BUICK - PONTIAC - GMC CORP.

SERVICE - PARTS - BODY SHOP 940 Route 1 & 9 North Woodbridge, NJ 07095 (732) 596-1955 Main Line (2) 596 Parts Direct Line (732) 596---

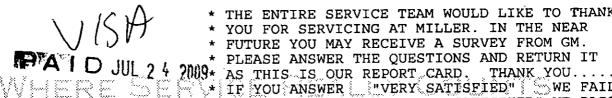
COLONIA, NJ BUS: HOME:

PAGE 1

SERVICE ADVISOR: 148 GERARD COSTIGAN COLOR YEAR MAKE/MODEL VIN . LICENSE MILEAGE IN/ OUT TAG 1G2ZG528554 23223/23223 T512 05 PONTIAC G6 RATE PAYMENT INV. DATE PO NO. IN SERVICE DATE PROMISED 01JAN05 IS CASH 24JUL09 01JAN05 WAIT 24JUL09 DI R.O. OPENED OPTIONS: DLR:NSD ENG:3.5 Liter SFI 08:46 24JUL09 10:59 24JUL09 NET TOTAL LINE OPCODE TECH TYPE HOURS LIST A C/S CLUNKING NOISE IN STEERING WHEN TURNING CAUSE: STEERING I-SHAFT IN NOISY 200 STEERING 145.53 145.53 CPS 142 153.47 153.47 1 25962603 SHAFT KIT 153.47 TOTAL LINE A: 299.00 OTHER: 0.00 153.47 LABOR: 145.53 PARTS: 23223 STEERING I-SHAFT IN NOISY REPLACED STEERING I-SHAFT B GM GOODWRENCH MULTI - POINT INSPECTION CAUSE: PERFORM MULTI - POINT INSPECTION ** NO CHARGE**. THANK YOU FOR SERVICING WITH MILLER BUICK PONTIAC GMC. MPI GM GOODWRENCH MULTI - POINT INSPECTION (N/C)_142 ISP RECOMENDED: THROTTLEBODY SVC 119 95/COOLANT FLUSH 169.95/FUEL INJECTION SVC 129 95 (N/C)142 ISP 0.00 LABOR: ≥ 0.00 0.00 OTHER: TOTAL LINE B: 0.00 PARTS:

23223 PERFORM MULTI - POINT INSPECTION ** NO CHARGE**. THANK YOU FOR SERVICING WITH MILLER BUICK PONTIAC GMC. GM MPI. FOUND: THROTTLE BODY IS DIRTY RECOMMENDED: COOLANT SERVICE, FUEL INJ SERVICE, HVAC SERVICE

CUSTOMER PAY REPAIR SUPPLIES & ENVIRONMENTAL COMPLIANCE FOR REPAIR ORDE



- * THE ENTIRE SERVICE TEAM WOULD LIKE TO THANK
- YOU FOR SERVICING AT MILLER. IN THE NEAR
- * FUTURE YOU MAY RECEIVE A SURVEY FROM GM.
- * PLEASE ANSWER THE QUESTIONS AND RETURN IT
- * IF YOU ANSWER "VERY SATISFIED" WE FAIL
 - IF YOU ANSWER"COMPLETELY SATISFIED" WE PASS

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of this Repair Order for a period of 12 months or 12,000 miles whichever comes first! from the date such repairs were completed. The Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor

shorts, and fuel system - when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs. That are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of this Repair Order.

To obtain repairs under this Limited Warranty, customer must; (a) notify the Repair Facility at the address shown on the front of this Repair Order of any defect in labor within a reasonable time after customer discoverer or should have discovered any such defect. Such hotice, however, must be given to the Repair Facility at the address shown on the front of the duration period of this Limited Warranty, as specified above, (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect in labors; (c) authorize the Repair Facility to make the repairs sequired; and (d) pay the charges for any additional parts required together with sales tax upon completion of such repair.

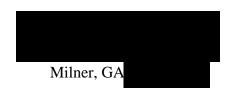
All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this finited warranty. Under no circumstances will the Repair Facility to liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

LIMITED PARTS WARRANTY

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or filmess for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this partics! and/or service. Buyer shall not be entitled to recover from the saling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to salety or performance, by way of "strict liability", negligence or otherwise.

DESCRIPTION	TOTALS
LABOR AMOUNT	145.53
PARTS AMOUNT	153,47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENVIRONMENTAL MISC./ WASTE DISPOSAL / DEDUCTIBLE	10.19
TOTAL CHARGES	309.19
MISCELLANEOUS -	0.00
SALES TAX	21.64
PLEASE PAY THIS AMOUNT	330.83

Thank You



Dear

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2005 Chevrolet Malibu.

This offer is valid towards <u>one</u> service visit on VIN 1G1ZS52FX5F In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

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Sincerely,

Chevrolet Customer Assistance Center Service Request 71-783953313

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

Bedford Heights, OH

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-784644873

May 10, 2011





We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

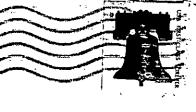
Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-784958335



SEATTLE WA SEI



General motors PO BOX 33170 Detroit, MI 48232

5002 WHAPMOHEROWET Vm# 1G12S52F65F Renton, WA DEAR General Motors, my name is I bought my 2005 Chevy mahby in My of 2005- I had less than twenty MILES ON MY CAR. I'VE had nothing but problems with my 2005 malibu This is the list of costin repairs I ad to have on my CAT KIBH+ HE ROD FRONT Struts KAKING Steering BOCK Power Skynn Colym Fuelgas Cap not tighting Hansmisson leak YOUR WITH all these Costly repriste Also had to do regular matience repairs order to keep thereare in good Condition. on December 10, 2009 While I was ORIVING the CAR ON my way to wask. My POWER Steering wint out A CAR FROIDENT, WAS Althost Caused Out to my CAR lowing power to the Steeping.

It how been afternly expensive to have there Oustly repans over on my CAR.

The CAR has been a real problem for me The 2005 malibu Chevorlet Misn't been a reliable surrel of transportation for Me transporting in NATIONAL SINCIERLEY, Honey transporting in NATIONAL Administration

West Des Moines, IA

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-786564881



Dear

At Saturn, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2007 Saturn ION 3.

This offer is valid towards <u>one</u> service visit on VIN 1G8AL55F47Z In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Saturn dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request 71-786661899

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

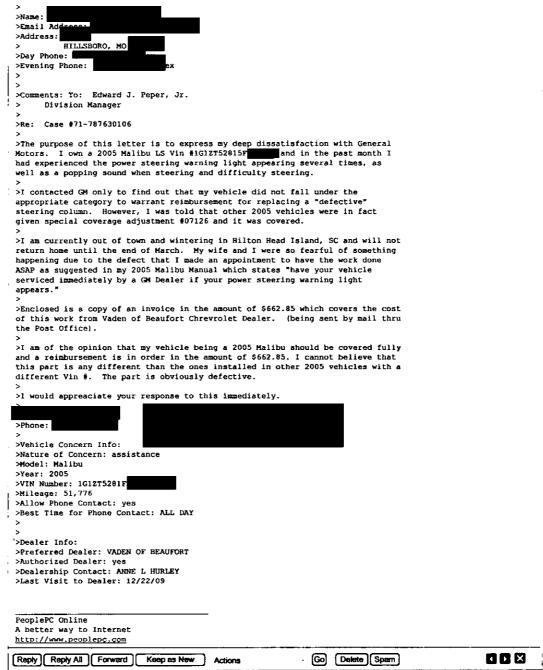
Hillsboro, MÕ

WE STHEM SOND SMIST



11-01-10A08:27 RCVD heurolet Custome Pruision Center P.O. Box 33/10 DETROIT, Michigan 48232-5110

ATTA: Esanges + Exis Pear, Middings of the state of the s



Accessible Version | Standard Version | Terms of Service | Privacy Policy | Trademarks | Shortcuts

© 2010 AOL Inc. All Rights Reserved

CELL:

132806

HILLSBORO, MO

ANNE L HURLEY

4994

698

12/22/09

C5CS440392

51,776 BLUE/

05/CHEVROLET/MALIBU/4DR SDN LT

06/24/05

1 G 1 Z T 5 2 8 1 5 F

12/22/09

MO: 51777 LABOR & PARTS STEERING CONCERNS

CUSTOMER STATES PWR STEERING LIGHT CAME ON 3 OR MORE TIMES.
POWER STRG GETS TIGHT & STEERING ALSO POPS AT TIMES
POWER STEERING COLUMN HAS INTERNAL DEFFECT
POPULACED DOLLED STEEDING COLUMN POPULACED PECHECK

TOTAL TAX.....

REPLACED POWER STEERING COLUMN, ROADTESTED RECHECK

PARTS......QTY...FP-NUMBER......DESCRIPTION......UNIT PRICE-JOB # 1 1 25933396 COLUMN 6.518

394.90 394.90 JOB # 1 TOTAL PARTS 394.90 JOB # 1 TOTAL LABOR & PARTS 611.15

MISC-----CODE-------DESCRIPTION------CONTROL NO------JOB # A JOB # A RCF REG. COMPLIANCE FEE S.C. 61D SHOP SUPPLIES S.C. 2.65 20.00

TOTAL - MISC 22.65 TOTALS-----

OUR GOAL IS 100% CUSTOMER SATISFACTION.
IF YOU ARE NOT COMPLETELY SATISIFIED PLEASE CONTACT TOTAL LABOR.... 394.90 EDDIE PARKER OUR SERVICE MANAGER 0.00

TOTAL SUBLET... 0.00 TOTAL G.O.G.... TOTAL MISC CHG. TOTAL MISC DISC IF YOU ARE SURVEYED WE ASK THAT YOU GRADE US WITH 22.65 THE HIGHEST SCORE. 0.00

29.05 VISIT OUR WEB SITE WWW.DANVADEN.COM **TOTAL INVOICE \$** 662.85

YADEN OF BEAUFORT 2811 Boundary St. Beaufort. S.C. 29906
PAYMENT TYPE

CASH (--) · CREDIT CARD

) CHECK CHECK # -----

CUSTOMER SIGNATURE

BBB AUTO LINE Customer Claim Form

Case number: CHV1010409

Contact Date: 01/06/10

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: COSTOMER INFOR	MATION		
Titled owner:			
Mailing address:			
City: Charlotte		State: NC	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFORMA	TION		
Make: Chevrolet	Model: Malibu	Year: 2005	Current mileage: 80000
Name(s) that appears on the vehicle	title:		
Selling dealer/city/state: Queen C	ity Lincoln Mercury, C	harlotte, NC	
Primary Servicing dealer/city/state	: Steve Moore,		
Acquired as ☐ new 🛮 used 🔲 o	lemo 🗌 leased Is	the vehicle in your po	ossession? 🛛 yes 🗌 no
Purchase/lease date: 12/09/05	Mil	eage at purchase/lea	se:
First repair attempt date: 02/27/07 How often is the vehicle used for business purposes (percentage):	Number of	st repair attempt mile vehicles owned by the business:	eage: Transmission type: 図 Automatic □ Manual
Has the vehicle been in an accident/l			Date of accident:
Description of damage:	, , , , , , , , , , , , , , , , , , , ,		
SECTION 3: DESIRED OUTCOM	E (Describe what you	ı want done to re	solve vour concern)
A vehicle of same model but in be paid for by GM since this is a pro	etter condition or at le	east for this repair	
Please complete the missing in	nformation in the bo	x below and on p	age 2.
VEHICLE INDENTIFICATION	NUMBER		
Lienholder/Leasing Company	/	Phor	ne Number
Account Number			

Case Number: CHV1010409 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes 3 knock in steering turning yes left or right power steering light was 1 yes flashing steering locked up 1 yes

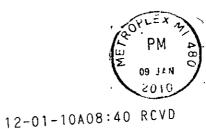
Total days out of service for all problems:		
Signature of Titled Owner(s)	Date	
Printed Name of Titled Owner(s)		

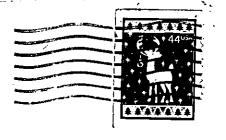
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <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



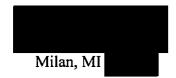




GM - Customer Service P.O. Box 33170 Detroit, MI 48232-5170

285170

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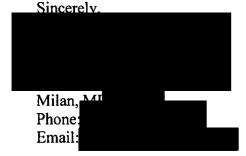


GM P.O. Box 33170 Detroit, MI 48232-5170

To Whom It May Concern:

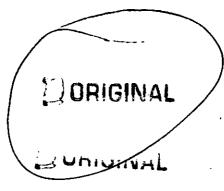
My husband and I own a 2006 Pontiac G6, vehicle I.D. # 1G2ZG558964 on my way to take my 5-month-old daughter to her doctor's appointment. I also had my 3-year-old son in the car with us. When pulling out of our driveway, my steering wheel locked up completely. I had no control of my vehicle. I could not turn the wheel left or right. Luckily, the road was free of traffic; my children and I were safe. I have never experienced anything like that before. I turned the vehicle off and when I restarted it, my steering came back. I called my husband who said it happened to him once before when he was driving our G6. He researched the problem online to find that it was an electrical problem. He also found that it is a common problem in the 2006 models and that there was actually a recall in the 2005 models for the same issue. We took our vehicle to the Randy Wise Chevrolet Buick Pontiac dealership in Milan, MI. We had to pay \$658.20 to have the problem repaired. My father is retired from GM. We are a GM family all the way. I have owned nothing but GM cars. My husband's uncle retired from GM. He has owned only GM vehicles as well. We own a 2001 Chevrolet Cavalier. It's 10 years old and we have not had any issues other than routine maintenance. But now with our 2006 G6, we had to pay over \$600 for a problem that seems to be extremely common in this particular vehicle. If it is a defect on the vehicle, not the usual wear and tear, GM should cover this expense. Enclosed you will find a detailed invoice from the dealership for the repairs done on our vehicle along with websites covering this same concern voiced by others.

Thank you for your time.



http://www.carcomplaints.com/Pontiac/G6/2006/steering/power_steering_is_faulty.shtml

www.nhtsa.gov



424385141884 RANDY HISE CHEVORLET

1250 DEXTER ST " MILAN NT 48160 734\439-3500

Term 10: 002

Total:

Ref #: 805

\$ 658,29

Sale

MASTERCARD	Entry Method: Swiped
01/04/10	18:47:01
Inv #: 000005	Apor Code: 321008
Approd: Online	Batch#: 004001

Customer Copy



CUSTOMER COPY

RANDY WISE CHEVROLET BUICK PONTIAC

1250 DEXTER ST. MILAN, MI 48160 PHONE (734) 439-3500 www.randywiseauto.com

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[CONTINUED ON NEXT PAGE] 05:40pm



RANDY WISE CHEVROLET BUICK PONTIAC

1250 DEXTER ST. MILAN, MI 48160 PHONE (734) 439-3500 www.randywiseauto.com

\$F632807 Q (03/06)

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CUSTOMER NO. 505200	DA	ANIEL WEISS	5	5235 TAG NO	610	01/04/10	PNCS528786
**************************************	LAB	OR RATE L	ICENSE NO.	MILEAGE	79,171	RED/	STOCK NO.
MILAN, MI	YEA O	R/MAKE/MODEL	56/4 DOOR	SEDAN		01/24/06	DELIVERY MILES 254
PILEMIN, PIL	VEH	IICLE I.D. NO.		4		SELLING DEALER NO.	PRODUCTION DATE
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THANK YOU FOR YOUR BUSINESS!!			TOTALIII	CIOL W	030.20		JR SERVICE LABOR,
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PAGE 2 OF 2	CUSTOMER COPY		[END O	F INVOICE]	_{05:40pm} [



At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Pontiac G6.

This offer is valid towards <u>one</u> service visit on VIN 1G2ZH578964 In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

General Motors Executive Office Service Request 71-793593437

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

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This <u>original</u> letter must be surrendered by the customer and retained by the dealer for audit purposes.

Westland, MI

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center Service Request Number: 71-795477240 Att N: Fallon

Case # >1->96>>45-06

ST. CHARLES PONTIAC (M) BUICK ZWZ

ST. CHARLES PONTIAC BUICK GMC. INC.

SERVICE ADVI	SOR STEV	EN DONOVA	n.				ne: (630) 584	St. St. Charle: 4-6400 Fax: (6: lespontiacbuick	30) 524-2666
WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	ις υςτη	NO. TAG NO		P.O. NO.	INVOICE PRINTED	INVOICE NO.
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世帯を使用される。 11日 - ART Front Hub/Bearing assembly Es Noisy - not doose at this Point - Parts 36929 2abor: 240.00

THANK YOU!

THANK YOU!!

** PRE-INVOICE **

PROCEDURE ONLY

We want to thank you for giving us the opportunity to service your automobile,

You may soon receive a written survey regarding your service visit.

We want you to be able to say that you are "COMPLETELY SATISFIED" with our efforts.

If you are not "COMPLETELY SATISFIED", please call, our Service Manager at (630) 584-6400.

Thank you for your assistance, and we look forward to your next visit.

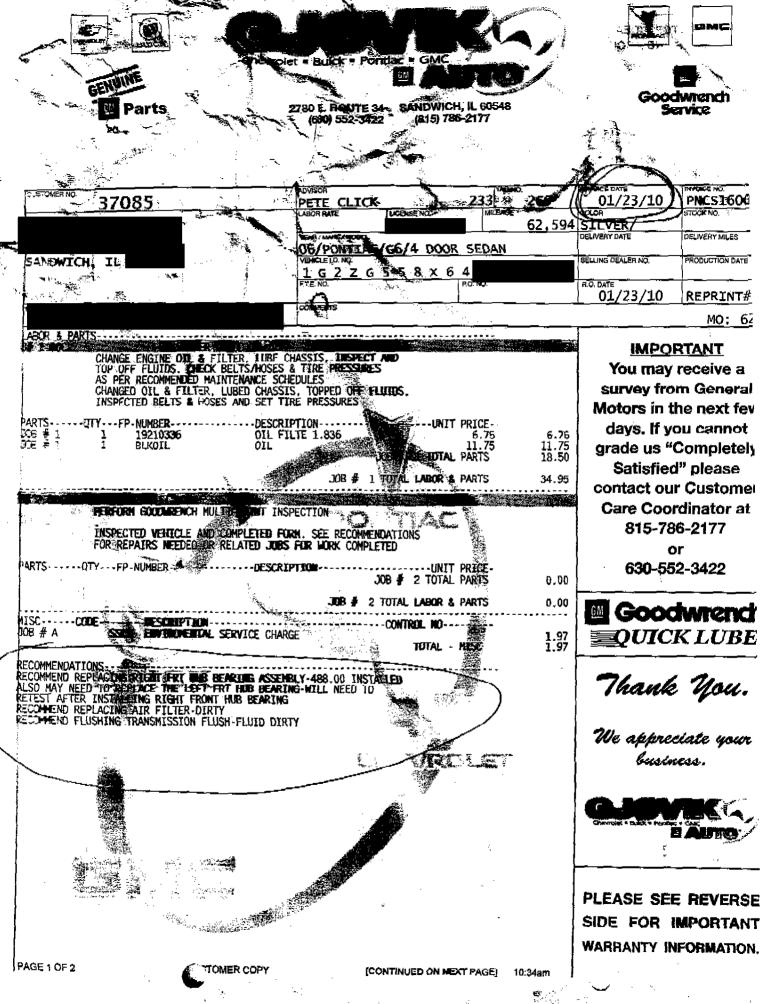
DESCRIPTION	TOTALS
LABOR AMOUNT	119.95
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	119.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	77005

I hereby authorize the repair work herein set torth to be done along with the necessary material and agree that you are nor responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of pants 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 lian is hereby acknowledged on above vehicle to secure the amount of repairs thereto. secure the amount of repairs thereto.

THEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

JAN 24 PAID

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OFLICTIVIDE CHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPLARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPARED OR REPLACED LINGER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE, RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.



90:00 0102/62/10 1094802089

PNCS1600

DELIVERY MILES

PRODUCTION DATE

REPRINT# MQ: 62

or

TOCK NO.

DOUGLASVILLE, GA

Dear

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-798266094



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center Service Request Number: 71-799141069



We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1ZJ57B79F and will begin on February 11, 2010 at 14,900 miles and will continue until February 11, 2015 or 89,900 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

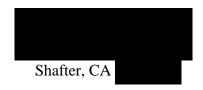
Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please call us at 1-800-222-1020. Any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center Service Request 71-800690198

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.



We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center Service Request Number: 71-800950361 East Lansing, Mi.

7008 3230 0002 2726 6389

CERTIFIED MAIL.





RETURN RECEIPT REQUESTED

Saturn Customer Assistance Center P.O. Box # 33173 Detroit, Mi. 48232-5173

32-10-10P11:14 RCVD Adadadadadadadadadadadadadadadada

NHTSA U.S. Department of Transportation Washington, D.C. 20590

Re: Saturn Power Steering shut off..

2005 Saturn ION II

Dear Sir: VIN # 1G8AJ54F252

I'm writing you today to report a serious safety concern I have with my 2005 Saturn Ion II which has about 65,750 miles on it. When traveling down the road <u>unexpectedly</u> the power steering will shut off. It has happenend to me seven times since the beginning of January 2010.

I am aware of an investigation currently under way for this same problem on 2005-2009 Chevrolet Cobalt and believe the steering mechanism is the same for both vehicles which is why I am experiencing the same problem with my Saturn Ion as is happening with Cobalt.

When this problem occurs I pull to the side of the road and stop. Then I turn the ignition switch off and after a few seconds turn it back on again and the power steering will reset and I can continue on my way. I'm sure this problem will only get worse. That will be serious because it is extremely difficult to steer in manual mode with the power steering off.

Steering problems are a very serous safety concern. I'm writing you today so that measures can be taken to protect people traveling in Saturns as well as Cobalts and other users of the road that could be involved in an accident because of this problem. Your intervention in this matter would be very much appreciated.

Yours truly,

The following letter has been forwarded to the NHTSA.

Per instructions in my owners manual this copy is for your use.



Service Request: 71-803465000

Dear

Thank you for contacting us recently regarding the dissatisfaction you have experienced with your vehicle. At Pontiac, our commitment to customer satisfaction is a top priority and we sincerely apologize for any concerns you may have experienced.

Although the need for repairs is unfortunate, motor vehicles are complex machinery and sometimes do require repairs. That is why every vehicle sold is backed by the GM New Car Limited Warranty. During this period, Pontiac will provide for repairs to the vehicle to correct any vehicle concerns related to materials or workmanship. Mechanical concerns arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear are not covered by the warranty.

Pontiac works to ensure each customer concern is handled in a way that reflects our values and we have carefully reviewed the facts surrounding your case. After careful consideration, Pontiac, in conjunction with Uag Cerritos, Llc, has determined that we are unable to offer you financial assistance at this time.

We hope you understand our position as it relates to the manufacturer's obligation. We appreciate the opportunity to review this matter. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

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: 71-550892464

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.

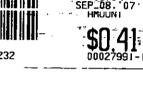
We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and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

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

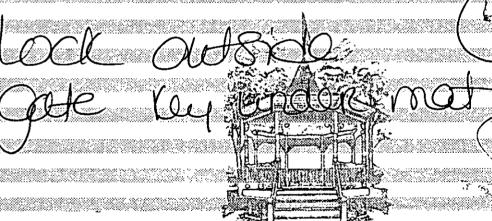
MISCR CHECKED VEHICLE FOR LOSS OF POWER STEERING

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 itemittens. The Saller heards payerssly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for peritudiz purpose. Seller neither assumes nor authorities any other person to assume for it any liability in connection with the sale of this itemisterns.

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)

					<u>''</u>				
CERTIFICATE OF SALE OR TRANSFER					CHANGE OF ADDRESS				
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.								reported to	
THE MOTOR V	EHICLE DESCRIBED ON THIS FOR	ZII HAS BEEN						Obtain form	
[] ѕоц	_	OTHER (Specify)):		no B-58 for o	official add	ress change	e notification. but do not	
TO: NAME								to keep it in	
ADDRESS	(No. & Street)	(City or Town)	(State)	(Zip Code)	NEW ADDRESS	(No. & Str	set)		
	nder the penalties of false st nts made herein are true an				(City or Town)		(State)	(Zip Code)	
SIGNATURE O	REGISTERED OWNER(S)		DAT	E SIGNED	VEED THE	CERTIFIC	ATE FOR PR	200E 0E	
X							D ON 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)

NAME OF BENE	FICARY (Lest Hame, First Hame, Middle	(Ed)	OPERATOR LICENSE HUBBER (#MOT CT, specify state issuing scense)	DATE OF BERTH (# Incom)
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 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 409.26 .00 409.26 TOTAL

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>	BBB Case: CHV07 <u>52024</u>
Customer:	VIN:1G1ZT52835F
Make/Model/Year: Chevrolet/Malibu/2005	In Service: 6/7/05 Mileage: 46,660
· · · · · · · · · · · · · · · · · · ·	ate: 9/13/07 Goes Active:
Primary Concern: steering	
<u> </u>	
Case Scan / Acknowledgement (24 hrs	Completion Date/Time:
Initial Calls (72 hrs):	
◯ Customer	Completion Date/Time: 8/29/07 / 2 PM
Dealer Svc Mgr	Completion Date/Time: 8/29/07 / 2:15 PM
Dealer Finance Mgr	Completion Date/Time: /
\boxtimes AVM	Completion Date/Time: 8/29/07 / 2:20 PM
⊠ Repair Orders Requested:	Received:
∑ Sales Documents:	Received:
☐ BARS / Finance Sheet	
☐ Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No 🖂
Presumption:	Yes No No
GM Position – Customer / BBB Due I	
_	Jate (7-10 days).
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
◯ Closing Activities:	
Settlement	Completion Date/Time: 11/15/07 / 4 PM
Executive Summary	Completion Date/Time: 11/15/07 / 4 PM
Close Siebel	Completion Date/Time: 11/15/07 / 4 PM
DVM: Ben Hall	Node/Box: 404082 - 8206
Service Dealer: Marine Chevrolet	
	Svc Mgr: Carlas Hardin 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
Mileage a Lien hold DVM Nan	at Time of er: GM <i>A</i>	lall		llibu	Vehicle Purchased Sale Type: Lease CAM Name: Craig Phone Number: (9)] Joseph
			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	ptom}					
<u>Date:</u>	<u>RO #:</u>	<u>Days Out</u> :	Mileage:	<u>Description</u>	of Complaint and Repa	ir Performed:
☐ {Sym	ptom}					
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	<u>Description</u>	of Complaint and Repa	<u>ir Performed:</u>
☐ {Sym	ptom}					
Date:	<u>RO #:</u>	Days Out:	Mileage:	<u>Description</u>	of Complaint and Repa	ir Performed:
□ {Svm	ptom}					
Date:	RO #:	Days Out:	Mileage:	Description	of Complaint and Repa	ir Performed:
□ (Sym	ptom}					
	<u>RO #:</u>	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 renomicu.</u>
□ {Svm	ptom}					

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repai	<u>r Performed:</u>								
☐ Recall/	Recall/Campaign (Not Related to Other Symptoms/Complaints)												
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repai	r Performed:								
Verified	with cu	stomer if	the vehic	<u>cle has ever been involved i</u>	<u>n an accident Y N</u>								
If yes ar	e the Ro	D's attach	ed Y I	<u>V</u>									
Other													
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repai	r Performed:								
			THE ST	TATE LEMON LAW READS:									
Days out		ce: 30											
Repairs 3		unlimited											
•			conformit	ty must continue to exist? {Y	or N}								
lf ann!:	ع۔ ماما	aku malakaa	l	(# of manain attaunate)									
	-	•	•	{# of repair attempts} nths} / {# of miles}									
22.019 10	u tii	poi iou	(0. 1110										
Number o	of repair	attempts	in the pro	esumption 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.

¹ 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 BUTY 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 warranty²) 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.

² 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.³

³ 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 charges⁴;
- 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.

⁴ 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).

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

December 29, 2010

New Port Richey, FL

Service Request: 71-551651191

Customer Relationship Specialist: Adam Labonte

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548254 is for the following:

- 60 months or 60,000 miles, whichever occurs first, beginning on 09/12/2007 and ending on 09/12/2012, and begins with 29,203 and ends with 89,203 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

40U IVORY WHITE 192 EBONY ORDER NO. HNSQGM/TRE STO VIN 1G2 ZH54 82 54	OCK NO.	DETROIT VEHICLE I	MI 4 NVOICE 2A *****	8243-1114 D49153222
MODEL & FACTORY OPTIONS 2ZH69 G6 - GT SEDAN AP3 REMOTE VEHICLE STARTER SY AY0 FRONT SIDE IMPACT AIR BAG	MSRP 23300.00 YSTEM 150.00 GS & 690.00	INV AMT 21319.50 133.50 614.10	RETAIL - INVOICE SHIPPED EXP I/T	STOCK 10/04/04 10/04/04 10/15/04
HEAD-CURTAIN SIDE AIR BAG A51 LEATHER PACKAGE: * LEATHER APPOINTED SEAT: * 6-WAY POWER DRIVER SEAT: * HEATED FRONT SEATS * LEATHER WRAPPED STEERING * STEERING WHEEL RADIO COMBO TO THE SEAT: AND PARK BRAKE HANDLE FE9 50-STATE EMISSIONS FR9 AXLE RATIO 3.29 LX9 ENGINE, 3.5L V6 SFI MX0 4-SPEED AUTOMATIC TRANSMED TO THE SEAT SEAT SEAT SEAT SEAT SEAT SEAT SEA	1365.00 ING I	1214.85	PRC EFF KEYS G27 WFP-S QT BANK: GM CHG-TO	10/04/04 06 G2706 R OPT-1 AC - 029 17-084
* LEATHER WRAPPED SHIFT I AND PARK BRAKE HANDLE FE9 50-STATE EMISSIONS FR9 AXLE RATIO 3.29	KNOB N/C N/C	N/C N/C	SHIP WT: HP: GMS: SUPPLR:	3438 32.9 24394.30 25488.67
* AM/FM STEREO 6 DISC CD (REPLACES STD/OPT/PKG I * SUNROOF, POWER TILT & S * ONSTAR SYSTEM-INCLUDES	PLAYER RADIO) SLIDE 1 YEAR			1267.75
R6J CUSTOMER DIALOG NETWORK VK3 LICENSE PLATE BRACKET, FI 1SZ GT, PCH OPTION PKG DISCO	0.00 RONT 5.00 UNT 1000.00-	16.50 4.45 890.00-		
TOTAL MODEL & OPTIONS DESTINATION CHARGE LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION	26855.00 625.00	24499.95 625.00 268.55 268.55	ACT 231 H/B 261 ADV 261 EXP 65A	24319.30 805.65 268.55 268.55
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CROWN DONTING-CMC TRUCK		MIT TO GMAC		

CROWN PONTIAC-GMC TRUCK VIN

2005 G6 - GT SEDAN

VIN 1G2ZH548254 \$ 25662.05 INV 2AD49153222 DUE 10/15/04 DEALER 17-084

PONTIAC/GMC DIVISION

<u>FLORIDA: 8/1/2005</u> <u>Overallowance / Incentives / Negative Equity Form</u>

Customer	Request # <u>71-551651191</u>	BBB # PGM0751984
PURCHASE PRICE: (From dealer Bill of	Sale) (Selling Price)	(+)
MSRP: (From BARS Invoice)		(-)
DIFFERENCE:		(=)
TRADE ALLOWANCE: (from dealer	Bill of Sale)	(+)12380.00
Include vehicle retail, accessories and mileage at NADA Retail Value for: VEHICLE:	djustment figures, and attach NAD	OA pages to file.
ACCESSORIES: MILEAGE ADJUSTMENT:		(-)
OVER ALLOWANCE: (Trade more than	NADA)	(=)
PAYOFF: (If dealer added negative equity int	to contract, do not subtract)	(=) 10900.00
PURCHASE PRICE (From dealer Bill of S	Sale) – (before tax, tag, etc.)	(+)
GM CARD POINTS:		DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives of 1: 2:	or GM card credited back to custo	mer)
3: TOTAL INCENTIVES (Not included in P	urchase Price)	(-)
OVERALLOWANCE: (From above)		(-)
NEGATIVE EQUITY: (If NOT shown in c	contract))	(-)
Actual price of Vehicle that should be	A LA DDD C ATTA	(=)

Privileged and Confidential Information

CASE ASSESSMENT

By: Adam Labonte State: Florida

Customer N	lame:			Service	e Request: 71-551651191	BBB Case No.: PGM0751984
Vehicle ID I	No.: 1G2Z	H548254	Da	Service te: '02/2005	Vehicle is: Demo	BAC Code: 116323
Mileage at Lien holder DVM Name	Time of BE : GMAC : Jorge Lop	2005 Pontiac B Filing 29,00 Other:: pez-Gonzalez 13-480-1388	00		Vehicle Purchased Used odometer {odometer} Sale Type: Purchase [CAM Name: {Name} Phone Number: {Phone	
			VEH	IICLE RE	PAIR HISTORY	
Throughout	the entire	form, use ar	n asterisk (*	*) if day(s) o	out of service are already c	ounted in another category.
		IN THE BOX OR THE COM			CERN BASED ON REPAIR C	RDERS. USE "N/A" IF THERE
☐ Power	Steering	Went out				
<u>Date:</u>	<u>RO #:</u>	Days Out:	Mileage:	<u>Description</u>	n of Complaint and Repair	Performed:
5/25/07 Clickin	45646 g <u>Noise i</u>	n Front End	<u>l</u>			
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☐ {Symp	tom}					
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☐ <u>{Symp</u>	tom}					
<u>Date:</u>	RO #:	Days Out:	Mileage:	Description	n of Complaint and Repair	Performed:
☐ <u>{Symp</u>						
Date:	RO #:	Days Out:	Mileage:	Description	n of Complaint and Repair	Performed:
	(Campaio	n (Not Pol	atod to Ot	thor Symp	toms/Complaints)	

<u>Date:</u>	RO #:	Days Out:	Mileage:	Description of Complaint and Re	pair Performed:		
☐ <u>Other</u>							
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Re	pair Performed:		
	THE STATE LEMON LAW READS:						
Days out of service: {# of Days} Repairs {# of repair attempts} Time period {# of months} / {# of miles} Does Lemon Law state nonconformity must continue to exist? {Y or N}							
If applicable, safety-related repairs {# of repair attempts} Safety-related time period {# of months} / {# of miles}							
Total days	out of serv	ttempts in t vice during th vice during cu	{# of repair attempts} {# of Days} {# of Days}				
	,	Vehicle Me	eets Pres	sumption of Lemon Law	YES or NO		
DEDTI							

PERTINENT FACTS FROM PREVIOUS SRS WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

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

{TEXT}

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

SR Number:71-551651191	BBB Case: PGM0751984
Customer:	VIN:1G2ZH548254
Make/Model/Year: 2005 / Pontiac / G6 Received Date: 08/28/07 Day 15 Day	In Service: 04/02/05 Mileage: 29,000 ate: Goes Active:
Received Date: 08/28/07 Day 15 Day 15 Day Primary Concern: Power steering went on	
Case Scan / Acknowledgement (24 hrs) Completion Date/Time:
Initial Calls (72 hrs):	
Customer	Completion Date/Time: /
☑ Dealer Svc Mgr☑ Dealer Finance Mgr	Completion Date/Time: / Completion Date/Time: /
⊠ AVM	Completion Date/Time: /
Repair Orders Requested:	Received:
⊠ Sales Documents:	Received:
⊠ BARS / Finance Sheet	
✓ Case Assessment (by Day 14):Lemon Law Eligible:Presumption:	Yes No
⊠ GM Position – Customer / BBB Due I	Date (7-10 days):
⊠ Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
Arbitration Date:	
	Completion Date/Time: 09/12/07 / 12:00 PM Completion Date/Time: 09/26/07 / 5:20 PM Completion Date/Time: 09/26/07 / 5:30 Pm
DVM: Jorge Lopez-Gonzalez Service Dealer: Dick Norris/ Autoway Pinto	Node/Box: 404082 8094 Svc Mgr: Denny Chamberlain , Mark
Selling Dealer: Crown Buick Pontiac GM	C Contact: Bob Horbet
NOTES:	











GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 29 2007 Bob Horbet CROWN BUICK PONTIAC GMC PO BOX 11509 SAINT PETERSBURG, FL 33733-1509

Re:

Siebel Request: 71-551651191 2005 Pontiac G6 VIN # 1G2ZH548254

Dear Mr. Horbet:

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, .

{Adam Laborite} BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension {21830} FAX# 866-554-4009

STOCK# 18774 NAD# 535953

D Government license and/or registration fees

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

Contract Number Dealer Number Creditor (Seller name and address) CROWN AUTO DEALERSHIPS to county and zip code) 5237 34TH ST N

CLEAR	WATER	FL DOMESTIC	<u> </u>	ST PETERSE	URG	FL 33714	
Month of bi	rth of registered owner	OCTOBER	<u>.</u>				
under the same	soments on the front-s), may buy the vehicle desc and back of this contract. ` will figure the Finance Char	rou agree to da	y us, the cheditor, are r	ATTOOTIC PICE	iced and I manes enarge	
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N _	2005	PONTIAC G6	1G2ZH5	18254	☐ busine	nal, family, or household [ess [Jagneditarar
Your <u>trade-in</u> i	lsa: Year	Make	Mode	<u> </u>			
	FEDERAL	TRUTH-IN-LENDING DISC	LOSURES		Insurance.	You may buy the pl	nysical damage
ANNUAL PERCENTA RATE The cost of credit as a y rate. 2. O	your amount the credit will cost you.	Financed The amount of credit provided to you or on your behalf. 27,094.85	al of Payments ne amount you have paid after I have made all payments as scheduled. 28,799.28	Total Sale, Price The total cost of your purchase on credit, including your downpayment of \$ 1,980,00 s \$ 30,779,28	anyone yo choice of decision to required to Your decision to a fall fany inspection of the continuous continuo	this contract requires of the choose who is accepta insurance providers will be sell or extend credit to you buy any other insurance sion to buy or not buy other in the credit approval purance is checked bels from the named insurance.	ble to us. Your not affect our ou. You are not to obtain credit. er insurance will process. ow. policies or
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Government certificate of title fees			2 You understand that the benefits under this CO
(including \$ security Interest recording fee) \$	N/A		. I litte-ineurance noticy will ∰will not⊟-terminate who
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General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME:		* -	·	
VIN: 1927H548254	· · · .	,	(or see attacl	ned list*)
<u></u>				
CUSTOMER INCENTIVE(S)			<u> </u>	
1. Customer Incentive I assign the total amount of customer incentive(customer incentive(s) be applied: (a) to law, as a price reduction (Bill of Sale indic rebate applied), or (c) a check be issued in	the down payme ates pre-rebate	ent of this vehicle, price, amount o	(b) where permi f_rebate_and_final_p	ssible by
Incentive Program Reference	Amount		I Incentive Code	
DS-33AA0-3	\$ <u>5500</u>	<u> </u>	·	
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Total Incentive Amount Received	- \$			
a l elect to receive 2.0 for in lieu of Consumu reb	and/or	21-53A-)		· ·
b. I elect to receive				
•				
		NOWLEDGMENT		.14/1
I am the <u>ultimate retail purchaser or lessee</u> of the vehicle to me by the Dealer named below. This vehicle was pur delivery of this vehicle on I acknowledge receivision from any future claim or obligation for incentive(s	rchased/leased fo eipt of incentive(s)	or personal/busines	is use and not resale a	ana i took
Purchaser/Lessee Signature:		. [Date: <u>4/2/0</u>)
The undersigned person, as Dealer representative, certhe incentive(s) described in Item# have been provinit through this dealership and that properly completed	ided to the saið ρι	irchaser/lessee who	o has taken delivery of r	eterenced
Authorized Dealer Signature:	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~		Date: 4/2-105	5-J
Dealership Name:	الميلامة		Dealer Code: <u>/</u> / <u>/ / / / / / / / / / / / / / / / </u>	- (-
List must include VIN, Delivery Date and Program Refere	ence			

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Privileged and Confidential Information

CASE ASSESSMENT

By: Adam Labonte State: Florida

Customer I	Name:			Service F	Request: 71-551651191	BBB Case No.: PGM0751984		
Vehicle ID	No.: 1G22	ZH548254	Da	Service te: /02/2005	Vehicle is: Demo	BAC Code: 116323		
Mileage at	Time of BI	2005 Pontiad BB Filing 29,0	00		odometer {odometer}	d on: {n/a or mm/dd/yy} at		
DVM Name	: Jorge Lo	Other Dez-Gonzalez 813-480-1388			Sale Type: Purchase CAM Name: Aubrey Wa Phone Number: 678-24			
			VEH	HICLE REP	AIR HISTORY			
Throughou	t the entir	e form, use a	n asterisk (*) if day(s) ou	t of service are already c	ounted in another category.		
		(IN THE BOX OR THE COM			RN BASED ON REPAIR C	ORDERS. USE "N/A" IF THERE		
☐ Power	Steering	y Went out						
Date:	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint and Repair	Performed:		
07/03/06	520525	1	16,016			ng comes on info center and tested system recalibrated		
09/15/06	526770	4	17,762	Cust sts – See had to shut of DIr sts – Sca steering 2 co torque sensor power steering TAC case 91%	ervice steering light still goff and restart. In data diagnose electric sides perform diagnostic for and steering sensor. Clarg control module. No shadon (Matt Coleman)	Instructed to replace steering column		
08/17/06	524267	1	17,150	assembly. Replaced steering column assembly and road tested. Cust sts – Power steering keeps going out and light comes on dash. Had recalibration on 07/03/06 now goes out every time driven. DIr sts – Code c0545 c0460 Pump motor and module intermittent inop. Scan data diagnose electronic steering pump. Check power grounds test voltage at position sensor. replaced pump and module and recalibrate				
☐ Clickin	g Noise	in Front En	<u>d</u>					
Date:	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint and Repair	Performed:		
☐ {Symp	otom}							
Date:	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint and Repair	Performed:		

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Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:			
☐ <u>Recall/</u>	<u>Campaig</u>	n (Not Rela	ated to Ot	her Symptoms/Complaints)			
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>			
☐ Other							
Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>			
			THE ST	TATE LEMON LAW READS:			
Days out of Repairs 3		: 30					
Time perio	d 2 yrs 6	-					
Does Lem	on Law st	ate noncon	formity mu	ust 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:							
Total days out of service during the presumption period: 6 Total days out of service during customer's ownership: 6							
	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 met with DVM and DVM offered the Major Guard package. CRS was offered 60/60 major guard \$0 deductible . Customer accepted and satisfied. GMPP is in the system. Closing file

CRS FINAL OFFER:	GMPP	DATE : 09/12/07	CUST Accepted
Goodwill: GMPP Major	Guard 60,60,000m 0\$	Attorney Fees (if appli	cable): \${Amount}
deductible			

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

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Adam Labonte State: Florida

Customer Name: See	rvice Request: 71-551651191 BBB Case No.: PGM0751984		
Vehicle ID No.: 1G2ZH548254 In Service Date: 04/02/2005	Vehicle is: Demo BAC Code: 116323		
Year, Make & Model: 2005 Pontiac G6 Mileage at Time of BBB Filing 29,000	Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer {odometer}		
Lien holder: GMAC Other: {Name} DVM Name: Jorge Lopez-Gonzalez Phone/Cell Number: 813-480-1388	Sale Type: Purchase Lease Other: {Type} CAM Name: {Name} Phone Number: {Phone Number}		

VEHICLE REPAIR HISTORY

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

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

☐ Power Steering Went out

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/03/06	520525	1	16,016	Customer states SES light and power steering comes on info center. Out of calibration – scanned and tested system recalibrated steering position sensor.
08/17/06	524267	1	17,150	Power steering keeps going out and light comes on dash. Had recalibration on 07/03/06 Now goes out every time driven. Code C0545 C0460 Pump motor and module intermittent inoperable. Scan data. Diagnose electronic steering pump. Codes C0545 C0460 Check power grounds test voltage at position sensor. replaced pump and module and recalibrate
09/18/06	526770	4	17,762	Service steering light still goes on today. Had no power steering had to shut off and restart. Had pump and module 8/17/06 17150 miles RO 524267 codes C01460-00 C0545-00 Steering column intermittent MD-*3-Z5000 \$30.69 WPM Dealer trade part purch from Dimmit. Scvan data, diagnose electric steering intermittent. No power steering. 2 codes perform diagnostic for both codes. Measure resistance of torque sensor and steering sensor. Check circuits from steering column to power steering control module. No shorts or opens. Technical Assistance Case # 9186931 (Matt Coleman) Instructed to replace steering column assembly and road-tested.

☐ Clicking Noise in Front End

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/28/07	320305	7	28544	Customer states clicking in steering and clunking over bumpers when turning and stopping hears clicking. Bulletin # 06-02-32-007A Re-position or replace gear as needed. Verified clunks while turning at slow speeds over uneven pavement E9448 .3 Lubricated and cycled intermediate shaft,

clunk is gone

x Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
8/28/07	320305	*	28544	Customer states when braking car will shake. Cause: Warped. H0122 Front brake rotor re-finishing. Verified, front rotors run-out H0122 2.1 Resurface both front rotors.

x Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/11/07	547174	1	24,263	Lights- Hazards inoperable. Connector came out switch. Pulled dash face plate off to get at switch plugged back in.

x Exterior Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
5/11/07	547174	*	24,263	Passenger front door sounds like its going to fall off. Makes a lot of noise when opening, door check loose. Tightened door check.
5/11/07	547174	*	24,263	C on Pontiac on back falling off. Ordered emblem
2/4/06	506425	*	13,003	Visors mirror broken. Right side sun-visor broken. Replaced right side lighted visor

x Electrical- Radio

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
7/3/2006	520525	*	16,016	Radio locks up after you shut vehicle off and re-start. Can't do anything to shut-off. Re-start, it works. Internal problem with CD player. Scan system. 2 codes. Replaced radio reprogram with Tech 2

x <u>Battery</u>

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/4/06	506425	1	13,003	Customer states vehicle hard to start up. Battery went dead. Check and advise. Alternator- etc. Battery failed. Load test- Code 355R7-RL Replace battery and checked charging system

x Recall

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
2/4/06	506425	*	13,003	Water intrusion recall. # 040888 Water intrusion recall. Completed.

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 + Final Repair Attempt

Time period 24 months + 60 days / 24,000 miles

Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs NA Safety-related time period NA / NA

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	7
Total days out of service during customer's ownership:	15

Vehicle Meets Presumption of Lemon Law NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: There are no additional Service Requests documenting concerns

Date & Offer/Result: NA

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: GMPP Major		Attorney Fees (if appli	cable): \${Amount}

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

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 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	13-Chevy-28525				
Repair Order Number	119974	<u> </u>			
Repair Order Close Date	10/8/2007				
Labor Op. Code Z1242	Dollar Amt:	<u>—</u>			
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:	POT IN COSTS	3,247.73			
DO NOT H ROUTE THIS CLA	A/M	0,247.70			
Authorization Code:	DO NOT PUT IN AN	AUTH CODE			
Additional Comments for Deal					
IF THIS CLAIM SHOULD RE.					
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478					
<i>F</i>	Retain Copy with Deale	r Repair Order			
	Internal PAR Info	rmation			
Complaint:	1				
	Steering				
Cause:	_				
	n/a				
Correction:					
3 2]				
Justification:	Repair vehicle				
PAR CRS:	Alyson Hollar				
Additional Comments:	n/a				

PAR GMWA Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information						
Date						
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	13-Chevy-28525					
Repair Order Number	119974	_				
Repair Order Close Date	10/8/2007	_				
Labor Op. Code Z1242	Dollar Amt:					
Labor Op. Code Z1243	Dollar Amt:	3,997.32				
Cause Code (CC)	MJ	0,007.102				
Failure Code (FC)	98					
PUT EVERYTHING IN NET AMOUNT Labor Hours and OLH: Parts and Labor Costs: Net Amount:	DO NOT PUT IN HOURS DO NOT PUT IN COSTS	3,997.32				
DO NOT H ROUTE THIS CLA Authorization Code:	DO NOT PUT IN AN A	ALITH CODE				
Additional Comments for Deal		ROTTICODE				
IF THIS CLAIM SHOULD RE.		PLEASE CONTACT ME	ASAP			
AND FAX A COPY OF THE R						
F	Retain Copy with Deale	r Repair Order				
	Internal PAR Info	rmation				
Complaint:	Stooring					
Caucai	Steering					
Cause:] _{n/o}					
Correction	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		•	
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	D.	
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	12 Chavy 28525		
Repair Order Number	13-Chevy-28525 119974		
Repair Order Close Date	10/8/2007	<u>—</u>	
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	3,247.73	-
Cause Code (CC)	MJ	0,E-11.110	
Failure Code (FC)	98		
AMOUNT Labor Hours and OLH: Parts and Labor Costs:	DO NOT PUT IN HOURS DO NOT PUT IN COSTS	3	
Net Amount:		3,247.73	
DO NOT H ROUTE THIS CL.		I ALITH CODE	
Authorization Code: Additional Comments for Dea	DO NOT PUT IN AN	NAOTH CODE	
IF THIS CLAIM SHOULD RE		PLEASE CONTACT ME AS	SΔP
AND FAX A COPY OF THE I			
	Retain Copy with Dea	, ,	
	Internal PAR In		
Complaint:	_		
	Steering		
Cause:	-		
	n/a		
Correction:	<u> </u>		
	7		
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 Uzars 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

187.33

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

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

ëë [CUSTOMER PAY]

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

Labor Total:

3997.32 Operation Total:

[CUSTOMER PAY] 004077 Labor Total: 0.00

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 ëëëëëëëë 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





RENTAL AGREEMENT					
Vint 1612TSIF46F					
800 800 72	VEHICLE WI	L BE RETURNED BY T I M E	9-13-07 1/	~ '> ~ (ρ ⁻ -	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		 	
RETURNED WITHIN 24 HRS. OF	MILEAGE OUT	34343			
NOTIFICATION OF COMPLETED REPAIRS.	MILES ORIVEN	1791	25 DAYS @ 37	ans	00
DAMAGE NOTED BEFORE CHECK OUT:		/ / //_	<u> </u>	100	
DAMAGE NOTED ON CHECK IN:		<u> </u>			
- 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	IS STATE TO OPERATE THIS VI		
CUSTOMER	" '				
NAME		ADDRESS			
CITY Linesulle	TATE P		PHONE		
CUSTOMER'S SIGNATURE]					
TERMS O	N REVE	RSE SI	DE	<u> </u>	
			· — - 		

10-08-107 15:47 FROM-STATELINE T-628 P05/05 U-095 SERVICE 866-215-0477 LAIM 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: LINESVILLE PA Home: Work: Advisor: Hat: 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 ett. 21936 OSM- Gery Ross 800-823.0055-8537 Ce1/# 814-397.1448 with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays raused by undvailability 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. 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 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.

'gnat

*2558*7



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

BEAVERS PONTIAC

Home:

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

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

Work:

Customer: 77832 Stock #:6C1017

PA

IN:08390UT:1201 VIN:1G1ZT618X6F

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421
Delivered: 08/05/200

Delivered: 08/05/2006

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

Sold By: WALTER E LITWIN

LINESVILLE

Advisor: 003015-CHERYL SANISLO

OP Acct Tech Hours Complaint/Cause/Correction eë eeeee eeee eeee eeee

SO = Special Order Parts

Customer Pay Labor: 187.33 Customer Pay Parts: 935.40 Customer Pay Sublets: 1200.00

Customer Pay Sublets: 1200.00 Customer Pay Miscellaneous: 925.00 ááááááá

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 exhibsion to operate the vehicle herein described on streets, ighways or elsewhere for the purpose of testing and/or inspection. I express mechanic's lien 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 eft. 21936 OSM- Gary Ross 800. 823. 0655- 8537 Ce1/# 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. ALL 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





RENTAL AGREEMENT					
TIME IN TIME OUT VEHICLE NO. LICENSE NO.	VEHICLEW	LL 8E RETURNED 6Y	DATE OUT		
800 800 72	D A [T I M	9-13-07	10-U	- ₆ フ
SERVICE RENTALS	OUT BY	IN BY	RATE: RENTAL		
IMPORTANT THERE	MRI	nies	\$ PER PL	LUS ¢ F	PER 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 ~	15 A A
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:	ت د	AGE	SUB TOTAL		
Exie But Casper	POLICY NO.	·	LESS GAS ALLOWAN	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	S STATE TO OPERATE TH	HIS VEHICLE	
CUSTOMEF			American Ame		
NAME		ADDRESS _			
CITY Linesuille	STATE Pe		PHONE		
CUSTOMER'S SIGNATURE X	,	ž 11			
TERMO	N DEVI	Der e	la 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 | 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	10 PA	*.
1	R & I RT trim panel, belt watrip, body side midg		
1	Repl.RT handle,		
1	Rpr. RT outer panel		
1	QUARTER PANEL	i.	•
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	ţ	
•	Check		
0	Credit Card	TOTAL	\$1,200.00
Name	Stateline	٠	

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:

hone: 1-844-790-5760

Fax:

8142-775 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: Stock #: 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 e.ft. 21936

09-26-'07 13:38 FROM-STATELINE SERVICE

Cell#

DSM- 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 of loss or damage to vehicle or articles left in vehicle in case of re, theft, or any other cause beyond your control or for any delays 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, hways or elsewhere for the purpose of testing and/or inspection, express mechanic's lien is hereby acknowledged on the vehicle to cure 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





RE	NTAL AGRE	EMENT		
TIME IN TIME OUT VEHICLE NO. LICENSE NO.	VEHICLE	WILL BE RETURNED BY	DATE OUT DATE IN	· · · · · · · · · · · · · · · · · · ·
	P	T I M	9-13-07	
SERVICE RENTALS	OUT BY	IN BY	RENTAL CAP	
IMPORTANT THERE			\$ PER PLUS	¢ PER MILE
WILL BE A CHARGE OF \$15.00	MILEAGE		MILES @	
PER DAY ON ALL CARS NOT	· in	· .	WILES	
RETURNED WITHIN 24 HRS. OF	MILEAGE OUT	70.30		
NOTIFICATION OF COMPLETED		34343	·	· · · · · · · · · · · · · · · · · · ·
REPAIRS.	MILËS DRIVEN		DAYS @	
DAMAGE NOTED BEFORE CHECK OUT:				
DAMAGE NOTED ON CHECK IN:			•	<u> </u>
None			MONTHS @	
Pa STATE EXPINATION DATE:		AGE	SUB TOTAL	
Erie Rit Casper	POLICY NO.		LESS GAS ALLOWANCE	, , , , ,
NOTICE OF RESPONS	SIBILI	TY -	3/4 Tank	
CUSTOMER IS RESPONSIBLE FOR 100 PERCENT O THIS VEHICLE, AND AGREES TO HOLD THE LESS	F ANY DAMA	GE DONE TO	LESS DEPOSIT	
ASSUME FULL RESPONSIBILITY FOR ANY INJURY, D	DEATH, OR LO	OSS OR DAM-		
AGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS HER CARE, CUSTODY OR CONTROL. SEE REVER	S ENTRUSTE	D TO HIS OR	~· <u> </u>	
AGREEMENT.	13E SIDE FU	K DETAILED	TAX	
X.			NET AMOUNT DUE	
THE CUSTOMER AGREES NOT TO ALLOW ANY PER	SON NOT OF L	EGAL AGE IN THI	S STATE TO OPERATE THIS VE	HICLE
CUSTOME		_ ADDRESS		
CITY Linesulle s	TATE PC		PHONE	
CUSTOMER'S SIGNATURE				_
TERMS O	N REV	ERSE SI	DE	

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

Custo	omer Waitin)no	<u>) (</u>	RO#	Ο#			
QTY	PART NUMBER	DESCRIP	TION	LIST	TOTAL		BIN LOC.		
	15175370	moter	2/5	343.79			NIS		
				· .			. ,		
-		•							
				,	•		· · · · · · · · · · · · · · · · · · ·		
		:	· .	•					
		Tan	,				V		
, *									

O Test draw beh 1st day

Could not duplicate customers concern

No otes - Next morning Power Steering

Prove whe home - Next morning Power Steering

Message Display - On Reduce

Mise driving who on slight turn to

While driving who on slight turn to

Right - Weh would not counter steer

Right - Weh would not counter steer

at this time - Steering whoel would start

at this time - Steering whole would start

Side to side movement on its own

Returned to shop scanned who were steering one (0475 set symtomics)

Power steering one (0475 set symtomics)

Followed than chart one carrent

Replace the power steering Moder and Module

Replace the power steering Moder and Module

Respond

09/20/2007 at 04:35 PM 6886

Job Number:

ANDOVER COLLISION CENTER LLC

Federal ID # License #

IT'S WORTH THE DRIVE " 409 East Main Andover, OH 44003

(440)293-6890 Fax: (440)293-4357

PRELIMINARY ESTIMATE

Written By: Frank Curtis 447816 Adjuster: STEPHANIE

Insured: Owner: Address:

LINESVILLE, PA

Day: Business:

100

Claim Policy

Deductible: Date of Loss: Type of Loss: Point of Impact:

Inspect Location:

Insurance Company:

Business: (866)790-5700x21936

Days to Repair

2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK

VIN: 1G1ZT618X6F PA **Prod Date:** 09/2005 **Odometer:** 25421 Condition: Good

Air Conditioning Cruise Control Keyless Entry Dual Mirrors

Clear Coat Paint Power Windows Power Trunk/Tailgate Stereo

Anti-Lock Brakes (4) 4 Wheel Disc Brakes Automatic Transmission

Rear Defogger Telescopic Wheel Steering Wheel Controls Console/Storage Power Steering Power Locks AM Radio

Search/Seek Driver Air Bag Cloth Seats Overdrive

Tilt Wheel Intermittent Wipers Body Side Moldings Traction Control Power Brakes Power Mirrors FM Radio CD Player

Passenger Air Bag Bucket Seats

Aluminum/Alloy Wheels

	NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
	- 1 - 2 - 3	Blnd RT R&I RT	FENDER Fender Fender liner	. 	-		0.4	0.9
	4 5. ~ 6, 7	Repl RT	FRONT DOOR R&I trim panel Handle, outside d for Clear Coat	1	23.	16	0.4	0.1
∳≄ ‡≉	8 9 4 0·	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. I	PRICE	LABOR	PAINT
	12*	Rpr	RT Outer panel				3.0	2.0
	13		Overlap Minor Panel					-0.2
	14		Add for Clear Coat					0.7
	15#		Add refinish upper door frame	1				0.5
	16*	R&I					0.2	
	17		REAR DOOR					
	18		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					
Ĭ	24*	Rpr	RT Outer panel				$\frac{0.3}{6.0}$	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*	\mathtt{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				s	0.5	1.5
		_	WINDSHEILD PILLAR					<u></u>
	39		Overlap Major Adj. Panel					-0.4
	40		Add for Clear Coat					0.2
	41#		COVER VEHICLE	1	6.0	0	0.2	U • 2
	42#	Repl	CORROSION PROTECTION		12.0		0.3	
	43#		FLEX ADDITIVE	1	7.0		0.0	
	44#	- -	DE'NIB NEWLY REFINISHED AREA'S		,.0	_		
			Subtotals ==>		406.8	 9	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. Record 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	 Install a scan tool. Turn ON the ignition, with the engine OFF. With the scan tool, select Diagnostic Trouble Codes (DTC) function. Does the scan tool indicate that DTC C0475 00 is current?	Go to Step 3	بادے 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	 Use the scan tool in order to clear the DTC. Operate the vehicle within the Conditions for Running the DTC. Does the DTC reset?	Go to Step 2	System OK

<- Back Forward ->

Document ID# 1239320 . 2006 Chevrolet Malibu

Feedback

Print

INFORMATION Redacted PURSUANT TO THE FREEDOM OF 1

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

Northeast Region Enhanced Dealership Empowerment Process

(Service Manager Template -- revised 10/01/2005)

- 1. Please complete this template by either typing or legibly writing in all required information.
- 2. Please fax the completed template to 1-866-430-2718, or attach this document to an e-mail and e-mail it to AVM.TEAM@gmexpert.com
 - NOTE: It is <u>NOT</u> necessary to <u>fax</u> in all 12 pages of the template, only those that apply
- 3. Place the template in your VIN history file for future reference

Questions pertaining to the status of the processing can be directed to the AVM Team in Chatham @ 1-800-231-1841 prompt 3, prompt 2

AVM's Name & Phone	Joel Kruger 217-514-1301	Umad
Service Manager's Name & Phone	Rodnay L Eves 50 784-09	
Dealership Name & BAC	Alexander Family 1155	
Customer Name (Mr., Ms., Mrs., Last, First, MI)		
Customer Complete Mailing Address	Montgom	ry Pa
Daytime phone manber	Kato -	
Evening phone number	*	
FULL VIN	1G-2Z H158X64	
Current Mileage	3/589	*
Short explanation as to why the goodwill tool was offered to the customer (Specific information required)	CUST has had struts & The Power steering nock replaced Concerned About Suspension & Tuering Problems.	
If subsequent owner, indicate date & mileage at time of purchase	1-30-07 C 25016	

Revised 10-1-05

Costomer concerned About The suspension And
Steering failures while under Warranty! Vehicle
1s not very old + Low mileage And feels bike these
problems could neturn + be a expensive Repair when
out of warranty! Would Like to cover fat suspension
And steeping compenents for bomonths + boxon Mile
To give costomer assurance these will be taken
care of , f a failure happens. Talked w/Aum +
he advise to do a component coverage,

I toms. Powersteering Mack.

The Rods

STruts + Mounts

INTERMEDIATE Shafting Steering

Service Mangger,

Component Coverage Letter

Component C								
Definition:	A letter that covers a specific component for a defined period of time and mileage.							
Purpose:	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.							
When to use:	The customer has concerns regarding repeated failure(s) of a specific component							
	The customer has concerns about potential out of warranty expenses on a specific component							
When NOT to use:	For the "complete vehicle"							
	For a system ("electrical system")							
	The vehicle has a salvage or branded title							
	Wear and maintenance items (tires, brake pads, wiper blades,							
	etc.)							
	In conjunction with other goodwill tools							
Parameters of use:	Can be written up to and not to exceed 84 months/100,000 miles							
	from the original in-service date							
	NOT transferable to subsequent owners (except cold start							
	knock)							
	For <u>Diesel Engines</u> , it can be written up to and not to exceed 84 months/150,000 miles from the original in-service date							
	For Cold Start Knock, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only							
	exception), Electrical components MUST be specific (e.g. alternator, radio).							
	NEVER the entire system							
	Should be offered while the vehicle is still within warranty							
	Match terms to the customer's ownership cycle							
Examples:	A catastrophic engine failure within the warranty period							
	customer is offered a 84/100,000 component letter The second alternator failure within the weaponet.							
	The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter							
Time limit (months)	Mileage limit							
	60 - 6000D							
specified Component(s	(i.e. transmission)							

Revised 10-1-05

10/29/2007 14:54:11

SUMMARY HISTORY DISPLAY

3030

PAGE 1

CUSTOME	R NAM	Ξ						SERIAL NO. 1G	2ZH158x64
TOTAL R	/o's	5	TATAL	SERV.	DAY	S 3:	2	make pn	PONTIAC
LN# RO.	NO.	RO. DATE	miles.	ADV/	TECH	 J#	T	OPERATION CODE.	DESCRIPTION
1 108	677	07/20/2007	31889	A	318				
				"F	204	1	W	03PNZ	STEERING
				T	204	2	W	98PNZ	CAMPAIGNS
2 106	895	05/07/2007	27#24	A	16				
				T	311	1	Ι	08PNZ	BRAKES
				T	311	2	W	03PNZ	STEERING
				Т	311	3	Í	44PNZ	TRIM INTERIOR
				T	311	4	Ï	02PNZALIGN4	FOUR WHEEL ALIGN
3 105	550	03/08/2007	25 10	A	16				
				Ţ	311	1	W	02PNZ	FRONT SUSPENSION
				Ţ	311	2	I	02PNZALIGN4	FOUR WHEEL ALIGN
4 104	999	02/07/2007	25#43	A	259				
				T	311	1	x	OZPNZ	FRONT SUSPENSION
				Ť	311	2	I	37PNZ	ACCESSORIES
				T	311	3	I	37PNZ1	ACCESSORIES
				T	16	4	I	45PNZ	TRIM EXTERIOR
				T	311	5	I	04PNZMOUNT2	MOUNT 2 TIRES
				T	311	6	İ	02PNZALIGNĄ	FOUR WHEEL ALIGN
5 104	625	01/22/2007	25010	А	16				
				T	155	1	I	68PN2	CHECK & REPORT
				T	155	2	I	01PNZLOF	LUBE OIL FILTER
				T	155	3	I	01PNZPASI	PA STATE INSPECT
				T	290	4	I	70PNZ	USED CAR PREP
				т	155	5	I	OSPNZFRTBRK	FRONT BRAKES
				Т	155	6	I	08PNZREARBRK	REAR BRAKES
				T	155	7	I	26PNZ	ELECTRICAL LAMP
				Т	155	В	I	04PNZMOUNT1	MOUNT 1 TIRE

January 6, 2011



Service Request: 71-569743371

Customer Relationship Specialist: Adina Reaume

Dear

Pontiac is pleased to provide service coverage for the front suspension and steering on your 2006 Pontiac G6, Vehicle Identification Number 1G2ZH158X64 This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until July 15, 2010, or 60,000 miles, whichever occurs first. Pontiac will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

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

Front Suspension – Upper mount and bearing; upper and lower control arms; springs; control arm shafts and bushings; upper and lower ball joints; steering knuckles; seals; stabilizer shaft; stabilizer bushings; and wheel bearings.

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

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

Sincerely,

Pontiac Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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

Butler, PA



Reimbursement DePartment P.O. BOX 33170 DETroit, MI. 48232-5170

4623235170 BOSO

JAN 08 2000

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant								
Date Claim Submitted: 1-4-8								
17-Digit Vehicle Identification Number (VIN): 16226528154								
Mileage at Time of Repair: <u>59716</u> Date of Repair: <u>4-20-07+5-10-07</u>								
Claimant Name (please print):								
Street Address or PO Box Number								
City: BUTLC State: PA. ZIP Code:								
Daytime Telephone Number (include Area Code):								
Evening Telephone Number (include Area Code):								
Amount of Reimbursement Requested: \$ 1091.72								
The following documentation must accompany this claim form.								
Original or clear copy of all receipts, invoices, and/or repair orders that show:								
 The name and address of the person who paid for the repair. Circulad The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. Circulad (copy of front and back of cancelled check, or copy of credit card receipt) 								
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.								
Claimant's Signature:								

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- · Approved, you will receive a check,
- · Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

Please follow the instructions on the Claim Form provided on the reverse side to file a claim for reimbursement. If you have any questions or need assistance, please contact the Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).







TO GM-MY STEERING QUIT on me) Times The First Time Happend in April 2007, I was AT The Mall and went to Park and The Power Steering Stoped ITI scared The Heck out of Me, Because IT was so Hard To Steel, I Could Hot Even Park it, so I gost Drove Home I Took it To The Dealer ship in Butley and They Replaced The Module/MOTOrs Assy. I Paid 417.74 For That RePair Then I week dater I was priving Down main ST. And IT QUITON ME Again. I was very Discoraged & scared Because I was in Town with A for of Traffic, and IT Was so Hard To STEEL PT SLOW speeds and I Had To Make A LOT OF TURNS ATTHE TRAFFIC IIGHTS, SOI Drave it Home and Called The Dealer Ship, They Told Me To Bring it Back in That Time They Replaced The Steering column Assy. That Repair COST ME 673.98 I was very DiSAPS; Ted To Have TO spend ALL That money for something That should not Heren T could have Been in A Accident. Thank God I did not wreck it and HUTT some one or Myself, why was it Designed fixe That, no Power Steering Pump or Power Steering Fluid, They Told me it was A new Design Everthing is in the Steering

P.S. I Do Like The Car I gust Hope
I Don'T Have Any more Problems
With it. Steering Problems Can
Be Very Dangerouse

Every Car I Ever owned was made by C.m. And I liked Them ALL Jinceriously John Meff Butler, PA.

Column.



340 NEW CASTLE RD. BUTLER, PA 16001 (724) 287-4763

SERVICE HOURS: MON.-FRI. 8:00AM TO 12:00PM / 1:00PM TO 5:00PM SAT. 8:00AM TO 12:00PM

761 (1	G 2 Z	G 5 2 8 1 5	4				04/30/07
5 P61	NTIAC	G6	COLOR		\mathcal{A}_{l}		01:26
B26	59829	03/21/05	Lise	BUTLER PA		•	05710/07
	<u></u>	<u>l.</u>	•	nes.	W: () -	WRITER 5780 JOEL
	R STATES	CHECK POWER	STEERING OPERATION			TO 7	318.20
NO SIGN				15926870	(COLUMN)	1	309.63
			A A	Total Repair	(Customer)	627.83
GRINDIN	īG			Labor		T 07	.00
			A A	Total Repair	(Customer)	.00
	5 POI 826 CUSTOME N NO SIGN REPLACE (07-982 CUSTOME GRINDIN NEEDS A	5 PONTIAC 826 59829 CUSTOMER STATES N NO SIGNAL FROM REPLACED STEERI (07-9828 GARY S CUSTOMER STATES GRINDING NEEDS ALL FOUR	PONTIAC G6 826 59829 03/21/05 CUSTOMER STATES CHECK POWER NO SIGNAL FROM POWER STEERING COLUMN ASS (07-9828 GARY S4197) CUSTOMER STATES CHECK BRAKE GRINDING	PONTIAC G6 826 59829 F03/21/05 CUSTOMER STATES CHECK POWER STEERING OPERATION NO SIGNAL FROM POWER STEERING COLUMN SENSOR REPLACED STEERING COLUMN ASSY ROAD TEST OK (07-9828 GARY S4197) A CUSTOMER STATES CHECK BRAKE PULSATION & GRINDING NEEDS ALL FOUR ROTORS TURNED	S26 59829 F03/21/05 BUTLER PA RES H: CUSTOMER STATES CHECK POWER STEERING OPERATIO NO SIGNAL FROM POWER STEERING COLUMN SENSOR REPLACED STEERING COLUMN ASSY ROAD TEST OK (07-9828 GARY S4197) A Total Repair CUSTOMER STATES CHECK BRAKE PULSATION & GRINDING Labor NEEDS ALL FOUR ROTORS TURNED	SOUTH PONTIAC MOSE COLOR 826 59829 FASIUS 21/05 H: W: (CUSTOMER STATES CHECK POWER STEERING OPERATIO NO SIGNAL FROM POWER STEERING COLUMN SENSOR 15926870 (COLUMN) REPLACED STEERING COLUMN ASSY ROAD TEST OK (07-9828 GARY S4197) CUSTOMER STATES CHECK BRAKE PULSATION & CORINDING Labor CUSTOMER STATES CHECK BRAKE PULSATION & Labor REPLACED SALL FOUR ROTORS TURNED	BUTLER PA 826 59829 FO3/21/05 CUSTOMER STATES CHECK POWER STEERING OPERATIO NO SIGNAL FROM POWER STEERING COLUMN SENSOR NO SIGNAL FROM POWER STEERING COLUMN SENSOR 15926870 (COLUMN) 1 CUSTOMER STATES CHECK BRAKE PULSATION 6 GRINDING NEEDS ALL FOUR ROTORS TURNED

Total For Doth

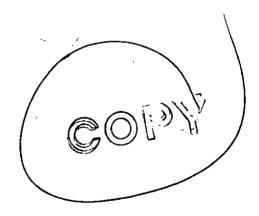
Repairs 1091.72

I Paid Cash

For Both Repairs

AT authorized Dealership

CTIMO CO



	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES Any warrantes on the product sold hereby are those made by the manufacturer. The select hereby expressly disclaims all warranties either expressertor implied including any implied warranty of merchantability of timess for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law X Customer signature Page 1 of 1 Dom 24761 Customer Copy		Labor Parts Sublet Shop Supplie Oil/Grease Sub Total Total (Cash)	318.20 309.63 .00 8.00 .00 635.83 -38.15 673.98



340 NEW CASTLE RD. BUTLER, PA 16001 (724) 287-4763

SERVICE HOURS: MON.-FRI, 8:00AM TO 12:00PM / 1:00PM TO 5:00PM SAT, 8:00AM TO 12:00PM

4 564	(1 G 2 Z	G 5 2 8 1 5	4				04/16/07
705	PONTIAC	G6	COLOR				08:50
9916)	5 9 7 2 2 7	03/21/05	LISC.	BUTLER PA			04720/07
EE L\$0				H: () -	M: ()	***	JOEL
POWI	ER STEERING LACED MODULE	POWER STEER! ASSIST MODULE MOTORS ASSY		Labor 15775370	(MOTOR)	T48	74.00 343.74
	T DROVE TO V -9448 JEREMY		A	Total Repair	(Customer)		. 417.74

Total Paid for Repairs

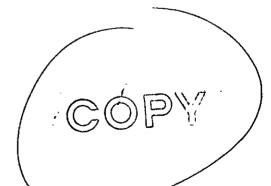
To Steering Problems

15T Time Steering wentout

2nd Time Steering guit 673.98

Total I Paid To Get Fixed

109/72



ITEM #ASHO-S M& J SALES CO INC 300-278-4005

Sublet .0 Any warrantes on the product sold hereboard those made by the manufacturer. The self-whereboard sold hereboard hose made by the manufacturer. The self-whereboard has all warrantes on the product sold hereboard hose made by the manufacturer. The self-whereboard has all warrantes on the product sold hereboard hose made by the manufacturer. The self-whereboard has all warrantes on the product sold hereboard hose made by the manufacturer. The self-whereboard has all warrantes on the product sold hereboard has all warrantes on the product sold has all warrantes on the product	74.00 343.74 .00 .00 .00 417.74
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North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
PO Box 62530

Phoenix, AZ 85082-2530



CHECK NO.

DATE 02/05/08

XXXXXXXXXXXXX673 DOLLARS

ge sk star á saom

> XXXX98 CENTS

AMOUNT ...×××××××××××673.98

North American Operations General Motors Corporation Disbursement Account

BUTLER PA

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 VENDOR DUNS NO. BB 000000067

DETACH BEFORE DEPOSITING CHECK CHECK NO.

PAYMENT DATE 02/05/08

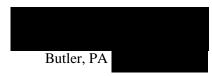
VENDOR NAME REGISTER NO. DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT NET AMOUNT DISC. AMOUNT INVOICE DATE .00 02/04/08 VM 1-9VYPYT 71-584688333.1-9VYPYT 00.0000 673.98 673.98 1G2ZG528154 g≹ $\xi^{iii}_{-2i},$ ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782 H3

TOTAL

673.98

.00

673.98



Service Request: 71-584688333

Customer Relationship Specialist: MJ Mason

Dear :

Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column assembly that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of \$673.98.

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

Sincerely,

Pontiac Customer Assistance Center

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

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

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.

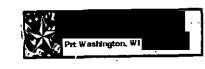
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$368.28.

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.



14 DEC 2007 PM 8 L

DEC 18 2007

einbursement Department P.O. Brt 33170 Detroit, Mi. 48232-5170

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:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
Claimant's Signature:

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete
 the claim and offered the opportunity to resubmit the claim when the missing documentation is
 available.

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



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

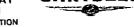
Our Parts & Service Team is dedicated to providing a high level of customer service and we ask that you please mark your GM or Chrysler survey, "COMPLETELY SATISFIED". Any other column is considered a FAILING GRADE. If you're unable to do so, please call THANK YOU! ROB TANNER OR DAVID SLATINSHEK.



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
ļ	LABOR AMOUNT	348.75
	PARTS AMOUNT	0.00
1	GAS, OIL, LUBE	0.00
I	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	348.75
	LESS MISC	0.00
	SALES TAX	19.53
	PLEASE PAY THIS AMOUNT	368 28

368.28



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

EPHIE UON 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

PORT

WASHINGTON

*********368 DOLLARS

***28 CENTS

AMOUNT **************368.28

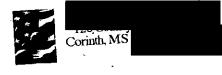
North American Operations General Motors Corporation Disbursement Account

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



(DEC 2 6 2007)

Reinfursent Department
P. Q. Box 33170

Detroit, Mi 48232-5170

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF

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

Taladhahadhadhaddandhadhadhadhaadh - m e e e 4823295170 8050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant
Date Claim Submitted: 15 Dec 07 Received This Notice 14-Dec-07
17-Digit Vehicle Identification Number (VIN): 16226528254
Mileage at Time of Repair: 52,644 Date of Repair: 8-13-07
Claimant Name (please print):
Street Address or PO Box Number:
City: Corinth State: Mississippi ZIP Code:
Daytime Telephone Number (include Area Code):
Evening Telephone Number (include Area Code): Same
Amount of Reimbursement Requested: \$/
The following documentation must accompany this claim form.
Original or clear copy of all receipts, invoices, and/or repair orders that show:
 The name and address of the person who paid for the repair. The Vehicle Identification Number (VIN) of the vehicle that was repaired. What problem occurred, what repair was done, when it was done, and who did it. The total cost of the repair expense that is being claimed. Payment for the repair in question and the date of payment. (copy of front and back of cancelled check, or copy of credit card receipt)
My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.
-Glaimant'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 Pontiac Customer Assistance Center at 1.800.620.7668 (TTY 1.800.833.7668).





Pontiac P.O. Box 909989 Milwaukee, WI 53209-9989

07126 1G2ZG528254113696 16 0006723

Enclosed are your letter and forms I field out. I also stopped by the dealer and got their paper work for you.

Thank You

19 Dec 07





Corinth, MS

Dear

As the owner of a 2005 model year Pontiac G6, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2005 model year Pontiac G6 vehicles may lose—their-power steering assist. This is caused by electrical input signals within the steering column assembly. If the power steering assist is lost, a chime will be heard and the DIC will display a Power Steering warning message. The Service Vehicle Soon light will also illuminate. The vehicle can still be steered in a safe manner but will require greater driver effort at low vehicle speeds or when stopped.

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

What We Have Done: General Motors is providing owners with additional protection for the steering column assembly. If this condition occurs on your 2005 Pontiac G6 within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at no charge. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

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

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

If you have any questions or need any assistance, just contact your dealer or the Pontiac Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.620.7668 (TTY 1.800.833.7668).



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

General Director,

Customer and Relationship Services

.Enclosure 07126

1/01 HWY, /2 WEST **CORINTH, MS 38834** (662) 287-1944 (800) 514-3740

(COPY)							
CUSTOMER NO. 27183	ADVISOR			TAG NO.	NVOICE DATE	INVOI	
£1102	DARREN		5057		08/13/07		CS5777
	LABOR RATE	LICENSE NO.	MIL	52,644	COLOR GRANITE/	STOO	KNO.
CORINTH, MS	05/PONTIAC/	G6/G6			0ELIVERY DATE 11/23/04	DELIV	ERY MILES
CORININ, MS	VEHICLE I.D. NO.		4		SELLING DEALER NO.	PROD	UCTION DATE
	F.T.E.NO.		P. O. NO.		R.O. DATE 08/13/07		
F	COMMENTS - E# 1.8_LITER_MFI					Ŋ	0: 52645

LABOR & PARTS-J# 1 45CVZ02 STEERING CONCERN TECH(S):3751 CUSTOMER STATES TAHT POWER STEERING IS INOP. TECH FOUND STEERING SENSOR IN COLUM INTERNALLY SHORTED. STEERING CONCERN -WARRANTY TECH REPLACED STEERING COLUM. LABOR OP E7680 -- DESCRIPTION------LIST PRICE-UNIT PRICE-PARTS-----OTY---FP-NUMBER-----WARRANTY JOB # 1 15926870 COLUMN 6.518 JOB # 1 TOTAL PARTS 0.00 JOB # 1 TOTAL LABOR & PARTS 0.00 -----CONTROL NO-----MISC-----DESCRIPTION-----100.00 JOB # 1 GMPD GMPP WARR DEDUCTILBLE 5777 100.00 TOTAL - MISC COMMENTS -WAIT TOTALS----TOTAL LABOR... 0.00 0.00 TOTAL PARTS.... 0.00 TOTAL SUBLET... [] CHECK CK NO. [[] CASH TOTAL G.O.G.... TOTAL MISC CHG. 0.00 100.00 [] MASTERCARD [] DISCOVER [] VISA TOTAL MISC DISC 0.00 0.00 TOTAL TAX..... [] AMER XPRESS 100.00 **TOTAL INVOICE \$**

r Comptete Satisfaction is our goal. If for any reason you cannot e us a "Completely Satisfied" ise contact our Service Bept before mailing survey of CORINTH (662) 287-1944

DISCLAIMER OF WARRANTIES

"All expressed warranties, if any, by a manufacturer or supplier are theirs, not the dealers, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's Implied Warranty Law may give the buyer additional rights."

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

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service.

Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

PAGE 1 OF 1

THANK YOU FOR YOUR BUSINESS!!

CUSTUMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 10:34am

July ERAINTINVE SF639318 Q (12:06)



1701 HWY, 72 WEST CORINTH, MS 38834 (662) 287-1944 (800) 514-3740

27183	ADVISOR DARREN	5	057	0	08/16/07	CVWS5777
	LABOR RATE	LICENSE NO.	MILEAGE	52,644	GRANITE/	STOCK NO.
CORINTH. MS	YEAR/MAKE/MODE 05/PONTIA				11/23/04	DELIVERY MILES
CORINTH, MS	VEHICLE I.D. NO. 1. G 2 Z	G 5 2 8 2 5 4			SELLING DEALER NO.	PRODUCTION DATE
	F, T. E. NO.	P.C). No.	•	R.O.DATE 08/13/07	
	COMMENTS E# 1.8_LIYER_	MFI	•			мо: 5264

LABOR & PARTS-J# 1 45CVZ02 STEERING CONCERN HOURS 2200 TECH(S): 3751 CUSTOMER STATES TAHT POWER STEERING IS INOP.
TECH FOUND STEERING SENSOR IN COLUM INTERNALLY SHORTED.
TECH REPLACED STEERING COLUM. LABOR OP E7680 OTY - - FP-NUMBER - -DESCRIPTION - - -U/COST - - E/COST - - U/PRICE 204.63 TOTAL 286.48 JOB # 1 15926870 **COLUMN 6.518** 204.63 286.48 1 204.63 1 TOTAL PARTS 286.48 JOB # 415.72 JOB # 1 TOTAL LABOR & PARTS COMMENTS WAIT R/O TAX R/O TOTALS

DISCLAIMER OF WARRANTIES 0.00 "All expressed warranties, if any, by a 415.72

manufacturer or supplier are theirs, not the dealers, unless otherwise provided in writing and furnished to the buyer by the dealer. Mississippi's implied Warranty Law may give the buyer additional rights."

contact our Service Dept

before mailing survey Frankie Blackmon

ot CORIMIH

(662) 287-1944

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

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service.

Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

APPROVED BY SIGNATURE

WARRANTY CLAIM DETAIL TOTALS-----

415.72

415.72

DCS AUDIT SLIP--

CLAIM TOTALS

DCS DATA FILE: GMGMWF.342

08/16/2007

WARRANTY NEW CLAIM

RO NUMBER RO DATE

DEALER עזמ

ODOMETER 19199

R.O. TOTAL:

08/13/2007 1G2ZG5282541

CUSTOMER NAME: FIRST:

MIDDLE: A

PHONE: WORK

LAST: LN JOB CT CC PC. PART-NO.

LABOP LHRS OHRS NET-AMT. LAB-TOT. TOT-PTS FC E7680 2:0 15926870 286.48 AUTH. AUTHOR .: AUTH CODE: 415.72

Closed 8-16-07

PAGE 1 OF 1

SERVICE FILE COPY-W

[END OF INVOICE] 02:25pm

415.72

Reynolds and Reynolds ERAINTINVE 5F639318 O (12/0

The dealer

February 7, 2011



Service Request: 71-595090141

Customer Relationship Specialist: Joey Bravo



Thank you for contacting us recently regarding the special coverage notice you received for your 2005 Pontiac G6. We apologize for any inconvenience you have experienced as a result of this special coverage.

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

We have reviewed your request for reimbursement on the steering column 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 \$100.00.

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

Sincerely,

Pontiac Customer Assistance Center

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

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



CHECK NO.

DATE 01/25/08

****OO CENTS

AMOUNT **XXXXXXXXXXXXX**100.00

North American Operations General Motors Corporation Disbursement Account

PAY TO THE ORDER

CORINTH MS

1

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REINBURSEHENT OR QUESTIONS CALL 800-462-8782

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

AUDIT

VENDOR DUNS NO

BB 000000030

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO.

PAYMENT DATE

01/25/08

VENDOR NAME

DOC. REFERENCE NUMBER REGISTER NO. DESCRIPTION % DISC. INVOICE DATE INVOICE AMOUNT DISC. AMOUNT **HET AMOUNT** 01/24/08 VM 1-9UAUHX 71-595090141.1-9UAUHX 00.0000 100.00 .00 100.00 1G2ZG528254

TOTAL

100.00

H3

.00

100.00

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

December 22, 2010



Service request: 71-536668450

Vehicle Identification Number: 1G1ZS51F86F
Customer Relationship Specialist: Lindsay Warzocha

Dear :

Thank you for allowing us the opportunity to review the Better Business Bureau claim involving your 2006 Chevrolet Malibu. Unfortunately, our attempts to reach you by phone on September 5, 11 and 14th were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

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 your service request number above when calling.

Sincerely,

General Motors Corporation

PA0005 V05112006













GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

Steve Skullnick Paul Conte Chevrolet 68 E. Sunrise Highway Freeport NY 11320

Re:

Siebel Request: 71-536668450 2006 Chevrolet Malibu VIN # 1G1ZS51F86F

Dear Mr. Steve Skullnick:

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

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,

Lindsey Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841 extension 11548 FAX# 866-893-7514 KEYS G1278 G1278 WFP-S QTR OPT-1 BANK: GMAC - 103 CHG-TO 02-326

SHIP WT: 3039 HP: 18.4 GMS: 16588.98 SUPPLR: 17332.11 MRM: 17990.00 MEMO 793.25

TOTAL MODEL & OPTIONS 17365.00 16409.93 ACT 231 16513.98
DESTINATION CHARGE 625.00 625.00 H/B 261 520.95
LAM DEALER CONTRIBUTION 173.65 ADV 261 173.65
LAM GROUP CONTRIBUTION 173.65 EXP 65A 173.65

TOTAL 17990.00 17382.23 PAY 310 17382.23

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 16600.80

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.

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

REMIT TO GMAC NO. 103 VIN 1G1ZS51F86F \$ 17382.23 INV 1AD72711368 DUE 09/30/05 DEALER 02-326 Fax Server

1/22/2008 12:58:40 PM PAGE

1/001

Fax Server



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

Steve Skullnick Paul Conte Chevrolet 68 E. Sunrise Highway Freeport NY 11320

Re:

Siebel Request: 71-536668450 2006 Chevrolet Malibu VIN # 1G1Z\$51F86F

Dear Mr. Steve Skullnick:

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)
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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,

Lindsey Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841 extension 11548 FAX# 866-893-7514

GWI CUSTOMER INCENTIVE AND UNSTAR ACKNOWLEDGMENT

(excludes Saturn)



_ GMC HUMMER





CUSTOMER NAME:	
1 1/2 . 1 . 7 .	51511 1F18161F
VIN: 1 10 / 1/2-	<u> </u>

1:6,17,5,5,1/1/-18/16/1-
VIN: 1 16 1 172151511 11618 1618
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 incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive applied in the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive applied in the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive applied in the down payment of this vehicle, (b) where permissible by law, as a price reduction incentive applied in the down payment of the down payment o
Incentive Program Reference S / b b c c c c c c c c c c c c c c c c c
Total Incentive Amount Received \$
Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc) 2. 3 elect to receive
in lieu of
b. I elect to receive
CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE - - CUSTOMER AN
i understand that in order to cancel the OuStar service in my vehicle, I must press the blue OuStar button in the order to cancel the OuStar service in my vehicle, I must press the blue OuStar button in the order to cancel that in order to cancel that my Services be the order of call 1.888.400Star (1.888.466.7827) or TTY 1.877,248.2080 and request that my Services be cancelled. Date: 1/5/05
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 whis taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA. Authorized Dealer Signature: Dealer Code: 70507777 Dealer Code: 70507777 Dealer Code: 70507777

Dealer Note: This is a required document and it must be complet retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

USED VEHICLE APPRAISAL

	VIIN NORTDET				-
Name			Da	ate <i>[4]6][9</i> 3	
Address.	e Mazden Model 62		Telephone	432929	-
Address	Main On Marchal 60	16 LX CV L4		Mileage	1191900
Year Make	e <u>//az<i>oco_</i></u> Model <u>62</u>	<u></u>	LIC #	_ willeade ★	1000
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🗆 Automatic	□ Power Disc Brakes		_/_	CONDITION	
□ 4 Speed	□ A/C			ОK	EST
5 Speed	□ Tilt Wheel		Тор		
🗅 6 Speed	□ Leather		Hood		
□ AM/FM	☐ Cruise Control		Fenders		
□ Cassette	□ Alarm		Doors	1. 1.11	
D CD	□ Sun Roof		Trunk		
CD Changer			Bumpers		
 □ Entertainment Center □ Navigation System 			Paint		
Power Locks	and the same of th		Grill		
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☐ Power Seats ☐ Power Windows ☐ Power Steering	Side Air Bag	.0€	Steering		
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		- 1323 /B	Tires		
JSED CAR CHECK IN		•	Motor	. 	
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Reorder Form CF	P41 - from The Cy Prisyon Co ., Inc. 1-8	800-342-5291 Fax: 1-	800-543-6357 E-Mail: order.	s@cyprisyon.co	m
	the state of the second			- · · ·	

KA 7/01

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

Customer:	SR #: 71-536668450	BBB#: CHV0750986
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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	16571.57
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 17990.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1418.43
(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	1450.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 1450.00
(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	1450.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 1450.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	16751.57	
(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	- 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	= 15741.57	
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.

Privileged and Confidential Information

CASE ASSESSMENT

By: Lindsey Warzocha State: New York

Customer Name: Service Request: 71-536668450

Vehicle ID No.: In Service Vehicle is: New BAC Code: 1G1ZS51F86F 111259 Date:

11/14/2005

Year, Make & Model: 2006 Chevrolet Malibu

Mileage at Time of BBB Filing 24750

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

Financed

CAM Name: Craig Joseph

Phone Number: {Phone Number}

BBB Case No.: CHV0750986

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

DVM Name: John Daly

Phone/Cell Number: {Number - Cell Number

Preferred}

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.

Metallic noise under the vehicle while going over bumps

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
19/05/0 6	22756	4	8324	Replaced steering column
07/12/07	13131	1	24490	Duplicated noise. Called TAC and went through diagnostic check out-No problem found.
07/18/07 08/01/07	12213 12656	1 1	24606 24700	SOP Replaced front stabilizer links.

☐ Grinding noise from the power steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/04/07	29997	1	20669	SOP-Strut bushings.
05/03/07	10348	1	21772	Replaced left strut mount and performed wheel alignment.
				Replaced right strut mount.
07/18/07	24606	1*	24606	Performed TSB doc#197398 installed insulation
08/01/07	12656	1*	24700	Not tested

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/18/07	24606	1*	24606	SOP Paint

Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
27/12/05	145089	1	1949	C/S vehicle pulls to the Left Road tested vehicle found the alignment to be fine. The electronic steering is operating properly at this time.
19/05/06	22756	4*	8324	Order LF lower seat cover.
02/06/06	23013	1	8833	Replaced Vanity mirror. Replaced seat cover.
08/08/06	150498	1	10690	Tire make high pitch noise- Normal condition Noise from exhaust- normal Condition
06/04/07	29997	1*	20669	Replaced RS turn signal. Replaced mirror assembly.
05/03/07	10348	1*	21772	Paint on order, placed reggy on window
07/18/07	24606	1*	24606	Lubricated RS front and rear window tracks

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4 or more

Time period 24 months / 18,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

Number of repair attempts in the presumption period: 1
Total days out of service during the presumption period: 4
Total days out of service during customer's ownership: 12

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

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

Customer is getting repairs complete. Then after repairs are complete the customer will be receiving a MG 36/36 0\$

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



NOTICE OF HEARING/INSPECTION

Date:	01/11/08
Case Number: Customer:	CHV0750986-1R
	Chevrolet 1716 NY 1G1ZS51F86F
Arbitrators:	Ms Roberta Manda Flannery
Hearing Date, Time, Place:	01/29/08 1 PM ET Long Island BBB 399 Conklin Street Farmingdale, NY117350000
Site Phone Number: Site Fax Number:	
Customer Represented By:	☑ Self □ Attorney
Attorney Name: Attorney Phone Number: Attorney Fax Number:	
Customer Will Participate: Manufacturer Will Participate:	
	INSTRUCTIONS

- 1. Bring all witnesses, documents (2 copies) and other evidence to the hearing. No evidence can be submitted after the hearing except as permitted by BBB AUTO LINE Arbitration Rules.
- 2. Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.
- 3. Notify your Case Specialist at once if you cannot be present at the hearing or the inspection. The hearing may be conducted in your absence should you fail to attend. Failure to attend the inspection may prevent issuance of a decision in your case.
- 4. Refer to How BBB AUTO LINE Works for more detailed information on the arbitration process.



January 11, 2008

LINDSAY WARZACHA CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Re:m03 CHV0750986-1R: vs 1G1ZS51F86F

vs Chevrolet Motor Division

Dear Madam/Sir:

Enclosed are:

- * the Agreement to Arbitrate;
- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline;
- * Notice of Hearing/Inspection; and,
- * a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

John Ryan at Extension 529



ARBITRATOR SELECTION LIST

Customer:

Case Number: CHV0750986-1R

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Roberta Manda Flannery

Arbitrator's Occupation:

attorney

Arbitrator's Biography:

Ms. Roberta Flannery is a practicing attorney who has represented both defendants and claimants in litigation. As a result of her legal background she is prepared to apply applicable law as well as fairness when rendering decisions in arbitration.



ARBITRATOR SELECTION LIST

Customer:

Case Number: CHV0750986-1R

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

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Arbitrator Information

Arbitrator's Name: Roberta Manda Flannery

Arbitrator's Occupation:

attorney

Arbitrator's Biography:

Ms. Roberta Flannery is a practicing attorney who has represented both defendants and claimants in litigation. As a result of her legal background she is prepared to apply applicable law as well as fairness when rendering decisions in arbitration.

Opening Statement

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

Confirm the tape recorder is on and explain to the parties the hearing is being recorded.
Welcome the parties and thank them for using arbitration.
Administer the Oaths of Participant.
State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
Review the hearing format, which is included in the hearing packet.
Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
Explain you will keep the hearing focused on issues in the <i>Agreement to Arbitrate</i> .
Explain the decision is conditionally binding, and confirm the parties understand what that means.
Read aloud and confirm the Agreement to Arbitrate.
Explain that no decision will be divulged today, but a written decision will be sent to the parties.



Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es) [20 minutes]
- B. Presentation of business' testimony, evidence and witness(es) [20 minutes]

Questioning

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

Inspection

- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer [5 minutes]
- D. Questions or comments about inspection (and test drive) by business [5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

Recess – Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.

Closing the Hearing

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by business [5 minutes]
- D. Closing statement by consumer [5 minutes]

DIRECTIONS

The Better Business Bureau is located at 399 Conklin Street, Suite 300, Farmingdale, NY 11735

TRAVELING EAST FROM NASSAU:

Take Long Island Expressway to Exit 44S

<u>Or</u>

Take Northern State parkway to Exit 36A, which will be after Exit N & Exit S

Or

Take Southern State Parkway to Exit 28A North

(All exits above are for the NY 135 – Seaford Oyster Bay Expressway)

Travel the NY 135 to Exit 7E (NY 24 Farmingdale East)

This exit is Hempstead Turnpike. Stay in the left lane and Hempstead Turnpike turns into Conklin Street. Travel approximately 1 mile. Cross Main Street and you will see 399 Conklin on your left. The BBB office is on the 3rd Floor. Municipal parking is available behind the building.

TRAVELING WEST FROM SUFFOLK:

Take the LIE (49 South – 110 Exit South)

<u>Or</u>

Northern State Parkway (40 South – 110 Exit South)

Travel South on 110 until you reach Conklin Street (across from the Farmingdale Multiplex, Spartan Diner on the corner). Make a right onto Conklin. Travel into Farmingdale. When you see St. Kilian's Church on your left, look for 399 Conklin coming up on the right side. The BBB office is on the 3rd Floor. Municipal parking is available behind the building.

Or

Take Southern State Parkway to Exit 33 – (Farmingdale, Route 109)

Travel Route 109 until you come to Main Street (traffic light on corner). Make a right onto Main Street and take it to Conklin Street. Make a right and 399 Conklin will be on your right. The BBB office is on the 3rd Floor. Municipal parking is available behind the building.

eff 1/17/8



AGREEMENT TO ARBITRATE

Date: 01/10/2008 Case Number: CHV0750986-1R

Customer:

Business: Chevrolet

Mfr-Info: 1716 NY 1G1ZS51F86F

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 : 2006

All parties named above submit to arbitration the following:

- * metallic sounds under the car driving over bumps
- * grinding noise from power steering
- * defective vanity mirror
- * car pulling to the left
- * front window sticking
- * excessive noise from under car when turned off

The parties have come to agreement on the following:

N/A

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

Consumer : Replacement

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

BBB AUTO LINE Customer Claim Form

Case number: CHV0750986-1R

Contact Date: 12/27/07 Start Date: 12/27/07

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: CUSTOMER IN	FORMATION		
Titled owner:			
Mailing address:			
City: Long Beach		State: NY	Zip code:
Day phone:	Evening phone:		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFO	RMATION		
Make: Chevrolet	Model: Malibu	Year: 2006	Current mileage: 24750
Name(s) that appears on the ve	chicle title:		
Selling dealer/city/state: XX,			
Primary Servicing dealer/city/	state: 86th Street Chevrolet	t Saab Inc,	
Acquired as ⊠ new ☐ used		ne vehicle in your	possession? ⊠ yes □ no
Purchase/lease date: 11/11/0)5 Mile	age at purchase/l	ease:
First repair attempt date: 12/2	7/06 First	repair attempt m	nileage: 1949
How often is the vehicle used for business purposes (percentage)	Number of v	vehicles owned the business:	Transmission type: ☑ Automatic ☐ Manual
•	dent/had body damage? yes		Date of accident:
Description of damage:	<u>, </u>		2 415 0. 400.40.10.
-			
SECTION 3: DESIRED OUT			resolve your concern)
satisfactorily repair exisitng warranty and customer assis	·	er to bumper	
	ytanice program		
Please complete the missi	ng information in the box	below and on	page 2.
VEHICLE INDENTIFICAT	ION NUMBER 1G1ZS51F86	SF STATE OF	
Lienholder/Leasing Com	pany	Ph	one Number
Account Number	 		

Case Number: CHV0750986-1

SECTION 4: VEHICLE PROBLEMS (List primary problem first) Does the # of problem repair List the date, mileage, and days out of exist service for each repair attempt Problem Servicing dealer(s) attempts now? Example: 4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day A/C won't cool properly Any Dealer, Inc. yes metallic sounds under the car yes driving over bumps grinding noise from power yes steering defective vanity mirror no blinker problem no car pulling to the left no front window sticking no excessive noise from under yes car when turned off

Total days out of service for all problems:	
Signature of Titled Owner(s)	Date
I am submitting this dispute for resolution in the BBB A	AUTO LINE program, 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



December 27, 2007

GIOVANNA FLORENO CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Re:m01re CHV0750986-1R vs Chevrolet Motor Division 1G1ZS51F86F

Dear Madam/Sir:

Following the customer's recent contact with our office, we have reopened his/her claim. Please refer to the new case number located above.

We have updated our records to reflect the following:

The reason(s) why the case has been reopened:

customer call and said the repair was not successful and she wants to proceed to a hearing

The customer is seeking the following resolution:

Full repairs Service Contract

The vehicle's current mileage is (* this does not have a bearing on eligibility): 24750

You do not need to resubmit any supporting documentation that you previously sent to our office, as that will be transferred from the customer's previous case. However, if there are any new documents you wish to submit, please send those in and be sure to reference the new case number. You can fax any new documents to 703.247.9700.

If you have any questions, please feel free to contact me at 800.334.2406.

lohn Ryan at Extension 529
Sincerely,

Customer Claim Form

Contact Date: 08/18/07	Start Date:		Case Number: CHV0/30986
Have you contacted the mfr regard Have you previously filed a claim			er dispute resolution provider? □ YES 🏾 NO
			Case Number:
Titled Owner(s) Name&Ad	<u>dress</u>		
LONG BEACH, NY			
Day Phone:	E	Evening Phone	Cell Phone:
Fax Number:		E-mail Address	den i none.
Customer Contact Info:	1.	J man radicos	
Vehicle Information			
Name(s) of individual(s) or busing	ness that appear or	n vehicle title:	
			vehicle used for business purposes:
Transmission Type:	Number	of vehicles owned	or leased by the business:
Make: Chevrolet Mod	lel: Malibu	Model Year:	2006 Current Mileage: 24750
Vehicle Identification Number: _			
Servicing Dealer/City/State:		Saab Inc,	
Selling Dealer/City/State : Insurance Carrier :		Dimost Dol	ior Numbon 1120200
Has vehicle been in an accident/h			
Description of Damage :	lad body damage.		vate of accident.
Description of Damage .	8		
Purchase/Lease Information	(Complete left side i	if vehicle was purchas	red or right side if vehicle was leased)
Purchase Date:11/11/05 Mileage a			
Purchased As: ☑ New ☐ Used	Demo	Leased As:	□ New □ Used □ Demo
Is the vehicle in your possession?	yes	Is the vehicl	e in your possession?
Lienholder's Name: none			npany's Name:
Address:			Address:
City/St/Zip: Phone: () -			City/St/Zip:
			Phone:
Lienholder Acct #:		_ Leasing Con	npany's Acct #:
	(D. 11. 1		
Customer's Desired Outcon satisfactorily repair existing problems			
satisfactority repair existing problems	and extend bumper t	to dumper warranty a	ind customer assistance program
Signature of Titled Owner(s)/Less	ee(s):	T INTE	agree to arbitrate the dispute under BBB AUTO
I am submitting this dispute for resolut LINE Arbitration Rules.	ion in the bbb AU I O	LINE program, and I	agree to arbitrate the dispute under BBB AU I O

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

Customer Name:	Case Number: CHV0750986						
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: 12.	/27/06 Mileage: 1949 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. metallic sounds under the car driving over bumps	yes						
2. grinding noise from power steering	yes						
3. defective vanity mirror	no						
4. blinker problem	no						

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

no

car pulling to the left

Customer Name:	Case Number:				
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date:	Mileage: 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
6. front window sticking	no				
7. excessive noise from under car when turned off	yes				

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

Customer Claim Form

Contact Date: 08/18/07	Start Date:	Case Number: CHV0750986
Have you contacted the mfr re Have you previously filed a cla If yes, name of provider:	aim on this vehicle with the	YES □ NO ne BBB or another dispute resolution provider? □ YES ☒ NO Date: Case Number:
Titled Owner(s) Name&	Address	
LONG BEACH, NY Day Phone: Fax Number: Customer Contact Info:	_	ening Phone: nail Address
Transmission Type: Account A Make: Chevrolet A Vehicle Identification Number Servicing Dealer/City/State : Selling Dealer/City/State : Insurance Carrier :	Siness Both Per Number of Model: Malibu er: 1 G 1 Z 3 6 1 F 86th Street Chevrolet Sa Response Worldwide Di nt/had body damage? You	contage of time vehicle used for business purposes: vehicles owned or leased by the business: Model Year: 2006 Current Mileage: 24750
Purchase Date: 11/11/05 Milea Purchased As: New Use Use Is the vehicle in your possessi Lienholder's Name: none Address:	ge at purchase: sed 🗆 Demo on? yes	
- CC-) REBATE ON NEW CAR	PLUS TEARS IN	pumper warranty and customer assistance program OF CKISTAG CAL Date Q//3/07 NE program, and I agree to arbitrate the dispute under BBB AUTO

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

Customer Name:

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

Case Number: CHV0750986

Date: 12/27/06 Mileage: 1949
Date: 3 4 7 Mileage: 24, 700

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. metallic sounds under the car driving over humps (本f 10-70 みゃれ)	yes	867 ST CHEVISHAB SHITH ST CHEVISHAB SHITH ST CHEVISHAB SHITH CHEVISHAB SHITH CANCEL CHEVI	\$\\\ 2\\ 66 \\\ 3\\\ 8\\\ 60 \\\ 4\\\ 9\\\ 7 \\\ 1\\\ 1\\\ 1\\\ 1\\\ 1\\\ 1\\\	9833 19490 27669 21172 24 990	0 0 0 0 0 0 0
2. grinding noise from power steering when parting cur	yes	Sim ST CHEUY SCHENY POWL STORENT CHEN RUM ST CHEUY RUM ST CHEUY RUM ST CHEUY	3/19/04 46/07 1/3/07 1/2/07 1/3/07 3/4/07	1 · 0 · · · ·	383 G G G
3. defective vanity mirror	no	Sutter CHeng	4/1/04	\$833	
4. blinker problem	no	Both ST CHRUY	4/10/07	20,669	0
5. car pulling to the left	ng	Par Conte CHEV	Lahabs	19-49	- C

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

Customer Name:	

Case Number: CaVo 750986

Date: 17/27/05 Mileage: 1949
Date: 5/6/07 Mileage: 24, 700

Problems - describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
6. front window sticking	no	86th St CHUM	1/19/07	24,006	0
7. excessive noise from under car when turned off	yes	PAGE CONTRE CHECO	19/4/cv	15, 610 8/8/06	0
rear bumper damaged in shop HE lower seat twee replaced front bumper damaged in shop	10 110 190>	Stor St CHENY St CHENY St CHENY	selz le ce	24,700 5524 24,700	0
9. 1/5 front window rettles	no	86th ST CHRWY	6/2/66	8\$33	0

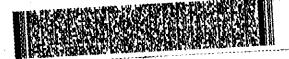
If you need additional space, please attach a separate sheet of paper following the above outline.

PAS
ALG8788
2006 CHEVR NONTRANSFERABLE
4DSD GY 1G1ZS51F86F
3039 G 4 UTD4016 APR 25 2007
NYSects Prest 063 UTD

Expires 06/12/09
NYMA
19.25
LONG BEACH NY
AMITAND (INCLADDICUG)

193711BT VOID IT ALTENCO EXCEPT FOR ADDRESS

68.50



(This order is not binding on dealer until accepted by dealer in writing THIS CONTRACT INCLUDES THE TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS FORM. TOTAL DUE DOES NOT INCLUDE MOTOR VEHICLE DEPARTMENT FEES FINAL PRICE INCLUDES ALL RESATES, PRINCIPANG ASSESSMENT D.P. SALES LL. N.Y. 1-800-67-41/203

DATE

Preferred}

Privileged and Confidential Information

CASE ASSESSMENT

By: Lindsey Warzocha State: New York

Service Request: 71-BBB Case No.: CHV0750986 Customer Name: 536668450 Vehicle ID No.: In Service Vehicle is: New BAC Code: 111259 1G1ZS51F86F Date: 11/14/2005 Year, Make & Model: 2006 Chevrolet Malibu Vehicle Purchased Used on: N/A at odometer N/A Mileage at Time of BBB Filing 24750 Sale Type: Purchase ☐ Lease ☐ Other ☐: Lien holder: GMAC ☐ Other ☐: {Name} Financed DVM Name: John Daly CAM Name: Craig Joseph Phone/Cell Number: {Number - Cell Number 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.

☐ Metallic noise under the vehicle while going over bumps

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
19/05/0	22756	4	8324	Replaced steering column
6 07/12/07	13131	1	24490	Duplicated noise. Called TAC and went through diagnostic check out-No problem found.
07/18/07	12213	1	24606	SOP
08/01/07	12656	1	24700	Replaced front stabilizer links.

☐ Grinding noise from the power steering

Date:	<u>RO #:</u>	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/04/07	29997	1	20669	SOP-Strut bushings.
05/03/07	10348	1	21772	Replaced left strut mount and performed wheel alignment.
				Replaced right strut mount.
07/18/07	24606	1*	24606	Performed TSB doc#197398 installed insulation
08/01/07	12656	1*	24700	Not tested

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
07/18/07	24606	1*	24606	SOP Paint

☐ Other

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

27/12/05	145089	1	1949	C/S vehicle pulls to the Left
				Road tested vehicle found the alignment to be fine. The electronic steering
				is operating properly at this time.
19/05/06	22756	4*	8324	Order LF lower seat cover.
02/06/06	23013	1	8833	Replaced Vanity mirror. Replaced seat cover.
08/08/06	150498	1	10690	Tire make high pitch noise- Normal condition
				Noise from exhaust- normal Condition
06/04/07	29997	1*	20669	Replaced RS turn signal. Replaced mirror assembly.
05/03/07	10348	1*	21772	Paint on order, placed reggy on window
07/18/07	24606	1*	24606	Lubricated RS front and rear window tracks

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 4 or more

Time period 24 months / 18,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

Number of repair attempts in the presumption period: 1
Total days out of service during the presumption period: 4
Total days out of service during customer's ownership: 12

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

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

If the customer chooses to contact the better business bureau that is her choice. We have not denied repairs. The customer is not being compliant with the settlement.

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

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON **File Number Customer Name** Worksheet Filled Out By: 71-536668450 Yvonne C. Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information **Vehicle VIN:** Date: 1G1ZS51F86F February 18, 2008 **USAGE FORMULAS** STRAIGHT REPURCHASE - BASE PAYMENT (CA, FL & WV) OR LEASE REPURCHASE To calculate usage: 1 Base Price \$16,579.57 1 Down Pmt / Cap Cost Reduction \$0.00 \$12.50 2 Pmts (includes 1st month if lease) Use ONLY one of the 4 methods in this column or 2 Tire Fee \$0.00 3 Reg./Lic./Title Fees \$60.00 3 Reg/Lic/Title Fees (leases only) \$0.00 follow applicable lemon law formula for your state 4 State Fees \$10.00 4 Tax (leases only) \$0.00 5 Dealer Fee \$45.00 5 Aftermarket Items A. USAGE USING L.L. FORMULA \$0.00 6 Base Price/Total Repurch Price \$15.579.57 6 Sales Tax \$0.00 6 Other-Explain \$0.00 19,248 7 Finance Charges \$0.00 7 Other-Explain Mileage \$0.00 100,000 8 GMPP (* only for WI) 8 Denominator \$0.00 8 Other-Explain \$0.00 9 Usage **\$2,998.76** 9 Other-Explain \$0.00 9 Other-Explain \$0.00 10 10 Total Purchase Price \$16,707.07 10 Total Additions \$0.00 **B. USAGE - NEGOTIATED** \$0.00 11 12 * Usage/Depreciation \$2,998.76 12 * Usage/Depreciation \$2,998.76 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) \$15,662,07 22 Total Deductions \$3.998.76 22 Total Deductions \$2,998,76 23 Mileage 24 Usage \$0.00 24 Repurchase Subtotal \$12,708.31 24 Total Refund to Customer -\$2,998.76 OR 25 25 Loan Payoff good thru xx/xx/xx \$0.00 25 Dir Buyout (lease) or Loan Payoff \$0.00 26 Payment/Lease-Used when financed. \$12,708.31 26 (GMAC=DL quote) good thru xx/xx/xx 26 Total Refund to Customer 27 "Actual Price Paid" (Pmt/Lease) \$0.00 27 Attorney's Fees \$0.00 27 Attorney's Fees \$0.00 28 Mileage 0 28 Total Repurchase \$12,708.31 28 Total Repurchase -\$2,998.76 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 \$12,708.31 31 Projected Loss 31 Projected Loss -\$2,998.76 PURCHASE PRICE (before t/t/t) 16.579.57 TRADE ALLOWANCE 1.850.00 PURCHASE PRICE 16,579.57 MSRP (FROM BARS INVOICE) 17,990.00 PAYOFF OF TRADE \$ INCENTIVE* (from BARS) \$ 1.000.00 DIFFERENCE (1,410.43)**DIFFERENCE** 1,850.00 OVERALLOWANCE \$ if positive look for over allowance if negative=negative equity **ACTUAL PRICE** 15,579.57 TRADE ALLOWANCE 1,850.00 ACV OF TRADE \$ 1.850.00 Do not include fuel fill credit \$ **Authorized Signature DIFFERENCE** Date Include GM card points ACV=actual cash value Form Rev. 04/28/2006

No Lien holder			





Case Number:

146048

Originator Name:

Lindsey Warzocha 866-790-5600 11548 warzocli@gmexpert.com

Created Date:

02/12/2008

Vehicle Info

*VIN: Year: 1G1ZS51F86F

2006

MSRP: Make:

17990.0 Chevrolet *TAC #:

9106850

Malibu Model:

Vehicle Comments & TAC Explanation:

Advised customer condition was normal

*Date Reviewed with Customer: 02/11/2008

Original Purchase Date:

11/14/2005

*Repurchase Mileage:

31248

* Original Purchase Condition: New

Vehicle Owner(s)

Entity Type

* Names(s) on Title: * Primary Owner:

* Address

* City

* Day Phone:

* E-mail:

long Beach

* State * Home Phone

* Title State: NY

* Fax Phone:

* ZIP Code:

* Cell Phone:

Power steering cuts out, metalic noises under the vehicle * Reason Repurchase

UCC Codes

(M0105) Steering - General - Inoperative

(F1008) Suspension - Front Suspension General - Squeaks

Vehicle Lien Holder

Type of Secured Interest: No Lien

Contact or Attention:

Address City

Day Phone:

Fax:

Account #:

State

* Company:

ZIP Code: E-mail:

Original Selling Dealer

* Dealer #:

111259

Region:

* Phone:

40

4452 District:

* Contact Name:

(516) 623-9600 Steve Skullnick Fax: (516) 623-9730

Dealer Name: PAUL CONTE CHEVROLET INC

* Contact Title Sales manager

E-Mail:

Repurchasing Dealer:

Repair

* Contact Name:

Anthony Squeo

* Contact Title Service Manager

Vehicle Location:





Case Number: 146048
Originator Name: 146048
Lindsey Warzocha 866-790-5600 11548 warzocli@gmexpert.com

Created Date:

02/12/2008

Transaction

Details:

Siebel Request #:

71-536668450

NY

State: Source:

ADR BBB Mandated

Replacement VIN: Compliance Date:

2008-03-12

MSRP:

0.0

* Disposition:Auction

* Type:

Straight Repurchase

Compliance Type: BBB Mandate

Order #:

Repurchase:

Please process this mandated repurchase under the LL and according to the mandated

deicion.

Disposition:

Auction

* Processing Instructions:

* Processing Instructions:

Transaction	Details
-------------	----------------

Group	Responsible	Formula_	Additional Explanation	<u>Value</u>
Usage	Use Lemon Law	19248/100000*155	Usage per Lemon Law	2998.7
Sales Tax	Customer	NA	Sales Tax	5
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
				0

ADR REPURCHASE CHECKLIST

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

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

02/12	2/2008	15:48	(FAX)	P.004
2008-6	2-12	11.24	FAX 7189966684 >> CBBB P 2	2/2
	ન ઉપાય અંધ સ્ટુપોર્ટિસ્ટર્સ			题 50 (5) 经纳税的
			ACCEPTANCE OR REJECTION OF DECISION	
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in the second				
	, , , , , , , , , , , , , , , , , , , 			
	Date:	02/01/08	Case Number: CHV0750986-1R	# ! : / !
4	Custo	ımer:	COS WILLIAM SCHOOL TR	31 1 1: 13
	Busin			
	Mfr-Ir	1715 NY 1G1ZS		
	If thi	s form is not received.	In our office within 14 days from the date of the cover letter, the	
	decis	ion will be considered	rejected. You may return it to our office via fax at 1.703.247,970	
	ر دعدهاها: -	check one of the followi		
	rieas			
		I ACCEPT THE ARBITE	RATION DECISION, I understand this means:	為。對
		* the business will	be legally bound to abide by this decision; and,	
		any claim that it	ally bound, which means I give up any right to sue the business in court of been resolved at the arbitration hearing, unless the business fails to	on.
		perform accordir federal law.	d to the Arbitrator's decision or unless otherwise provided by state or	
	. 10			i i
	accer		f you have been awarded a repurchase/replacement award and	
			pany to provide parmission to release payment and payoff information to	
	. th	e manufacturer in order t	id complete the repurchase/replacement transaction.	
	, H	ioicare rue date Aon Usve	HAVHENT LETAS HAVE IN ALLES ON DURCE	4456
	.2) Pl	ease orogide the full nam	ne of your financing company	
		Count Number	A 194 and the second se	
		ailing address		A CONT
	S. Ci		State	
	10	alephone number	Fax number	
		1 PETECT THE ADDITE	ALION DECISION. I understand this means:	
		an a		3
		 I may pursue oth depending on fed 	ner legal remedies under state or federal law; deral or state law, the decision may be introduced as evidence by me or th	ne:
		business in any o	dyll court action relating to any matter considered in this arbitration	
		* the business will	not be obligated to perform any part of the decision; and,	
		* this will end 8ett	el Business Bureau involvement in my raso	

Signature(s) of Titled Owner(s):

Council of Batter Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 - Arlington, VA - 22203-1836 - Prone 800.955.5100 - Fax: 703.247.9700

TITA 0120200-IIC-billil-I



REPURCHASE DECISION

Submitted Date: 01/30/08

CHV0750986-1R

VIN: 1G1ZS51F86F

Customer: Hearing Date: 01/29/08

Arbitrator: Roberta Manda Flannery

Question 1

Vehicle (Year, Make, Model): 2006, Chevrolet, Malibu

Question 2

The manufacturer shall repurchase the above ("vehicle") owned by the customer within 30 days after the manufacturer's receipt of the customer's acceptance of this decision, in accordance with the provisions of the applicable manufacturer *Program Summary* that set out the remedies to be included in a repurchase award: (Indicate with an "X")

a Under the lemon law

X

- OR -

b Not under the lemon law

Question 3

The following shall be deducted from the amounts paid by the manufacturer:

a If any amount is to be paid by the consumer for the consumer's use of the vehicle, please provide a dollar amount or formula (being certain to reference the mileage used) for the Reasonable Allowance for Use:

Reasonable use deduction $\stackrel{.}{=}$ Mileage in excess of 12,000 miles/100,000 X purchase price. The mileage on the subject vehicle was 31,248 at the time of the arbitration. Consequently, the formula is Deduction =19,248/100,000 X purchase price.

The Manufacturer may deduct for any damage beyond normal wear and tear that is not caused by a vehicle nonconformity and that is not repaired by the customer prior to the completion of this transaction.

The manufacturer shall provide the customer with a written statement of all amounts that will be paid under this decision. If there is a dispute as to any amounts that should be paid by the manufacturer, the customer may submit a written request to BBB AUTO LINE asking that the arbitrator resolve the dispute. BBB AUTO LINE must receive the customer's request no later than 10 days after the customer receives the manufacturer's statement of amounts that will be paid.

The arbitrator's resolution of the dispute will be provided to the parties in the form of a decision that the customer may accept or reject, and a rejection will be considered to be a rejection of this repurchase decision. The manufacturer's time for performance under this decision shall be extended by the number of days it takes to resolve the dispute submitted by the customer as to any amounts that should be paid by the manufacturer.

At the time of repurchase, the customer will be responsible for turning over the vehicle and providing clear title to the manufacturer. The vehicle shall have a current registration and be in a similar condition as it was at the time of the hearing, allowing for normal usage. The customer must also comply with all additional requirements in the section of the manufacturer *Program Summary* that sets out customer responsibilities if a repurchase is awarded.

Page 2 of 2

If there is a lienholder, payment of any amounts due shall be made by the manufacturer to the customer and the lienholder as their respective interests appear on the records of ownership.

The manufacturer shall contact the customer to arrange a mutually agreeable location for the repurchase transaction.

CASE: CHV0750986-1R Arbitrator: Roberta Manda Flannery

Customer:

Date: 01/30/08

Page 1 of 6



Reasons for Decision

Submitted Date: 01/30/08

CHV0750986-1R

VIN: 1G1ZS51F86F

Customer: Hearing Date: 01/29/08

Arbitrator: Roberta Manda Flannery

Question 1

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

Repurchase

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

The consumer, purchased the subject vehicle, a 2006 Chevrolet Malibu, new from Paul Conte Chevrolet on or about November 15, 2005. She immediately noticed that the vehicle's steering was pulling to the right and brought the vehicle in to the servicing dealer for repair on 12/27/05, invoice #145089, when the mileage was 1,949. The service technicians that they test drove the vehicle and the alignment was normal. No repairs were made. It should be noted that the mileage in and the mileage out as stated on the invoice was the same. The vehicle was out of service for one day during this repair attempt.

testified that the steering problem became progressively worse as time went on. On May 19, 2006, while the consumer was driving the subject vehicle, the power steering failed and the consumer was unable to steer the vehicle. The subject vehicle was towed to 86th Street Chevrolet, invoice #22756, when the mileage on the vehicle was 8,324. The service technicians confirmed a problem and replaced the steering column assembly. The vehicle was out of service four days.

The consumer testified that she continued to experience a problem with the steering and returned to 86th Street Chevrolet on June 2, 2006, invoice #23013, when the mileage on the vehicle was 8,833. specifically complained that when driving between 35 and 55 mph and braking, the vehicle pulls to the right. Additionally, the consumer complained that there was a rattle and high pitch sound when going over bumps. The service technicians advised the consumer that both conditions were normal and no repairs were made. The vehicle was out of service for one day.

returned to the servicing dealer on August 8, 2006, invoice #150498, when the mileage was 10,691, complaining that the vehicle made a high pitch noise when driving with window open at 20-25 mph. The consumer also complained that there were noises coming from the exhaust when the vehicle was turned off. The service technicians advised that both conditions were normal. No repairs were made and the vehicle was out of service for one day.

The consumer testified that she continued to experience steering problems and returned to 86th Street Chevrolet on April 6, 2007, invoice #029997, when the mileage was 20,669. Complained that there was a grinding sound when the wheel is turned. The problem was duplicated by the service technicians and strut bushings were ordered and the consumer was told to return for installation of same. The vehicle was out of service for one day.

マインマングローエスペーズ エンピュアバーエ

It should be noted that as of the aforesaid repair attempt, the consumer is outside the coverage period of New York's lemon law, as the lemon law covers vehicles during the first 18,000 miles of operation or during the period of two years following the date of original delivery of the motor vehicle, whichever is earlier. However, as far as any repair attempts for problems which began during the lemon law rights period, subsequent repair attempts outside the coverage period are relevant for this decision. This time limitation of the coverage period is distinct from General Motors' filing requirement. General Motors' Program Summary as of the date of filing with the Better Business Bureau, provides that the consumer's claim for lemon law relief must be received by the Better Business Bureau within the time period for filing a legal action under the lemon law. New York's lemon law provides that the consumer has four years from the date of original delivery of the subject vehicle to the consumer in which to commence an action pursuant to the lemon law.

returned to 86th Street Chevrolet on May 3, 2007, invoice #20348, when the mileage was 21,772, for installation of the struts which were ordered at the time of the previous repair. The vehicle was out of service for one day.

The consumer continued to experience noise from the vehicle when driving over bumps. She returned to the servicing dealer on July 12, 2007, invoice #13131, when the mileage was 24,490. The noise was duplicated by the service technicians and a diagnostic check was conducted. No problem was detected and no repair was performed. The vehicle was out of service for one day.

brought her vehicle back to the servicing dealer on July 18, 2007, invoice #12213, when the mileage was 24,606, complaining again that there was a metal noise when going over bumps. The service technicians determined that the front stabilizer links were worn and new parts were ordered. Additionally, the consumer relterated her complaint that there was a noise when turning the steering wheel. The service technicians determined that the lower shaft was worn and performed a technical service bulletin consisting of lubrication of the steering shaft. The vehicle was out of service for one day for this repair.

The consumer returned to the servicing dealer on August 1, 2007, invoice #12656, when the mileage was 24,700 for installation of the front stabilizer links which were ordered during the previous repair attempt. Additionally, complained that there was a crunching noise when turning. This problem was not duplicated by the service technicians; although testified that the vehicle was not test driven at this time. The vehicle was out of service for one day for this repair.

On November 26, 2007, the consumer brought her vehicle into Bast Chevrolet complaining of a grinding, crunching and knocking noise in the steering. She also complained that the vehicle made a metallic sound when driving over bumps. Invoice #217159. The mileage was 28,920 at this time. To address the noise in the steering, the lower steering shaft was replaced by the service technicians. The metallic sound was confirmed by the service technicians and the front struts and rear shocks were replaced. The service technicians determined that the noise was normal for this vehicle. The vehicle was out of service for five days for this repair.

For a vehicle to be covered by the lemon law, it must be originally purchased in New York, subject to the manufacturer's express warranty at the time or original delivery and registered in New York at the time of the consumer's request to repair. The lemon law covers the purchaser of a vehicle used primarily for personal purposes. The vehicle must have a nonconformity (a defect or condition which substantially impairs the value and use of the vehicle to the consumer).

The consumer and manufacturer's representative, Ms. Christine Putnam, agreed to arbitrate the following Issues: metallic sounds under the car driving over bumps; grinding noise from power steering; car pulling to the left; and excessive noise from under car when turned off. The consumer deleted the defective vanity mirror and front window sticking from the Agreement to Arbitrate at the arbitration hearing.

I have determined that the metallic sounds under the car driving over bumps is a manufacturing defect which substantially impairs the use and value of the subject vehicle to the consumer. Although the consumer was told by the service technicians on three occasions that the noise was normal, on July 18, 2007, the front stabilizer links were determined to be worn and were replaced on August 1, 2007. Additionally, a manufacturer's technical service bulletin (Document ID# 1973984)was applied on July 18, 2007 and the steering shaft was lubricated. The consumer testified that the sounds still exist, and the arbitrator heard the abnormal sounds during the test drive at the arbitration. The consumer testified that she did not hear the aforesaid sounds when she test drove another 2006 Malibu prior to purchasing the subject stated that she specifically purchased the subject vehicle due to the smooth test drive prior to purchasing same. that her use of the subject vehicle has been substantially impaired as she has testified limited her use of the vehicle due to the constant obvious noise which she experiences on a daily basis. Additionally, the consumer testified that the value of the vehicle has been substantially impaired due to the fact that she will not be able to sell the vehicle due to the obvious noise.

I have also determined that the grinding noise from the power steering and the car pulling to the left are related to the same manufacturing defect and substantially impair the value and use of the vehicle to the consumer. was initially told that the pulling was normal, however, she eventually lost power steering and was unable to operate the steering in the vehicle on May 19, 2006, and the vehicle was towed to an manufacturer's authorized service station. The steering column assembly was replaced at that time. The consumer subsequently complained that the vehicle was pulling to the right; however, the service technicians advised her that the steering was normal. Despite application of the aforementioned TSB and lubricating and repositioning of the I shaft, the problem persisted and on November 26, 2007, the lower steering shaft was replaced. The consumer however, testified that although the pulling has ceased to be a problem, the grinding noise is current. In fact, the arbitrator experienced the grinding noise of the steering while operating the vehicle at low speeds during the test drive at the arbitration. hearing. The consumer testified that she did not hear the grinding noise from the steering when she test drove another 2006 Malibu prior to purchasing the subject vehicle. testified that her use of the subject vehicle has been substantially impaired as she has limited her use of the vehicle due to the fear that she will lose the steering as she did on May 19, 2007, when she was unable to steer the vehicle. She is concerned for her safety. Additionally, the consumer testified that the value of the vehicle has been substantially impaired due to the fact that she will not be able to sell the vehicle due to the obvious noise.

I have not determined that the excessive noise from under the car when turned off is a manufacturing defect, and thus it is unnecessary to address whether it substantially impairs the use and value of the vehicle to the consumer. The consumer only brought the subject vehicle in for repair of the aforesaid issue one time, and no repairs were ever performed for this issue. I have determined that the noises which I heard during the test drive at the arbitration hearing, after the car is turned off, are normal and not manufacturing defects.

The presumption for a reasonable number of repair attempts can be met if the

Page 4 of 6

same nonconformity, defect or condition has been subject to repair four or more times within the lemon law rights period, but such nonconformity, defect or condition continues to exist or if the vehicle is out of service by reason of repair of one or more nonconformities, defects or conditions for a cumulative total of thirty or more calendar days during the lemon law rights period.

As stated above, the vehicle has been out of service for a cumulative total of 7 days during the lemon law rights period which is during the first 18,000 miles of the subject vehicle. During the lemon law rights period, the consumer has requested that the vehicle be repaired on 3 occasions for the steering problems, and two times for the metallic sounds when going over bumps.

The consumer first brought the vehicle in for the steering pulling problem on December 25, 2005. She returned on May 19, 2006 after losing the steering was inoperable, and replacement of the steering column assembly was performed. Teturned on June 2, 2006 again complaining that the steering was pulling. After the lemon law rights period elapsed and the mileage on the vehicle was over 18,000, the consumer brought the subject vehicle in for repair of the steering noise four times, during which repairs were made for the steering problem including replacement of struts, lubrication and repositioning of I shaft pursuant to a manufacturer's TSB, and replacement of the lower steering shaft. Despite the aforesaid repairs, the problem with the steering continues to exist. The manufacturer has offered no further recommendations for repair, the manufacturer has had a reasonable opportunity to repair the steering noise problem, and it would be unreasonable to expect the consumer to provide the manufacturer with another opportunity to repair the problem.

The consumer brought the vehicle in for repair of the metallic noise two times during the lemon law rights period, and the service technicians advised the consumer that the noise was normal. After the lemon law rights period elapsed, the consumer brought the vehicle in for repair of the metallic noise four times. Only one of these repair attempts resulted in a repair, which was application of a manufacturer's TSB and replacement of front stabilizer links. Despite this history, the noise still exists, and there have been no further recommendations for repair of this noise by the manufacturer. The manufacturer's position is that it is normal. The manufacturer has had a reasonable opportunity to repair the metallic noise problem, and it would be unreasonable to expect the consumer to provide the manufacturer with another opportunity to repair the problem.

York lemon law. In the subject case, all of the aforementioned standards have been met.

Law. She took delivery of the vehicle on November 15, 2005 in New York for her personal use and the vehicle has been registered in New York to date. The vehicle is covered by the manufacturer's bumper to bumper warranty for a period of three years or 36 thousand miles. The vehicle's mileage was 31,248 at the time of my inspection at the arbitration on January 29, 2008. As stated above, two of the nonconformities that exist with the vehicle substantially impair the value and use of the vehicle to the consumer. As discussed above, the three repair attempts for the steering problem, and the two repair attempts for the metallic sound, during the lemon law rights period, meet the standards for a reasonable number of repair attempts under the NY lemon law and the consumer is entitled to a repurchase under the law.

Consequently, in view of the above, the consumer's claim meets the standards expressed in the New York lemon law, and it is fair, equitable and reasonable to apply those standards to this claim.

Page 5 of 6

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem. This repurchase decision is based upon the steering problems for which there were three repair attempts during the lemon law rights period. There were four more repair attempts after the lemon law rights period elapsed. The repurchase decision is also based on the metallic sounds for which there were two repair attempts during the lemon rights period. There were four more repair attempts after the lemon law rights period elapsed.

Page 6 of 6

Question 3

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

7 days during the lemon law rights period. 17 days including days out of service after the lemon law rights period elapsed.

Question 4

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

Question 5

Please identify the mileage on the vehicle at the time of the hearing/inspection: 31,248

CASE: CHV0750986-1R Arbitrator: Roberta Manda Flannery

Customer: Date: 01/30/08

02/12/2008 15:51 (FAX) P.013/025

CASE ASSESSMENT BY: Lindsey Warzocha Siebel/CARS Request No: 71-536668450

Customer Name:
Year of Vehicle: 2006
Make: Chevrolet
Model: Malibu

Current Mileage: 29000

Vehicle ID No.: 1G1ZS51F86F

In Service Date: 11/14/2005

Purchased: New

What is customer seeking: Customer is seeking to have a repurchase or a replacement

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Metallic noises under the car while driving over bumps.

bumps.			***	
Date:	Mileage:	Days Ou	t: RO#:	Description of Repair:
02/06/06	8833	1	23013	*****Nothing done*****just documented.
07/12/07	24490	1	13131	Duplicated noise called TAC#9748450. Went through diagnostic check out. No problem found.
07/18/07	24606	1	12213	Found stabilizer links worn. SOP
08/01/07	24700	1	12656	Upon inspection found front stabilizer links worn. Replaced front stabilizer links.
11/26/07	28920	5	217159	Road tested vehicle confirmed metallic noise. Replaced front struts and rear shocks. Swooshing noise is normal noise when shocks and struts are compressed and released. Operating correctly.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Grinding noise form the power steering

Date:	Mileage:	Days Out	t: R0#:	Description of Repair:
06/04/07	20669	1	029997	SOP strut bushings.
03/05/07	21772	1	10348	Strut bushings in. Left side strut mount worn.
				Replaced strut mount and performed wheel
				alignment. Replaced right side strut mount. Found
				right side mount worn.
07/18/07	24606	*	12213	Found lower shaft worn need to install GM
Burney Office				lubricates and performed TSB#197398.
08/01/07	24700	*	12656	Not tested.
11/26/07	28920	*	217159	Replaced lower steering shaft.
	18 4 11	1.75		

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Excessive noise from under the car when turned off.

02/06/06	8833	*	23013	Customer just had it documented nothing done.
08/08/06	10690	1	150498	Tech advised customer this is normal condition.
		1. 25		

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Defective Vanity mirror

Date: Mileage:	Days Ou	it: RO#;	Description of R	epair:	
02/06/06 8833	*	23013	Gustomer requests	replacement of vani	ity mirror.
			SOP part in		

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Car pulling to the left

			omitte out paining to tito lote
	Date: Mileage: Days Ou	± no#	Programme and the second secon
	uale. Mileaye. Days Ut	LL: KU#	Description of Repair:
	07140407 4040	1	
	27/12/05 1949 1	145089	Road tested vehicle found the alignment to be fine-
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1.	<u> </u>	LC 154 555 1	[17] 아마스

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front window sticking.

Date: Mileage; Days Out: RO#: Description of Repair:	
07/18/07 24606 * 12213 Lubricated R/S front and rear window tracks.	
 (전 하늘은 아이 아이들은 그는 그 사람들이 얼굴이 가는 그들은 그리고 하는 경우를 가득했다고 있다. 그리고 하는데 그리고 하는데	

OTHER SYMPTOM/CONCERN:

Date: M	ileage:	Days Out	:: R0#:	Description of Repair:
12/05/06	8324	4	022756	C/S power steering is Inoperative at times. Indicator comes on Replaced steering column
02/06/06	8833		23013	C/S when going between 35-55 and braking vehicle pulls to right. Cust requests replacement of left front seat cover. SOP in. Cust requests cleaning of spot on left front mat.
08/08/06	10690	*	150498	C/S when driving with window open at 20-25mph vehicle makes high pitch noise. Seems to come from tire area. TAC#9106850- Advised customer condition is normal.
06/04/07	20669		029997	C/S right side signal flashing fast Replaced right side signal bulb. C/S left side mirror will not lock into position Replaced mirror assembly.
03/05/07	21772		10348	Please touch up I/s bumper. Paint still on order. Please put regulator on. Placed regulator on window.
07/18/07	24606	*	12213	Touch up paint for front bumper in stock. Touch up left front bumper.
08/01/07	24700	*	12656	Rear bumper damaged in the shop. Customer will be back on later date to perform repairs. Supplied with touch up paint.

Total Days Out of Service: Maintenance and	_13(excluding days for Collision Repairs)	r customer pay reasons	such as;
VEHICLE MEETS PRESUMP	TION LEMON LAW?	YES: NO:	X
What the customer is eligi Guidelines and the States Customer is not eligible for However is eligible for rep	lemon law requirement or repurchase or replace	nts for meeting pres cement under the L	sumption)? L or GMPS.
AVM and/or DEALER RECOMITY impairment to the use, value replacement/repurchase. We vehicle. We tried several difficult based on the information give offered to this customer. I fee	, safety. This does not in e tried very hard to assis erent dealerships. The c ren to me that there will l	n anyway merit a st this customer with i ustomer became un-c be no repurchase/rep	repairing the coperative. I feel
CRM RECOMMENDATION & the time period however they			
customer merits a repurchas			
Decision reached by CR	M: Arbitrate case:	: X Settle o	ase: 🗍

Customer Claim Form

Contact Date: 08/18/07	Start Date:	Case Number: CHV0750986
Have you contacted the mfr regar Have you previously filed a claim of If yes, name of provider:		another dispute resolution provider? ☐ YES ☑ NO
Titled Owner(s) Name&Ado	연속한국 현급인 원급이 안 하나네	
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Customer Contact Info:		
Vehicle Information	마르다 마음 시간을 되었다. 이 경기 등 기간을 받는다. 1 - 기가 들어 있는데 기가 되었다. 그를 받는다.	등 시험한다는 보고를 보고 하는데 이번에 가입하는 경기를 하는데 되었다. 나는 사람들은 점점 역사들이 된다면 이 소리를 하는 것이다. 나를 하는데
Name(s) of individual(s) or busin	ess that appear on vehicle title	
Vehicle Use: Mersonal DBusines	sseBoth Percentage of	time vehicle used for business purposes:
Transmission Type: Accordance	Number of vehicles of	when or leased by the business:
Make: Chevrolet Mode		Year: 2006 Gurrent Mileage: 24750
Vehicle Identification Number: 1	Silv Street Cheavalet Such Inc. Sci.	the My at Paper Courte CHAUGERT, FRENCH,
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Purchase Date:11/11/05 Mileage at	Complete left side if venicle was pi	urchased or right side if vehicle was leased) Dare: Mileage at lease:
Purchased As : New D Used D		I As: □ New □ Used □ Demo
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Customer's Desired Outcom	O Pracoriha anhat was mout done to	
satisfactorily repair existing problems a	and extend bumper to bumper warr	anty and customer assistance program
CEBATE ON NEW CAR PL	IN THEAT IN OF FILE	
Signature of Titled Owner(s)/Lesses I am submitting this dispute for resolutio LINE Arbitration Rules.		Date C// 5/07 and I agree to orbitrate the dispute under BBB AUTO
Return the Form to: BBB AUTO L	INE 4200 Wilson Blvd Suite	800. Arlington Va 22203-1832

Customer Name:

Case Number: CHV0750986

First Repair Attempt (any reported problem)
Last Repair Attempt (last reported problem)
Total Days out of Service: 5

Date: 12/27/06 Mileage: 1949
Date: 3 6 6 7 Mileage: 24, 700

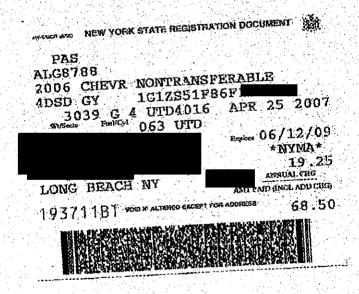
Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. metallic sounds under the car driving over bumps	yes	867 ST CHELYSAAB	6/2/06	9833	0
(at 10-70 meh)		et it for Court Cueu	3/8/0/2	19190	
		86/15 ST CHEVISHAR	41/07 9767	21-772	0
		PARTIC CONTROL CHECK	Th2107	2)4. 45.7c 21. 46.5c	0
2. grinding noise from power steering when	yes	SUM STOCHEUM	3/19/04 Helo 7	3374	3
parting cur		SCHOOL SE CHOOL SENT SE CHOOL BANK SENTE CHEN	1/3/01 1/2/07	24490	
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s. Refective vanity mirror	ЙO	SUTST CHEVY	47/06	\$\$30	<u>.</u>
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Customer Name:

Case Number: CHV0756986

Date: 17/77/0.5 Mileage: 1949
Date: 5/6/67 Mileage: 74, 700

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
6. Font window sticking	no	86th St CHLUM	7/13/0	24,ece	0
7. excessive noise from under car when turned off	yes	Para Conce Cuer	#lv/ce	19,610 345fCte	C
rear burner downward in shop	40	Store St Cittery	8(4)07	14700	2.
rear bumper damaged in shop Up lower seed cover replaced front bumper dringged in shop	no	quest Chevy	6/2/06	5324	0
front bumpes demagned in shop	yes	86th St CHROY	जी ७/७१	24,7co	٥
9. 1/5 front window rettles	เกอ	86th ST CHANY	6/2/06	8833	0
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02/12/2008 15:58 (FAX) P.021/025

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

Customer:		SR #: 71-536668450	BBB#: CHV0750986-1R
			-1

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	16579.57
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 17990.00
(from BARS Invoice screen)	·
Subtract the MSRP from the Purchase Price	= -1410.43
(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

0000.1 2	
Trade Allowance	1850.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 1800.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 50.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3

Trade Allowance	1850.00
(from Bill of Sale)	<u>' </u>
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Coolon	
Purchase Price	16579.57
(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	= 15579.57
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.

5166239730

PAGE 02/04



	GM CUSTUMER INCENTIVE AND UNSTAR ACKNOWLEDGMENT
	GIVI CUSTOMER INCLUMENT V
	(excludes Saturn)
c	CUSTOMER NAME:
٦	VIN: 1 16 1 1 7 2 1 5 1 5 1 1 1 1 - 18 1 6 1 F 1
C	assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer
Ţ	assign the total amount of customer incentive(s) listed to the dealer named below and request that the law, as a price reduction assign the total amount of customer incentive(s) be applied: (a) to the down payment of this vehicle, (b) where permissible by law, as a price reduction acceptable (a) to the down payment of the price with incentive applied), or (c) a check be
iε	assign the total another to the down payment of this vehicle, (b) where permissions of the total processing of the down payment of this vehicle, (b) where permissions of the total processing of the permissions of the down payment of this vehicle, (b) where permissions of the total payment of the total processing of the total payment of the total paymen
a	Bill of Sale indicates pre-incentive price, allowing
ì	Amount Amount
	Incentive Program Reference S / 100 00 00 00 00
	\$\$
	Total Incentive Amount Received \$
	Total Incentive Amount Received
2.	Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc) a. I elect to receive
	in lieu ofand/or
	b. I elect to receive
	6. I elect to receive
	1 am the ultimate retain purchased to the part was numbered leased
	a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased identification number.
	ne described in Item and to be a second and the
	YesNO
]	
}	b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Acknow
	denier, at www.quenay.com, or sy several parties in
	I understand that in order to cancel the OnStar service in my vehicle, I must press the blue of the my Services be my vehicle or call 1.888.40nStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be
1	
	Purchaser/Lessee Signature
Į.	
l	The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the said purchaser lesses with the United States and Conditions have been provided to the States and Conditions have been provided
	The undersigned person, as Dealer representative, certifies that the information on this application is dealers and the undersigned person, as Dealer representative, certifies that the information on this application is dealers application to the said purchaser/lesses where the undersigned described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lesses where the undersigned described in Item and the OnStar Terms and Conditions have been provided to the said purchaser/lesses where the conditions are the conditions are the conditions and the onstar that the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser/lesses where the conditions have been provided to the said purchaser where the conditions have been provided to the said purchaser where the conditions have been provided to the said purchaser where the conditions have been provided to the said purchaser where the conditions have been provided to the said purchaser where the conditions have been provided to the said purchaser where the conditions have been provided to the said purchaser where the conditions have been provided to the said purchaser where the conditions have been provided to the said
1	has taken delivery of the referenced days and the General Motors or Saab Cafs)USA.
	The I CAN TO CHIM DOLL Date: 11/0/00
1	Authorized Dealer Signature: Dealership Name: Dealer Code: 7050777
l i	A STATE OF THE PROPERTY OF THE

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.

01/22/2008 01:26 5166239730

PAGE 03/04

USED VEHICLE APPRAISAL

	. VIN Number			_	11	***************************************
Name				Da <u>te //</u>	16/68	
•		and of	Т	elephone:		
Address Make	Mazda Model 6	26 LX CV 4	Lic#	Mil	eage //	181000
				Upholste		
COLORS: Rody: Obb	erLower	- 10P	Λ Γ			
🖒 Automatic	☐ Power Disc Brakes		<u>-</u> }\	CON	DITION	
□ 4 Speed	□ A/C		W)		OK_	EST
5 Speed	☐ Tilt Wheel☐ Leather☐		100	Тор		
□ 6 Speed □ AM/FM	☐ Cruise Control		الخطا	Hood		
□ ANYTM □ Cassette	D Alarm			<u>Fenders</u>		
n CD	ri Sun Roof		" " [Doors		
CD Changer	☐ Moon Roof		1	Trunk		
☐ Entertainment Center	□ Sport Wheels			Bumpers		
□ Navigation System	□ 4 Wheel Drive			Paint		
□ Power Locks	All Wheel Drive			Grill		
□ Power Seats	□ A8S			Uphoistery		
□ Power Windows□ Power Steering	☐ Dual Air Bag ☐ Side Air Bag) · [Exhaust		
	-	1/80	<u></u> [Steering		
GRAI	DE: 🗆 CLEAN 🗅 AVERAGI	E D ROUGH		Alignment		
USED CAR CHECK IN		7		Tires		
	Mileses			Motor		
Date:	Mileage:			Transmission		
Condition:			!	Clutch		
			1	Brakes		
				A/C		
Comments:			 #0.5	Other		
terms.				Other		
7				Other	<u> </u>	
				Total Recond Est		
Appraiser:	Salesperson:			Appraisal		
			_	Less Glass or Ins	Claim	f
DISPOSAL: Retail	Wholesale	JUNK		NET APPRAISA	AL:	
Reorder Form CP4	11 - from The Cy Prisyon Go ., Inc	1-800-342-5291 Fax: 1-86 100935-8U	00-543-6357	E-Mail: orders@cyp	risyon.con) KA 7/01

01/22/2008 01:26 5166239730 PAGE 04/04 INVOICE 796924107 HELATER OF AMERICA CHEVROLET PAUL The Gadillac Of Chevrolet Dealers 795879 MAPEIBU OB CHEVROLET 68 E. Sunrise Highway * Freeport, New York 11520 4329788 Customer No. **可性12551F86F** , Sales (516) 623-9600 WINDTTY, RICHARD J 529 SOLD TO VEHICLE SALES DESCRIPTION 18579-57 404101 ADDRESS CITY-STATE LONG BEACH NY 2620 MODEL NEW OR USED 80 00 MALIBU NEH 11/15/05 K6Y NDS PHONE AS LISTED ON MONRONY LABEL NEW CAR FLEET NEW THUCK FLEET DEM ER TO DEALER CAR DEALER TO DEALER TRUCK 1301 90500 THE FEE 22004 905 NYS THE DISPOSAL FEET LONAL USED CAR RETAIL USED TRUCK RETAIL USEC CAR WHOLESALI USED THUĞA 45400 / 44300 10.00 STATE INSPECTION 45600 / 44500 IFTERMS ARE A PART OF THIS TRANSACTION, THEN ALL OF THE DETAILS ARE ATTACHED HERETO ON A CONDITIONAL SALES CONTRACT, AND BECOME AN INTEGRAL PART OF THIS IMPOICE. DEALER'S OPTIONAL FEE FOR PROCESS-ING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE \$45.00 45.00 CONDITIONAL SALES CONTRACT, AND BECOME AN INTEGRAL PART OF THIS INVOICE.

**DEMLENCE OF THE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF THE APPLICABLE, THIS IS NOT A DAY OF TITLE, AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES IF APPLICABLE, THIS IS NOT A DAY OF THE OPTIONAL DEALER REGISTRATION OR THITLE APPLICATION PROCESSING FEE (\$45.00 FEE (\$45.00 FEE (\$45.00 FEE (\$45.00 FEE (\$45.00 FEE)) AND THE OPTIONAL DEALER RESULD DEPARTMENT OF MOTOR VEHICLES FREE, UNLESS A LIEN IS BEING RECORDED OR THE DEALER RESULD DEPARTMENT OF MOTOR VEHICLES FREE, UNLESS A LIEN IS BEING RECORDED OR THE DEALER RESULD DEPARTMENT OF MOTOR VEHICLES SUMM TOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF THE LATES, AND ANY SUMMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF THE LATES, AND ANY SUMMIT FOR THE LATES FROM VEHICLES IN EXCHANGE OF THE LATES AND ANY SUMMIT OF THE LATE TO ANY MOTOR VEHICLE ISSUING DEFICE. "NEW OPIN IS THAT WE SELL OR INSTALL WE ARE REQUIRED TO CHARGE A FOR AN EQUAL MANAGEMENT AND RESTALL WE ARE REQUIRED TO CHARGE A FOR AN EQUAL ANY ADDITIONAL THE MANAGEMENT RECYCLING FEE OF \$2.50 FOR EACH NEW THE WE SELL, ANY ADDITIONAL THE MANAGEMENT RECYCLING COSTS ARE INCLUDED IN THE ADVENTISED PRICE OF THE NEW TIRE. CIASOLINE 324 1270.43 SALES TAX AND TOTAL PRICE <u> 17977 - 50</u> SETTLEMENT CUSTOMER DEPOSIT CASH ON DELIVERY 1000-00 ESSOR B 126834 TOTAL USED VEHICLE ALLOWANCE "If this motor vehicle is classified as a used motor vehicle, 1850.00 DEALER NAMED ABOVE, certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highway at the time of ES DEALER FACILITY NO. 7050777 TOTAL SETTLEMENT THIS VEHICLE IS EQUIPPED WITH A GENERAL MOTORS ENGINE PRODUCED IN A GENERAL MOTORS PLANT OPERATED BY THE CHEVROLET

DIVISION.

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, PAUL CONTECTION OF THE PROPUSE OF THE SELLER, PAUL CONTECTION OF THE EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. Always Bring Your Car Here For Factory Authorized SERIAL NO. MAKE MODEL YEAR 17VGE22CXV5672042 526 MAZŪA 97 . D.F. SALES, L.I., N.Y. 800-87-4-1, RSS

02/12/2008 15:59 (FAX) P.025/025



BBB AUTO LINE

AGREEMENT TO ARBITRATE

Date: 01/10/2008 Case Number: CHV0750986-1R

Customer:

Business: Chevrolet

Mfr-Info: 1716 NY 1G1ZS51F86F

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 : 2006

All parties named above submit to arbitration the following:

*metallic sounds under the car driving over bumps

2* grinding noise from power steering

3 * defective value y mirror

* carepulling to the left

* Frent-Window sticking

O* excessive noise from under car when turned off

The parties have come to agreement on the following:

N/A

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

Consumer : Replacement

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)

*

*

. نوب

4

*

(* 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

ADR REPURCHASE CHECKLIST

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

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

Privileged and Confidential Information

CASE ASSESSMENT

By: Lindsey Warzocha State: New York

Customer Name: Service Request: 71- BBB Case No.: CHV0750986

536668450

Vehicle ID No. In Service Vehicle is: New BAC Code: 1G1ZS51F86F Date: 111259

11/14/2005

Year, Make & Model: 2006 Chevrolet Malibu

Mileage at Time of BBB Filing 24750

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

Financed

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

DVM Name: John Daly CAM Name: Craig Joseph

Phone/Cell Number: {Number - Cell Number Phone Number: {Phone Number}

Preferred}

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.

☐ Metallic noise under the vehicle while going over bumps

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
19/05/0 6	22756	4	8324	Replaced steering column
07/12/07	13131	1	24490	Duplicated noise. Called TAC and went through diagnostic check out-No problem found.
07/18/07	12213	1	24606	SOP
08/01/07	12656	1	24700	Replaced front stabilizer links.
11/26/07	217159	5	28920	Replaced front shocks and rear shocks. Operating as designed

☐ Grinding noise from the power steering

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/04/07	29997	1	20669	SOP-Strut bushings.
05/03/07	10348	1	21772	Replaced left strut mount and performed wheel alignment.
				Replaced right strut mount.
07/18/07	24606	1*	24606	Performed TSB doc#197398 installed insulation
08/01/07	12656	1*	24700	Not tested
11/26/07	217159	*	28920	Replaced lower steering shaft

|--|

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

07/18/07 24606 1* 24606 SOP Paint

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
27/12/05	145089	1	1949	C/S vehicle pulls to the Left Road tested vehicle found the alignment to be fine. The electronic steering is operating properly at this time.
19/05/06	22756	4*	8324	Order LF lower seat cover.
02/06/06	23013	1	8833	Replaced Vanity mirror. Replaced seat cover.
08/08/06	150498	1	10690	Tire make high pitch noise- Normal condition Noise from exhaust- normal Condition
06/04/07	29997	1*	20669	Replaced RS turn signal. Replaced mirror assembly.
05/03/07	10348	1*	21772	Paint on order, placed reggy on window
07/18/07	24606	1*	24606	Lubricated RS front and rear window tracks

THE STATE LEMON LAW READS:

Days out of service: 30 Repairs 4 or more

Time period 24 months / 18,000 miles

Does Lemon Law state nonconformity must continue to exist? Yes

Number of repair attempts in the presumption period: 1
Total days out of service during the presumption period: 4
Total days out of service during customer's ownership: 12

Vehicle Meets Presumption of Lemon Law NO

RECOMMENDATION AND RATIONALE

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

If the customer chooses to contact the better business bureau that is her choice. We have not denied repairs. The customer is not being compliant with the settlement.

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

ADR File Checklist

SR Number:71-536668450			CHV0750986	
Customer: Make/Model/Year: Chevrolet / 1/24750			S51F86F ervice : 11/14/2005	Mileage:
Received Date: 08/18 Primary Concern: Metallic sou	Day 15 Date: and fron under th	e car	Goes Active when going over l	
noise from the power steering.				
◯ Case Scan / Acknowledgem	nent (24 hrs) Comp	pletio	n Date/Time:	
 ✓ Initial Calls (72 hrs): ✓ Customer ✓ Dealer Svc Mgr ✓ Dealer Finance Mgr ✓ AVM 	Comp Comp	letion letion	n Date/Time: 08/20 n Date/Time: 08/20 n Date/Time: 08/20 n Date/Time: 08/20) / 3:56pm) / 3:56pm
⊠ Repair Orders Requested:		Rece	eived:	
∑ Sales Documents:		Rece	eived:	
⊠ BARS / Finance Sheet				
	4): Yes ∑ Yes ☐	3	No □ No ⊠	
☐ GM Position – Customer /	BBB Due Date (7-	-10 da	ıys):	
Settlement / Goodwill Offer	red Date:			
All Documents Attached (b	y Day 15)			
☐ Arbitration Date:				
☐ Closing Activities: Settlement Executive Summary Close Siebel	Comp	letion	n Date/Time: n Date/Time: n Date/Time:	/ / /
AVM: John Daly Service Dealer: 86 th Street Che Selling Dealer: Paul Conte Che		Svc	e/Box: 914055/850 Mgr: Tom Palladi tact: N/A	

NOTES:

02/19/2008 00:16 5166239730



CHEVROLET PONTAC BILLICK PLANC CIME OIDERTOON SKIUTEN HELPHRANDE

February 19, 2008 FAUL CONTE CHEVROLET INC 68 E SUNRISE HWY FREEPORT, NY 11520 Dealer Confirmation Letter-Straight

PAGE

Subject: 2006 Chevrolet Malibu

Customer:

VIN: (G1ZS51F86F

Ref SR: 71-536668450 V-146048

Dear Steve Skulnik:

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 Thursday February 21, 2008. If you have any questions you may reach me at 866-802-6625 ext2305.

PAUL CONTE CHEVROLET INC 111259 Management Agent's Signature and Title

PAUL CONTE CHEVROLET INC 111259 Management Agent's Printed Name and Title.

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

|--|

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	16571.57
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 17990.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= 1418.43
(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	1450.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 1450.00
(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	1450.00
(from Bill of Sale)	
Payoff on Trade	- 0.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	16571.57
(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	= 15571.57
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.

Mandatory Repurchase

BBB Case	Straight
COMPLIANCE DATE03/12/	08
ADR REQUEST NUMBER	71-536668450
CUSTOMER NAME	
LAST SIX OF VIN 126834	
ADR CRSLindsey Warzocha	EXT11548
DVMJohn Daly PHONE	_N/A
DATE ACCEPTANCE RECEIVED _	02/12/08
NUMBER OF DAYS FOR COMPLIA	NCE30_
TEAM LEAD'S SIGNATUREN. M	acDonald
ADR Exceptions that need to be paid i	.e. over allowance and negative equity.
COMMENTS/REASON FOR EXCEP	TION:
File will be returned without all information a	bove completed.

ADR File Checklist

Cu	Number:71-536668450 stomer:	VIN:1G1Z		
Ma 247	i ke/Model/Year: Chevrolet /Malibu/2006 750	5 In S	ervice: 11/14/2005	Mileage:
Re	ceived Date: 08/18 Day 15 Da mary Concern: Metallic sound fron un		Goes Active: when going over bur	nps, Grinding
noi	se from the power steering.			
	Case Scan / Acknowledgement (24 hrs) Completio	n Date/Time:	
	Initial Calls (72 hrs):	Completion Completion	Date/Time: 08/21 / Date/Time: 08/20 / Date/Time: 08/20 / Date/Time: 08/20 /	3:56pm 3:56pm
\boxtimes	Repair Orders Requested:	Rece	eived: Yes	
	Sales Documents:	Rece	eived: Yes	
	BARS / Finance Sheet			
	Case Assessment (by Day 14): Lemon Law Eligible: Presumption:	Yes ⊠ Yes □	No □ No ⊠	
\boxtimes	GM Position – Customer / BBB Due D	Pate (7-10 da	ys):	
\boxtimes	Settlement / Goodwill Offered Date:			
\boxtimes	All Documents Attached (by Day 15)			
	Arbitration Date:			
	Closing Activities: Settlement Executive Summary Close Siebel	Completion	Date/Time: 11/13 / 4 Date/Time: 11/13 / 4 Date/Time: 11/13 / 4	lpm
Ser	M: John Daly vice Dealer: 86 th Street Chevrolet Sabb ling Dealer: Paul Conte Chevrolet	Svc :	e/Box: 914055/8501 Mgr: Tom Palladino tact: N/A	

NOTES:









GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

August 18, 2007

Tom Palladino Paul Conte Chevrolet 68 E Sunrise Hwy Freeport NY

Re:

Siebel Request: 71-536668450 2006 Chevrolet Malibu VIN # 1G1ZS51F86F

Dear Mr. Tom Palladino:

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).
- Any and all TSB or TAC information (Case number, forms.etc)

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,

Lindsey Warzocha BRC Customer Relationship Specialist Ph# 800-231-1841 extension 11548 FAX# 866-893-7514 RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY

12/09/06 PROCESSING SOURCE: CHEVROLET PAGE: 12:52:23

VIN: 1G1ZS51F8 6F SELLG SCE: 13 MDL YR: 06 ORD NO: JJNQRD

ODATE: 08/01/05 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 02309 DDATE: 11/14/05 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 11/14/05 ORDER BY:

CANC: CANC DOE:

TRADE: 11/14/05 DLVY TO:
TRD DOE: 11/14/05
SRVC IN: LONG BEACH

SRVC IN:

SRVC OUT:

BFSO ORD DT:

PRICE ASSUR DT:

LONG BEACH

CANC SRVC IN:

BFSO CUST:

PRICE ASSUR RT:

--INCENTIVES--

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
 MTHD
 DLR
 SHR
 STAT

 CNE
 01
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 02309
 00029182455
 11/15/05
 1,000.00
 OA
 0.00
 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00029182455 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
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 DSN
 01
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 00029214422
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 9

PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLR INC MEMO NO: 00029214422 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

 CODE
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 SS/SITE
 INV/INC NO
 DATE
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PROCESS TYPE: 001 CHECK NO: SSN:

DATA SCE: DLVY INC MEMO NO: 00029182455 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: 6

CODE PAY SS/SITE INV/INC NO DATE AMOUNT MTHD DLR SHR STAT SMR 01 13 02309 2077598 12/02/05 50.00 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: VEND INC MEMO NO: 2077598 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A RCMPR010

VEHICLE DELIVERY/INCENTIVE HISTORY PROCESSING SOURCE: CHEVROLET

12:52:23

12/09/06

PAGE:

VIN: 1G1ZS51F8 6F

SELLG SCE: 13 MDL YR: 06 ORD NO: JJNQRD

 CODE
 PAY
 SS/SITE
 INV/INC NO
 DATE
 AMOUNT
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 OP 0.00 9

PROCESS TYPE: 004 CHECK NO: SSN:

DATA SCE: VEND INC MEMO NO: 2077599 AUTH PUR CD: MISC DATE: MISC:

POLICY PYMT CMNT: ACTV TYPE: A





Case Number: 146048

Originator Name: Lindsey Warzocha 866-790-5600 11548 warzocli@gmexpert.com

Created Date: 02/12/2008

Vehicle Info

 *VIN:
 1G1ZS51F86F

 Year:
 2006

 MSRP:
 17990.0

 *TAC #:
 9106850

 Make:
 Chevrolet
 Model:
 Malibu

Vehicle Comments & TAC Explanation: Advised customer condition was normal

*Date Reviewed with Customer: 02/11/2008 *Repurchase Mileage: 31248
Original Purchase Date: 11/14/2005 *Original Purchase Condition: New

Vehicle Owner(s)

Entity Type Person

* Names(s) on Title: * Title State: NY

* Primary Owner: * Address

* Reason Repurchase Power steering cuts out, metalic noises under the vehicle

UCC Codes (M0105) Steering - General - Inoperative

(F1008) Suspension - Front Suspension General - Squeaks

Vehicle Lien Holder

Type of Secured Interest: No Lien * Company: Account #:

Contact or Attention:

Address

City State ZIP Code: Day Phone: Fax: E-mail:

Original Selling Dealer

* Dealer #: 111259 Dealer Name: PAUL CONTE CHEVROLET INC

Region: 40 District: 4452

* Contact Name: Steve Skullnick * Contact Title Sales manager E-Mail:

Repurchasing Dealer: -

Repair

* Contact Name: Anthony Squeo * Contact Title:Service Manager

Vehicle Location: -

February 12, 2008 Page 1 of 2





Case Number: 146048

Originator Name: Lindsey Warzocha 866-790-5600 11548 warzocli@gmexpert.com

Created Date: 02/12/2008

Transaction

Details:

Siebel Request #: 71-536668450 * Disposition:Auction

State: NY * Type: Straight Repurchase

Source: ADR BBB Mandated

Replacement VIN:

Compliance Date: 2008-03-12 Compliance Type: BBB Mandate

MSRP: 0.0 Order #:

Repurchase:

Please process this mandated repurchase under the LL and according to the mandated

* Processing Instructions: deicion.

Disposition:

Auction

* Processing Instructions:

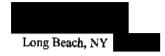
Transaction Details

Group	Responsible	<u>Formula</u>	Additional Explanation	<u>Value</u>
Usage	Use Lemon Law	19248/100000*155	Usage per Lemon Law	2998.7
Sales Tax	Customer	NA	Sales Tax	5
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
				0

February 12, 2008 Page 2 of 2



Tuesday, February 19, 2008



BBB Arbitration Decision - Straight

Subject: Repurchase of 2006 Chevrolet Malibu

VIN: 1G1ZS51F86F Ref SR: 71-536668450 V-146048

Dear

We regret that you are dissatisfied with your 2006 Chevrolet Malibu, VIN 1G1ZS51F86F and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Chevrolet will repurchase your vehicle for \$12,708.31. Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	\$12,708.31
Base Price	\$16,579.57
Tire Fee	\$12.50
Reg/Lic/Title Fees	\$60.00
State Fees	\$10.00
Dealer Fee	\$45.00
Less Usage	\$2,998.76
Less Incentives	\$1,000.00

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

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext2305 if you have any questions or concerns.

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

2/19/08

\$12,708.31

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

Total Amount to Customer

ADR File Checklist

Cus	Number:71-536668450 stomer: ke/Model/Year: Chevrolet /N 50	VIN:1	G1ZS	CHV0750986 S51F86F ervice: 11/14/2	
Rec	eived Date: 08/18	Day 15 Date:	0.00%	Goes Ac	
	mary Concern: Metallic sou se from the power steering.	ma iron unaer un	e car	when going ov	ver bumps, Grmanig
1101	se from the power steering.				
	Case Scan / Acknowledgem	nent (24 hrs) Comp	oletio	n Date/Time:	
	Initial Calls (72 hrs): Customer Dealer Svc Mgr Dealer Finance Mgr AVM	Compl Compl	letion letion	n Date/Time: 0 n Date/Time: 0	08/21 / 10:21am 08/20 / 3:56pm 08/20 / 3:56pm 08/20 / 4:00pm
	Repair Orders Requested:		Rece	eived: Yes	
	Sales Documents:		Rece	eived: Yes	
	BARS / Finance Sheet				
	Case Assessment (by Day 14 Lemon Law Eligible: Presumption:	4): Yes ⊠ Yes □]	No □ No ⊠	
	GM Position – Customer / 	BBB Due Date (7-	10 da	ıys):	
	Settlement / Goodwill Offer	red Date:			
	All Documents Attached (b	y Day 15)			
	Arbitration Date:				
	Closing Activities: Settlement Executive Summary Close Siebel	Comp	letion	n Date/Time: n Date/Time: n Date/Time:	/ / /
Ser	M: John Daly vice Dealer: 86 th Street Che ing Dealer: Paul Conte Che		Svc]	e/Box: 914055 Mgr: Tom Pal tact: N/A	

NOTES:

Privileged and Confidential Information

CASE ASSESSMENT

By: Lindsey Warzocha State: New York

Customer	Name:			Service 536668	Request: 71- 450	BBB Case	No.:	CHV0750986
Vehicle IE 1G1ZS51			Dat	Service te: 14/2005	Vehicle is: N	lew		C Code: 259
•		el: 2006 Che BBB Filing 2		ibu	Vehicle Purc	hased Used on: N/	A at o	dometer N/A
_		C☐ Other		e}	Sale Type: Financed	Purchase Leas	e	Other :
DVM Nam Phone/Ce Preferred	II Numbei	Daly r: {Number	- Cell Num	nber	CAM Name:	Craig Joseph per: {Phone Numbe	er}	
			VEH	ICLE REP	AIR HISTOI	RY		
Througho category.	ut the en	tire form, us	se an aster	isk (*) if da	ıy(s) out of se	rvice are already c	ounte	d in another
		RK IN THE I D REPAIRS F				SED ON REPAIR OR	RDERS	. USE "N/A"
☐ <u>Metalli</u>	<u>c noise ι</u>	ınder the ve	ehicle whil	e going ove	er bumps			
<u>Date:</u>	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint an	d Repair Performed:		
☐ <u>Grindiı</u>	ng noise	from the po	ower steer	ing				
<u>Date:</u>	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint an	d Repair Performed:		
☐ <u>{Symp</u>	otom}							
<u>Date:</u>	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint an	d Repair Performed:		
☐ {Symp	otom}							
Date:	RO #:	Days Out:	Mileage:	Description (of Complaint an	d Repair Performed:		
	_							
☐ {Symp	otom}							
<u>Date:</u>	RO #:	Days Out:	Mileage:	<u>Description</u>	of Complaint an	d Repair Performed:		

☐ {Symp	tom}					
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repa	ir Performed:	
☐ Recall/	Campaig	<u>ın (Not Rela</u>	ated to Ot	ther Symptoms/Complaints)		
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repa	ir Performed:	
☐ Other						
Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repa	ir Performed:	
			THE ST	TATE LEMON LAW READS:		
Days out of service: 30 Repairs 4 or more Time period 24 months / 18,000 miles Does Lemon Law state nonconformity must continue to exist? Yes						
If applicable, safety-related repairs {# of repair attempts} Safety-related time period {# of months} / {# of miles}						
Number o	Number of repair attempts in the presumption period: {# of repair attempts}					

Vehicle Meets Presumption of Lemon Law YES or NO

{# 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:	{Name}	Date: {Date}

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

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

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

December 22, 2010

San Leandro, CA

Service request: 71-537277622

Vehicle Identification Number: 1G2ZG528854

Customer Relationship Specialist: Alicia Schneider

Dear

Thank you for allowing us the opportunity to review your case regarding your 2005 Pontiac G6. Unfortunately, our attempts to reach you were unsuccessful.

Therefore, we will not be able to take any further action regarding your concern until we have an opportunity to discuss this with you. We will continue to hold your file open for 10 days.

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 your service request number above when calling.

Sincerely,

General Motors Corporation



Customer Assistance Center

Pontiac PO Box 33172 Detroit, MI 48232-5172

AUG 0 3 2007







August 1, 2007

Customer Assistance Center Pontiac

PO Box 33172
Detroit, MI 48232-5172

San Leandro, CA

Service Request: 71-537277622

Customer Relationship Specialist: Alicia Schneider

CUSTOMER DID NOT RECEIVE THIS FROM GMC

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528854

- 48 months or 72,000 miles, whichever occurs first, beginning on July 24, 2007 and ending on July 24, 2011 and begins with 28,906 and ends with 100,906 odometer miles
- Standard rental
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Pontiac Customer Assistance Center

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

December 22, 2010

San Leandro, CA

Service Request: 71-537277622

Customer Relationship Specialist: Alicia Schneider

Dear

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZG528854 is for the following:

- 48 months or 72,000 miles, whichever occurs first, beginning on July 24, 2007 and ending on July 24, 2011 and begins with 28,906 and ends with 100,906 odometer miles
- Standard rental
- A \$0.00 deductible

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

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Pontiac Customer Assistance Center

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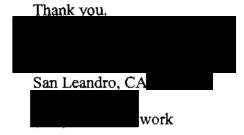
July 20, 2007

Alice Schneider General Motors Fax: (866) 775-9447

Ms. Schneider:

Pursuant to our conversation today, 7/20/07, attached is a sheet indicating the terms of my lease regarding my Pontiac G6.

I bought the vehicle in September of 06, leasing through AmeriCredit. I refinanced in March of 2007 and my current leasing company is CitiFinancial Auto. Attached is a copy of a sheet indicating the lease terms, beginning on March 11, 2007 for 72 months. Also attached is my current odometer reading.



in full before the scheduled date and prepayment refunds and penalties.

"e" means estimate.

Mar 11, 2007 Date of Note Account/Contract No. CITIFINANCIAL AUTO Borrower(s) Creditor Lender 2208 HWY 121 STE 100 Address Address SAN LEANDRO, CA BEDFORD, TX 76021 "[", "me", "my", "mine" and similar words mean each person who signs as a Borrower. "You" and "your" and similar words mean the Lender. AMOUNT FINANCED TOTAL OF PAYMENTS FINANCE CHARGE ANNUAL PERCENTAGE RATE The amount I will have paid after I have The dollar amount the credit The amount of credit provided to The cost of my credit as a yearly made all payments as scheduled me or on my behalf wiji cost me rate е 26333.28 18340.00 7993.28 12.75 % е е My payment schedule will be: 17th When monthly payments are Due Amount of Payments **Number of Payments** First monthly payment will be due 30 days after loan disbursement, or 43 days after loan disbursement if loan disbursement is on or after the 20th day of the month, and the 365.74 72 subsequent payments will be due on the same day of each month thereafter.
as follows: a 2005 PONTIAC G6-V6 Late Charge: If any part of a payment is unpaid for 10 days after it is due, I may be charged 5% of the amount of the payment. Prepayment: If I pay off early, I will not have to pay a penalty. Additional Information: See the contract documents for any additional information about nonpayment, default, security interests, any required repayment

510 337 0125

P.02/03

ODOMETER

I, state that the odometer now reads 28,906.

2005 Pontiac G6

VIN: 1G2ZG528854

7-20-07

Dated

Privileged and Confidential Information

Case Assessment By: Alic	<u>ia Sch</u> neider	Siebel/CARS Request #: 71-537277622		
Customer Name:				
Veh year: 2005	Make: GMC	Model: G6	Current mileage: 28400	
Veh ID #:	In Service Date: 6/7/05	Lease: 9/6/06	If used: 14000	
1G2ZG528854				
What is the customer seeking? Customer does not indicate.				

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Power Steering

Date:	RO#:	Mileage:	Days	Out: Description of Repair:
7/7/07	001225	28642	6	C/S to chk steering is sloppy most of the time at times it binds & is hard to turn. Found C0545 STEERING WHEEL TORQUE INPUT SENSOR. Performed diagnostic as per doc#1241508. Lowered the bolster panel & inspected the wiring & connectors. Found wiring Ok. But noticed grease leaking from steering column where the torque sensors are housed. Cleared DTC & road tested the veh. Performing several parking lot maneuvers. Code did not return. Called TAC spk w/ Bill Webber. He recommends steering column replacement. Case#9741171. Removed the knee bolster column trim panels, clam shell trim, SIR module. SIR module coil. Adjustable brake pedal brackets. Removed the steering column. Removed the electric motor & P/S module assy & transferred parts onto new steering column. Installed steering column into veh. Installed interm shaft. Installed multifunction switch SIR module coil. SIR module. Steering wheel, all trim pieces road test the veh.

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front Brakes

Date:	RO#:	Mileage	Days	Out: Description of Repair:
10/10/0	6 70356	15842	11	C/S squeaking noise heard from left front. Verified same noise as before. Called TAC & spk w/ Lauren Wenger & advised by him of bulletin #04-05-23-004. Which the veh working on is not part of this bulletin but has the same concern. Was advised to perform bulletin on veh. If this does not fix the concern then replace the calipers, ordered fluid for repair. Tech 692 (10/10/06). Performed bulletin as per TAC. Stopped noise for a little bit but then the noise returned as per TAC 2 front calipers w/ be ordered. Tech 692 (10/10/06) tech 692 (10/12/06). Removed & replaced both front calipers. Road tested veh through parking lot veh is quite at this time. Recommend road test overnight to verify the noise is gone for good. Advised Svc Writer of condition. Tech 692 (10/12/06). Tech 692 car was road tested overnight & noise came back. Called ATC & spk w/ Tim Hooper. Advised him of repairs was advised to compare this to a like veh. Closest veh on the lot was a 06. No noise heard from that veh on drive was advised to get AVM involved w/ veh. Tech 692 (10/13/06) tech 692 spk w/ tech 549 about veh. Road tested w/ Tech 549 & the noise was verified. Racked veh & removed both front rims. Tech 549 advised to remove & machine rotors. While cleaning HUB surface & rotor surfaces for machine. Found that the surfaces of the rotor HUB uneven. Showed to tech 549.

Team Lead Approval:

				Advised to call TAC & advised of findings & recommend to replace front rotors & HUBs. Called TAC & advised them of condition. Was advised to call AVM to get approval of front rotors & HUB's. When parking the veh noticed that the noise is gone again. But w/ return. Tech 692 (10/13/06) tech 692 removed & replaced the front rotors & HUBs. After AVM approval. Road tested overnight to verify fix. Tech 692 (10/19/06) the veh was road tested overnight & the noise did not return. The fix is verified. Tech 692 (10/20/06).
9/30/06	70094	15458	*	C/S squeaking/squealing noise heard from left front when braking: Verified cust's concern. Found that the left front caliper was making some noise. Removed caliper & lubricated slides & guides fro brake pads. After that the noise was traced down to the sway bar link. The sway bar link was removed & the noise went way on the drivers side & the PASS side started making noise. Lubricated sway bar bushings & noise remained a sway bar links. Sway Bar links order3ed tech 692 (9/30/06) Tech 692 removed & replaced the sway bar chassis ears to veh & road tested again. Noise was heard loud at both front calipers. Noise seemed to bounce back & fourth between front calipers. Called TAC & spk w/ Wes Nichols case#9223055. Advised him of condition was told to lubricate front brake pads. This had already been done was advised to replace the front brake pads. Removed & replaced the front brake pads. No noise heard after repair the fix is verified tech 692 (10/4/06).

OTHER SYMPTOM/CONCERN:

Date:	RO#: Mil	eage: Day	s Out:	Description of Repair:
4/7/07	75135	24266	1	C/S the PASS side visor light is inop. Broken mirror on visor. 4/21/07 replace visor mirror assy as needed. C/S the front diver side back seat cover is coming off.
				Drivers side rear seat tray coming off, verified the concern & inspected the cover, found tht the top of the cover slipped off its retaining clips. Also saw that the right rear mounting bracket on the cover was broken. Reattached the top of the cover & ordered a new cover.
				Replaced drivers side mirror – original broken – SOP here. L/F mirror 4/14/07 replace L/F broken outside mirror & chk operation & all ok. Note: Bolt cover on door panel by door latch broken & missing so ordered new on. 4/21/07 install missing button.
9/30/06	70094	15458	6	C/S remote transmitter inop. Reprogrammed remote transmitter – rear door compartment lock.

Privileged and Confidential Information

Total Days Out of Service: 24(excluding days Collision Repairs)	for customer	pay reasons such as; N	Maintenance and
VEHICLE MEETS PRESUMPTION LEMON LAW?	YES:	NO: NO	
What is customer eligible for (based upon the States lemon law requirements for meeting procustomer does not meet remedies.	_	•	elines and the
DVM and/or DEALER RECOMMENDATION(s): Offer was already offer car pmt reimb's w/not do any more rother than the GMPP.			
CRS RECOMMENDATION & RATIONALE (EXPLAIN submitted for steering had been with Michael Stead dl brakes cust was already awarded 2 car pmt reimb's w. Value Guard need to check first to see for how long is	rshp. Since the Inot offer any	here has not been any or more car pmt reimb's.	current concern on Wil offer a GMPP
OFFER: GMPP Value Guard 48/72			
Note: Previous BBB Case PGM0665466 – 10/19/regarding brake issue. Settled w/cust on 11/6/07			
Decision reached by CRS: Arbitrate cas	se:	Settle case:	7/24/07

Team Lead Approval:

Date:



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 19, 2007

Denise Soliz 800-334-2406 ext. 203 CALIFORNIA

Re:

BBB case # PGM0746991
2005 Pontiac G6
VIN # 1G2ZG528854

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that is dissatisfied with her 2005 Pontiac G6. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We apologize for any inconvenience may have experienced.

At this time all of the concerns has brought to the attention of the dealer have been corrected. The last time the vehicle was in a General Motors dealer all concerns were addressed and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that make the vehicle available for repairs per the terms of the warranty.

We do not believe there has been any significant impairment to the use, value or safety of the vehicle and General Motors would not agree to repurchase or replace the vehicle.

We ask that the customers request for repurchase be denied and that the customer continue to work with GM per the terms of the warranty. Sincerely,

Alicia Schneider BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11232 FAX# 866-775-9447



MICHAEL STEAD BUICK - PONTIAC - GMC

2679 North Main St. Walnut Creek, CA 94597 (925) 932-4800





U.S. EPA ID #CAL000266552

U.SARRAND#1670_000266552 NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK. BAR # AM231379

78509	ADVISOR MARY MEYER		TAG NO		INVOICE DATE	INVOICE NO.
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MICHAEL STEAD BUICK - PONTIAC - GMC

2679 North Main St. Walnut Creek, CA 94597 (925) 932-4800





U.S. EPA ID # CAL000266552

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BAR # AM231379

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PAGE 2 OF 2 CUSTOMER COPY	14.1	[END OF INVO	ICE J:02:52pm			

DTC C0545 (Symptom 00)

Circuit Description

The steering column shaft torque sensor is a 5-volt dual analog inverse signal device which is used to sense steering direction and the amount of torque being applied to the steering column shaft when the steering wheel is turned. The valid signal voltage range of the sensor is 0.25-4.75 volts. When applying torque to the steering column shaft during a right turn, the sensor's signal 1 voltage increases, while the signal 2 voltage decreases within the valid signal voltage range. When applying torque to the steering column shaft during a left turn, the sensor's signal 1 voltage decreases, while the signal 2 voltage increases within the valid signal voltage range.

DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0545 Steering Wheel Torque Input Sensor

This vehicle has DTCs which include DTC symptoms. For more information on DTC symptoms, refer to <u>DTC Symptom Description</u>.

DTC Symptom	DTC Symptom Descriptor
00	No Additional DTC Information

Condition for Running the DTC

- The ignition is ON, with the engine ON.
- Steering column shaft torque input is present.

Condition for Setting the DTC

- The torque sensor's signal 1/signal 2 voltages are less than 0.25 volt, or greater than 4.75 volts.
- A short to ground, short to voltage, or an open in the torque sensor, or the circuits to the sensor

Action Taken When the DTC Sets

- DTC C0545 00 is stored in memory.
- The DIC displays the POWER STEERING warning message.
- No steering assist is provided.

Conditions for Clearing the DTC

- A current DTC will clear on the next malfunction-free ignition cycle.
- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

Test Description

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

- 2. Tests if the sensor is within the valid signal voltage range.
- 3. The use of <u>EL-47564</u> power steering control module (PSCM) test harness in steps 3-5 tests if the malfunction is internal to the PSCM.
- 5. Tests if the low reference circuit is opened or shorted internal to the PSCM. Since the torque sensor's signal 1 and signal 2 data parameters both drop to 0.0 V when the torque/position sensor connector is disconnected, the position sensor's signal 1 data parameter is used to verify low reference circuit operation.
- 7. Tests if the torque/position sensor harness is damaged. Since both ends of the harness cannot be accessed, only visual circuit inspection can be performed.

Step	Action	Value (s)	Yes	No
	natic Reference: Power Steering Schematics ector End View Reference: Power Steering Conne	ector End	l Views	
1	Did you perform the Diagnostic System Check - Vehicle?		Go to <u>Step 2</u>	Go to <u>Diagnostic</u> System Check - <u>Vehicle</u>
	 Install a scan tool. Turn ON the ignition, with the engine OFF. With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display. Does the scan tool indicate the Torque Sensor Signal 1 and Signal 2 Data parameters are within the specified range? 	0.25- 4.75 V	Go to <u>Testing for</u> <u>Intermittent</u> <u>Conditions and Poor</u> <u>Connections</u>	Go to <u>Step 3</u>
	 Turn OFF the ignition. Disconnect the torque/position sensor harness connector from the power steering control module (PSCM). Connect the <u>EL-47564</u> PSCM test 			

the PSCM test harness connector 5. Turn ON the ignition, with the en OFF. 6. With the scan tool, observe the Te Sensor Signal 1 data parameter. Does the scan tool indicate the Torque S Signal 1 data parameter is less than the value?	e 4.9-5 V or
1. Connect a 3-amp fused jumper w between the 5-volt reference circulate steering shaft torque signal 2 the PSCM test harness connector 2. With the scan tool, observe the Test Sensor Signal 2 data parameter. Does the scan tool indicate the Torque Signal 2 data parameter is less than the value?	e 4.9-5 V
1. Connect a 3-amp fused jumper w between the low reference circuit steering position sensor signal 1 of the PSCM test harness connector 2. With the scan tool, observe the Standard Position Sensor Signal 1 data parameter is greated the specified value?	it of ng ng ter. 0.0 V
the specified value? 1. Turn OFF the ignition. 2. Inspect for poor connections at the torque/position sensor harness connections and Poor Connections Connector Repairs. Did you find and correct the condition?	
Visually inspect the torque/position sen harness for any damaged wires. Refer to Repairs and Repairing Damaged Wire Insulation.	
Did you find and correct the condition? Replace the power steering motor/modu	Go to Step 10 Go to Step 9

8	assembly. Refer to Motor Replacement - Power Steering Assist. Did you complete the replacement?	 Go to Step 10	
9	Replace the torque sensor. Refer to Steering Column Replacement. Did you complete the replacement?	 Go to Step 10	
10	 Use the scan tool in order to clear the DTC. Operate the vehicle within the conditions for running the DTC. Does the DTC reset?	 Go to Step 2	System OK

<- Back Forward ->

Document ID# 1241508

Feedback Print

Subject: Brake Noise/Creak During Slow Speed Braking (Lubricate

Brake Caliper) #04-05-23-004 - (09/20/2004)

×

Models: 1999-2003 Chevrolet Malibu

2004 Chevrolet Malibu Classic 1999-2004 Oldsmobile Alero 1999-2004 Pontiac Grand Am

Condition

Some customers may comment on a creak type noise occurring when applying the brakes. It is usually heard only during slow speed brake maneuvers. If this condition exists, it should be able to be duplicated when the vehicle is not moving by depressing the brake and listening for the noise from the wheel-well/caliper area.

Cause

This condition may be caused by a caliper piston to seal interface issue during brake apply. If the caliper is removed and the piston is pushed back, the noise may be eliminated. This is usually only a temporary fix.

Correction

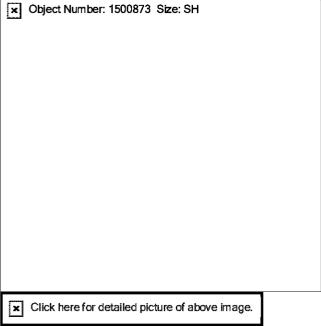
DO NOT REPLACE CALIPER.

To repair this condition, lubricate the entire circumference of the seal at the caliper piston interface using Kluber Fluid and the following procedure:

- 1. Remove the wheel and reinstall two lug nuts. This will hold the rotor to the bearing surface so debris does not fall between the surfaces and cause lateral runout (LRO).
- 2. Remove the bottom bolt from the caliper assembly without disturbing the hydraulic system.

➤ Object Number: 1500872 Size: SH	
■ Click here for detailed picture of above image	ige.

- 3. Swing the caliper assembly up so the caliper assembly is facing upward.
- 4. Thoroughly clean the piston boot with GM approved Brake Clean. Pay particular attention to the area where the boot interfaces with the piston.
- 5. Using compressed air, dry the piston/boot area.



- 6. Remove the cap from the tip of the bottle and carefully insert the tip, P/N 89022161, between the boot and piston, inward of the piston boot groove.
- 7. From the top side of the piston (reference diagram), inject the lubricant. With the caliper in the tilted position, the lubricant will flow down and work its way around the entire circumference of the seal. Let the caliper body assembly remain in this position for a minimum of 2 minutes to allow for the fluid to completely work its way around the seal.
- 8. Push the piston into the seal to ensure the lubricant is on both the piston and seal surface.

Important: Excessive fluid could appear as a failure and lead to a comeback. To prevent unnecessary future repairs, it is important to only use one bottle per side and make sure excess

fluid is wiped away.

- 9. Wipe away any excessive fluid.
- 10. Reassemble the caliper to the vehicle.

Tighten

Tighten the caliper bolts to 31N·m(23 lb ft).

- 11. Repeat steps 1-9 on the opposite side of the vehicle, if necessary.
- 12. Pump the brake pedal to push the caliper piston back into place.
- 13. Reinstall the wheel and test drive the vehicle to verify repair.

Parts Information

Part Number	Description	
89022161	Service Kit Kluber Fluid	

Important: The service kit will consist of a "one—time use only" bottle which will service one caliper.

Parts are currently available from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
H9702	Brake Caliper Lubricate (One Side)	0.3 hr
H9703	Brake Caliper Lubricate (Both Sides)	0.6 hr

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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<- Back | Forward ->

Document ID# 1550470





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MARINA

PONTIAC - GI

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577 Tel: (510) 618-4800

Fax: (510) 618-4891 www.marinapontiacgmc.com

INVOICE

HAYWARD, CA

DUPLICATE 1 PAGE 1

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1444 MARINA BLVD. SAN LEANDRO, CALIFORNIA 94577

Tel: (510) 618-4800; Fax: (510) 618-4891

www.marinapontiacgmc.com

INVOICE

DUPLICATE 1

CUSTOMER X

 (G_{-2})

PAGE 2 HOME: BUS. SERVICE ADVISOR: 682 ERNESTO AVALOS COLOR MAKEMODEL BURGANDY 05 <u>PON</u>TIAC G6 1G2ZG5288541 PROD DATE WARR EXP. IN SVC. DATE 07JUNO5 IS <u>07JUN2008 17:00 21APR07</u> 0.00 CL **23APR**07 R.O. OPENED DATE CUST. NOTIFIED OPTIONS: ENG:3.5 Liter SFI 08:12 07APR07 09:12 23APR07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 24266 broken mirror on visor 761 4/21/07 replace visor mirror assy as CUSTOMER REPORTS THE DRIVER CHCEK AND REPORT S123 INTERIOR TRIM 99 W4 761 (N/C)15855080 MIRROR FC: PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: PARTS: 0.00 LABOR. 0.00 OTHER: 0.00 TOTAL LINE C: 24266 mirror visor broken 761 4/21/07 replace broken mirror visor assy CUSTOMER REPORTS THE FRONT DRIVER SIDE BACK SEAT COVER IS COMMING OFF CHCEK AND REPORT CAUSE: E S123 INTERIOR TRIM 755 **W4** (N/C)761 W4 (N/C)1 15284807 F-PANEL (N/C)2 25639958 F-RETAINER FC: PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: DESCRIPTION ORIGINAL ESTIMATE: AUTHORIZED REVISED ESTIMATE LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT CUSTOMER MARINA PONTIAC · GMC MISC, CHARGES TOTAL CHARGES ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY

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SUSTOMER X

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INVOICE

MARINA PONTIAC GM

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577

Tel: (510) 618-4800

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MARINA PONTIAC - GMC	1 ACKNOWLEDGE NOTICE APPROVAL OF AN INCRE ORIGINAL ESTIMATE PRIC	AND ORAL ASE IN THE	CUSTOMER	SUBLET AMOUNT	
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	I ACKNOWLEDGE RECEIP OF THIS INVOICE.	T OF VEHICLE AND I HA	VE RECEIVED A COPY	ADJUSTMENTS	
	or ring havoice.			SALES TAX	
	CUSTOMER X_			PLEASE PAY	
				THIS AMOUNT	

08/11 PAGE

TOTAL

70094

INVOICE

MARINA PONTIAC . GMC

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577 Tel: (510) 618-4800

Fax: (510) 618-4891 www.marinapontiaegmc.com

PAGE 2

HAYWARD, CA HOME: BUS:

356213

SERVICE ADVISOR: 786 NEIL

GOLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG BURGANDY 05 PONTIAC G6 1G2ZG528854 15458/15084 IN SVC. DATE PROD DATE WARR EXP PROMISED PO NO PAYMENT INV. DATE 07JUN05 _IS 07JUN2008 17:00 040CT06 0.00 CASH 040CT06 R O. OPENED DATE CUST. NOTIFIED OPTIONS: ENG:3.5 Liter SFI

<u> 12:</u>11 30SEP06 10:58 040CT06

LINE OPCODE TECH TYPE HOURS

LIST NET#9223055.ADVISED HIM OF CONDITION WAS TOLD TO LUBRICATE FRONT BRAKE PADS.THIS HAD ALREADY BEEN DONE. WAS ADVISED TO REPLACE THE FRONT BRAKE PADS REMOVED AND REPLACED THE FORNT BRAKE PADS NO NOTHE HEARD AFTER REPAIR. THE FIX IS VERFIED. TECH 692 10/4/06

EST: 0.00 30SEP06 12:11 SA: 786

MARINA PONTIAC - GMC

ORIGINAL ESTIMATE:

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COFY OF THIS INVOICE. SIGNATURE X

CUSTOMER

AUTHORIZED REVISED ESTIMATE:

SUBLET AMOUNT 0.00 MISC, CHARGES 0.00 TOTAL CHARGES 0.00 ADJUSTMENTS 0.00

DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SALES TAX 0.00 PLEASE PAY THIS AMOUNT 0200

TOTALS

0.00

0.00

0.00

CUSTOMER X

70356

MARINA

PONTIAC • GMC

1444 MARINA BLVD.

/ 0.3 5 6

SAN LEANDRO, CALIFORNIA 94577 *INVOICE* Tel: (510) 618-4800 Fax: (510) 618-4891 HAYWARD, CA www.marinapontiacgmc.com PAGE 1 HOME: BUS SERVICE ADVISOR: 786 NEIL COPPENS COLOR MAKE/MODEL VIN MILEAGE INFOUT MCENSE TAG BURGANDY 05 PONTIAC G6 1G2ZG528854 IN SVC DATE PROD DATE WARR EXP <u>15842/15916</u> PROMISED PO NO. PAYMENT INV. DATE <u>07JUN2008 17:</u>00 100CT06 0.00 CASH 200CT06 R O. OPENED DATE CUST NOTIFIED OPTIONS: ENG:3.5 Liter SFI <u>07:26 100CT06</u> 08:21 200CT06 LINE OPCODE TECH TYPE HOURS LIST A CUSTOMER STATES SQUEEKING/SQWAUKING NOISE HEARD FROM LEFT FRONT NET TOTAL -PARKING LOT SPEEDS AND LIGHT BRAKING -SEE HISTORY CAUSE: . S120 STEERING/SUSPENSION 692 **W**4 (M/C) 2 89022161 LUBRICANT (N/C) 1 12378352 CLEANER (N/C) 1 22705313 CALIPER (N/C)1 22705314 CALIPER (N/C) 1 12377967 FLUID (N/C)1 21012386 WASHER (N/C) 2 22706425 HUB (D/G) 2 15856665 ROTOR (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 15916 VERIFIED SAME NOISE AS BEFORE.CALLED TAC AND SPOKE WITH LAUREN Wenger and advised him of previous repairs and and noise that is OCCURRIN WAS ADVISED BY HIM OF BULLINTIN #04-05-23-004. WHICH THE VEHICLE WORKING ON IS NOT PART OF THIS BULLINTIN BUT HAS THE SAME CONCERN. WAS ADVISED TO PERFORM BULLINTIN ON VEHICLE. IF THIS DOES NOT FIX THE CONCERN THEN REPLACE THE CALIPERS ORDERED FLUID FOR REPAIR.TECH 692 10/10/06 PERFORMED BULLINTIN AS PER TAC.STOPPED NOISE FOR A LITTLE BIT BUT THEN THE NOISE/ RETURNED AS PER TAC 2 FRONT CALIPERS WILL BE ORDERED.TECH 692 10/10/06 TECH 692 10/12/06 REMOVED AND REPLACED BOTH FRONT CALIPERS/ ROAD TESTED VEHICLE THROUGH PARKING LOT VEHICLE IS QUITE AT THIS TIME.RECOMEND ROAD TEST OVERNIGHT TO VERIFY THE NOISE IS GONE FOR GOOD.ADVISED SVC WRITER OF CONDITION.TECH 692 10/12/06 TECH 692 CAR WAS ROAD TESTED OVERNIGHT AND THE NOISE CAME BACK.CALLED ATC and spoke with tim hooper. Advised him of repairs. Was advised to compare THIS TO A LIKE VEHICLE CLOSEST VEHICLE ON TH LOT WAS A O6.NO NOISE HEARD FROM THAT VEHICLE ON DRIVE WAS ADVISED TO GET AVM INVOLVED WITH VEHICLE.TECH 692 10/13/06 TECH 692 SPOKE WITH TECH 549 ABOUT VEHICLE ORIGINAL AUTHORIZED REVISED ESTIMATE: DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. CUSTOMER SUBLET AMOUNT MARINA PONTIAC - GMC MISC. CHARGES Х TOTAL CHARGES I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY ADJUSTMENTS

SALES TAX

PLEASE PAY THIS AMOUNT

INVOICE

356213 70356 1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577

Tel: (510) 618-4800 Fax: (510) 618-4891 www.marinapontiacgmc.com

HAYWARD, CA PAGE 2 HOME: BUS: SERVICE ADVISOR: 786 NEIL COPPENS MAKE/MODEL LICENSE COLOR VIN TAG BURGANDY 05 PONTIAC G6 1G2ZG5288541 <u> 15842/15916</u> IN SVC. DATE PROD DATE WARR EXP PROMISED PO NO. PAYMENT INV DATE 07JUN05 <u>07JUN2008 17:00 100CT06</u> 0.00 CASH 200CT06 DATE CUST, NOTIFIED RO. OPENED OPTIONS: ENG:3.5 Liter SFI 08:21 200CT06 07:26 100CT06 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL ROAD TESTED WITH TECH 549 AND THE NOISE WAS VERIFIED RACKED VEHICEL AND REMOVED BOTH FRONT RIMS. TECH 549 ADVISED TO REMOVE AND MACHINE ROTORS WHILE CLEANING HUB SURFACE AND ROTOR SURFACES FOR MACHING FOUND THA THE SURFACES OF THE ROTOR AN HUB ARE UNEVEN. SHOWED TO TECH 549 ADVISED TO CALL TAC AND ADVISE OF FINDINGS AND RECOMEND TO REPLACE FRONT ROTORS AND HUBS CALLED TAC AND ADVISED THEM OF CONDITION. WAS ADVISED TO CALL AVM TO GET APPROVAL OF FRONT ROTORS AND HUBS. WHEN PARKING THE VEHICLE NOTICED THAT THE NOISE IS GONE AGAIN.BUT WILL RETRUN TECH 692 10/13/06 TECH 692 REMOVED AND REPLACED THE FRONT ROTORS AND HUBS.AFTER ASM APPROVAL.ROAD TESTED TO BURN IN ROTORS.NO NOISE WAS HEARD ON ROAD TEST VEHICLE TO BE ROAD TESTED OVERNIGHT TO VERIEY FIX.TECH 692 10/19/06 THE VEHICLE WAS ROAD TESTED OVERNIGHT AND THE N NOISE DID NOT RETURN, THE FIX IS VERIFIFED, TECH 692 1.0/20/06 B** RENTAL CAR CAUSE: RENTAL RENTAL CAR (N/C)99 W4 FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: SUBL ENTERPRISE INV#D313879 PO#144464 (N/C) W4 TOTAL LINE B: 0.00 PARTS: LABOR: 0.00 OTHER: 0.00 0.00 ***************** DESCRIPTION TOTALS ORIGINAL ESTIMATE AUTHORIZED LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 CUSTOMER MISC. CHARGES 0.00 MARINA PONTIAC - GMC TOTAL CHARGES 0.00 Х I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE. 0.00 ADJUSTMENTS 0..00SALES TAX PLEASE PAY 0.00 CUSTOMER X THIS AMOUNT



MICHAEL STEAD BUICK - PONTIAC - GMC

2679 North Main St. Walnut Creek, CA 94597 (925) 932-4800





U.S. EPA ID #CAL000266552

U.SAERAM2#16AL 000266552 NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK. BAR # AM231379

CÚSTOMER NO. 78509	MARY MEYER	TAG NO.		INVOICE DATE 07/12/07	INVOICE NO), " <u> </u>
	LABOR RATE	MILEAGE)45	COLOR	PNCB STOCK NO.	
·	YEAR / MAKE / MODEL		8,642	RED./		
SAN LEANDRO, CA	05/PONTIAC/G6/4 DO	OR SEDAN		DELIVERY DATE	DELIVERY N	ILES
ļ ———	<u> </u>	5 4		SELLING DEALER NO.	PRODUCTIO	N DATE
	ÉT. E. ÑO.	F. O. NO.		⁵ 07/07/07		
GUSINESS PHÓNE	COMMENTS			07/07/07	1.70	300.5
LABOR & PARTS J# 1 390LZ CUSTOMER STATES THE STEERING IS SIT	i 1981-baril d <u>e il Bart</u> ion Vigna antiques		Tagain St. of	AND WAS TO ANTIONAL OF THE	MO:	28642
CUSTOMER STATES THE STEERING IS SLI	DPPY MOST OF THE TIME		RRANTY			
ADVISE 11 STINDS AND 15 HARD TO TO	JRN : PLEASE DIAGNOSE AND					
FOUND C0545 STEERING WHEEL TORQUE DIAGNOSTIC AS PER DOCUMENT 1241508						
LOWERED THE BOLSTER PANEL AND INSPE CONNECTORS FOUND WIRING OK, BUT NOT FROM STEERING COLUMN WHERE THE TORC CLIFARED DIC AND POAD TESTED THE VE	CTED THE WIRING AND					
FROM STEERING COLUMN WHERE THE TORC	UE SENSORS ARE HOUSED				(- '	
CLEARED DTC AND ROAD TESTED THE VEH PARKING LOT MANUVERS CODE DID NOT SPOKE WITH BILL WEBBER. HE RECOMMEN	ICLE PERFORMING SEVERAL RETURN: CALLED TAC					
REMOVED THE KNEE BOLSTER, COLUMN THE TRIM, SIR MODULE, SIR MODULE GOIL	ÎM PANELS. CLAM SHELL					
I DIVAGNETA, REMOVED THE STEERING COULT	MNY DEMOVED THE ELECTORS					
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ROAD TEST THE VEHICLE	Note: The second of the second	aria (h. j.				•
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	JOB # 1 (0)	AL PARIS	RRANTY 0.00			
	JOB # 1 TOTAL LABOR	& PARTS	0.00			
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PAGE 1 OF 2 CUSTOMER CORY	rockitiku.					
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MICHAEL STEAD BUICK - PONTIAC - GMC

2679 North Main St. Walnut Creek, CA 94597 (925) 932-4800





U.S. EPA ID # CAL000266552

U.SABR#AND#IGAL 000266552 ICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.
BAR # AM231379

78509	MARY MEYER LABOR RAYE LICENSES	502 TAG NO.	07/12/07	INVOICE NO. PNCB122	>5
·		MILEAGE 28,642	COLOR	STOCK NO.	
SAN LEANDRO, CA	YEAR/MAKE/MODEL 05/PONTIAC/G6/4		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G Z Z G 5 2 8		SELLING DEALER NO.	PRODUCTION DATA	<u> </u>
	F.T. E. NO.	P.O. Ho.	R. O. DATE	<u> </u>	
BUSINESS PHONE	COMMENTS		07/07/07		
TOTALS				MO: 28	642
Please tell us about our Service and Parts Dep	antwante To-				V.,
My Service Advisor listened and understand my	4	AL LABOR 0.00 AL PARTS: 0.00			
My valated A man manufacture	energia al la Nella de Albanda TOTA	AL SUBLET 0.00 AL G.O.G. 0.00			
My vehicle was ready at agreed time. My Service Representative called and thorough? the repairs and applicable charges. YES () NO ()	ŢOŢ	AL MISC SAGE			7.5
the repairs and applicable charges. YES () NO ()	y explained TOT,	\L TAX			
Our Parts Department had the necessary parts fi repairs on your vehicle in stock.	or the	AL INVOICE \$ 0.00			
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You can count on me to tell the Factory about i experience if sent a Customer Satisfaction Sur-	Ny service vev				
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MARINA

PONTIAC - GI

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577 Tel: (510) 618-4800

Fax: (510) 618-4891

DUPLICATE 1

INVOICE

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ABINA BINAC - GIVI

1444 MARINA BLVD. SAN LEANDRO, CALIFORNIA 94577

> Tel: (510) 618-4800 Fax: (510) 618-4891

INVOICE

DUPLICATE 1 www.marinapontiacgmc.com HAYWARD, CA PAGE 2 HOME: BUS: SERVICE ADVISOR: 682 ERNESTO AVALOS COLOR MAKEMMODEL BURGANDY PONTIAC G6 1G2ZG5288541 PROD DATE WARR EXP. IN SVC. DATE 07JUN05 <u>07J</u>UN2008 17:00 21APR07 0.00 CL 23APR07 R.O. OPENED DATE CUST. NOTIFIED OPTIONS: ENG:3.5 Liter SFI 08:12 07APR07 09:12 23APR07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 24266 broken mirror on visor 761 4/21/07 replace visor mirror assy as CUSTOMER REPORTS THE DRIVER CHCEK AND REPORT S123 INTERIOR TRIM 99 W4 761 (N/C)15855080 MIRROR FC: PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: PARTS: 0.00 LABOR. 0.00 OTHER: 0.00 TOTAL LINE C: 24266 mirror visor broken 761 4/21/07 replace broken mirror visor assy CUSTOMER REPORTS THE FRONT DRIVER SIDE BACK SEAT COVER IS COMMING OFF CHCEK AND REPORT CAUSE: E S123 INTERIOR TRIM 755 **W4** (N/C)761 W4 (N/C)1 15284807 F-PANEL (N/C)2 25639958 F-RETAINER FC: PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: DESCRIPTION ORIGINAL ESTIMATE: AUTHORIZED REVISED ESTIMATE LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT CUSTOMER MARINA PONTIAC · GMC MISC, CHARGES

BAR AA209011 EPA CAR000097469

TOTAL CHARGES

ADJUSTMENTS
SALES TAX
PLEASE PAY
THIS AMOUNT

ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY

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MARINA P

PONTIAC . GM

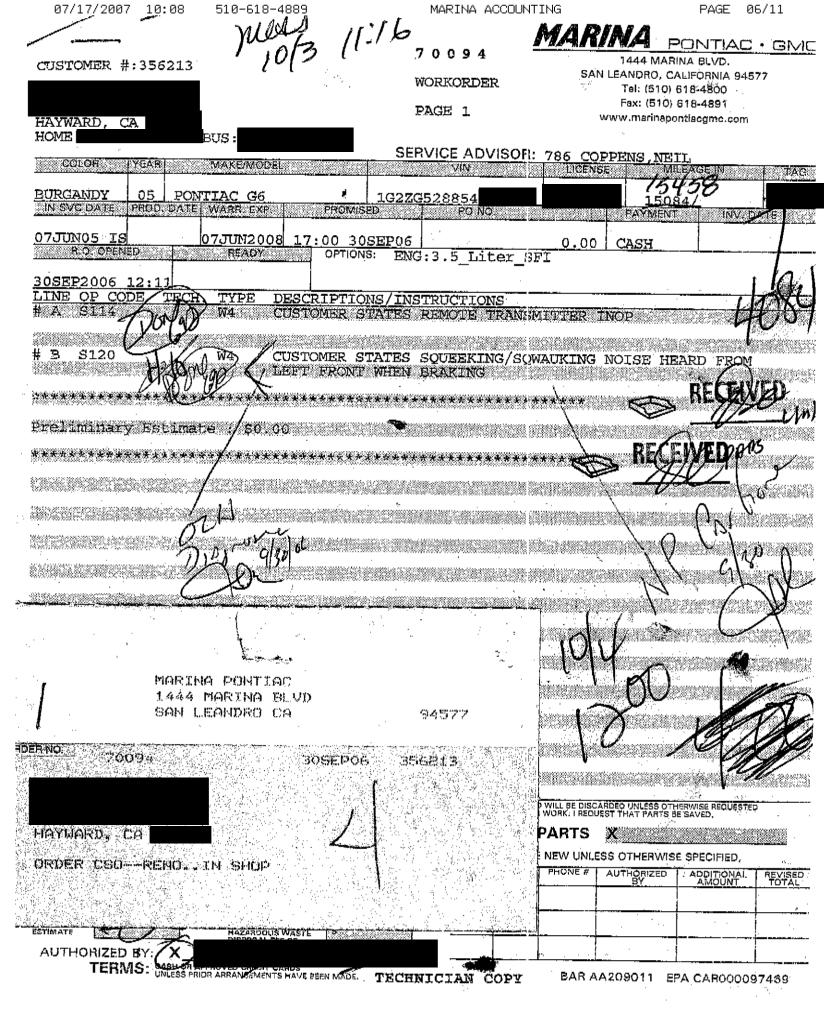
1444 MARINA BLVD

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			INVOICE	SAN	LEANDRO, (Tel: (510)	ALIFORNIA 94577 618-4800	, 10 0334
HAYWARD, CA HOME:			DUPLICATE 1 PAGE 3	\		618-4891 ontiacgmc.com	· · · · · · · · · · · · · · · · · · ·
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MARINA PONTIAC - GMC

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70094

MARINA PONTIAC · GM(

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577

	•		*	INVOICE*		SAN	LEANDRO, Tel: (51)	CALI	FORNIA 94577
							Fax: (51	0) 618	3-4800 3-489 <i>1</i>
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SIGNATURE X

MARINA ACCOUNTING

08/11 PAGE

70094

INVOICE

MARINA PONTIAC . GMC

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577 Tel: (510) 618-4800 Fax: (510) 618-4891

www.marinapontiaegmc.com

HAYWARD, CA PAGE 2 HOME: BUS: SERVICE ADVISOR: 786 NEIL COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN/ OUT TAG BURGANDY 05 PONTIAC G6 1G2ZG528854 15458/15084 IN SVC DATE PROD DATE WARR EXP PROMISED PO NO. PAYMENT INV. DATE 07JUN05 _IS 07JUN2008 17:00 040CT06 0.00 CASH 040CT06 R O. OPENED DATE CUST. NOTIFIED OPTIONS: ENG:3.5 Liter SFI <u> 12:</u>11 30SEP06 10:58 040CT06 LINE OPCODE TECH TYPE HOURS LIST NETTOTAL #9223055.ADVISED HIM OF CONDITION WAS TOLD TO LUBRICATE FRONT BRAKE PADS.THIS HAD ALREADY BEEN DONE. WAS ADVISED TO REPLACE THE FRONT BRAKE PADS REMOVED AND REPLACED THE FORNT BRAKE PADS NO NOTISE HEARD AFTER REPAIR. THE FIX IS VERFIED. TECH 692 10/4/06 ******************************* EST: 0.00 30SEP06 12:11 SA: 786 ORIGINAL ESTIMATE: AUTHORIZED REVISED ESTIMATE: DESCRIPTION TOTALS LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 CUSTOMER SUBLET AMOUNT 0.00 MARINA PONTIAC - GMC MISC, CHARGES 0.00 TOTAL CHARGES 0.00 I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COFY OF THIS INVOICE. ADJUSTMENTS 0.00 SALES TAX 0.00

0200

PLEASE PAY THIS AMOUNT

70356

INVOICE

MARINA

PONTIAC - GMC

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577 Tel: (510) 618-4800

Fax: (510) 618-4891

HAYWARD, CA	-	PAGE 1	www.marina	ontiacgme.com
HOME:	BUS:	TWGD T		
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	SIGNATURE A		THIS AMOUNT	

CMPP Request for Processing

SR# 71-537277622							
New/Used: New Division: Po	ontiac Vehicle Style: Car						
Complete VIN 1G2ZG528854	Complete VIN 1G2ZG528854 Vehicle Year: 2005						
Division – Dealer Code:							
General Motors has agreed to: 1. Approve and pay for a new plan 1. Approve and pay for a new plan – no GMPP Coverage Currently 2. Authorize a new plan or upgrade; customer will pay total cost 3. Approve and pay for an upgrade; apply original coverage refund to Division making request.							
Special Instructions: Check is ☐ Transfer all claims to new p	if applicable policy	aler code to Division code					
(Selling dealer to keep profit. D	ivision is debited the dealer's p	rofit)					
Delivery Date: 6/7/05	Odometer reading	g: 28,906					
Plan Purchase Date: 7/24/07 (Customer Ownership: Owner						
Business Name:							
Customer Name - Title: Ms. (F	First - M.I Last):	I					
Address Line 1:							
Address Line 2:							
City: San Leandro State: CA	A Zip:						
Plan Type: Value Guard	# of Months: 48 Months	Mileage: 72,000					
Plan Type:	# of Months:	Mileage:					
Deductible: 0	MSRP: \$2515						
Plan Lien Holder (Select Division):							
Division Address: P.O. Box	Detroit, MI 48232-						
CRM (Decision Maker): Alicia S	Schneider						
Team Manager / Liaison: Vane	essa Bueno						
Team CARS Site:		Date: 7/25/07					
☐ AVM Requested							

Case Assessment By: Alicia Schneider		Siebel/CARS Request #: 71-537277622				
Customer Name:						
Veh year: 2005	Make: GMC	Model: G6	Current mileage: 28400			
Veh ID #:	In Service Date: 6/7/05	Lease: 9/6/06	If used: 14000			
1G2ZG528854						
What is the customer seeking? Customer does not indicate.						

VEHICLE REPAIR HISTORY

COSTONER STRINGART STRILL TOW/CONCERN. TOWER SIEER	CUSTOMER'S	, Primary s	SYMPTOM/CONCERN	: Power Steering
--	------------	-------------	-----------------	------------------

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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front Brakes

Date:	KO# •	Mileage	• Days	duc: Descripcion of Repair:
10/10/06	70356	15842	21	C/S squeaking noise heard from left front. Contacted TAC and adv of bulletin 04-05-23-004. This stopped noise from a while. Replaced calipers, noise came back. Replaced rotors & hub assym. Noise gone. Note: 6 day rental provided.
9/30/06	70094	15458	*	C/S squeaking/squealing noise heard from left front when braking: TAC case#9223055; removed & replaced the front brake pads, no noise heard after repair.

OTHER SYMPTOM/CONCERN:

Date:	RO#: Mil	eage: Da	ys Out:	Description of Repair:
4/7/07	75135	24266	1	C/S the PASS side visor light are inop. Broken mirror on visor. 4/21/07 replace visor mirror assy as needed. C/S the front diver side back seat cover is coming off. Drivers side rear seat tray coming off, verified the concern & inspected the cover, found tht the top of the cover slipped off its retaining clips. Also saw that he right rear mounting bracket on the cover was broken. Reattached the top of the cover & ordered a new cover. Replaced drivers side mirror – original broken – SOP here. L/F mirror 4/14/07 replace L/F broken outside mirror & chk operation & all ok. Note: Bolt cover on door panel by door latch broken & missing so ordered new on. 4/21/07 install missing button.
9/30/06	70094	15458	6	C/S remote transmitter inop. Reprogrammed remote transmitter – rear door compartment lock.

Total Days Out of Service: 28____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO: NO

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

Customer does not meet remedies.

Team Lead Approval:

Date:

CRS RECOMMENDATION & RATIONALE (EXPLAIN): Note: Previous BBB Case PGM0665466 – 10/19/06 – 12/6/06 – SR#1-439191207 - Gracie had case regarding brake issue. Settled w/cust on 11/6/07 w/ 2 car pmt reimb's of \$798.00 (399.00) Decision reached by CRS: Arbitrate case: Settle case:

DVM and/or DEALER RECOMMENDATION(s):

Team Lead Approval:

Date:



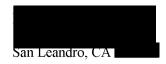
BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

July 24, 2007



Re: vs Pontiac/GMC Division # PGM0746991

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:

The Manufacturer has offered the Consumer a General Motors Protection Plan (GMPP) for 48 months/72,000 miles. This shall be the Value Guard package with \$0 deductible. It shall be good through 07-24-11 or 100,906 miles, whichever comes first. The consumer has accepted this offer. The manufacturer shall send the consumer a separate settlement letter with information regarding this GMPP, within 30 days from the date of this letter. The consumer shall receive the GMPP policy in about 8 weeks.

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 assist you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,
Denise Soliz at Extension 203
cc: Alicia Schneider

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

December 23, 2010



Service Request: 71-537610962

Customer Relationship Specialist: Michael Metcalf

Dear :

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

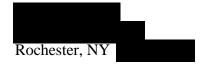
If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be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

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

Sincerely,

Chevrolet Customer Assistance Center

December 23, 2010



Service Request: 71-537610962

Customer Relationship Specialist: Michael Metcalf

Dear

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT64815F

- 24 months or 24,000 miles, whichever occurs first, beginning on 08/23/2007 and ending on 08/23/2009 and begins with 39,900 and ends with 63,900 odometer miles
- A \$0.00 deductible

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

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

Thank you for allowing us the opportunity to assist you.

Sincerely,

Chevrolet Customer Assistance Center

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

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

December 23, 2010



Service Request: 71-540107616

Customer Relationship Specialist: Laura Connor

Dear

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

If you have outstanding issues, please feel free to contact us at our Chevrolet Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 6:00 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 Business Resource Center, please disregard this letter.

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

Sincerely,

Chevrolet Business Resource Center

Case Assessment By: Laura	Connor	Siebel/CARS Request #: 71-540107616				
Customer Name:						
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000			
Veh ID #:	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a			
1G1ZT52835F						
What is the customer seeking? Repurchase						

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)

Date.	κοπ.	Mileage.	Days Out.	Description of Repair.
03/20/06	35079	5507		Howling in frt end – operating as designed
03/20/06	35079	5507		Vibration in front end – operating as designed
03/20/06	35079	5507		Lt turns have a light scrubbing in frt end – operating as
				designed

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering problems

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

09/22/0	160122	12100	Replaced power steering gear assy

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Popping noise

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

03/16/07	164858	17436	Popping noise when turning – replaced intermediate
			steering shaft

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes and rotor problems

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

03/20/06	35079	5507	Brake pulsation – operating as designed
09/22/06	160122	12100	Brake vibration – machine frt and rear rotors

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle leaking fluids

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

03/20/06	35079	5507	1	Oil leak – no leaks found
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CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Transmission revs up

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

-				
	03/20/06	35079	5507	Shifting too easily – operating as designed

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front wheels wobble when driving or braking

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

03/20/06	35079	5507	Pulls to right – operating as designed
03/16/07	164858	17436	Wheel wobble when driving – unable to duplicate

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle acts like it does not want to start

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

03/20/06	35079	5507		When starting will not crank first time – operating as designed
09/22/06	160122	12100	1	Hard start – unable to duplicate
03/16/07	164858	17436	1	Hard start – reprogrammed PCM

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ABS light on when it shouldn't be Date: RO#: Mileage: Days Out: Description of Repair:

Team Manager Approval:

03/20/06	35079	5507		ABS kicks in when stopping on dry, clear roads – operating as designed		
CUSTOME	R'S PRIM	ARY SYMPTO	M/CONCERN: S	SES light on and vehicle will not move		
Date: I				Description of Repair:		
03/20/06	35079	5507		Feels like engine wants to stall – could not duplicate		
06/02/06	40128	7903	1	SES light on and running rough – found #4 cylinder missing – found stock injector – add cleaner to fuel		
OTHER S	YMPTOM/	CONCERN:	1			
		-	ays Out: D	escription of Repair:		
09/22/06	160122	12100	1	Traction ctrl light – unable to duplicate		
03/16/07	164858	17436		Odor coming from A/C – normal operation		
•		Service:		ays for customer pay reasons such as; Maintenance and pairs)		
VEHICLE	MEETS F	PRESUMPTIO	ON LEMON LA	W? YES: NO:X		
				on the BBB Program Eligibility Guidelines and the		
			nts for meet ty for the stat	ng presumption)?		
			IENDATION(s			
A V IVI allu/	OI DEAL	LIX IXLOOMIN	ILIUATION(S	<u>L</u>		
CRM REC	CRM RECOMMENDATION & RATIONALE (EXPLAIN):					
Decisio	Decision reached by CRM: Arbitrate case: Settle case:					

Team Manager Approval:

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

Customer: SR #: -71540107616 BBB#: 748253
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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	22700.03
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22040.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= 660.03
(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	5300.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 1000.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 4300.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3

Trade Allowance	5300.00
(from Bill of Sale)	
Payoff on Trade	- 5300.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	22700.03	
(from Bill of Sale, before tax, tag, title, etc.)		
Incentives not included in the Purchase Price	- 4095.75	
(from BARS and Incentive Acknowledgement sheet)		
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.		
Overallowance/Negative Equity	- 4300.00	
(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		
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.



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 24, 2007

Joe Prah, Service Manager Tim Lally Chevrolet P.O. Box 46400 BEDFORD, OH. 44146

Re:

Siebel Request: 71-540107616 2005 Chevrolet Malibu VIN # 1G1ZT52835F

Dear Mr. Prah::

Further to our conversation of today, this is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

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

• All 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,

Patricia Chandler

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

10/11/05 9965			tion at hwy speeds – operat	ing as designed	
Date: RO#:	Mileage:	Days Out: Descr	ription of Repair:		
CUSTOMER'S P	RIMARY SYMPT	OM/CONCERN: Front e	nd problems (shaking)		
		VEHICLE R	EPAIR HISTORY		
What is the cust	omer seeking? F	Repurchase			
Veh ID #: In Service Date: 9/30/2005 Purchased: New-09/30/05 If used: n/a					
Veh year: 2005		ke: Chevrolet	Model: Malibu	Current mileage: 22,000	
Customer Name				10 1 11 00 000	
Case Assessme		<u>nnor</u>	Siebel/CARS Request #: 71-540107616		

OLIGHOUSES.C	 	a
CHSTOMER'S	YMPTOM/CONCERN:	Steering problems

03/20/06

03/20/06

35079

35079

5507

5507

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

09/22/06 160	0122	12100	Replaced power steering gear assy

designed

Vibration in front end - operating as designed

Lt turns have a light scrubbing in frt end - operating as

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Popping noise

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

03/16/07	164858	17436	Popping noise when turning – replaced intermediate steering shaft
07/16/07	168051	22,585	Popping noise in front end when turning – replaced intermediate steering shaft

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes and rotor problems

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

10/11/05	99659	414	Brake pulsation – turned frt and rear rotors	
10/17/05	99873	732	Brake squeek – no problems found	
03/20/06	35079	5507	Brake pulsation – operating as designed	
09/22/06	160122	12100	Brake vibration – machine frt and rear rotors	

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle leaking fluids

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

03/20/06 35	5079	5507	1	Oil leak – no leaks found

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Transmission revs up

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

03/20/06	35079	5507	Shifting too easily – operating as designed

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front wheels wobble when driving or braking

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

10/17/05	99873	732	Wheels wobble at highway speeds – no problem found				
03/20/06	35079	5507	Pulls to right – operating as designed				
07/16/07	168051	22,585	Wheel wobble when driving – unable to duplicate				

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle acts like it does not want to start

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

<u>pate:</u> I	XU#: I	MITEAGE:	Days Out:	Description of Repair:
10/17/05	99873	732	1	Stalled twice – No problem found

Team Manager Approval:

03/20/06	35079	5507		When starting will not crank first time – operating as designed
09/22/06	160122	12100	1	Hard start – unable to duplicate
07/16/07	168051	22,585	1	Hard start – reprogrammed PCM

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ABS light on when it shouldn't be

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

03/20/06	35079	5507	ABS kicks in when stopping on dry, clear roads – operating
			as designed

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SES light on and vehicle will not move

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

03/20/06	35079	5507		Feels like engine wants to stall – could not duplicate
06/02/06	40128	7903	1	SES light on and running rough – found #4 cylinder
				missing – found stock injector – add cleaner to fuel

OTHER SYMPTOM/CONCERN:

Date: RO#: Mileage: Days Out:				escription of Repair:
10/11/05	99659	414		Ignition off center – operating as designed
10/11/05	99659	414		Burning smell – operating as designed
10/17/05	99873	732		Burns excessive fuel – no problem found
10/17/05	99873	732		Lights dim when idling – no problem found
09/22/06	160122	12100		Traction ctrl light – unable to duplicate
07/16/07	168051	22,585		Odor coming from A/C – normal operation

ΑΤΑ	Days	Out	of	Service:	6
$\boldsymbol{\Lambda}$ i $\boldsymbol{\Lambda}$	Duys	Vui	v	OCI VICC.	U

Total Days Out of Service: __6__(excluding days for customer pay reasons such as; Maintenance and

Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:X

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? This vehicle does meet eligibility for the state laws.

AVM and/or DEALER RECOMMENDATION(s):

Srv Mgrs are not familiar with the customer. They will forward information to BRC for decision to be made on assistance.

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

CRS has been unable to contact customer. UTC has been sent. Cust has now made case live and made contact with CRS. CRS offered GMPP VG 36/36 \$0 ded. Cust is considering offer. Cust has declined offer.

Decision reached by CRM:	Arbitrate case:		Settle case:	
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Team Manager Approval:

Case Assessment By: Laura	Connor	Siebel/CARS Request #: 71-540107616		
Customer Name:				
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000	
Veh ID #:	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a	
1G1ZT52835F				
What is the customer seeking	g? Repurchase			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)

Dace.	κοπ.	MIII Cage.	Days out.	Descripcion of Repair.
10/11/05	99659	414	1	Vibration at hwy speeds – operating as designed
03/20/06	35079	5507		Howling in frt end – operating as designed
03/20/06	35079	5507		Vibration in front end – operating as designed
03/20/06	35079	5507		Lt turns have a light scrubbing in frt end – operating as designed

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering problems

09/22/06	160122	12100	Replaced power steering gear assy

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Popping noise

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

03/16/07	164858	17436	Popping noise when turning – replaced intermediate
			steering shaft

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes and rotor problems

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

10/11/05	99659	414	Brake pulsation – turned frt and rear rotors
10/17/05	99873	732	Brake squeek – no problems found
03/20/06	35079	5507	Brake pulsation – operating as designed
09/22/06	160122	12100	Brake vibration – machine frt and rear rotors

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle leaking fluids

Date: RO#: Mileage: Days Out: De	escription of Repair:
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	<u> </u>		III I Cago	Day D Cact	PODOLIPOLON OL ROPALI.
ſ	03/20/06	35079	5507	1	Oil leak – no leaks found

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Transmission revs up

Date:	RO#:	Mileage:	Days Out:	Descript:	ion of	Repair:
-------	------	----------	-----------	-----------	--------	---------

03/20/06 35079 5507 Shifting too easily – operating as designed	
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CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front wheels wobble when driving or braking

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

10/17/05	99873	732	Wheels wobble at highway speeds – no problem found
03/20/06	35079	5507	Pulls to right – operating as designed
03/16/07	164858	17436	Wheel wobble when driving – unable to duplicate

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle acts like it does not want to start

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

10/17/05	99873	732	1	Stalled twice – No problem found
03/20/06	35079	5507		When starting will not crank first time – operating as designed

Team Manager Approval:

Privileged and Confidential Information

09/22/06	160122	12100	1	Hard start – unable to duplicate
03/16/07	164858	17436	1	Hard start – reprogrammed PCM
				ABS light on when it shouldn't be
		Mileage:	Days Out:	Description of Repair:
03/20/06	35079	5507		ABS kicks in when stopping on dry, clear roads – operating
				as designed
CUSTOME	DIC DDIM	ADV CVMDT	OMICONICEDNI.	CEC light on and vehicle will not mave
		ARY SYMPIC Mileage:		SES light on and vehicle will not move Description of Repair:
03/20/06		5507	Days Out:	Feels like engine wants to stall – could not duplicate
06/02/06	40128	7903	1	SES light on and running rough – found #4 cylinder
00/02/00	40120	7303	'	missing – found stock injector – add cleaner to fuel
			1	inisoning round stock injector and ordiner to rue!
OTHER S	YMPTOM/	CONCERN:		
			Days Out:	Description of Repair:
10/11/05		414	T	Ignition off center – operating as designed
10/11/05		414		Burning smell – operating as designed
10/17/05		732		Burns excessive fuel – no problem found
10/17/05		732		Lights dim when idling – no problem found
09/22/06				Traction ctrl light – unable to duplicate
03/16/07		17436		Odor coming from A/C – normal operation
·			Collision R	
VEHICLE	MEEISI	RESUMPT	ION LEMON L	AW? YES: NO:X
				on the BBB Program Eligibility Guidelines and the ting presumption)?
			lity for the sta	
AVM and	or DEAL	ER RECOM	MENDATION(s <u>):</u>
Srv Mgrs	are not f	amiliar with	the customer	. They will forward information to BRC for decision to be
made on	assistand	ce.		
CRM RECOMMENDATION & RATIONALE (EXPLAIN):				
CRS has been unable to contact customer. UTC has been sent.				
Decisio	n reach	ed by CR	M: Arbitra	ate case: Settle case:
	•			

Team Manager Approval:

Date:

ARB SPECIALIST FORM

ARBITRATION DATE: 9/24/07 - 11am ARB SPECIALIST: Tamara Hall **REVIEW DATE: 9/18/07** CUSTOMER: **COREPOINT/SIEBEL#:** 71-540107616 BBB CASE#: CHV0748253 STATE: Ohio CRS: Nick Sennema REQUIRED DOCUMENTS: COMPLETED DOCUMENTS ⊠ ccf \boxtimes □ REPAIR ORDERS \boxtimes □ CASE ASSESSMENT \boxtimes \boxtimes ⊠ GMVIS □ ATA (COMPLETED) \boxtimes \bowtie ACV X SALES DOCUMENTS \boxtimes □ NEGATIVE EQUITY/OVERALLOWANCE \boxtimes M GM POSITION \boxtimes ☐ GOODWILL OFFERED \boxtimes □ CASE SCAN \boxtimes ☐ TSB (IF PERTAINS) \boxtimes SHOULD FILE BE ARBITRATED? (Circle) BRC YES DVM YES DVM NAME: Paul Aardal - 630092 820067 SUGGESTIONS/NOTES (IF BOX CHECKED-ACTION REQUIRED): REVIEW POSSIBLE OUTCOMES OF ARB WITH CUSTOMERS (I.E. MILEAGE/USAGE OR NEGATIVE EQUITY) ☐ NEW GOODWILL OFFER <NOTES> RETURNED TO CRS - ARB CRS's RECOMMENDATION: <DATE> <NOTES>

RETURN TO ARB SPECIALIST BY: <DATE>



Date:

BBB AUTO LINE

Case Number: CHV0748253

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.



Custor	ner:
Busine Mfr-In	Chevrolet
	sed is the Arbitration decision in your case. We hope you have found the efforts of the BBB staff and the volunteer tor(s) to be satisfactory. Please call us if you have any questions about the decision.
	COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY
consid	If this form is not received in our office within 14 days from the date of the cover letter, the decision will be lered rejected and the manufacturer will be notified. You may want to return the form via certified mail or to the CBBB 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.
Signat	ure(s) of Titled Owner(s): 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.

September 28, 2007

Re:m04 CHV0748253

vs Chevrolet Motor Division 1G1ZT52835F

NICHOLAS SENNEMA 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 we may be of service to you, please feel free to call me at 800.334.2406.

Sincerely,



INTERIM REPAIR DECISION

CASE: CHV0748253	Customer:
VIN: 1G1ZT52835F:	Hearing Date: 09/24/07
Arbitrator: Michael Westerhaus	Date: 09/27/07

Question 1

Vehicle (Year/Make/Model):

2005 Chevrolet Malibu

Question 2

j

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

(List all components/symptoms to be repaired)

a	Noise	upon turning steering wheel.
b		, ,
c		
d		
ė		

f g h

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.

CHV0748253-INT-1 Page 2 of 2

CASE: CHV0748253	Customer:
Arbitrator: Michael Westerhaus	Date: 09/27/07



REASONS FOR DEDISION FORM

CASE: CHV0748253	Customer:
VIN: 1G1ZT52835F	Hearing Date: 09/24/07
Arbitrator: Michael Westerhaus	Date: 09/27/07

Question 1

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

Repair

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 consumer complains of wobbling in the steering and/or suspension, popping noise in the steering wheel, problems with starting, and problems with the brakes pulsating. The vehicle previously had problems which had been fixed with leaking fluids, the transmission shifting too soon, and the check engine light coming on. The test drive definitely showed a noise upon turning the steering wheel. It also showed a very slight vibration and looseness in the steering. Since the vehicle has over 25,000 miles on it, the problem may be normal for the vehicle. The starting problem is intermittent and was not apparent. It does not seem to be serious, as the consumer states that the vehicle will start eventually. The main problem is the popping noise in the steering column, which definitely is not normal and thus a nonconformity which impairs the value to the consumer. It is annoying and would lower the value of the vehicle upon its resale. But, I don't think that it would substantially impair the value of the vehicle. The problem did not appear on a repair invoice until July 16, 2007, when the vehicle already had 22,585 miles on it. Therefore, there is no Lemon Law claim. However, the popping noise in the steering column should be repaired and therefore a Repair decision is a fair resolution in this case.

Question 2

If awarding a repurchase/replacement, identify the problem(s) upon which the award is based and the number of repair attempts for each problem.

Question 3

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

4

Question 4

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

Not applicable

Question 5

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

25.096

CASE: CHV0748253	Customer:
Arbitrator: Michael Westerhaus	Date: 09/27/07

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

omer: SR #: -71540107616 BBB#: 748253

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	23299.03
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 22040.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= 1259.03
(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	5300.00
(from Bill of Sale)	
Actual Cash Value (ACV)	- 1000.00
(from ACV Statement)	
Subtract the ACV from the Trade Allowance	= 4300.00
If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	

Section 3

Trade Allowance	5300.00
(from Bill of Sale)	
Payoff on Trade	- 5300.00
(from Bill of Sale)	
Subtract the Payoff on Trade from the Trade Allowance	= 0.00
If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	

Section 4

Purchase Price	23299.03
(from Bill of Sale, before tax, tag, title, etc.)	
Incentives not included in the Purchase Price	- 4000.00
(from BARS and Incentive Acknowledgement sheet)	
Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	
Overallowance/Negative Equity	- 4300.00
(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	= 14999.03
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.

Aug 03	07 10:25a	Lakeshore	•				p. 14
			. 5		MOTOR	VEHICLE PURCHA	SE CONTRACT
PURCHASER			eria.	10 (1) 1 (1)		(T) 1	
ADDRESS		-,			÷	LAKESHO	
CITY MAI	PLE HTS	STATE OH Z	P <u></u>			CHEVROLET	
RES, PHONE			<u> </u>	<u>er d</u> ig kom en de			
SUS PHONE			·			shore Che	
E-MAIL	tion of the second	DATE 09	/30/20	<u>05.</u>	543 216-	East 185th Street, Eu 486-4400 Toll Free	1-877-33CHEVY
DRIVER'S LIC	CENSE NO.	April 1981	<u> </u>	<u></u>		www.chevyohi	o.com
	ER MY ORDER FOR THE FO	LIOWING DESCRIBED	-12-14-15 L grade 11-15-15-15-15-15-15-15-15-15-15-15-15-1	вору туре	COLOR	TRIM STK. NO.	SERIAL NO.
VEHICLE	CHEVROLET	YR. MODEL		4DR	BLUE	5F33390	
SOLD VEHICLE			<u>: - · </u>		DEGL		
TRADED IN"	CHEVROLET	1999 MALIBU	in i and	SD			4 1G1ND52T3X6
	MILEAGE 109,	818 DACGUR	ATE DO	OES THE TRADE HAVE A ALVAGE VEHICLE HISTORY	YES ODON	ETER MILEAGE ON LE BEING FURCHASED	23. IZMACCURATE
	Oly TRADERC			i tali i kanala kan Kanala kanala kanal			Grand Strain Company (1997)
		A	BASE PRI	CE OF VEHICLE			\$ 22700.03
-	DEPOSIT RECEIPT	20 A A. B.	OPTIONAL	_ EQUIPMENT			
Purchäser	hereby provides to the			 	<u> </u>	4	\$
sum of \$ _	as a No	n-Refundable					s 599.00
	r the vehicle described			The temperature the			\$
	for a Deposit, Dealer wi	II refrain from C	TOTAL CA	SH PRICE (A & B)		<u></u>	23299.03
	described vehicle for				. 5.8	1	
from the d	late of Deposit.		DOWN PAY CASH OR ((MENT CHECK (SEE #1 REV	ERSE SIDE)	.∤ > / - / -	2000.00
			TOADE IN				5300.00
^			TREBAT	CONDITIONS —			4000.00
				ANCE OWED TO	MOMO	recuts_	5300.00
. 47 949	NEGATIVE EQUITY	D		OWN PAYMENT			s6000.00
iam awa	are the balance owed on	my trade-in:	MISCELLA		- in .	<u> </u>	100.00
yehicle e	exceeds the trade-in allow	wance from		ITARY SERVICE FEE		3	1312.50
'	nd, as a result, I have re	nuoriod that	(TAXABL	E BALANCE \$ 17	300-03	\$	10.00
· ·	3050 of negative equ	ity from my	LICENSE F	TEES .		\$	15.25
trade-in i	be included in the cash p			SCELLANEOUS			\$ 1437.75 \$ 18736.78
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			Ì	<u></u>	<u> </u>	\$	N/A N/A
				THER CHARGES			18736.78
		bio tennocotion	-	a have a contribt inter	eet in the proce	eds of any insurance polic	v required or purchased in conjunction w
will go to	at any dispute arising from t arbitration and I have exect	uten a neranen 📗 🗀 .	agreement	and/or any unearned	premiums of s v Revised Bea	ch policies. If the purchase	of the motor vehicle described herein is implification Act, will be made by the lendi
arbitration	n agreement which is fully rbitration is not required for	r the nurchase	itution (cre	ditor) to the purchase	r at the time :	furchaser is to be contracted to	tually obligated on the credit transaction e Annual Percentage Rate (APR) may l
	ng of your vehicle.	not not	lue hateltor	th the dealership at	d the dealers	hip may receive a fee, c	ommission, or other compensation t
X			NO OPKL	DEDDÉSENTATIONS	HAVE BEEN	MADE TO THE PURCHA	SER, and all terms of the agreement are
		orin	ted or writte	eri front and back. Lur	derstand this	order requires the acceptar	ice of the dealer or his authorized agent.
The und	nd conditions on the troot o	nd hack at this circur. Li	ronrosent i	nat i am einnieen i i	SI VUBIS UI AU	C OLOXOL	e order and that the purchaser has rea
110	不 停	a information you s	oo on the	e window form of	this vehicle	e is part of this contra	ICI.
Nick binding	The info g unless accepted by sel	rmation on the wind	now form	overnoes any co	aurary prov cial institutio	dsions in the contrac	e Or Salut
NOT DIVIDING	y unless accepted by ser	iei ailu oi 30 mappi	5,000, 11 5	<u>ealeur</u> ek		12005	

61EYC-203M-A (9-04

Aug 03 07 10:26a

CUSTOMER NAME:

Lakeshore

2164861244

p.15



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

VIN: 16/12/102805/		(o) see anached list)
CUSTOMER INCENTIVE(S)		The state of the s
Customer lucentive	ner incentive(s) listed to the dealer	hamed below and reguest that the available
	(a) wto the down payment of	ithis venicle (b) where permissible by
lew as a price reduction (Bill)	of Sale indicates pre-repate price	P. amount of length and man his of the
rebate applied), or (c) a check	cbe issued in my name by Dealer	amed below:
"Incentiva Program R		GM Incentive Code
	\$.	
	\$0000	
	\$ (000)	AGV
	SIAAA	200
	\$ 720 = 7	r ace
Total Incentive Amount	Received \$	$1 - \alpha r r$
H를하는 하고요요요 이 동안(요)은 2000년(요) 이번 중요선(요) 인터넷(요) 이 연락	마리 보통하는 공회에 살 보이 그렇게 되어 그렇게 되었다.	nustomer incentive programs; for example.
2. Other Program Selection (White	n may or may not be in lieu of	ustomer incentive programs; for example
Division supported financing/leasi	19, EQ./	
a l'elect to receive		
in lieu of	and/or	
b. I elect to receive		
CU	STOMER AND DEALER ACKNOW	LEDGMENT
I am the ultimate retail purchaser or lesse	e of the vehicle bearing this vehicle	identification number which was sold/leased
This is the Doctor named holow This is	shide was nurchased/leased TOF Del	sonal/business use and not resale and I took escribed in Item# and release the GM
delivery of this vehicle on/ Facti Division from any future claim or obligation	for incentive(s) on this unit.	
Division		
Purchaser/Lessee Signa		Date: 9,30,05
		this assignation to true and correct and
the incentive (c) described in Item #	ave been provided to the said burcha:	on on this application is true and correct and ser/lessee who has taken delivery of referenced
unit through this dealership and that prope	rly completed accurate delivery data	has been forwarded to General Motors.
	Sinelo	12005
Authorized Dealer Signature:	LAKESHORE CHEVROLEKLI	Date:
Dealership Name: _	POVECTE CARE ALTONOMY	Dealer Code: 28-907
1. Land industry National Date and D	rogram Reference	المستعنون سين سين
*List-must include VIN, Delivery Date and P	rogram nererence]

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Aug 03 07 10:26a Lakeshore	AND INSPECTION FORM
OWNER'S N ADDRESS	CO-OWNER'S NAME (
TELEPHONE (H) (W) YEAR 99 MAKE Chemi	MODEL TOURS
VIN 16 IN 0.52T3L6	COLOR
E-MAIL ADDRESS	SALESPERSON
4. Is this vehicle titled in the name listed above? Yes ☐ No ☐ 5. Are you the original owner of the vehicle? Yes ☐ No ☐ 6. Has this vehicle ever been titled as a lemon buyback, salvage, junk or rebuilt vehicle? Yes ☐ No ☐ 7. Has the airbag in this vehicle ever been deployed or disconnected? Yes ☐ No ☐ If yes, was it repaired or reconnected? Yes ☐ No ☐ Odometer (A) ☐ Actual ☐	8. Has this vehicle been in an accident? Yes \(\) No \(\) If yes, describe any damage in the remarks below. 9. Has the vehicle's odometer been repaired, replaced or disconnected? Yes \(\) No \(\) 10. Are the emissions control equipment on this vehicle in good working order? Yes \(\) No \(\) 11. Is this vehicle covered by a service contract or warranty? Yes \(\) No \(\) 12. Did you purchase auto appearance, anti-theft or other products along with the vehicle? Yes \(\) No \(\) Customer Signatu
Reading / O / O / O / O G Digit □ Not Actual □ DEALERSHIP EVALUATION OF OVERALL V	VEHICLE CONDITION AND OPTIONS
OPTION EVALUATION NOTE ANY DAMAGE T Body/Paint Glass Tires Trunk Engine 4cy 6cyl 8cyl 2cyl 7 Front End Rear End Frame Power Equip/Electrical REMARKS:	Seat Belts Seats/Carpet Gas/Oil/Emissions Transmission auto 3sp 4sp 5sp Exhaust System Brakes Stereo cassette cdplayer Heat/Air Left Door Frame/Glove Box

(If total downpayment is negative, enter "0" and see G below)

Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance

3 Unpaid Balance of Cash Price (1 minus 2)

Aug 03 07 10:27a Lakeshore p.17 RETAIL INSTALLMENT SALE CONT SIMPLE FINANCE CHARGE Contract Number Dealer Number _ Creditor - Seller Name and Address Juyer (and Co-Buyer) Name and Address (Including County and Zip Code) LAKESHORE CHEVROLET. 543 EAST 185TH STREET FUCLID. OH ou, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle n credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this ontract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily asis. The Truth-In-Lending Disclosures below are part of this contract. Primary Use For Which Purchased Mileage Vehicle Identification Number and Model personal, family or household. New/Used/Demo Year astimate CHEVROLET ☐ business **Exactual** 1G1ZTS2835F 2005 NEW agricultural 23 MAL 18U Insurance. You may buy the physical damage insur-FEDERAL TRUTH-IN-LENDING DISCLOSURES ance this contract requires (see back) from anyone you choose who is acceptable to us. You are not Total Sale Total of Amount FINANCE required to buy any other insurance to obtain credit. ANNUAL Payments Price Financed Your decision to buy or not buy other insurance will not CHARGE The total cost of PERCENTAGE The amount you The amount of your purchase on be a factor in the credit approval process. RATE The dollar will have paid after credit provided If any insurance is checked below, policies or The cost of amount the credit, including you have made all to you or certificates from the named insurance companies will credit will your down your credit as payments as on your behalf. payment of cost you. a yearly rate. scheduled. describe the terms and conditions. 6000.00 Check the insurance you want and sign below: 3837<u>8.40</u> 18736.78 19.75 % 13641.62 **Optional Credit Insurance** 🗖 Credit Life: 🔲 Buyer 🔲 Co-Buyer 🔲 Both Your Payment Schedule Will Be: When Payments Credit Disability (Buyer Only) Amount of Number of Are Due Payments Payments / 2 Premium: Monthly beginning 449.70 Credit Life \$ __ Or As Follows: Credit Disability \$ _ Insurance Company Name PIA Late Charge, If payment is not received in full within 10 days after it is due, you will pay a late charge 20 or 5 % of the part of the payment that is late, whichever is greater Home Office Address 14/13 Prepayment. If you pay off all your debt early, you will not have to pay a penalty. Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. 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 tile insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below. N/A Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest. ITEMIZATION OF AMOUNT FINANCED Soles tax) 24012.53 1 Cash Price (including \$_ 2 Total Downpaymens 9 CHEVROLET (Model) (Year) (Make) 5300:00 Gross Trade-In Allowance Less Pay Off Made By Seller Equals Net Trade In Other insurance 2000.00 + Cash +Other RESATE 4000.00 Type of Insurance

6000 00

\$ 18012 53

(2)

(3)

Premium \$ _

Insurance Company, Name 1.

Home Office Address ...

Aug 03 07 10:28a Lakeshore	2164861244	p.18
Company or Companies. Life \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	X Buyer Signature X Co-Buyer Signature THIS INSU INSURANCE INJURY OR SUCH INSU THIS VEHIC Returned Ch not to exceed for any reaso	JRANCE DOES NOT INCLUDE E ON YOUR LIABILITY FOR BODILY PROPERTY DAMAGE. WITHOUT BRANCE YOU MAY NOT OPERATE CLE ON PUBLIC HIGHWAYS. Jack Charge: You agree to pay a charge of \$20 if any check you give us is unpaid on.
NO COOLING Of State law does not provide for a "cooling off" or cancellat you may only cancel it if the seller agrees or for legal cat you change your mind. This notice does not apply to hor	tion period for this sale. Afterse, You cannot cancel this	er you sign this contract, contract simply because
The Annual Percentage Rate may be negotiable with and retain its right to receive a part of the Finance C	the Seller. The Seller m	ay assign this contract
HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire contract in writing and we must sign it. No oral changes are binding. Buyer Signs A If any part of this contract is not valid, all other parts stay valid. We may delay of refrain frow may extend the time for making some payments without extending the time for making See back for other important agreements. NOTICE TO RETAIL BUYER: Do not sign this contract in blar	m enforcing any of bur rights under this cor others.	s Antract without losing them. For example,
you sign. Keep it to protect your legal rights. You agree to the terms of this contract. You confirm that before free to take it and review it. You confirm that you received a con	ıpletely filled∤in copy when yo	gave it to you, and you were u signed it.
Buyer Signs 2 Date 09/3072 Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the does not have to pay the debt. The other owner agrees to the security Interest in the well of the security Interest in the well of the security Interest in th	5-Buyer Signs An other owner is a person whose	Date be name is on the title to the vehicle but
ger i jako karoli kijaja seraken elijaja kijeja serak	dress X	
Seller assigns its interest in this contract to		ns of Seller's agreement(s) with Assignee.
Assigned without of with limited recourse	Assigned with	
Form No. 553-OH (No. 405) U.S. PATENT NO. D460,782	eller By	Title
If you pay late, we may also take the steps describ read to take the steps described to take the step d	ID PAYMENTS • Finance Charge, We will line	
	FINENTS	IRDA TNAIROYMI HHITO

Aug 03 07 10:25a Lakesh	ore .			p. 14
PURCHASER		MOTOR VEH	ICLE PURCHASE CO	NTRACT
ADDRESS	Transport of State and Con- tinuous of States of Con-			
GITY MAPLE HTS STATE OF	ZIP		(ពុម្មស្រួលគ្នា	
RÉS, PHONE			U.S.	
BUS PHONE		Lakesh	ore Chevrol	et LLC
	09/30/2005	543 East 1	85th Street, Euclid, Oh 400 Toll Free 1-877-3	io 44119
DRIVER'S LICENSE NO.		2.0	www.chevyohio.com	
PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIPTION OF THE FOLLOWING DESCR	BED		the Mark of the Mark of the Control	
MAKE YRE YRE	ODEL BODY TYPE	COLOR TRIM	रामी का किला किला जिल्ह	SERIAL NO.
VEHICLE CHEVROLET 2005 MALES	U 4DR	BLUE	5F333904 1G	1ZT52835F
TRADED IN CHEVROLET 1999 MALTE	UFF SDEED SOURCE		5F333904 16	1ND52T3X6
WILLBE: MILEAGE ONTRADEIN: 109,818	OCURATE DOES THE TRADE HAVE A SALVAGE VEHICLE HISTOR	☐ YES ODOMETER N YZ ☐ NO · VEHICLE BEIN	IILEAGE ON 23.	IŽÁCCURATE ☐ NOT ACCURATE
UNITADERU				22700 02
	A BASE PRICE OF VEHICLE	Code Code Code Filip Total Code (まつ)		\$ 22700.03
DEPOSIT RECEIPT	B. OPTIONAL EQUIPMENT			\$
Purchaser hereby provides to the Dealer the sum of \$as a Non-Refundable				\$
Deposit for the vehicle described above. If this				\$ 599-00
Receipt is for a Deposit, Dealer will refrain from	C TOTAL CASH PRICE (A.& B)			\$ 23299.03
selling the described vehicle for days	C. TOTAL CASH PRICE (A.& B)		1 3 m V 2 3 5	
from the date of Deposit.	DOWN PAYMENT CASH OR CHECK (SEE #1 RE	VERSE SIDE)	\$ 2000.	
	TRADE IN		5300.	
	TERMS & CONDITIONS —	Mounac	4000.	
	LESS BALANCE OWED TO	Manne	5300.	6000.00
NEGATIVE EQUITY:	D. TOTAL DOWN PAYMENT MISCELLANEOUS		***************************************	
I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from	DOCUMENTARY SERVICE FE	, ' 1, '	\$ <u>100.</u>	
Dealer and, as a result, I have requested that	(TAXABLE BALANCE \$ 1	7500-03	\$ 1312. 10.	
\$ 3050 of negative equity from my	TITLE FEES LICENSE FEES		\$ 15.	
trade-in be included in the cash price of the	E. TOTAL MISCELLANEOUS		,	1437.75 18736.78
v ehicle:	F. UNPAID BALANCE (C - D + E OTHER CHARGES		· · ·	
	OTHER CHARGES VIDED SERVICE CONTR	RACN/A N/	A	/A
	LOTHER CHARGES		4	N/A.
	L UNPAID BALANCE		any language aplicy requires	\$ 18736.78 or purchased in conjunction w
I agree that any dispute arising from this transaction will go to arbitration and I have executed a detailed	this agreement and/or any unearne	d premiums of such poli by Revised Regulation 2	cies. If the purchase of the m _Truth-in-Lending Simplificati	otor vehicle described herein is on Act, will be made by the lendi
arbitration agreement which is fully incorporated herein. Arbitration is not required for the purchase	institution (creditor) to the purcha	ser at the time gurchas	ser is to be <u>contractually ob</u> to be financed, the Annual	gated on the credit transaction Percentage Rate (APR) may I
or financing of your vehicle.	negotiated with the dealership providing procuring or arranging	and the dealership ma g financing:	y receive a fee, commissi	on; or other compensation t
X	NO ORAL REPRESENTATION printed or written front and back. I.	IS HAVE BEEN MADE	TO THE PURCHASER and	all terms of the agreement are
The undersigned purchaser agrees to the terms and	conditions of this contract and her	eby acknowledges rec	elpt of a copy of the order a	nd that the purchaser has rea
the terms and conditions on the front and back of this ord	ier i represent that Lam eighteen (of this vehicle is DE	rt of this contract.	
The information on the	window form overrides any	contrary provision	s in the contract of sai	e.
Not binding unless accepted by seller and creditions	approved, it applicable by fina	200	<u>5 </u>	

Aug 03 07 10:26a

Lakeshore

2164861244

p.15



General Motors Corporation CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

customer name: Substitute 12752835/		(or see attached list*)
V41V6		
CUSTOMER INCENTIVE(S)		
f. Customer incentive Lassign the total amount of customer inc	to the down payment of e_indicates_pre-rebate price	named below and request that the available this vehicle; (b) where permissible by amount of rebate and final price with armed below:
Incentive Program Referen	alitaria di salatana alitaria di di	GM Incentive Code
	\$2000 \$2000 \$1000 \$1000	Bay Bay acb
Total Incentive Amount Rece	10 10 10 10 10 10 10 10	' AFY
2. Other Program Selection (Which may Division supported financing/leasing, etc.	y or may not be in lieu of)	ustomer incentive programs; for example,
a lelectio receive	and/or	
b. I elect to receive		
Custom I am the ultimate retail purchaser or lessee of the to me by the Dealer named below. This vehicle delivery of this vehicle on I acknowled Division from any future claim or ebligation for incomplete the purchaser/Lessee Signs	was purchased/leased for per ide receipt of incentive(s) as d	identification number which was sold/leased sonal/business use and not resale and I took
The undersigned person, as Dealer representation the incentive(s) described in Item # have become in the incentive because in th	en provided to the said purchas appleted accurate delivery data	has been forwarded to General Motors. Date:
Dealership Name: LAK	ESHORE CHEVROLERL	Dealer Code:
*List must include VIN, Delivery Date and Program	n Reference	and the second s

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Aug 03 07 10:26a Lakeshore	AND INSPECTION FORM
OWNER'S N ADDRESS	CO-OWNER'S NAME (
YEAR 99 MAKE CALLY VIN 16/N 0527314 BODY	MODEL MODEL COLOR
F-MAIL ADDRESS	SALESPERSON
7. Has the airbag in this vehicle ever been deployed or disconnected? If yes, was it repaired or reconnected? Yes \(\) No \(\) Odometer Odometer	8. Has this vehicle been in an accident? Yes □ No □ If yes, describe any damage in the remarks below. 9. Has the vehicle's odometer been repaired, replaced or disconnected? Yes □ No □ 10. Are the emissions control equipment on this vehicle in good working order? Yes □ No □ 11. Is this vehicle covered by a service contract or warranty? 12. Did you purchase auto appearance, anti-theft or other products along with the vehicle? Yes □ No □ Customer Signatu
DEALERSHIP EVALUATION OF OVERAL	LVEHICLE CONDITION AND OPTIONS
Body/Paint Glass Tires Trunk Engine 4cy 6cyl 8cyl 12cyl 1 Front End Rear End Frame Power Equip/Electrical REMARKS:	Seat Belts Seats/Carpet Gas/Oil/Emissions Transmission auto 3sp 4sp 5sp Exhaust System Brakes Stereo cassette cdplayer Heat/Air Left Door Frame/Glove Box

(If total downpayment is negative, enter "0" and see G below)

Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance

3 Unpaid Balance of Cash Price (1 minus 2)

(2)

(3)

Premium \$ _

Insurance Company, Name 1.

Home Office Address

\$ 18012 53

Aug 03 07 10:27a Lakeshore p.17 RETAIL INSTALLMENT SALE CONT SIMPLE FINANCE CHARGE Contract Number Dealer Number _ Creditor - Seller Name and Address (and Co-Buver) Name and Address (Including County and Zip Code) LAKESHORE CHEVROLET. 543 EAST 185TH STREET FUCLID. OH ou, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle n credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this ontract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily asis. The Truth-In-Lending Disclosures below are part of this contract. Primary Use For Which Purchased Mileage Vehicle Identification Number and Model personal, family or household. New/Used/Demo Year astimate CHEVROLET ☐ business 1G1ZT52835F **Exactual** 2005 NEW agricultural 23 MAL 18U Insurance. You may buy the physical damage insur-FEDERAL TRUTH-IN-LENDING DISCLOSURES ance this contract requires (see back) from anyone you choose who is acceptable to us. You are not Total Sale Total of Amount FINANCE required to buy any other insurance to obtain credit. ANNUAL Payments Price Financed Your decision to buy or not buy other insurance will not CHARGE The total cost of PERCENTAGE The amount you The amount of your purchase on be a factor in the credit approval process. RATE The dollar will have paid after credit provided If any insurance is checked below, policies or The cost of amount the credit, including you have made all to you or certificates from the named insurance companies will credit will your down your credit as payments as on your behalf. payment of cost you. a yearly rate. scheduled. describe the terms and conditions. 6000.00 Check the insurance you want and sign below: 3837<u>8.40</u> 18736.78 19.75 % 13641.62 **Optional Credit Insurance** 🗖 Credit Life: 🔲 Buyer 🔲 Co-Buyer 🔲 Both Your Payment Schedule Will Be: When Payments Credit Disability (Buyer Only) Amount of Number of Are Due Payments Payments / 2 Premium: Monthly beginning 449.70 Credit Life \$ __ Or As Follows: Credit Disability \$ _ Insurance Company Name PIA Late Charge, If payment is not received in full within 10 days after it is due, you will pay a late charge 20 or 5 % of the part of the payment that is late, whichever is greater Home Office Address 14/13 Prepayment. If you pay off all your debt early, you will not have to pay a penalty. Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. 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 tile insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below. N/A Security Interest. You are giving a security interest in the vehicle being purchased. Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest. ITEMIZATION OF AMOUNT FINANCED Soles tax) 24012.53 1 Cash Price (including \$_ 2 Total Downpaymens 9 CHEVROLET (Model) (Year) (Make) 5300:00 Gross Trade-In Allowance Less Pay Off Made By Seller Equals Net Trade In Other insurance 2000.00 + Cash +Other RESATE 4000.00 Type of Insurance 6000 00

Aug 03 07 10:28a Lakeshore	216 4 861244	p.18
Company or Companies. Life \$	A X Buyer X Co-Bu Y Co-Bu I Want X Buyer X Co-Bu INS	the insurance checked above. Signature Date Tyer Signature Date S INSURANCE DOES NOT INCLUDE URANCE ON YOUR LIABILITY FOR BODILY URY OR PROPERTY DAMAGE. WITHOUT CH INSURANCE YOU MAY NOT OPERATE S VEHICLE ON PUBLIC HIGHWAYS. Type of the charge: You agree to pay a charge to exceed \$20 if any check you give us is unpaid any reason.
	or before,	/earSELLERS INITIALS
State law does not provide for a "cooling off" or cance you may only cancel it if the seller agrees or for legal you change your mind. This notice does not apply to and retain its right to receive a part of the Finance How this contract CAN BE CHANGED. This contract contains the entire in writing and we must sign it. No oral changes are binding. Buyer Signs if any part of this contract is not valid, all other parts stay valid. We may delay or refrait we may extend the time for making some payments without extending the time for making some payments. NOTICE TO RETAIL BUYER: Do not sign this contract in the you sign. Keep it to protect your legal rights.	with the Seller. The Seller Charge. In from enforcing any of our rights under king others. Diank. You are entitled to a	ler may assign this contract les contract. Any change to this contract must be yer Signs X r this contract without losing them. For example, copy of the contract at the time
You agree to the terms of this contract. You confirm that beffree to take it and review it. You confirm that you received a	ore you signed this contrac completely filled in copy wh	t, we gave it to you, and you were en you signed it.
Buyer Signs 2 Date 09/30/3	Co-Buyer Signs	Date
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying does not have to pay the debt. The other owner agrees to the security interest in the Detticition Other owner signs here.	the entire debt. An other owner is a per	son whose name is on the title to the vehicle but
Seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in this contract to have the seller assigns its interest in the seller as the seller assigns its interest in the seller as	(Assignee) under	er the terms of Seller's agreement(s) with Assignee.
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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 24, 2007

Mike Kepich, Service Manager 543 E 185th Street EUCLID, OH. 44119

Re:

Siebel Request: 71-540107616 2005 Chevrolet Malibu VIN # 1G1ZT52835F

Dear Mr. Kepich:

Further to telephone call to yourself today, this is a letter of notification regarding a {Better Business Bureau case/State case} involving the above referenced customer.

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

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

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

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

Sincerely,

Patricia Chandler

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

78392 164858 BASS CHEVROLET, INC. 4499 Northfield Road *INVOICE* WARRENSVILLE HEIGHTS, OHIO 44128 Telephone (216) 475-4800 www basschevy.com MAPLE HTS PAGE 1 HOME BUS: SERVICE ADVISOR: 36 KEN STEINMETZ COLOR YEAR MAKE/MODEL ACENSE! MILEAGE IN / OUT TAG 05 CHEVROLET MALIBU 1G1ZT52835F 7436/17436 DEL. DATE PROD DATE WARR EXP PE(OMISE) PO NO. RATE PAYMENT INV. DATE 30SEP**05** IS WAIT 16MAR07 R.O. OPENED READY OPTIONS: DLR:28032 ENG: 3.5 Liter SFI <u> 13:22 16MAR07</u> 14:13 16MAR07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A OIL CHANGE SERVICE- UP TO 5 OTS OIL FILTER, LUBE AS REQUIRED, FLUID CHECK, AND INSTALL KREX GRAPHITE ENGINE LUBE. SERVICE COMES WITH 120 DAYS OF COMPLIMENTARY ROAD HAZARD TIRE PROTECTION AND NATIONWIDE EMERGENCY ROADSIDE ASSISTANCE. LOFK OIL CHANGE SERVICE - UP TO 5 OTS OIL, FILTER, LUBE AS REQUIRED, FLUID CHECK, AND Instabl krex graphite engine lube, service COMES WITH 120 DAYS OF COMPLIMENTARY ROAD HAZARD TIRE PROTECTION AND NATIONWIDE EMERGENCY ROADSIDE ASSISTANCE. 9 CPC I 10.95 10.95 1 PZ9A FILTER 4.25 4.25 4.25 5 Lubel Motor oil 2.01 2.01 10.05 1 KGR120RT ENGINE LUBRICANT 6.00 6.00 6.00 EPA HAZARDOUS WASTE REMOVAL h epa hazardous waste removal 1.00 1.00 CUSTOMER REQUEST REPLACE LT WIPER BLADE NIOO REPLACE WIPER BLADES CPC 0.00 0.00 1 89001**048 BLADE** 6.93 | 6.00 6.00 89001050 BLADE 9.01 6.00 6.00 ************* CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 1.00 YOU WILL RECEIVE A SURVEY FROM CHEWROLET QUESTION #16 IS THE MOST IMPORTANT TO OUR OVERALL SCORE. IF YOU LIKED THE SERVICE YOU RECEIVED WE WOULD APPRECIATE IT IF YOU COULD Answer Question #16 "Completiey Satisfied" IF YOU CANNOT ANSWER "COMPLETLEY SATISFIED" CONTACT ME DAVID KENNERLY 216-475-4800 ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT. NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. DESCRIPTION TOTALS STATEMENT OF DISCLAIMER LABOR AMOUNT The factory warranty constitutes all of the warranties with respect to the sale of this item\tems, The Saller hereby expressly disclaims all 11.95 PARTS AMOUNT <u>32.30</u> GAS, OIL, LUBE 0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

Seller heraby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes not authorizes any other person to assume for it any liability in connection with the sale of this trem/tierne,

SUBLET AMOUNT 0.00 MISC. CHARGES 1.00 TOTAL CHARGES 45.25 LESS INSURANCE 0.00 SALES TAX 3.40 PLEASE PAY THIS AMOUNT 48.65

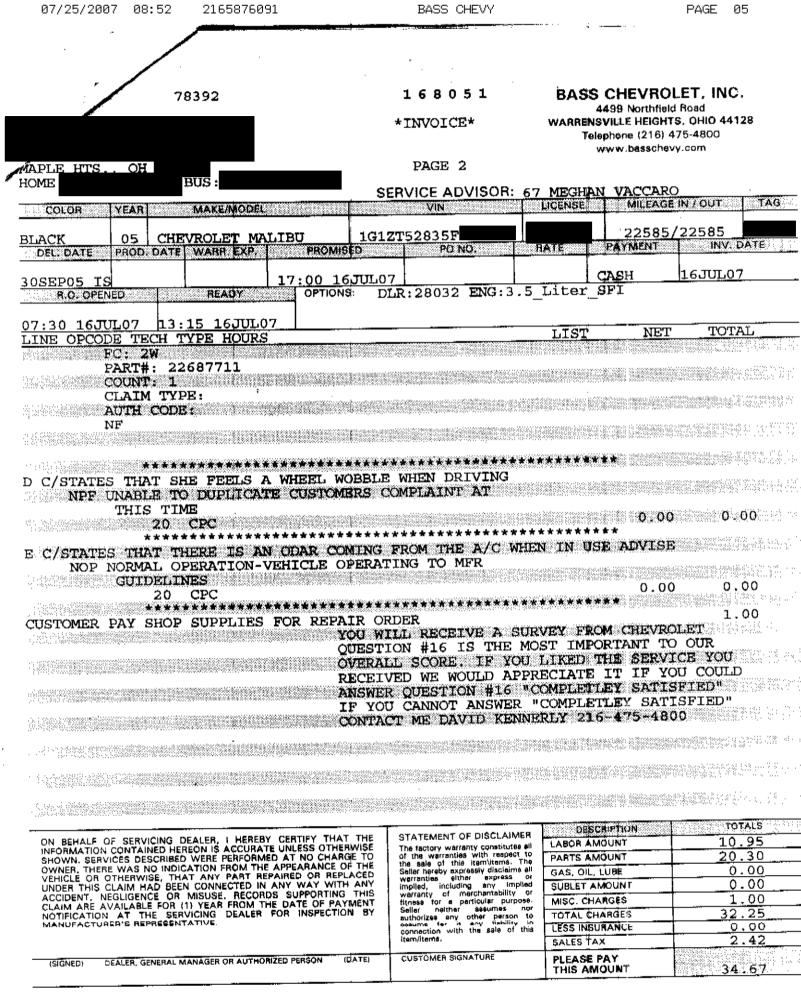
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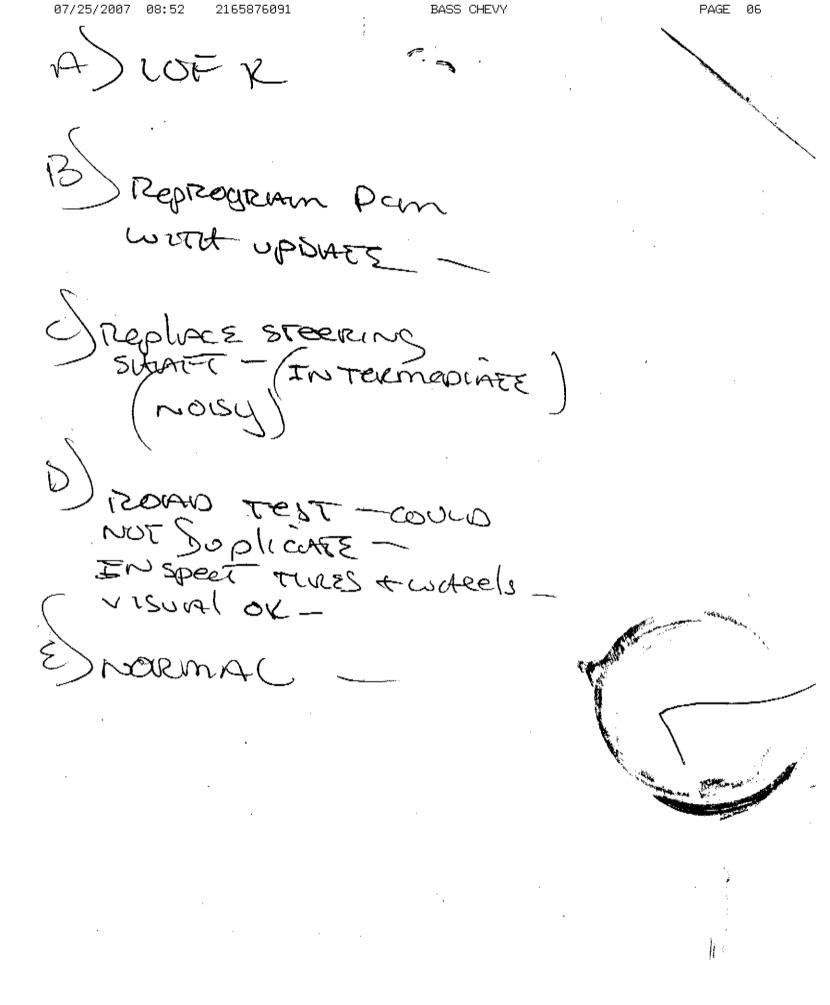
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CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

(DATE)

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON



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.

July 23, 2007

Re:m01 CHV0748253 vs Chevrolet Motor Division

PATRICIA CHANDLER 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: 07/21/07	Start Date:	Case N	Number: CHV0748253				
	im on this vehicle wi	ith the BBB or another dispute	e resolution provider? □ YES ☒ NO Number:				
Titled Owner(s) Name&	Address						
MAPLE HEIGHTS, OH Day Phone: Fax Number: Customer Contact Info:	<u>-</u> '	Evening Phone: E-mail Address:	Cell Phone:				
Vehicle Information							
Name(s) of individual(s) or be Vehicle Use: ဩPersonal □Bus Transmission Type: Make: Chevrolet	iness□Both Numbo Iodel: Malibu	Percentage of time vehicle user of vehicles owned or leased Model Year: 2005	d by the business:				
	Bass Chevy, Lakeshore Chevy, 1 Geico Insurance	Euclid, OH Policy Num					
Has vehicle been in an accider Description of Damage :	nt/had body damage: 23	? Yes No <u>X</u> Date of ac	cident:				
Purchase/Lease Informati	on <i>(Complete left side</i>	e if vehicle was purchased or rig	ht side if vehicle was leased)				
Purchase Date:09/30/05 Milea	ge at purchase:	Lease Date:					
Purchased As: ☑ New ☐ Us		Leased As : □ New					
Is the vehicle in your possession	on? yes	Is the vehicle in your	Is the vehicle in your possession?				
Lienholder's Name: Regional A	cceptance	Leasing Company's I	Name:				
Address:		Add	ress:				
			t/Zip:				
Phone: () -		P	hone:				
Lienholder Acct #:		Leasing Company's A	Acct #:				
	for the manufacturer t	to take the car back. compensate	me by giving me back my deposit and for an appt. and was told to take my car				
	essee(s):	O LINE program, and I agree to a	Date				
LINE Arbitration Rules		_					

my

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

Customer Name:		Case Number: CHV0748253							
	(any reported problem) (last reported problem) rvice:	Date: 10/03/05 Mileage: 83 Date: Mileage:							
Problems – describe of (List primary problem		Current? (Yes or No)	Servicing Deale	er(s)	Repair Date	Mileage on Date	Days Out of Service		
1. Front end problems (sh	aking)	yes							
2. steering problems		yes							
3. poping		yes							

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

yes

no

Brakes and Rotor problems

vehicle leaking some fluids

First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: Date:	Mileage: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
6. cransimission reeves up	yes				
	-				
7. front wheels wooble shakes while driving or brakin	yes				
	-				
8. car acts like it does not want to start	yes				
	<u> </u>				
9. ABS light kicks in when it shouldn't,	yes				
10. Check enging light on, car acts light it cant go	no				
			- 1		

Case Number:

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 x price or gross
Payment 100,000 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 OHIO LEMON LAW

The following is a brief explanation of most relevant provisions of the Ohio lemon law. The complete text of the lemon law can be found at Ohio Rev. Code Ann. Sec. 1345.71 et seq.

VEHICLES COVERED

The Ohio lemon law covers (1) a passenger car, (2) a noncommercial motor vehicle, or (3) those parts of any motor home that are not part of the permanently installed facilities used for cold storage, cooking, eating and sleeping.

A "passenger car" is any motor vehicle that is designed and used for carrying not more than nine persons and includes any motor vehicle that is designed and used for carrying not more than fifteen persons in a ridesharing arrangement. Guidance from the Attorney General's Office indicates that a pick-up truck used exclusively for business purposes is not covered by the lemon law.

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

CONSUMERS COVERED

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.

VEHICLE CONVERTERS

The lemon law does not apply to vehicle converters.

PROBLEMS COVERED

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.

MANUFACTURER'S DUTY TO REPAIR

It 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.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

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.

REASONABLE NUMBER OF REPAIR ATTEMPTS

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

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

DISPUTE RESOLUTION

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. 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.

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).

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.

TIME PERIOD FOR FILING CLAIMS

An action must be commenced within five years of the date of the vehicle's original delivery (to the consumer²). The statute of limitations does not run for the period beginning on the date that a complaint is filed with an informal dispute settlement mechanism and ending on the date of the mechanism's decision.

² Curl v. Volkswagen of America, Inc., 2005 Ohio 6420 (Ohio Ct. App. 2005).

REMEDIES UNDER THE OHIO LEMON LAW

REPURCHASE OF OWNED VEHICLE

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

- The contract price for the motor vehicle, including charges for transportation, undercoating, dealer-installed options and accessories, dealer services, dealer preparation and delivery charges;
- 2. All finance, credit insurance, warranty and service contract charges incurred by the consumer;
- 3. All sales tax, license and registration fees, and similar government charges;
- 4. All incidental damages, including but not limited to
 - any reasonable fees charged by the lender for making or canceling the loan; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made to the consumer, or jointly to the consumer and any lienholder that appears on the face of the certificate of title. The lienholder may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the loan.

REPURCHASE OF LEASED VEHICLES

The Ohio lemon law sets out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

- 1. Capitalized cost reduction, security deposit, taxes, title fees, all monthly lease payments, the residual value of the vehicle, and all finance, credit insurance, warranty, and service contract charges incurred by the consumer; and
- 2. All incidental damages, including but not limited to
 - · any reasonable fees charged by the lessor for making or canceling the lease; and
 - any expenses incurred by the consumer as a result of the nonconformity, such as charges for towing, vehicle rental, meals, and lodging.

Refunds must be made jointly to the consumer and lessor. The lessor may deduct the balance owing to it, including any fees charged for canceling the loan, and must immediately remit the balance, if any, to the consumer and cancel the lease.

REPLACEMENT

When replacing a vehicle under the Ohio lemon law, the manufacturer must replace the vehicle with a new vehicle acceptable to the consumer.

The manufacturer must notify any lienholder noted on the certificate of title or the lessor. If both the lienholder or lessor and the consumer consent to finance or lease the replacement motor vehicle, the lienholder or lessor must release the lien on or surrender title to the motor vehicle being replaced after it has obtained a lien on or title to the replacement motor vehicle. If the existing lienholder or lessor does not finance or lease the replacement motor vehicle, it has no obligation to discharge the note or cancel the lien on or surrender the title to the motor vehicle being replaced until the original indebtedness or the lease terms are satisfied.



BBB AUTO LINE

4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

Council of Better Business Bureaus, Inc.

NOTICE OF HEARING/INSPECTION

Da	te:	09/11/07		Case N	umber:	CHV0748253	
Cu	stomer:						
Bu	siness:	Chevrolet					
Mf	r-Info:	1716 OH 1G1Z	Г52835F				
Arl	bitrator(s):	Mr Michael Wes	terhaus				
Не	aring Date, T	ime, Place: 09/2	4/07 11 AM ET				
		2217	Better Business E 7 East 9th Street Seland, OH441150	Suite 200			
Ma	unner in Whic	ch Parties Will Pa	articipate:				
Cu	stomer is bei	ng represented by	/: <u>yes</u> Sel	f <u>no</u> Attorne	y		
Att	corney Name:						
Att	corney Phone	Number:					
Att	torney Fax Nu	umber:					
Cu	stomer:	🛚 in perso	on	□ by phone		□ in writir	ng
Ma	nufacturer:	☐ in person		🛚 by phone		☐ in writir	ıg
				INSTRUCTION	NS		
1.	_	· · · · · · · · · · · · · · · · · · ·	` .	nd other evidence to LINE Arbitration R		ring. No evidence	can be submitted after the
2.	Unless you are seeking reimbursement for past repairs, the vehicle must be present at the hearing. Current vehicle registration/insurance is required for all test drives. If the vehicle is inoperable, please contact your Case Specialist immediately.						
3.		n your absence sh					on. The hearing may be prevent issuance of a
4.	Refer to Hov	w BBB AUTO LL	NE Works for n	nore detailed inform	nation or	the arbitration pr	ocess.
Не	aring Site Pho	one Number:	2166238964	Ext: 401	Hearing	g Site Fax Number:	2168616365



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.

September 11, 2007

Re:m03 CHV0748253

vs Chevrolet Motor Division 1G1ZT52835F

NICHOLAS SENNEMA CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

Dear Madam/Sir:

Enclosed are:

- * the Agreement to Arbitrate;
- * Arbitrator Listing Sheet(s);
- * a map to the hearing site;
- * Hearing Format Outline;
- * Notice of Hearing/Inspection, and,
- * a Technical Expert's Report, if it is applicable to your case.

The purpose of the *Agreement to Arbitrate* is to outline the positions of both parties to the dispute. The *Agreement* is not intended to explain your full position -- you will have that opportunity at the hearing. Please read the *Agreement* carefully to make sure it accurately reflects YOUR position. If you have any questions about YOUR position, please call us immediately.

In preparation for your case, you may want to consider the following: 1) for each problem listed on the *Agreement to Arbitrate*, how many times has the vehicle been subject to repair, 2) the total number of days the vehicle has been out of service due to repair, 3) the cause of the problem(s) and whether or not the problem(s) continues to exist, 4) whether the use, value, and/or safety of the vehicle is substantially impaired, 5) whether the vehicle is eligible for relief under your state Lemon Law, and 6) any deduction for reasonable use or damage beyond normal wear and tear.

You must bring TWO copies of all information you plan to present at your hearing; one for the arbitrator and one for the opposing party. Also, if this case involves a repurchase request, please bring a copy of the sales agreement to confirm the purchase price.

If you have any questions, please contact me at 800.334.2406. Thank you for your continued cooperation and participation in the BBB AUTO LINE program.

Sincerely,

John Ryan at Extension 529



BBB AUTO LINE 4200 Wilson Boulevard, Suite 800 Arlington, VA 22203-1838

Phone 800.955.5100 Fax: 703.247.9700

ARBITRATOR SELECTION LIST

Customer:

Case Number: CHV0748253

This is some background information on the arbitrator assigned to your upcoming arbitration hearing. Please review the information for a conflict of interest. If you have any financial, professional, political, social, or personal relationship with the arbitrator, however remote, this would be considered a conflict of interest. If this arbitrator is not acceptable please call the Bureau immediately. Otherwise, the hearing will proceed as scheduled. Be advised that the manufacturer does not participate in the selection of the arbitrator.

All of our arbitrators are volunteers; however, some receive a nominal honorarium. They are all committed to making a fair decision based on the facts of your case. At the beginning of the hearing the arbitrator will sign an oath stating that he or she has no financial, social, professional, or family relationship with either party.

Arbitrator Information

Arbitrator's Name: Michael Westerhaus

Arbitrator's Occupation:

Arbitrator's Biography:

Mr. Michael Westerhaus is a practicing attorney with over 25 years experience. He has served as an arbitrator for two county court systems. He feels he is fair and impartial, a major requirement in arbitrating effectively.



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

ARBITRATOR SELECTION LIST

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Arbitrator Information

Arbitrator's Name: Michael Westerhaus

Arbitrator's Occupation:

Arbitrator's Biography:

Mr. Michael Westerhaus is a practicing attorney with over 25 years experience. He has served as an arbitrator for two county court systems. He feels he is fair and impartial, a major requirement in arbitrating effectively.

Opening Statement

Ensure that you include each of the following points in your opening statement to the parties, and adhere to them throughout the arbitration hearing.

Confirm the tape recorder is on and explain to the parties the hearing is being recorded.
Welcome the parties and thank them for using arbitration.
Administer the Oaths of Participant.
State you will not disclose details of the case to anyone except, possibly the BBB AUTO LINE staff for administrative purposes.
Review the hearing format, which is included in the hearing packet.
Explain that you will maintain control of the hearing and that you may curb irrelevant or repetitious testimony.
Request the parties agree to demonstrate common courtesy and refrain from interrupting each other during the hearing.
Explain you will keep the hearing focused on issues in the <i>Agreement to Arbitrate</i> .
Explain the decision is conditionally binding, and confirm the parties understand what that means.
Read aloud and confirm the Agreement to Arbitrate.
Explain that no decision will be divulged today, but a written decision will be sent to the parties.

Arbitration Hearing Format

Arbitrator's Opening Statement

Parties' Presentations

- A. Presentation of consumer's testimony, evidence and witness(es) [20 minutes]
- B. Presentation of business' testimony, evidence and witness(es) [20 minutes]

Questioning

- A. Questions, comments and rebuttals by consumer [5 minutes]
- B. Questions, comments and rebuttals by business [5 minutes]
- C. Questions by arbitrator

Inspection

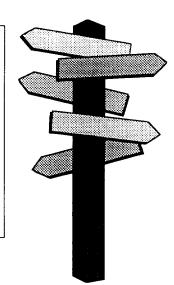
- A. Arbitrator instructs parties about inspection/test drive procedures
- B. Inspection (and test drive, if necessary)
- C. Questions or comments about inspection (and test drive) by consumer [5 minutes]
- D. Questions or comments about inspection (and test drive) by business [5 minutes]
- E. Questions about inspection (and test drive) by arbitrator

Recess - Arbitrator will take a recess to assess whether more information or evidence may be needed. If a party is participating by telephone, BBB AUTO LINE staff will check to make sure that any faxes from that party have been shared with the other party.

Closing the Hearing

- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by business [5 minutes]
- D. Closing statement by consumer [5 minutes]

Location of Better Business Bureau Dallas Building Name of Building (if any) 2217 E 9th Street Cleveland, OH Bureau Address and City 216.623.8964 Ext. 401 Bureau Phone Number (Emergencies Only)

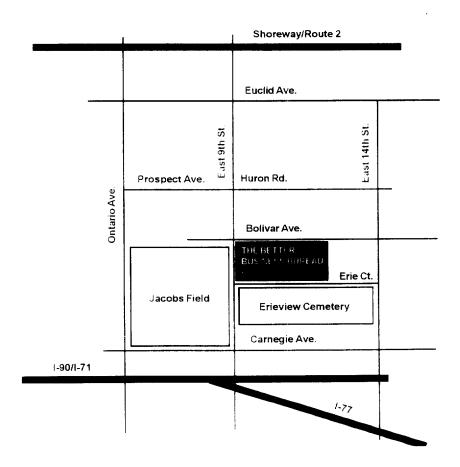


From the East: Take 1-90/Route 2 West to the East 9th St. exit. Head south on East 9th, passing Euclid Avenue. The Dallas Building (2217 East 9th, across the street from Jacobs Field) will be on your left; the BBB is on the 2nd Floor.

From the Southeast: Take I-77 to the East 9th St. exit. Head north on East 9th, passing Carnegie Avenue. The Dallas Building (2217 East 9th, across the street for Jacobs Field) will be on your right; the BBB is on the 2nd Floor.

From the West/Southwest: Take I-90/I-71 to the East 9th St. exit. Head north on East 9th, passing Carnegie Avenue. The Dallas Building (2217 East 9th, across the street from Jacobs Field) will be on your right; the BBB is on the 2nd Floor.

Parking: There are two parking lots with easy access for our offices. One is at the south side of the Dallas Building. The other is one block north, on Bolivar, adjacent to the New York Spaghetti House.





Council of Better Business Bureaus, Inc.

BBB AUTO LINE

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

AGREEMENT TO ARBITRATE

Date:	09/10/07	Case Number: CHV0748253
Customer:		
Business:	Chevrolet	
Mfr-Info:	1716 OH 1G1ZT52835F	

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 : 2005

All parties named above submit to arbitration the following:

- * Brakes and Rotor problems
- * vehicle leaking some fluids
- * ABS light kicks in when it shouldn't,
- * Transmission problem
- * Suspension / steering problems
- * Check engine light
- * car is difficult to start

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)

~

*

*

*

ı.

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

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

Privileged and Confidential Information

Case Assessment By: Patric	cia Chandler	Siebel/CARS Request #: 71-540107616					
Customer Name:							
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000				
Veh ID #: 1G1ZT52835F	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a				
What is the customer seekir	What is the customer seeking? Repurchase						
PRIMARY SYMPTOM/CONCERN: SHAKING IN FRONT END/STEERING							

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
				WILL BE COMPLETED WHEN RO'S ARE RECEIVED

OTHER SYMPTOM/CONCERN:

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

Team Manager Approval:

Privileged and Confidential Information

Total Da	ays Out	of Service:		(exc		ys for cust	tomer pay re	easons	such as;	Maintenance	e and
VEHICL	E MEET	S PRESUMP	TION L	EMON L	_AW?	YES:		NO:			
What is	custo	mer eligible	for (b	ased up	oon the I	BBB Pro	gram Elig	ibility	Guideli	nes and the	;
States	iemon i	law requiren	nents	tor mee	eting pre	sumptio	on)?				
AVM and	d/or DE	ALER RECO	MENI	DATION	(s):						
CRM RECOMMENDATION & RATIONALE (EXPLAIN):											
Decisi	ion rea	ched by Cl	RM:	Arbitı	rate cas	e: []	Settle c	ase:			
_ 50.01						<u> </u>					

Team Manager Approval:

Date:

Case Assessment By: Laura	Connor	Siebel/CARS Request #: 71-540107616				
Customer Name:						
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000			
Veh ID #:	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a			
1G1ZT52835F						
What is the customer seeking? Repurchase						

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)

Date.	κοπ.	Mileage.	Days Out.	Descripcion of Repair.
10/11/05	99659	414	1	Vibration at hwy speeds – operating as designed
03/20/06	35079	5507		Howling in frt end – operating as designed
03/20/06	35079	5507		Vibration in front end – operating as designed
03/20/06	35079	5507		Lt turns have a light scrubbing in frt end – operating as designed

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering problems

	_		
09/22/06 1	60122	12100	Replaced power steering gear assy

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Popping noise

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

03/16/07	164858	17436	Popping noise when turning – replaced intermediate
			steering shaft

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes and rotor problems

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

10/11/05	99659	414	Brake pulsation – turned frt and rear rotors
10/17/05	99873	732	Brake squeek – no problems found
03/20/06	35079	5507	Brake pulsation – operating as designed
09/22/06	160122	12100	Brake vibration – machine frt and rear rotors

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle leaking fluids

Date: RO#: Mileage: Days Out: 1	Description of Repair:
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<u> pacc.</u>		mircage.	Day D Cac.	Depertment of Repair.
03/20/06	35079	5507	1	Oil leak – no leaks found

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Transmission revs up

Date:	RO#:	Mileage:	Days Out:	Descript:	ion of	Repair:
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CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front wheels wobble when driving or braking

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

10/17/05	99873	732	Wheels wobble at highway speeds – no problem found
03/20/06	35079	5507	Pulls to right – operating as designed
03/16/07	164858	17436	Wheel wobble when driving – unable to duplicate

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle acts like it does not want to start

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

10/17/05	99873	732	1	Stalled twice – No problem found
03/20/06	35079	5507		When starting will not crank first time – operating as designed

Team Manager Approval:

Privileged and Confidential Information

09/22/06	160122	12100	1	Hard start – unable to duplicate						
03/16/07			1	Hard start – reprogrammed PCM						
				ABS light on when it shouldn't be						
Date: 1			Days Out:	Description of Repair:						
03/20/06	35079	5507		ABS kicks in when stopping on dry, clear roads – operating as designed						
CUSTOME	CUSTOMER'S PRIMARY SYMPTOM/CONCERN: SES light on and vehicle will not move									
			Days Out:	Description of Repair:						
03/20/06 35079 5507 Feels like engine wants to stall – could not duplicate										
06/02/06	40128	7903	1	SES light on and running rough – found #4 cylinder						
missing – found stock injector – add cleaner to fuel										
OTHER S	YMPTOM/	CONCERN:								
Date:	RO#: M:	ileage: D	ays Out: I	Description of Repair:						
10/11/05	99659	414		Ignition off center – operating as designed						
10/11/05	99659	414		Burning smell – operating as designed						
10/17/05	99873	732		Burns excessive fuel – no problem found						
10/17/05	99873	732		Lights dim when idling – no problem found						
09/22/06	160122	12100		Traction ctrl light – unable to duplicate						
03/16/07	164858	17436		Odor coming from A/C – normal operation						
-		Service:6_		days for customer pay reasons such as; Maintenance and epairs)						
VEHICLE	MEETS F	PRESUMPTION	ON LEMON LA	AW? YES: NO:X						
States le	mon law	requireme		on the BBB Program Eligibility Guidelines and the ting presumption)? te laws.						
Srv Mgrs made on <u>CRM REC</u> CRS has	AVM and/or DEALER RECOMMENDATION(s): Srv Mgrs are not familiar with the customer. They will forward information to BRC for decision to be made on assistance. CRM RECOMMENDATION & RATIONALE (EXPLAIN): CRS has been unable to contact customer. UTC has been sent. Cust has now made case live and made contact with CRS. CRS offered GMPP VG 36/36 \$0 ded. Cust is considering offer. Cust has declined									
offer. Decision	n reach	ed by CRM	Л: Arbitra	ate case: Settle case:						



Phone: 440-232-2000 Fax: 440-232-2104

Web: www.timlally.com

Tim Lally Chevrolet

19000 Rockside Rd. Bedford, Ohio 44146



To:

PATRICIA Chandlon

From:

Tob Prah Date: 7-25-07

Number of pages 2

Cover Sheet

emarks:			·			
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					·	
		,				

"The place where customers become Friends"



GENERAL MOTORS BUSINESS RESOURCE CENTER

<u>VIA FAX ONLY</u>

July 24, 2007

Joe Prah, Service Manager Tim Lally Chevrolet P.O. Box 46400 BEDFORD, OH. 44146

Re:

Siebel Request: 71-540107616 2005 Chevrolet Malibu VIN # 1G1ZT52835F

Dear Mr. Prah::

Further to our conversation of today, this is a letter of notification regarding a {Better Business Bureau case/State case) involving the above referenced customer.

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

 All 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,

Patricia Chandler

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

TIM LALLY CHEVROLET, INC. 19000 ROCKSIDE ROAD · BEDFORD, OHIO 44146-2033 PHONE: (440) 232-2000	AUTHORIZE DISASSEME BE DIRECTI THE INSPEC	COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR LY, REASSEMBLY OF PARTIALLY COMPLETED WORK, SUCH CHARGE WILL LY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARYS INVOLVED IN CHOM, REPAIR OR SERVICE.
ESTIMATE: (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE COLLARS. INITIAL YOUR CHOICE: WRITTEN ORAL 1 DO	MATERIAL ERATE THE FOR THE P NOT	UTHORIZETHE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OP- VEHICUE HEREIN DASKRIBED ON STREETS, HIGHWAYS OR ELSEWHERE WEHICUE HEREIN DASKRIBED ON STREETS, HIGHWAYS OR ELSEWHERE LIEN ACKNOWLEDGED ON BELOW PEHICLE TO SECURE THE AMOUNT OF RE- RETO DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIP.
	PAIRS THE MENTS BEY	RETO: DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIP. OND DEALER'S CONTROL TERMS: CASH, OR APPROVED CREDIT CARD.
AUTHORIZED DATE TIME BY		PG 1 OF 1
and morning toward Stark injecte	ond #4	DISCLAIMER OF WARRANTY THE SELLER, TIM LALLY CHEVROLET, INC., MEREBY EXPRESSLY DISCLAIMS, ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND TIM LALLY CHEVROLET, INC. NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS LISTED BELOW. SEPACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.
		DISCARD
60		HAS THIS VEHICLE BEEN IN THIS DEALERSHIP FOR ANY OF THE PROBLEMS LISTED AT THE LEFT? YES NO
		SUPPLIES ARE THOSE MISCELLANEOUS ITEMS USED IN CONNECTION WITH THE SERVICE OF YOUR VEHICLE. APPLICABLE ITEMS ARE NUTS, BOLTS, WASHERS, COTTER PINS, TAPE, SILICONES, GREASE, SOLVENTS, GASKET SEALER, RAGS, CARBURETOR CLEANER, TOWELS, WINDOW CLEANER, SOLDER, BATTERY CLEANER, BATTERY SEALER, WIRE, WINDSHIELD SEALER, CHOKE CLEANER, WHITE-GREASE, PAPER FLOOR MATS, ETC.
WAITER		NOTE PRIOR DAMAGE: CUSTOMER'S INITIALS; ☐ FRT. END ☐ RT. DOOR(\$) ☐ RT. Q. ☐ REAR END ☐ L.Q. ☐ L. DOOR(\$) ☐ L. FEND. ☐ ROOF ☐ INTERIOR ☐ GLASS ☐ NONE
		NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL
		FOREMAN'S SIGNATURE X
RO 40128 *TAG LIC: ÖH MAPLE HEIGHTS OH	CHEVROLET LS LICENSE:	SVC ADV: 063 BILL MINISSALE 05 **VIN: 1G1ZT5283 5F MALIBU 4DR SDN CAR SVC DLR: 28306
CUYAHOGA	IN-SVC: 0 ODOMETER: AVG PER D	LAST: 5507 CURRENT: 7903
CELL: HOME: **CUSTOMER WAITING**		DIST CODE: 1GC
	WAI	· · · · · · · · · · · · · · · · · · ·
		06/02/06 12:12:42
*	***promise	D DATE: 06/02/06 TIME: 1700 ****
*TAG *** SVC ADV:	063	VIN: 1G1ZT5283 5F

LAST SERVICE PERFORMED

RECOMMENDED SERVICE FOR YOUR CAR

LN30 M LALLY CHEVROLET, INC.

000 ROCKSIDE ROAD • BEDFORD, OHIO 44146-2033 (440) 232-2000

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, thet or any other cause beyond your control or for any deteys caused by unavailability of parts or deteys 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 below vehicle to secure the amount of repetrs thereto."

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 GWNER. 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 CLAIMARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

		(SIGNED)	DE/	LER, GENERALMANAGER OR ALTHORIZED PERSON		(DATE
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APLE <u>HEIGH</u> T			CELL:	HOME:		
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MAJL:	FOR OFFICE USE			VEHICLE INFOR	MATION NSE NUMBER: OH	
TAG: 8053	ADV: 063 MINISSALE INVOICE: 1	PRELIM WAR W	BM VIN 1G1ZT52		4DR SDN	
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IF YOU HAVE	E ANY QUESTIONS - PLEASE SEE B	ILL MINISSALE	CENE VBUIL			
YOU WILL RE	ECEIVE A SURVEY FROM G.M. WITH CE VISIT. THE RETURN OF YOUR	IN THE NEXT FEW W	IS IMPORTANT			
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COMPLETE S	ATISFACTION! TIM LALLY-THE WO	RLD'S GREATEST DE	ALERSHIP!	•		PAGE
						LAST PAG
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TIM LALLY CHEVROLET, INC.

19000 ROCKSIDE ROAD - BEDFORD, OHIO 44146-2033 PHONE: (440) 232-2000

AUTHORIZE COMPLETION OF A REPAIR OF SERVICE.

DISASSEMBLY, REASSEMBLY OF PARTIALLY COMPLETED WORK SUCH CHARGE MLL

BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN

THE INSPECTION, REPAIR OR SERVICE.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG MATH THE NECESSARY

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG MATH THE NECESSARY

OF MATERIAL, AND HEREBY GRAANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OP
MATERIAL, AND HEREBY GRAANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OP
MATERIAL, AND HEREBY GRAANT YOU AND/OR FOR THE TO BE SECULATION. AND REPRESS MECHANICS LIEN

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51 PAY TYPE: CUSTOMER	CHARLE VEHICLE LEAKING	OIL	BATTERY CLEANER, BATTERY S CHOICE CLEANER, WHITE GREASE, I	PAPER FLOOR MATS, ETC.	T I
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FIRST VISIT RO NOTE:

k * ****PROMISED DATE: 03/20/06 TIME

SVC ADV: 336 **RO 35079** *TAG

VIN: 1G1ZT5283 5F

LAST SERVICE PERFORMED MILEAGE ADV PARTS

RECOMMENDED SERVICE FOR YOUR CAR EST LABOR EST PARTS DESCRIPTION

LABOR

	US HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF RESPONSIBLE FOR UNAVAILABILITY OF PART'S SHIP
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*TAG **RO 35079** SVC ADV:	RECOMMENDED SERVICE FOR YOUR CAR RECOMMEND SERVICE FOR YOUR CAR RECOMMENDED SERVICE FOR YOUR CAR RECOMMEND SERVICE

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ACCEPTANCE							
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DATE RO#

LAST SERVICE PERFORMED MILEAGE ADV PARTS

LABOR

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

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				(SIZNED)		DEALE	R CENERAL MANAGER CA	S ALTIHORIZED PRACTO		(DATE)
	Ií	NVOICE TO				*	DRIVER/OWN	NER INFORMA	ATION NOITA	DICE: C35079
MAPLE HEIGH HOME:	TS	OH		L			C: VE:	ELL: HICLE INFO	OH RMATION ENSE NUMBER:	OH
TAG: ODOMETER IN		AGY, MAT INVOICE	: FINAL): 03/20	0/2006 17	7:52:07	05 CHEVROLET	MALIBU	LS	4DR SON	
		LTER COUPON SPEC	CIAL (VA)	_ID THRU	12/31/06)			OPERATION MA18	YECH 010	AMOUNT * 9.95
CORRECTION	LUBE, OIL 8 PART NUMBER 000 025010 010 5W30		Pû#	NOTE GOG	DESCRIPT OIL FLTH BULK		1	5.0	ST SELL 00 5.00 30 2.20	5.00
TYPE: C		EQUEST ESTIMATE	ON REAR	BUMPER D	DAMAGE			OPERATION	TECH 010	AMOUNT 00 .
CORRECTION FACTORY TYPE: C	NO CHARGE TECH: 010	- OROVETS, DAVE						CHARGE FO	R CONCERN	.00
SUMMARY OF	F CHARGES FOR	R INVOICE C35079			- GRAND TO	TALS	PAYME	NT DISTRIE CHARGE	UTION FOR IN	IVOICE C35079 27.90
PARTS GAS-OIL-GI LAB-MECHAI SUB-TOTAL STATE TAX TOTAL CHA	NICAL	. 11 9 25	.00				CASH			27.90
! 114	AVE ANY QUEST Y CHEVROLET -	TIONS - PLEASE SE THE WORLD'S GRE	E MATT N EATEST DI	NAGY EALERSHI	P1					PAGE LAST PAG

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		(SIGNED)	DIATE CENTRAL	AN MICH OR AUTHORIZED PERSON		(DATE)
MAPLE HEIGHT HOME:	S OH CELL: FOR OFFICE USE ADV: 336 NAGY, MAT INVOICE: FINA	L WAR C W *J1	BROWN. MAPLE HEIGHTS HOME: VIN 1G12T52835F 05 CHEVROLET MAL! DATES INSERVICE:	CELL: VEHICLE INFOR LICE	OH RMATION ENSE NUMBER: OH	
	(N: 03/20/06 DONE: 03/20/06 05094 O - SUN VISOR MIRROR COVER	NONFUNCTIONAL/BREAK		OPERATION V1427	TECH HOURS 010 .4	AMOUNT 30.00
CAUSE	5 REPLACE MIRRORS PER RECALL PART NUMBER PO# 000 015803234 000 015803238 TECH: 010 - OROVETS, DAVE	NOTE DESCRIP' MIRROR MIRROR FAIL CODE : 96		QTY 1 1	\$ELL 15.89 23.31	15.89
	FP-015803238	,		PARTS LAB-MECHANICAL	D CONCEDN	39.20 30.00 69.20
1 CAUSE	CUSTOMER STATES VEHICLE LEAKING 5 NO CHARGE NO LEAKS FOUND AT THIS TIME TECH: 010 - OROVETS, DAVE	OIL UNDER ENGINE A	REA.,CK AND ADVISE	OPERATION NC	TECH HOURS	TAUOMA OO.
	FP-000000000			TOTAL CHARGE F		. 01 -
TYPE: WAR	2 CUSTOMER STATES WHEN DRIVING A PASSING GEAR VERY EASILYCK A	ND ACCELERATING TRA ND REPAIR	NSMISSION SHIFTING	INTO OPERATION	ON TECH HOURS 010 .0	AMOUN . 0 PAGE

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

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	(SGNED)	CEALER CENERAL MANAGER OR AN INCORDED MERCEN
		DRIVER/OWNER INFORMATION INVOICE: W35079
	INVOICE TO	VELLOUE INFORMATION
	FOR OFFICE USE	LICENSE NUMBER: OH
ΔΙ	DV: 336 NAGY, MA INVOICED: 03/20/2006 17:52:07 J1 0	/5 MALIBU
'AG: AC		**************************************
		DESIGNED
	5 NO CHARGE-TEST DRIVE AND SCAN FOR CODES-OPERATING AS D	
ACTORY	TECH: 010 - OROVEIS, DAVE	
	COND CODE : 0J FAIL CODE : 94	SUBTOTAL
		TOTAL CHARGE FOR CONCERN 00
TYPE: WAR		
	THE DOWN THE LOCK THE	RONT END LIKE BAD OPERATION TECH HOURS AMOUNT NC 010 .0 .00
CONCERN 53	CUSTOMER STATES WHEN DRIVING SOUNDS LIKE HOWLING IN F	NC 010 .0 .00
	WHEEL BEARINGS. ON AND REPAIR	
CAUSE	NO CHARGE-TEST DRIVE AND INSPECT SUSPENSION AND STEER	RING-OPERATING
	NO CHARGE-TEST DRIVE AND INSPECT SOS ENGINEERS DESIGNED AT THIS TIME	
COMMENT	TROUGH AND GROVETS, DAVE	
FACTORY	COND CODE : OJ FAIL CODE : 9Z	
	FP-000000000	SUBTOTAL
	,	TOTAL CHARGE FOR CONCERN . U
TYPE: WAR		TOTAL CHARGE FOR CONTROL
	COLD OR WARM WHEN STARTING VEHICLE V	NILL NOT START FIRST OPERATION TECH HOURS AMOUN 19995 010 .3 22.5
CONCERN' 54	CUSTOMER STATES COLD OR WARM WHEN STREET TIME CRANKING TO START. CK AND REPAIR	18882
1	TIME CRANKING TO STORE THE	· · · · · · · · · · · · · · · · · · ·
CAUSE CORRECTION	5 I DIAGNOSE AND TEST STARTING SYSTEM-OPERATING AS DESIG	SNED AT THIS II
CORRECTION COMMENT	ME	, , , , , , , , , , , , , , , , , , ,
FACTORY	TECH: 010 - OROVETS, DAVE	
3 1 1 2 2 2	COND CODE : 0J FAIL CODE : 92	SUBTOTAL
<u> </u>	Eb-000000000	LAB-MECHANICAL 22.
<u> </u>		TOTAL SUADOS FOR CONCERN 22.
SACCOMONIC TYPE: WAR		
T TYPE: WAR		OVER BUMPS AND STEERING OPERATION TECH HOURS AMOUNT PAGE

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<u> </u>		(3¢NED)	CEALUK CENERA	AL MANAGERI LIR.	ALTHORIZAD PERSON			(04)
	OR OFFICE USEADV: 336 NAGY, MA INVOICED: 03/2		or was TRIS	V EH		MATION - NSE NUME	ER: OH	-
	PULLS TO RIGHTCK AND REPAIR 5 NO CHARGE-TEST DRIVE VEHICLE AND ATING AS DESIGNED TECH: 010 - OROVETS, DAVE COND CODE : OJ			N	ic	010	.0	. 00
TYPE: WAR	FP-000000000			TOTAL (SUE CHARGE FOR	CONCERN		0.
CONCERN 56	CUSTOMER STATES VIBRATION IN FR SPEEDSCK AND REPAIR 5 NO CHARGE-TEST DRIVE IN CITY AN TECH: 010 - OROVETS, DAVE COND CODE: 0J FP-000000000	RONT END WHEN DRIVING ND HIGHWAY-OPERATING	G MORE AT HIGHWAY	(OPERATION	TECH 010	HOURS .0	, O
TYPE: WAR				TOTAL	CHARGE FOR	CONCERN	1).
CONCERN 57 CAUSE CORRECTION COMMENT	CUSTOMER STATES WHEN BRAKING B 5 NO CHARGE-TEST DRIVE AND INSPE NED AT THIS TIME TECH: 010 - OROVETS. DAVE COND CODE: 0J	RAKES PULSATING, CK	AND REPAIR		OPERATION NC	1	1100114	AMOUN).
TYPE: WAR	FP-000000000				SU CHARGE FO			· · · · · · · · · · · · · · ·
CONCERN 58	8 CUSTOMER STATES WHEN SITTING A BUT HAS NEVER STALLED OUTCK	AT A STOP ENGINE FEE AND REPAIR	LS LIKE IT WANTS TO	STALL	OPERATION NC	TECH Q10	HOURS .0	AMOU , PAGE

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		(8GVID)	DEALDR CEN	RAL MANAGER CI	(AJIHORZED PEASON			(DAT
	YNVOICE TO		DR	IVER/QWN	NER INFORMAT	[ON]	NVOICE:	W35079
	FOR OFFICE USE			VE	HICLE INFORM	NOITA		
CAUSE CORRECTION COMMENT	5	THIS TIME		,	SUB`	OTAL		
TYPE: WAR					CHARGE FOR (. .		•
CONCERN 59 CAUSE CORRECTION	CUSTOMER STATES WHEN MAKING L ENDCK AND REPAIR 5	EFT TURNS FEELS A LIGI	HT SCRUBBING FROM	FRONT	OPERATION NC	TECH 010	HOURS .0	AMOUN . 0
COMMENT FACTORY	rech: 010 - OROVETS, DAVE	FAIL CODE : 9Z		TOTAL	SUE	CONCERN		. !
TYPE: WAR			THE REPORT OF THE COLUMN		OPERATION	TECH	HOURS	AMOU
	CUSTOMER STATES WHEN COMING ARE CLEAR AND DRY .CK AND RE	LWIN		KONO	NC	010	. 0	
CAUSE CORRECTION COMMENT FACTORY	5 NO CHARGE-YEST DRIVE AND SCA IS TIME TECH: 010 - DROVETS. DAVE COND CODE : 0J FP-000000000	N FOR CODES-OPERATING	AS DEIGNED AT TH	 TOTA	- SU NL CHARGE FOR	BTOTAL CONCER	 N	

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	DEAL	ER, GENERAL MANAGER CERAUTHOLIZED PERSON	(D4II
(SOLED)		- DRIVER/OWNER INFORMATION IN	WOICE: W35079
FOR OFFICE USE	J1 05 MALIBU	VEHICLE INFORMATION LICENSE NUMBER	R: OH
HMMARY OF CHARGES FOR INVOICE W35079		PAYMENT DISTRIBUTION FOR I	NVQICE W35079 91.70
ARTS 39.20 AB-MECHANICAL 52.50 TOTAL CHARGE 91.70		WARRANTY	91.70
IF YOU HAVE ANY QUESTIONS - PLEASE SEE MATT NAGY YOU WILL RECEIVE A SURVEY FROM G.M. WITHIN THE NEXT FEW WEEK YOUR SERVICE VISIT. THE RETURN OF YOUR COMPLETED SURVEY IS TO US! IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SAT (ESPECIALLY ON QUESTION #16). PLEASE CONTACT BILL MINNISSAL WOODRUM. WE'LL MAKE EVERY EFFORT TO RESOLVE ANY SHORTCOMIN COMPLETE SATISFACTION! TIM LALLY-THE WORLD'S GREATEST DEAL	ISFIED", E OR LISA IGS TO YOUR		PAGE LAST PAG

Son

ON LINE SERVICE INVOICING BY

ADR File Checklist

SR Numbe <u>r:71-540107616</u>	BBB Case: CHV07 <u>48253</u>
Customer:	VIN:1G1ZT52835F
Make/Model/Year: Chevrolet/Malibu/2005	8 ,
•	ate: 8/07/2007 Goes Active: 8/20/2007
Primary Concern: Steering shake	
Case Scan / Acknowledgement (24 hrs) Completion Date/Time:
Initial Calls (72 hrs):	
◯ Customer	Completion Date/Time: 7/26/2007 / 12:13pm
Dealer Svc Mgr	Completion Date/Time: 7/24/2007 / 12:47pm
☐ Dealer Finance Mgr	Completion Date/Time: /
\boxtimes AVM	Completion Date/Time: 7/24/2007 / 12:54pm
◯ Repair Orders Requested:	Received:
∑ Sales Documents:	Received:
BARS / Finance Sheet	
Case Assessment (by Day 14):	
Lemon Law Eligible:	Yes No
Presumption:	Yes No
☐ GM Position – Customer / BBB Due I	Date (7-10 days):
Settlement / Goodwill Offered Date:	
All Documents Attached (by Day 15)	
X Arbitration Date: 09/24/07 - 11am	
☐ Closing Activities:	
Settlement	Completion Date/Time: 10/12/2007 / 4:10pm
Executive Summary	Completion Date/Time: 10/12/2007 / 4:09pm
Close Siebel	Completion Date/Time: 10/12/2007 / 4:20pm
	1
DVM: Paul Aardal	Node/Box: 216-337-0996
Service Dealer: LAKESHORE CHEVRO	LET Svc Mgr:
Selling Dealer: BASS CHEVROLET	Contact:

NOTES: **CUSTOMER AWARDED A REPAIR IN ARBITRATION BUT DID NOT RETURN FORM**

Case Assessment By: Laura	a Connor	Siebel/CARS Request #: 71-540107616				
Customer Name:						
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000			
Veh ID #:	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a			
1G1ZT52835F3						
What is the customer seeking? Repurchase						

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)

Date.	κοπ.	Mileage.	Days Out.	Descripcion of Repair.
10/11/05	99659	414	1	Vibration at hwy speeds – operating as designed
03/20/06	35079	5507		Howling in frt end – operating as designed
03/20/06	35079	5507		Vibration in front end – operating as designed
03/20/06	35079	5507		Lt turns have a light scrubbing in frt end – operating as designed

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering problems

09/22/06	160122	12100	Replaced power steering gear assy

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Popping noise

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

07/16/07	168051	22,585	Popping noise in front end when turning – replaced
			intermediate steering shaft

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Brakes and rotor problems

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

10/11/05	99659	414	Brake pulsation – turned frt and rear rotors
10/17/05	99873	732	Brake squeek – no problems found
03/20/06	35079	5507	Brake pulsation – operating as designed
09/22/06	160122	12100	Brake vibration – machine frt and rear rotors

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle leaking fluids

Date: RO#: Mileage: Days Out: De	escription of Repair:
----------------------------------	-----------------------

<u> </u>			Day D Cact	PODOLIPOION OF ROPALL.
03/20/06	35079	5507	1	Oil leak – no leaks found

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Transmission revs up

Date:	RO#:	Mileage:	Days	Out:	Descri	.pt:	ion o	f Repa:	ir:
-------	------	----------	------	------	--------	------	-------	---------	-----

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front wheels wobble when driving or braking

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

10/17/05	99873	732	Wheels wobble at highway speeds – no problem found
03/20/06	35079	5507	Pulls to right – operating as designed
07/16/07	168051	22,585	Wheel wobble when driving – unable to duplicate

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Vehicle acts like it does not want to start

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

10/17/05	99873	732	1	Stalled twice – No problem found
03/20/06	35079	5507		When starting will not crank first time – operating as designed

Team Manager Approval:

Privileged and Confidential Information

09/22/06	09/22/06 160122 12100 1 Hard start – unable to duplicate								
07/16/07	168051	22,585	1	Hard start – reprogrammed PCM					
		,							
CUSTOME	CUSTOMER'S PRIMARY SYMPTOM/CONCERN: ABS light on when it shouldn't be								
Date: RO#: Mileage: Days Out: Description of Repair:									
03/20/06	35079	5507		ABS kicks in when stopping on dry, clear roads - operating					
	as designed								
				SES light on and vehicle will not move					
		Mileage:	Days Out:	Description of Repair:					
03/20/06		5507		Feels like engine wants to stall – could not duplicate					
06/02/06	40128	7903	1	SES light on and running rough – found #4 cylinder					
				missing – found stock injector – add cleaner to fuel					
	VADTONA	OONOEDN							
		CONCERN:							
			Days Out: I	Description of Repair:					
10/11/05		414		Ignition off center – operating as designed					
10/11/05		414		Burning smell – operating as designed					
10/17/05		732		Burns excessive fuel – no problem found					
10/17/05		732		Lights dim when idling – no problem found					
09/22/06		12100		Traction ctrl light – unable to duplicate					
07/16/07	168051	22,585		Odor coming from A/C – normal operation					
ATA Days	S Out of S	Service:6							
Total Day	s Out of	Service: _	_6(excluding Collision Re	days for customer pay reasons such as; Maintenance and epairs)					
VEHICLE	MEETS F	PRESUMPT	ION LEMON LA	AW? YES: NO:X					
What is	customo	r eligible f	or (based un	on the BBB Program Eligibility Guidelines and the					
				ing presumption)?					
			lity for the stat						
Tillo Velli	ole does	meet engibi	inty for the star						
AVM and	or DEAL	ER RECOM	MENDATION(s	d:					
				They will forward information to BRC for decision to be					
made on				,					
CRM REC	CRM RECOMMENDATION & RATIONALE (EXPLAIN):								
CRS has been unable to contact customer. UTC has been sent. Cust has now made case live and made									
contact with CRS. CRS offered GMPP VG 36/36 \$0 ded. Cust is considering offer. Cust has declined									
offer.	offer.								
Decision reached by CRM: Arbitrate case: X Settle case:									
		•							
440:	01/== -	14/4 = = = =		IN ADDITE ATION BUT BIS MAD BEFORE					
CUST	**CUSTOMER AWARDED A REPAIR IN ARBITRATION BUT DID NOT RETURN FORM								

Team Manager Approval:

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





Case Number: 140557

Originator Name: Nick Sennema 866-790-5600 11706 sennemni@gmexpert.com

Created Date: 09/18/2007

Vehicle Info

1G1ZT52805F *VIN: MSRP: 21970.0 *TAC #: N/A 2005 Malibu Year: Make: Chevrolet Model:

Vehicle Comments & TAC Explanation:

TAC not involved, dealership was working with TSB's to try and correct the problem

*Date Reviewed with Customer: 09/18/2007 26872 *Repurchase Mileage: **Original Purchase Date:** 06/16/2005 * Original Purchase Condition: New

Vehicle Owner(s)

Entity Type Person * Names(s) on Title:

* Primary Owner:

* Address * City

* Day Phone:

* E-mail:

* Title State: FL

* State FL

* Home Phone:

* ZIP Code: * Cell Phone:

Account #:

ZIP Code:

E-mail:

E-Mail:

Dealer Name: MAROONE CHEVROLET OF FORT LAUDERDALE

* Fax Phone:

* Company:

State

Fax:

District:

Fax:

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

FT Lauderdale

M0110

Vehicle Lien Holder

Type of Secured Interest: No Lien

Contact or Attention:

Address

City Day Phone:

Original Selling Dealer

* Dealer #: 158644

Region:

(954) 567-7000 * Phone:

* Contact Name: Paul Bradshaw

Repurchasing Dealer:

Repair

* Contact Name: **Brad Heine** * Contact Title:Service Manager

1152

* Contact Title:Sales Manager

(954) 567-7346

Vehicle Location:

September 21, 2007 Page 1 of 2

Repurchase

* Reason Steering shaft noise

Transaction

Details:

Siebel Request #: 71-541336113

State: FL

Source: ADR BBB Mediated

2G1WT58K489

Replacement VIN:

Order #:

MSRP: 22945.0

* Type: Trade - New Finance

* Disposition:Auction

Year: 2008 Make: Chevrolet Model: Impala

Deal with Paul Bradshaw at Maroone Chevrolet of Fort Lauderdale. Customer is responsible for MSRP upgrade/usage, and necessary upgrade taxes. All other taxes/fees will be a wash. Repurchase:

* Processing Instructions:

Disposition: N/A

* Processing Instructions:

Transaction Details

<u>Group</u>	Responsible	<u>Formula</u>	Additional Explanation	<u>Value</u>
Usage	Customer	26,872/120,000*1	Usage per Lemon Law	4386.6
Sales Tax	Customer	customer is resp	Sales Tax	6
State/Gov Fees	Customer	NA .	Fees	TBD
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity ` ´	Does Not Apply	NA	Negative Equity	0
Over Allowance Amour	nt Does Not Apply	NA	Over Allowance	0
				0

September 21, 2007 Page 2 of 2



DIEVROLET PONTAC ENLIGHC CLOSE COME ORGANICA SATURI HARMONICA

October 16, 2007

MAROONE CHEVROLET OF FORT LAUDERDALE Paul Bradshaw 1300 N FEDERAL HWY FORT LAUDERDALE, FL 33304

Dealer Confirmation Letter - Trade

03

Subject: Trade Reourchase
Customer

Vehicle: 2005 Chevrolet Malibu VIN: 1G1ZT52805F Ref SR: 71-541336113 V-140557

Dear Paul Bradshaw:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$15,802.32 to MAROONE CHEVROLET OF FORT LAUDERDALE. When writing the sales agreement for the trade repurchase, please use the numbers below:

 Replacement VIN:
 2G1WT58K489

 New Vehicle Sales Price:
 \$21,007.48

 Used Vehicle Trade Value:
 \$15,645.82

 Trade Difference:
 \$5,361.66

 Taxes:
 \$321.70

 Reg/Lic/Title Fees:
 \$150.00

 State Fees:
 \$6.50

Cash Paid on Delivery \$156.50
Document Fees: Not paid by either party

Dealer Processing Fee: \$ 200.00 (Warranty Credit on your Account)

No cash back rebates or incentives of any kind are applicable towards this transaction.

*If shown above, Cash Paid on Delivery is included in the check to the dealership.

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Monday October 15, 2007. If you have any questions you may reach me at 866-802-6625 x1237.

MAROONE CHEVROLET OF FORT LAUDERDALE 158644 Management Agent's Signature and Title.

HRTHUR NOVAK GENMER

MAROONE CHEVROLET OF FORT LAUDERDALE 158644 Management Agent's Printed Name and Title.

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity,





etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Sales Tax	\$321.70
Usage / depreciation	\$4,386.66
Upgrade	\$975.00
Total Customer Responsibility	\$5,683.36

*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.

MAROONE CHEVROLET OF FORT LAUDERDALE agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC 2717 Schust Rd Sagnaw, MI 48603





GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Wednesday August 8th, 2007

Brad Heine - service manager MAROONE CHEVROLET OF FORT LAUDERDALE 1300 N FEDERAL HWY FORT LAUDERDALE, FL 33304-1428 (954) 567-7000 Fax# 954-567-7348

Ret

Siebei Request: 71-541336113 2005 Chevrolet Malibu VIN # 1G1ZT52805F

Dear Mr. Heine:

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.

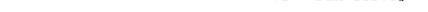
Your cooperation is greatly appreciated. If you have any questions, feel free to contact me directly at the number below.

Sincerely,

Nick Sennema

Nick Semema BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11706 FAX# 866-842-9445

> General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000 1426 Pacific Drive, Auburn Hills, MI 48326











General Motors Business Resource Center

FAX

To:

Brad Heine

Company:

Fax:

1-954-567-7348

Phone:

From: Nick Sennema

Fax:

866-842-9445

Phone:

800-231-1841 x11706

E-mail:

CC:

NOTES:

Aug 10 2007 03:51pm P002

Fax:9545677348

MAROONE CHEVROLET

217142

ACCOUNTING

OF FORT LAUDERDALE 1300 NORTH FEDERAL HIGHWAY

FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M.

FORT LAUD, FL	PAGI	Z 1.	SAT. Fi	R. 7:00 A.M. T . 8:00 AM TO L. REG. #MV-3	3:00 PM 32026	
HOME: BUS:	SERVICE A	DVISOR:	9182 BRI	www.maroone		
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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

PLEASE PAY

THIS AMOUNT

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Maroone O. Chevrolet

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200

SERVICE HOURS:

ACCOUNTING

216861

MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FORT LAUD, FL PAGE 1 FL. REG. #MV-32026 HOME BUS: www.maroone.com SERVICE ADVISOR: 4450 KIER COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLACK CHEVROLET MALIBU G1ZT52805F 24517/24517 DEL DATE PROD DATE WARR EXP PROMISED **₽**(0) N₁a)z RATE PAYMENT INV DATE <u>6</u>JUN05 :36 27,707,0 7JUL07 R O_ OPENED READY OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI <u>08:40 27JUL07</u> 16:40 27<u>JU</u>L07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NEI TOTAL A POPPING SOUND (FEEL) IN STEERING WHEN TURNING / TECH#8495 (TECH ROAD TESTED WITH CUST) CAUSE: INTERMEDIATE SHAFT BINDING E7700 SHAFT, STEERING INTERMEDIATE REPLACE 8495 W94 0.50 1050 4608 46.08 46.08 22687711 SHAFT KIT 9403 13164 0 131.64 131.64 FC: 2E PART#: 22687711 COUNT: 1 CLAIM TYPE: AUTH CODE: 9403 13164 TPARTS 1050 4608 TLABOR 24517 INTERMEDIATE SHAFT BINDING 8495 W R&R INTERMEDIATE SHAFT TEST OK AT THIS TIME B VIB / SHAKING IN VEHICLE WHEN BRAKING. ADVISE 17R RESURACE REAR ROTORS TEST OK AT THIS TIME 8495 CPC 4200 14995 149.95 149.95 24517 REAR ROTORS WARPED 8495 2.0 RESURFACE REAR ROTORS, TEST OK THIS TIME 99P-COURTESY MULTI-POINT INSPECTION 99F 99P-COURTESY MULTI-POINT INSPECTION 8495 CPC O Ω 0.00 0.00 24517 8495 N/C SAFETY INSPECITON SHOP SUPPLYS & ENVIRONMENTAL WAST 0 1500 15.00 THANK YOU FOR SERVICING YOUR VEHICLE AT MAROONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING #1 IN CUSTOMER SATISFACTION OU ARE NOT 100% SATISFIED FLEASE CALL YOUR SERVICE ADVISOR 954 567-7200 NO RO PUNCH TIMES ON FILE *** PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS PAYMENT METHOD DESCRIPTION TOTALS REPAIR INVOICE. AMERICAN LABOR AMOUNT CASH EXPRES\$ SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added PARTS AMOUNT a charge equal to 10% of the cost of labor up to a maximum of \$50.00. CHECK "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [8,559,905 (I) (h)] VISA GAS, OIL, LUBE SUBLET AMOUNT DISCOVER MASTERCARD The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new MISC. CHARGES INTERNAL OTHER TOTAL CHARGES STATE OF FLORIDA or remanufactured battery sold in the state, [8.403.7185]. LESS INSURANCE REGISTRATION NUMBER

Х

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

#MV - 32026

AR1190

SALES TAX

PLEASE PAY

THIS AMOUNT

ACCOUNTING

Maroone O Chevrolet OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS: MON.-FRI. 7:00 A.M. TO 7:00 P.M.

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Maroone Chevrolet
OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026

ACCOUNTING

FORT LAUD. FL

PAGE 2

HOME: BUS:				PAGE Z			FL. REG. #MV-3 www.maroone.		
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ALL PARTS INSTALLED ARE NEW UNLESS OTHER	RWISE INDI	CATED	THIS AMOUNT	56.84

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FORT LAUD FL

204515

ACCOUNTING

Maroone Chevrolet

1300 NORTH FEDERAL HIGHWAY 1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS: MON.-FRI, 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026

PAGE 1

HOME:		BUS:			********	_		Www.marc		
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DCAP @ 2006 ADP (05/05)

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Fax:9545677348

MAROONE CHEVROLET

202596

ACCOUNTING

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS: MON-FRI, 7:00 A.M. TO 7:00 P.M.

SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026

FORT LAUD, FL PAGE 2 HOME: BUS: www.maroone.com SERVICE ADVISOR: 4450 JAY KIER YEAR COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT TAG BLACK CHEVROLET MALIBU 1G1ZT52805F 13675/13675 DELLDATE PROD DATE WARR EXP. PROMISED PO NO: RATE PAYMENT INV DATE 16JUN05 5:30 050CT06 .00 060CT06 ROOPENED OPTIONS: READY STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 09:13 050CT06 113:20 060CT06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL 99P 99P COURTESY MULTI-POINT INSPECTION 8495 CPC 0 0 0.00 0.00 13675 8495 N/C SAFETY INSPECTION G** ADDED OPERATION 10.6.06 8:00AM / EXCESSIVE RUST BUILD UP REAR ROTORS / FOUND ON MULTI POINT SAFETY INSPECTION / OK PER RO CAUSE: EXCESSIVE RUT BUILD UP AT REAR ROTORS H0042 PADS, DISC BRAKE - FRONT - RER OR REPLACE 8495 W94 1.90 4370 16882 168.82 168.82 1 15243254 PAD KIT 4850 6790 0 97.00 67.90 67.90 FC: 01R01 PART#: 15243254 COUNT: 1 CLAIM TYPE: AUTH CODE: 4850 6790 TPARTS 4370 16882 TLABOR 13675 EXCESSIVE RUST BUILD UP AT REAR ROTORS 8495 W FOUND THAT EXCESSIVE RUST BUILD UP AT REAR ROTORS CAUSE REAR BRAKE PADS TOO PREMMATURE WEAR, RESURFACE REAR ROTORS AND R&R REAR PADS TEST OK AT THIS TIME SHOP SUPPLYS & ENVIRONMENTAL O WAST 652 6.52 THANK YOU FOR SERVICING YOUR VEHICLE AT MAROONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING IN CUSTOMER SATISFACTION TF YOU ARE NOT 100% SATISFIED PLEASE CALL YOUR SERVICE ADVISOR 954 567-7200 DATE START FINISH DURATION TYPE TECH Line(s) che 10-05-06 16:08 17:01 0.89 DW 8495 ΑВ 1.25 DW 10-06-06 08:06 09:218495 09:49 09:49 0.00 8495 ABFG PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS PAYMENT METHOD DESCRIPTION TOTALS REPAIR INVOICE. AMERICAN LABOR AMOUNT CASH **EXPRESS** SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added PARTS AMOUNT a charge equal to 10% of the cost of labor up to a maximum of \$50.00. CHECK VISA GAS, OIL, LUBE "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559,905 (i) (h)] SUBLET AMOUNT DISCOVER MASTERCARD MISC, CHARGES The State of Florida requires a \$1,00 fee to be collected for each new tire INTERNAL OTHER TOTAL CHARGES sold in the state (s.403.718), and a \$1.50 fee to be collected for each new STATE OF FLORIDA or remanufactured battery sold in the state, (s.403.7185). LESS INSURANCE REGISTRATION NUMBER #MV - 32026 SALES TAX Х AR1190 CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

202596

ACCOUNTING

OF FORT / AUDERDALE

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS: SAT. 8:00 AM TO 3:00 PM

MON.-FRI. 7:00 A.M. TO 7:00 P.M. FORT T.ATTD FT. PAGE 1 FL. REG. #MV-32026 HOME BUS: www.maroone.com SERVICE ADVISOR: 4450 JAY KIER COLOR YEAR MAKEMODEL UCENSE MILEAGE IN OUT TAG BLACK CHEVROLET MALIBU 13675/13675 lG1ZT52805F DEL DATE PRODUDATEL WARRLEXP PROMISED PO NO RATE PAYMENT INV. DATE 16JUN05 15:30 -050CT06 060CT06 - 00 CASH R.O. OPENED BEADY OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 09:13 0500706 L3:20 060CT06 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST MET TOTAI A SLIP / CLICK FEEL IN STEERING AT TIMES DRIVING / TURNING / PARKING 101 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED AND FOUND NO CONDITION THAT MERITED A REPAIR. 8495 CPC 0.00 13675 NORMAL OPERATION 8495 W FOUNDIT TO BE NORMAL OPERATION B RATTLE NOISE DASH / TOP CENTER AC VENT AREA / LOUDER AT TIMES / HAPPENS ALOT PER CUST CAUSE: UNABLE TO DUPLICATE D9995 CUSTOMER CONCERN NOT DUPLICATED 8495 W94 0:30 690 26 66 26.66 FC: 9Z PART#: COUNT: CLAIM TYPE: AUTH CODE: 0 0 TPARTS 690 2666 TLABOR 13675 UNABLE TO DUPLICATE 8495 W TEST DROVE VEHICLE FOR 5 MILES COULDN'T GET ANY NOISE TO COME FROM THE DASH IM1- CHANGE OIL & FILTER IMI IMI - CHANCE OIL & FILTER CPC 690 1520 8495 15.20 15.20 1 25010792 FILTER 340 550 5.50 5.50 1100 MOTOR OIL 510 625 0 1.25 1.25 6.25 13675 8495 .3 LOP

IM3 - FOUR TIRE ROTATION

IMB IMB + FOUR TIRE ROTATION

8495 CPC

690

13675 8495 .3 FOUR TIRE ROTATION

E CK SLOW LEAK RR TIRE PER CUST

FFR FLAT REPAIR/INSIDE PATCH

8495 CPC 1150 3000

13675 NAIL IN R/R TIRE 8495 .5 CP PATCH R/R TIRE TEST OK AT THIS TIME

99P-COURTESY MULTI-POINT INSPECTION PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.905 (l) (h))

The State of Florida requires a \$1,00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

Х CUSTOMER SIGNATURE

PAYMENT METHOD AMERICAN CASH EXPRESS CHECK VISA DISCOVER MASTERCARD

1995

INTERNAL OTHER STATE OF FLORIDA REGISTRATION NUMBER #MV - 32026 AR1190

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

PLEASE PAY THIS AMOUNT 19.95

30.00

19.95

30.00

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

FILE COPY

Au& 10 2007 03:57pm 600q

REPAIR INVOICE.

DCAP @ 2008 ADP (05/08)

846778348

MAROONE CHEVROLET

FORT LAUD,

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m FL}$

192768

ACCOUNTING

PAGE 1

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS; MON.-FRI. 7:00 A.M. TO 7:00 P.M.

MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026

HOME: BUS:	PAGE I	WWW.maroone.com
2001	SERVICE ADVISOR:	7437 ERIC RICHARDSON
COLOR YEAR MAKE/MODEL	VIN	LICENSE MILEAGE IN OUT TAG
BLACK 05 CHEVROLET MALIBU 10	1ZT52805F	77704/77704
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B IM3 - FOUR TIRE ROTATION		
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1 15803234 F-MIRROR 113		19.91 15.89 15.89
FC: 96		
PART#: 15803238		
COUNT: 2		
CLAIM TYPE:	#EDDE-178	
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MA ·		
200 81	0 3920 TPARTS 0 2666 TLABOR	
77704 REPLACE SUNVISOR PER CAMPAIGN #54		PUGUS ANTS A NEWY
LIGHTER VISOR	Ord Conf. 11. 1900 Conf. 11. 11. 11. 11. 11. 11. 11. 11. 11. 1	PARTIES TO TAXABLE PARTIES TAXABLE
SHOP SUPPLYS & ENVIRONMENTAL WAST	0 359	Ŷ F.Q
PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.	PAYMENT METHOD	DESCRIPTION TOTALS
· · · · · · · · · · · · · · · · · · ·	AMERICAN CASH EXPRESS	LABOR AMOUNT
SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00.		PARTS AMOUNT
"This charge represents costs and profits to the motor repair facility for	CHECK VISA	GAS, OIL, LUBE
miscellaneous shop supplies or waste disposal.* [s.559.905 (i) (h)]	DISCOVER MASTERCARD	SUBLET AMOUNT
The State of Florida requires a \$1.00 fee to be collected for each new tire	INTERNAL OTHER	MISC. CHARGES TOTAL CHARGES
sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].	STATE OF FLORIDA	LESS INSURANCE
	REGISTRATION NUMBER	

FILE COPY

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

#MV - 32026

AR1190

SALES TAX

PLEASE PAY

THIS AMOUNT

LAUD, FL

183029

Maroone C Chevrolet

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026 www.maroone.com

ACCOUNTING

PAGE 1

HOME:	BUS:	CED	ACE ADVAGODA	· ·	vw.maroone.cc	om
COLOR IYEAR		SEN'	VICE ADVISOR:	4450 JAY r	LLER Muragein	I/OUT TAG
424344	<u> MANGANZHEE</u>			On the state of th	*****************************	
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FULLY SEATED ON	LINE CONNECTION IL & FILTER					
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					76.50	1.5.50
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environmental compliance charge: Maintaining and repaining your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, maneged and disposed of mistrict compliance with federal, state and local solvents are regulations. We support these regulations and also believe our customers do too because they help insure a agfer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This decileration has decided in lists of raising its labor rate, to list a compliance charge on appropriate service. Dilis rate, to fist a compliance charge on appropriate service bills because we believe our customers would be interested to know that they are helping to pay for a cleaner environment.

LIMITED WARRANTY: The only warranties applying to this part(s) installed in accordance are those which may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fittess for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the compliant. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first,

				, ,	4.5	
	DESCRIPTION		077500100070100 077600105001000 071000100001000	TOT	ALS	
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1	PARTS AMOUNT					
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t	TOTAL CHARGES	7.5				
;	LESS INSURANCE	1				
•	SALES TAX	1.1			+ + 1	· .
	PLEASE PAY THIS AMOUNT					

FILE COPY

P011 Mu8 10 2007 03:59pm Fax:9545677348

CUSTOMER SIGNATURE

MAROONE CHEVROLET

Maroone C Chevrolet

2805955

FT.

182501

ACCOUNTING

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

MON,-FRI, 7:00 A.M. TO 7:00 P.M. SAT, 8:00 AM TO 3:00 PM FL. REG. #MV-32026

FORT LAUD. PAGE 1. HOME: BUS: www.maroone.com SERVICE ADVISOR: 5998 DEBORAH GILL MAKE/MODEL 130ENSE MILEAGE IN / OUT COLOR CHEVROLET MALIBU 1G1ZT528**0**5F BLACK 1810/1810 DEL DATE PROD DATE! WARR EXP. PROMISEO PO NO PAYMENT SINIVE DIANGE 16.ΠINO5 IS 13:24 23AUG05 0.00CASH 23AUG05 R O OPENED READY OPTIONS STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 23AUG05 14:29 23AUG05 LINE OPCODE TECH TYPE A/HRS S/HRS COST COMP LIST TOTAL A RECALL 05548 CAUSE: CAMPAIGN 05548 Y0042 RECALL 5548 ENGINE HARMONIC BALANCER NOT SEATED 89301 W94 0 30 600 FC: 96 PART#: COUNT: 0 CHAIM TYPE: AUTH CODE: 0 TPARTS 600 2567 TTABOR 1810 05548 89301 Y0042 [0.3 HRS] 05548 -TORGUR BALANCER B COMPLETE WALK AROUND INSPECTION, INSPECT TIRES, AND LOOK UNDER HOOD. PRESENT VEHICLE MAINTENANCE MENU, OFFER COURTESY MULTIPOINT INSPECTION 99P COMPLETE WALK AROUND INSPECTION, INSPECT TIRES AND LOOK UNDER HOOD, PRESENT VEHICLE MAINTENANCE MENU, OFFER COURTESY MULTIPOINT INSPECTION 89301 CPC 0.000THANK YOU FOR SERVICING YOUR VEHICLE AT MAROONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING #1 IN CUSTOMER SATISFACTION YOU ARE NOT 100% SATISFIED PLEASE CALL YOUR SERVICE ADVISOR 954 567-7200 TRGT/ACCOUNT SALE TRGT/ACCOUNT SALE 261/500C 261/515 2567 600 0 0 261/2255261/263 & COMP TOTALS 2567 COST; 600 LIMITED WARRANTY: The only warranties applying to this DESCRIPTION TOTALS ENVIRONMENTAL COMPLIANCE CHARGE: Malataining and part(s) installed in accordance are those which may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a LABOR AMOUNT repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, 0.00 and generation of wastes (solvents, oils, caustics, lead, sabestos, etc.) that must be stored, managed and disposed of in strict, compliance with federal, state and local environmental regulations. We support these regulations and slos believe our customers do too because they help insure a safer, healthler environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased, costs simply result in an increased hourly fabor charge. This dealership has decided in lieu of reising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection SUBLET AMOUNT 0.00 with the sale of products or service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct MISC. CHARGES 0.00 TOTAL CHARGES 0.00 any problem specified on the description of the compliant LESS INSURANCE 00.0 because we believe our customers would be interested to know that they are helping to pay for a cleaner environment. Parts and labor are guaranteed for 12 months of 12,000 miles, whichever comes first. SALES YAX 00.0

FILE COPY

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

0.00

Maroone O. Chevrolet

212705

ACCOUNTING

OF FORT LAUDERDALF

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT, 8:00 AM TO 3:00 PM FL REG #MV-32026

0.00

FORT LAUD, FIG HOME BUS

2805955

PAGE 1

www.marpone.com SERVICE ADVISOR: 4763 MISC SUBLET COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN COURT TAG BLACK CHEVROLET MALIBU 1G1ZT52805F 19641/19641 PROD DATE! WARR EXP. ! DEL DATE PROMISED FO NO. BATE PAYMENT INV DATE 16JUN05 13:24 02MAY07 0.00CASH 28APR07 R.O. OPENED READY OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 11:46 28APR07 12:02 28APR07 LINE OPCODE TECH TYPE A/HRS S/HRS COMP LIST NET TOTAL A DEFLAG TECH 8495 4 FOR RO 211245 CAUSE: DEFLAG -117 DEFLAG TRCH 8495 .4 FOR RO 21124 -3686 8495 W94 -0-40 -800 36.86 36.86 O O TPARTS -800-3686 TLABOR THANK YOU FOR SERVICING YOUR VEHICLE AT MAROONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING IN CUSTOMER SATISFACTION You are not look satisfied blease call YOUR SERVICE ADVISOR 954 567-7200 DATE START FINISH DURATION TYPE TECH LINK(S) CHG 04 - 28 - 0711:58 11:58 0.00 W 8495 Α TRGT/ACCOUNT SALE COST CONTROL TRGT/ACCOUNT SALE COST CONTROL 261/515 -3686 -800 261/263 **** -3686 COST SALE, & COMP TOTALS -800 -3686 0 PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS PAYMENT METHOD DESCRIPTION TOTALS REPAIR INVOICE. AMERICAN LABOR AMOUNT. 0.00 CASH **EXPRESS** SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added PARTS AMOUNT 0.00 a charge equal to 10% of the cost of labor up to a maximum of \$50.00. CHECK VISA GAS, OIL, LUBE 0.00 "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559:905 (I) (h)] SUBLET AMOUNT DISCOVER MASTERCARD 0.00 MISC. CHARGES 0.00 The State of Florida requires a \$1,00 fee to be collected for each new tire INTERNAL OTHER TOTAL CHARGES sold in the state [s.403.718], and a \$1.50 fee to be collected for each new 0.00 STATE OF FLORIDA or remanufactured battery sold in the state, (s.403.7185), REGISTRATION NUMBER LESS INSURANCE 0.00 Х #MV - 32026 SALES TAX 0.00 AR1190 CUSTOMER SIGNATURE PLEASE PAY ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED THIS AMOUNT

Marooneo Chevrolet

176702

ACCOUNTING

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200

SERVICE HOURS: MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM

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know that they are helpi	ing to pay for a cleaner environment.	miles, whichever co	mes first.		SALES TAX		

FILE COPY

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT 2008 IMPALA LT SEDAN

6

51U GOLD MIST METALLIC	/V6G
52C NEUTRAL	
ORDER NO. KZTWOD/TRE STOCK I	NO.
VIN 2G1 WT58 K4 89	
*******	*****
MODEL & FACTORY OPTIONS	MSRP
1WT19 IMPALA LT SEDAN	21865.00
AM9 REAR FLIP & FOLD FLAT SEAT	295.00
B86 BODY COLOR BODY SIDE MOLDING	100.00
FE9 50-STATE EMISSIONS	N/C
LZE ENGINE, 3.5L V6	0.00
FLEX-FUEL CAPABILITY	
MX0 4 SPEED AUTO TRANSMISSION	0.00

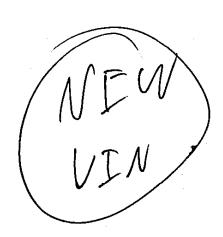
GENERAL MOTORS CORPORATION & SUBSIDIARIES

RENAISSANCE CENTER DETROIT

MI 48243-1114 VEHICLE INVOICE 1AD09385195 ******************13*26202S

INV AMT	RETAIL - STOCK
20662.43	INVOICE 06/28/07
244.85	SHIPPED 06/28/07
83.00	EXP I/T 07/09/07
N/C	INT COM 07/09/07
0.00	PRC EFF 06/28/07
	KEYS G1832 G1832
0.00	WFP-S QTR OPT-1
	BANK: GMAC - 029
	CHG-TO 26-202

SHIP WT: 3490 HP: 34.7 GMS: 21157.48 SUPPLR: 22102.82 MRM: 22945.00 DAN: LT1BS MEMO 963.00



TOTAL MODEL & OPTIONS 22260.00 20990.28 ACT 231 21007.48 685.00 H/B 261 667.80 222.60 ADV 261 222.60 DESTINATION CHARGE 685.00 LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION 222.60 EXP 65A 222.60

TOTAL 22945.00 22120.48 PAY 310 22120.48

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21124.70

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.

MAROONE CHEVROLET OF FORT LAUDERDALE

REMIT TO GMAC NO. 029 VIN 2G1WT58K489 \$ 22120.48 INV 1AD09385195 DUE 07/09/07 DEALER 26-202



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 8, 2007

Re:m09 CHV0749928 vs Chevrolet Motor Division 1G1ZT52805F

NICHOLAS SENNEMA CHEVROLET P O BOX 33170 DETROIT MI 48232-5170

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,



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.

MANUFACTURER RESPONSE FORM

Case Number: CHV0749928 Customer Name: VIN: 1G1ZT52805F This claim is IN Warranty Has the customer contacted you Is the VIN listed above correct? If you checked NO, please indicated Customer Contact Info:	regarding the claim?	Probable He	ĭ YES □ NO	□NO	FL Pemb	
SETTLEMENT INFORMATIO What, if anything, are you willing dealership name for repairs, speci	to offer the customer		dispute	Please	includ	de as much detail as possible (e.g.,
Has this offer been communicate If you checked YES, please indicate The customer accepted the of The customer rejected the off The customer has not indicate	te the customer's resp fer on// er on//		□YES	□ N0	O	
If the customer accepts this offer frame:	, when will the settler	nent be perfo	rmed? P	lease inc	dicate	a specific performance date or time
ARBITRATION INFORMATIO	N					
Please list customer requests tha	you feel are ineligible	e for arbitratio	on and ex	plain wh	ny.	
Please write your position as to the	e cause of each proble	em listed on t	he <i>Custon</i>	ner Claim	Form	
Please indicate the decision you i	equest the arbitrator	to render:				
List the amount of any over allow I will participate □ By phone		\$ In writing				
Return this form as soon as possil	le					
To:		by:				
BBB AUTO LINE		act:				
Fax: 703.247.9700	Phone:		Fax:			_

Customer Claim Form

Contact Date: 08/08/07	Start Date:	08/08/07	Case Number: CHV0/49928	
	n this vehicle v	vith the BBB or anoth	ner dispute resolution provider? ☐ YES 幫 No Case Number:	
Titled Owner(s) Name&Add	ress			
FORT LAUDERDALE, FL				
Day Phone:		Evening Phone:	Cell Phone:	
Fax Number:		E-mail Address:		
Customer Contact Info:				
Vehicle Information		_		
Name(s) of individual(s) or busine				
		<u> </u>	vehicle used for business purposes:	
Transmission Type: Automatic				
			: 2005 Current Mileage: 25000	
Vehicle Identification Number: 1G			ALID	
Servicing Dealer/City/State : M Selling Dealer/City/State : M	AROONE CHE	VROLET OF FORT LA	AUD, AUD EODTIAUDEDDALE EL	
Insurance Carrier : A	Ilstate Insurance	Pol	licy Number	
Has vehicle been in an accident/ha			•	-
Description of Damage :	a body damag	e. 165 1 to <u>A</u> E	suce of accident.	
Purchase/Lease Information	Complete left sie	de if vehicle was purchas	sed or right side if vehicle was leased)	
Purchase Date:06/15/05 Mileage at				
Purchased As: ☑ New ☐ Used ☐	Demo	Leased As:	□ New □ Used □ Demo	
Is the vehicle in your possession?	yes	Is the vehicl	le in your possession?	
Lienholder's Name:			mpany's Name:	
Address:			Address:	
City/St/Zip: Phone: () -			City/St/Zip:	
			Phone:	
Lienholder Acct #:		Leasing Con	mpany's Acct #:	
Customer's Desired Outcome	(Describe what	t you want done to resolz	ve your concern)	
The customer would like the manufacture	er to replace the	e vehicle with one that o	operates correctly.	
Signature of Titled Owner(s)/Lessee	e(s):		Date	
I am submitting this dispute for resolution LINE Arbitration Rules.	n in the BBB AU	TO LINE program, and I	Date	

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

Customer Name:	Case Num	nber: CHV0749928			
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date:	Mileage: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. Noise coming from the engine area	yes				
2. Steering column makes a popping sound, vehicle shakes	yes				
3. Steering box replaced, steering column replaced	yes				
		1			

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

Customer Claim Form

Contact Date: 08/08/07	Start Date:	08/08/07	Case Number: CHV0/2	19928
Have you contacted the mfr regardi Have you previously filed a claim on If yes, name of provider:	this vehicle v	with the BBB or anoth		
Titled Owner(s) Name&Addr	ess:			
Tible Swill (b) Tiblines Tibli	<u></u>			
FORT LAUDERDALE FI Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:	Cell Pho	ne:
Vehicle Information		_		
Name(s) of individual(s) or business Vehicle Use: ☑Personal ☐Business Transmission Type: Automatic Make: Chevrolet Model Vehicle Identification Number: 1G1 Servicing Dealer/City/State : M. Selling Dealer/City/State : M. Insurance Carrier : Al Has vehicle been in an accident/had Description of Damage :	□Both Numl : Malibu IZT52805F AROONE CHE AROONE CHE	Percentage of time ber of vehicles owned Model Year: WROLET OF FORT LANDER OF FORT LANDER OF FORT LANDER PO	or leased by the business 2005 Current Milea AUD, AUD, FORT LAUDERDALI licy Number:	s: age: 25000
Purchase/Lease Information (Complete left si	de if vehicle was purcha	sed or right side if vehicle wa	s leased)
Purchase Date:06/15/05 Mileage at 1				
Purchased As: ☑ New ☐ Used ☐	Demo	Leased As:	□ New □ Used □ Demo	
Is the vehicle in your possession?	yes	Is the vehic	le in your possession?	
Is the vehicle in your possession? Lienholder's Name:		Leasing Cor	mpany's Name:	
Address:			Address:	
City/St/Zip: Phone: () -			City/St/Zip:	
			Phone:	
Lienholder Acct #:		Leasing Co	mpany's Acct #:	
Customer's Desired Outcome The customer would like the manufacture	(Describe what er to replace the	t you want done to resolute with one that of	ve your concern) operates correctly.	
Signature of Titled Owner(s)/Lessee(I am submitting this dispute for resolution	(s):in the BBB AU	TO LINE program, and l	Date	under BBB AUTO
LINE Arbitration Rules.				

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

Customer Name:	Case Num	ıber:	CHV0749928				
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date: Date:		Mileage: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. Noise coming from the engine area	yes						
2. Steering column makes a popping sound, vehicle shakes	yes						
3. Steering box replaced, steering column replaced	yes						
	1						

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:

- ()wned 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 punchase
Deduction/ = at the time of the arbitration hearing x price or gross
Payment 100,000 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 carnings the customer received or used as a downpayment or capitalized cost reduction.

STANDARDS OF THE FLORIDA LEMON LAW

Motor Vehicle Warranty Enforcement Act

The following is a brief explanation of most relevant provisions of the Florida lemon law. The complete text of the lemon law can be found at Florida Stat. Ann. Section 681.10 et seq.

To obtain a "Consumer Guide to the Florida Lemon Law," or speak with someone about the Lemon Law, consumers in Florida may call the Florida Department of Agriculture & Consumer Services's Lemon Law Hotline at 1-800-321-5366, or 1-850-488-2221 for consumers outside Florida.

VEHICLES COVERED

The Florida lemon law covers cars and trucks that are sold in Florida to transport persons or property. This includes demonstrators, recreational vehicles (other than the living facilities), and also leased vehicles if the lessee is responsible for repairs. The Florida lemon law does not cover vehicles run only on tracks, off-road vehicles, trucks over 10,000 pounds G.V.W., motorcycles, mopeds, or the living facilities of recreational vehicles.

CONSUMERS COVERED

The lemon law covers any of the following:

- 1. The purchaser, other than for purposes of resale, or the lessee, of a vehicle primarily used for personal, family or household purposes;
- 2. Any person to whom such vehicle is transferred for the same purposes during the duration of the Lemon Law Rights Period; or
- 3. Any other person entitled by the terms of the warranty to enforce the obligations of the warranty.

Subsequent owners are covered if the vehicle is transferred from one consumer to another during the Lemon Law Rights Period (24 months from original delivery).

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED THE FLORIDA LEMON LAW

The lemon law covers vehicle nonconformities. A nonconformity is defined as a defect or condition that substantially impairs the use, value or safety of a vehicle.

This does not include a defect or condition that results from an accident, abuse, neglect, modification, or alteration of the vehicle by persons other than the manufacturer or its authorized service agent.

LEMON LAW RIGHTS PERIOD

The Lemon Law Rights Period established by the lemon law is the period ending 24 months after the date of original delivery of the vehicle to a consumer.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to the warranty and the consumer first reports the problem to the manufacturer or its authorized service agent during the Lemon Law Rights Period, the manufacturer or its authorized service agent shall repair the motor vehicle, even if the repairs are made after the Lemon Law Rights Period.

FINAL REPAIR ATTEMPT

The lemon law gives the manufacturer the right to a final repair attempt after there are 3 repair attempts for the same nonconformity or after the vehicle has been out of service for 15 days or more for the repair of one or more nonconformities.

After three repair attempts:

After three attempts have been made to repair the same nonconformity, the consumer must give written notice to the manufacturer, by registered or express mail, of the need to repair the nonconformity.

After the manufacturer receives the consumer's notice by registered or express mail, the manufacturer must respond within 10 days and give the consumer the opportunity to have the vehicle repaired at a reasonably accessible repair facility within a reasonable time after the consumer's receipt of the response.

After the vehicle is delivered to that facility, the manufacturer must correct the nonconformity within 10 days.*

*For recreational vehicles purchased or leased on or after October 1, 1997, the manufacturer has 45 days (not 10) to correct the nonconformity.

The requirement for the manufacturer to be given a final repair attempt does not apply if the manufacturer does not properly respond to the consumer within 10 days of receipt of the consumer's notice, or if it does not perform the repairs within the prescribed time periods.

After 15 days out of service:

If the motor vehicle is out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 15 or more days, exclusive of down time for routine maintenance prescribed by the owner's manual, the consumer must give written notice to the manufacturer by registered or express mail.

After receiving the registered or express mail notice from the consumer, the manufacturer or its agent has an opportunity to inspect or repair the vehicle.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or its authorized service agent cannot conform a vehicle to its warranty by repairing or correcting any nonconformity after a reasonable number of attempts, the manufacturer must either repurchase or replace the vehicle. The consumer has a right to choose repurchase rather than replacement.

REASONABLE NUMBER OF REPAIR ATTEMPTS

It is presumed that a reasonable number of repair attempts have been made if, during the Lemon Law Rights Period, either:

- The same nonconformity has been subject to repair at least three times by the manufacturer
 or its authorized service agent, plus a final attempt by the manufacturer after receiving the
 registered or express mail notice from the consumer, and the nonconformity continues to
 exist; or
- 2. The vehicle has been out of service by reason of repair of one or more nonconformities by the manufacturer or its authorized service agent for a cumulative total of 30* or more days, exclusive of down time for routine maintenance prescribed by the owner's manual. The manufacturer must have had the opportunity for a final repair attempt as described above. The 30 and 60 day periods may be extended if repair services are not available because of war, invasion, strike, fire, flood, or natural disaster.

*For recreational vehicles purchased or leased on or after October 1, 1997, the days out of service is 60 (not 30).

Regulations define "repair attempt" as the replacement of a component, or some adjustment made, to correct a substantial defect or condition covered by the manufacturer's warranty. An examination of a reported defect or condition, without a subsequent adjustment or component replacement, may be considered a repair attempt if it is later shown that repair work was justified. Examination or repair performed by anyone other than the manufacturer or its authorized service agent is not considered a repair attempt.

Regulations define "out-of-service day" as any day, including weekends and holidays, when the vehicle is left at an authorized service agent or manufacturer's designated repair facility for an examination or repair of one or more substantial defects or conditions covered by the manufacturer's warranty. The days for each visit start on the day the vehicle is brought in to the repair facility and end on the day the work is completed. If the vehicle is left at the repair facility for routine maintenance, repair of minor defects, or repairs to defects first reported after the lemon law rights period expired, the days will not be considered as out-of-service days.

DISPUTE RESOLUTION

The lemon law provisions requiring repurchase or replacement of a nonconforming motor vehicle do not apply to a consumer who has not first used a dispute settlement procedure if:

1. The procedure has been certified by the Division of Consumer Services as complying with 16 C.F.R. Part 703 and the lemon law and regulations; and

2. At the time of the vehicle's acquisition, the manufacturer informed the consumer in writing how and where to file a claim with the procedure.

TIME PERIOD FOR FILING CLAIMS

If a manufacturer participates in a certified dispute settlement procedure, the consumer must file a claim with the certified procedure no later than 60 days after the expiration of the Lemon Law Rights Period.

A consumer may file a claim with the Florida New Motor Vehicle Arbitration Board if:

- 1. The certified procedure does not render a decision within 40 days of filing;
- 2. The consumer is not satisfied with the certified procedure's decision or the manufacturer's compliance with the decision; or
- 3. The manufacturer does not participate in a certified procedure.

The claim must be filed with the Florida New Motor Vehicle Arbitration Board no later than 60 days after the expiration of the Lemon Law Rights Period or 30 days after the final action of a certified procedure, whichever date occurs later.

REMEDIES UNDER THE FLORIDA LEMON LAW

REPURCHASE OF OWNED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a vehicle under the lemon law:

- 1. Purchase price of the vehicle. This is the cash price for the vehicle, inclusive of any allowance for a trade-in vehicle;
- 2. Collateral charges. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

"Purchase price" excludes debt from a previous transaction. "Allowance for trade-in vehicle" means the net trade-in allowance as reflected in the purchase contract if acceptable to the consumer and the manufacturer. If that amount is not acceptable to both parties, then the trade-in allowance is an amount equal to the retail price of the trade-in vehicle as reflected in the NADA Official Used Car Guide (Southeastern Edition) or NADA Recreation Vehicle Appraisal Guide, whichever is applicable, in effect at the time of the trade-in. The manufacturer is responsible for providing the applicable NADA book.

The refund will be paid to the consumer and lienholder of record, if any, as their interests may appear.

Deductions From Amount Paid to Purchaser

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

^{*}For recreational vehicles purchased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

REPURCHASE OF LEASED VEHICLE

Basic Repurchase Amount

The Florida lemon law provides that the manufacturer must refund the following amounts when repurchasing a leased vehicle under the lemon law:

To the lessee:

- 1. Lessee Cost. This is the total deposit and rental payments previously paid to the lessor for the leased vehicle, excluding debt from a previous transaction;
- 2. Collateral charges. These are reasonably-incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to, sales taxes and title charges, manufacturer-installed or agent-installed items or service charges, and earned finance charges; and
- 3. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

To the lessor:

The Lease Price MINUS the Lessee Cost.

Lease Price means the capitalized cost and each of the following items to the extent not included in the capitalized cost:

- 1. The lessor's earned rent charges through the date of repurchase;
- 2. Collateral charges, if applicable;
- 3. Any fee paid to another to obtain the lease;
- 4. Any insurance or other costs expended by the lessor for the benefit of the lessee; and
- 5. An amount equal to state and local sales taxes, not otherwise included as collateral charges, paid by the lessor when the vehicle was initially purchased.

Deductions From Amount Paid to Lessee

The Florida lemon law provides that the following deduction must be made as a reasonable offset for the vehicle's use:

*For recreational vehicles leased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

REPLACEMENT

When replacing a vehicle under the Florida lemon law, the manufacturer must provide a new vehicle that is identical or reasonably equivalent to the vehicle to be replaced, as that vehicle existed at the time of purchase.

"Reasonably equivalent" means that the manufacturer's suggested retail price ("M.S.R.P.") of the replacement vehicle does not exceed 105% of the M.S.R.P. of the vehicle to be replaced. In the case of a recreational vehicle, the retail price of the replacement vehicle will not exceed 105% of the purchase price of the recreational vehicle to be replaced.

The Florida lemon law also provides that the manufacturer must refund to the consumer the following amounts when replacing a vehicle under the lemon law:

- Collateral charges. These are reasonably incurred additional charges to a consumer wholly incurred as a result of the acquisition of the vehicle. They include, but are not limited to:
 - a. sales taxes and title charges;
 - b. manufacturer-installed or agent-installed items or service charges;
 - c. earned finance charges; and
- 2. Reasonably incurred incidental charges. These are reasonable costs to the consumer that are directly caused by the nonconformity of the vehicle.

The consumer must pay a reasonable offset for the vehicle's use in accordance with the formula set out above.





GMC

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Wednesday August 8th, 2007

Brad Heine - service manager MAROONE CHEVROLET OF FORT LAUDERDALE 1300 N FEDERAL HWY FORT LAUDERDALE, FL 33304-1428 (954) 567-7000 Fax# 954-567-7348

Re:

Siebel Request: 71-541336113 2005 Chevrolet Malibu VIN # 1G1ZT52805F

Dear Mr. Heine:

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,

Nick Sennema

Nick Sennema BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11706 FAX# 866-842-9445









GMC

General Motors Business Resource Center

FAX

To:

Brad Heine

Company: Fax.

1-954-567-7348

Phone:

From:

Nick Sennema

Fax:

866-842-9445

Phone:

800-231-1841 x11706

E-mail:

CC:

NOTES:

Marooneo Chevrolet

OF FORT LAUDERDALE

2805955

217142

ACCOUNTING

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS: MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM

FL, REG. #MV-32026 PAGE 1 www.maroone.com LAUD, $_{
m FL}$ FORT BUS HOME BRIAN SERVICE ADVISOR: 9182 MILEAGE IN / OUT TAG LICENSE VIN MAKE/MODEL COLOR YEAR 24650/24650 2805E CHEVROLET MALIBU INV. DATE PAYMENT BLACK RATE PO N PROMISED PROD DATE WARR EXP. DEL DATE 03<u>AUG</u>07 CASH 0.00 WAIT 02AUG0 STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 6JU<u>N</u>05 OPTIONS: READY R.O. OPENED 15:33 <u>03AUG07</u> 15:18 01AUG07 NET TOTAL COMP LINE OPCODE TECH TYPE A/HRS S/HRS SALE COST A POPPING SOUND (FEEL) IN STEERING WHEN TURNING / TECH#8495 101 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED AND FOUND NO CONDITION THAT MERITED A REPAIR. 9495 CPC 24650 NORMAL OPERATION 8495 N/C B CUST STATES GROWLING NOISE AND BAD VEBRATION 117 SEE STORY 0.000.008495 CPC n 97.00 97.00 97.00 9700 0 4850 1 15243254 PAD KIT 24650 REAR PADS BAD 8495 N/C R&R REAR PADS. RESURFACE ROTORS, TEST OK AT THIS TIME C ENTERPRIZE RENTAL CAR Z7903 COMP 3 DAYS 4763 CPC 99P-COURTESY MULTI-POINT INSPECTION 99P 99P-COURTESY MULTI-POINT INSPECTION 0.00 0.00 0 0 CPC 8495 24650 8495 N/C SAFETY INSPECTION THANK YOU FOR SERVICING YOUR VEHICLE AT MAROONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING #1 IN CUSTOMER SATISFACTION YOU ARE NOT 100% SATISFIED PLEASE YOUR SERVICE ADVISOR 954 567-7200 *** NO RO PUNCH TIMES ON FILE *** COST CONTROL SALE TRGT/ACCOUNT TRGT/ACCOUNT SALE 4850 261/480C 9700 0 0 261/500C 10282 **** 261/324 0 4850 9700 PAYMENT METHOD

COST, SALE, & COMP TOTALS 48
PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE. SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added

a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.905 (I) (h))

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.80 fee to be collected for each new or the state (s.403.7185).

CUSTOMER SIGNATURE

INTERNAL STATE OF FLORIDA REGISTRATION NUMBER #MV - 32026 AR1190 ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

CASH

ÇHECK

DISCOVER

AMERICAN

EXPRESS

VISA

MASTERCARD

OTHER

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	97,00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	97.00
LESS INSURANCE	0.00
SALES TAX	5.82
PLEASE PAY THIS AMOUNT	102.82

Maroone Chevrolet OF FORT LAUDERDALE 2805955 216861

ACCOUNTING

1300 NORTH FEDERAL HIGHWAY

FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM $T_{i}\Delta TT$ FORT PAGE 1 FL. REG. #MV-32026 HOME BUS www.margone.com SERVICE ADVISOR: 4450 JAY KIER MAKE/MODEL COLOR YEAR VIN LICENSE MILEAGE IN / OUT TAG BLACK CHEVROLET MALTRII 1G1ZT52805FDEL DATE PROD. DATE WARR, EXP PROMISED PO NO RATE PAYMENT INV. DAFE <u> 16JUN</u>05 IS :36 27JUL07 CASH 0.00 27JUL07 R.O. OPENED READY OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 08:40 27JUL07 16:40 27JUL07 LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL A POPPING SOUND (FEEL) IN STRERING WHEN TURNING / TECH#8495 (TECH ROAD TESTED WITH CUST) CAUSE: INTERMEDIATE SHAFT BINDING E7700 SHAFT, STEERING INTERMEDIATE REPLACE 8495 W94 0.50 1050 4608 46.08 46.08 22687711 SHAFT KIT 9403 13164 0 164.97 131.64 131.64 FC: 2E PART#: 22687711 COUNT: 1 CLAIM TYPE: AUTH CODE: NE 9403 13164 TPARTS 1050 4608 TLABOR 24517 INTERMEDIATE SHAFT BINDING 8495 W RER INTERMEDIATE SHAFT TEST OK AT THIS TIME B VIB / SHAKING IN VEHICLE WHEN BRAKING, ADVISE 17R RESURACE REAR ROTORS TEST OK AT THIS TIME 8495 CPC 4200 14995 149.95 149.95 24517 REAR ROTORS WARPED 8495 2.0 RESURFACE REAR ROTORS, TEST OK AT THIS TIME 99P-COURTESY MULTI-POINT INSPECTION 99P 99P-COURTESY MULTI-POINT INSPECTION 8495 CPC 0 O 0.00 0.00 24517 8495 N/C SAFETY INSPECITON SHOP SUPPLYS & ENVIRONMENTAL WAST 1500 15.00 THANK YOU FOR SERVICING YOUR VEHICLE AT

MAROONE CHEVROLET FORT LAUDERDALE

WE ARE COMMITTED TO BEING

IN CUSTOMER SATISFACTION

YOU ARE NOT 100% SATISFIED PLEASE CALL

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Maroone Chevrolet

OF FORT LAUDERDALE

211245

ACCOUNTING

PAGE 1

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026 www.maroone.com

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OF FORT LAUDERDALE

ACCOUNTING

1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS:

Maroone C Chevrolet

MON, FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026

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www.maroone.com

PAGE 2

		SERVICE	ADVISOR:	4450 JA	Y KIER	
COLOR YEAR	MAKE/MODEL	ViN		LICENSE	MILEAGE	IN/OUT TAG
BLACK 05 CHEVR	ROLET MALIBU	1G1ZT52805	F		19641/	/19641
DEL DATE PROD. DATE W	VARR. EXP. PROMISE	D P	ONO	RATE		INV DATE

16JUN05 IS	13:54 291	MAR07		0.00	CASH	29MAR07
R.O. OPENED	PEADY OPTIONS	STK:5F29	2650 DLR	:26202	ENG:3.5 L	TER SFI
	·				~~	_

07:31 29MAR07 | 11:10 29MAR07

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HOME:

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99P 99P-COURTESY MULTI-POINT INSPECTION

8495 CPC

19641 8495 N/C SAFETY INSPECTION SHOP SUPPLYS & KNVIRONMENTAL WAST

T. T.CIT

THANK YOU FOR SERVICING YOUR VEHICLE AT MAROONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING

#1 IN CUSTOMER SATISFACTION IF YOU ARE NOT 100% SATISFIED PLEASE CALL

YOUR SERVICE ADVISOR 954 567-7200

0

TRGT/ACCOUNT SALE COST CON	FIROL TRGT/ACCOUNT	Sale (MOST CONTRO)L
261/515 6451 1365	261/500C	3715	1170	
261/480C 550 340	261/492G	725		
261/ 1 50S 372 0	261/324	322	0	e i neli coloniali di la calc
261/263 6451 ******	261/2256	5684 **	****	2000 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

COST, SALE, & COMP TOTALS 3450 PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s. 559.905 (l) (h)]

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.778], and \$2.80 fee to be collected for each new or remarked better sold in the case [s.403.7188]

PAYMENT METHOD AMERIČAN CASH EXPRESS CHECK VISA

11813

DISCOVER MASTERCARD INTERNAL OTHER

STATE OF FLORIDA REGISTRATION NUMBER #MV - 32026 AR1190

DESCRIPTION	TOTALS
LABOR AMOUNT	37.15
PARTS AMOUNT	12.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.72
TOTAL CHARGES	53.62
LESS INSURANCE	0.00
SALES TAX	3.22
PLEASE PAY	E COM

CUSTOMER SIGNATURE PARTS INSTALLED ARE NEW HIMESS OTHERWISE INDICATED

Voluntary/ Mandatory Repurchase

	BBB Case	Trade		
CO	MPLIANCE DATE	N/A		
AD	R REQUEST NUMBER	R	_71-541336113	
CU	STOMER NAME	William C	halan	
LA	ST SIX OF VIN	292650		
AD	R CRSNick Senn	ema	EXT	11706
DV	MOdell Garret	tt	PHONE _	615-390-9894
DA	TE ACCEPTANCE RE	CEIVED	9/17/2007_	
NU	MBER OF DAYS FOR	COMPLIANC	EN/A	
TE	AM LEAD'S SIGNATU	JRE	_Bridget Cazal	oon
AD	R Exceptions that need	to be paid i.e. o	ver allowance a	nd negative equity.
CO	OMMENTS/REASON FO	OR EXCEPTIO	N:	
13 0	will be returned without all		14.3	

Privileged and Confidential Information

CASE ASSESSMENT

By: Nick Sennema State: Florida

Customer Name: Service Request: 71-BBB Case No.: CHV0749928 541336113 Vehicle is: New BAC Code: 158644 Vehicle ID No. In Service 1G1ZT52805F Date: 6/16/2005 Year, Make & Model: 2005 Chevrolet Malibu Vehicle Purchased Used on: {n/a or mm/dd/yy} at odometer { odometer } Mileage at Time of BBB Filing (25,000) Other□: {Name} Sale Type: Purchase ☐ Lease ☐ Other ☐: Lien holder: GMAC {Type} **DVM Name: Odell Garrett** CAM Name: {Name}

VEHICLE REPAIR HISTORY

Phone Number: {Phone Number}

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.

■ Noise From Engine Area

Phone/Cell Number: 404082 8157

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
10/05/06	202596	***	13,675	- Customer states rattle noise in dash, top center ac vent area, louder at times, happens a lot – customer concern not duplicated. Test drove vehicle for 5 miles
11/13/06	204515	***	15,101	 Customer states flutter/ticking noise when driving 45mph and up from the dash area – outside wiper cowl cover flapping at the wind. Secured cowl
03/29/07	211245	***	19,641	- Customer states light rattle noise in left center dash area while driving 40-50 mph – found PIC#4337 to reseal cowl area for concern

☐ Steering Column Makes a Popping Sound, Vehicle Shakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/05/06	202596	2	13,675	- Customer states slip/click feel in steering at times, driving / turning / parking – normal operation, no condition that merited repair.
11/13/06	204515	1	15,101	- Customer states click type noise while driving and turning – steering gear internal failure. Found steering gear was making the sound the customer stated with the chassis ears. R&R steering gear and set toe.
03/29/07	211245	1	19,641	- Customer states thump feel (noise) in steering when turning – found bulletin#06-02-32-007A, reposition the I-shaft to correct noise.
07/27/07	216861	1	24,517	- Customer states popping sound (feel) in steering wheel when turning – intermediate steering shaft binding, R&R shaft
08/01/07	217142	3	24,650	- Customer states popping sound (feel) in steering when turning – we diagnosed your vehicle as you requested and found no condition that merited a repair
08/28/07	218558	2	26,013	- Customer states clunk in steering – performed inspection and roadtest.

Perform operations as per bulletin 06-02-32-007B, noise still present when wheel turned, replace steering shaft.

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/05	182501	1	1,810	 Recall#05548, engine harmonic balancer not seated. Torque balancer Recall #05094, replace sunvisor per campaign #5485. Replace 1 lighted, and 1 non-lighted visor
03/20/06	192768	1	7,704	

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/06/05	183029	1	2,018	- Customer states check engine light on – P0455, stored loose connection at purge valve #5485. Diagnose to find large leak P0455 stored. Perform visual inspection, perform smoke test to isolate leak. Found evap purge valve hose not fully seated on line connection. Replaced evaporative emission canister purge control solenoid valve.
10/05/06	202596	***	13,675	- Found excessive rust build on rear rotors on multi-point safety inspection. – resurfaced rear rotors and R&R rear pads.
07/27/07	216861	***	24,517	- Customer states vibration/shaking in vehicle when braking – resurface rear rotors, ok at this time
08/01/07	217142	***	24,650	- Customer states growling noise and bad vibration – rear pads bad, R&R rear pads, resurface rotors. Test, ok at this time
08/28/07	218558	***	26,013	- Customer states high speed vibration 70mph and up – perform tire balance
				 Customer states while backing up, steering wheel shakes – diagnosed to find steering wheel shaking when reversing due to internal malfunction in column unit. Replaced with updated steering column

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 + FRA

Time period 24 months + 60 days / unlimited 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: 6
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

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.

Settled case currently with an FRA to be completed for the customer

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

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

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

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

STANDARD TRADE REPURCHASE WORKSHEET

<u>File Number</u> 71-541336113 <u>Old Vehicle VIN:</u>

1G1ZT52805F

Customer Name
New Vehicle VIN:

Worksheet filled out by:
J.Robertson
Date:

2G1WT58K489

October 10, 2007

TRADE REPURCHASE			
Replacement Veh.Cost (231/237)	\$21,007.48	G	
Conversion / Upfit Cost	\$0.00	Е	
State Sales Tax	\$0.00	N	6%
Additional Tax	\$0.00	Е	
Reg./Lic./Title Fees (opt)	\$150.00	R	
Taxes Reimbursed on old vehicle	\$0.00	Α	
Fees (Explain)	\$0.00	L	
Tire & Battery	\$6.50	М	
Items below not shown on new Bill o		0	
Cost to transfer Aftermarket Items	\$0.00	T	
Unused portion of non-GMPP	\$0.00	o	
H/B, ADV, EXP	\$0.00	R	
Transportation Fees	\$0.00	S	
Misc. (Explain)	\$0.00		
Wilde. (Explain)	ψ0.00		
Total Replacement Price	\$21,163.98		
Total Replacement Frice	ΨZ1,103.90		
State Sales Tax	\$321.70	-	\$5,361.66 * 6%
	· ·		\$5,361.66 * 6%
Additional Tax	\$0.00		
Reg./Lic./Title Fees (opt)	\$0.00	С	
New Aftermarket Items	\$0.00	U	
Fees (Explain)	\$0.00	S	
State Fees	\$0.00	Т	
Items below contibute to trade-in allo		0	
Usage/Depreciation	\$4,386.66	M	
Damage	\$0.00	Е	
MSRP Upgrade	\$975.00	R	
MSRP Downgrade (deducted)	\$0.00		
Reimb. of Aft. Mkts on Old Unit	\$0.00		
Misc. Customer Credit	\$0.00		
Less Dealer Contribution to Cust	\$0.00		
Total Customer Cost	\$5,683.36		
Trade Repurchase Amount	\$15,802.32		
Attorney Fees	\$0.00		
r monney r ded	ψοισσ		
Total Repurchase Amount	\$15,802.32		
Total Reparendes Amount	ψ10,002.02		
Less Dealer Contribution to GM	\$0.00		
2555 Boalor Contribution to Givi	ψ0.00		
(30-day) Lien Payoff	\$0.00		No lien
Good Through (mm/dd/yy)	ψυ.υυ		140 HOTT
Good Through (min/dd/yy)			
Dealer Due to GM	NA		
<u></u>		_	Authorized Cignoture
GM Due to Dealer	\$15,802.32		Authorized Signature Date
NADA (Legal Only)	\$0.00		**This is a "work in process" until approved
Est. Auction Price (Legal Only)	\$0.00		by a Authorized Representative**
Projected (Loss)	-\$15,802.32		(Repurchase Group Only)
			Form Rev 11/11/200

Privileged and Confidential Information

CASE ASSESSMENT

By: Nick Sennema State: Florida

Customer Name:	Service 54133	e Request: 71- 86113	BBB Case No.: CHV0749928
Vehicle ID No.: 1G1ZT52805F	In Service Date: 6/16/2005	Vehicle is: New	BAC Code: 158644
Year, Make & Model: 2005 C Mileage at Time of BBB Filing		Vehicle Purchased L at odometer {odom	Jsed on: {n/a or mm/dd/yy} eter}
Lien holder: GMAC☐ Oth	er□: {Name}	Sale Type: Purcha {Type}	se Lease Other::
DVM Name: Odell Garrett		CAM Name: { Name	}

VEHICLE REPAIR HISTORY

Phone Number: {Phone Number}

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.

■ Noise From Engine Area

Phone/Cell Number: 404082 8157

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/05/06	202596	***	13,675	- Customer states rattle noise in dash, top center ac vent area, louder at times, happens a lot – customer concern not duplicated. Test drove vehicle for 5 miles
11/13/06	204515	***	15,101	 Customer states flutter/ticking noise when driving 45mph and up from the dash area – outside wiper cowl cover flapping at the wind. Secured cowl
03/29/07	211245	***	19,641	 Customer states light rattle noise in left center dash area while driving 40-50 mph – found PIC#4337 to reseal cowl area for concern

☐ Steering Column Makes a Popping Sound, Vehicle Shakes

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
10/05/06	202596	2	13,675	- Customer states slip/click feel in steering at times, driving / turning / parking – normal operation, no condition that merited repair.
11/13/06	204515	1	15,101	- Customer states click type noise while driving and turning – steering gear internal failure. Found steering gear was making the sound the customer stated with the chassis ears. R&R steering gear and set toe.
03/29/07	211245	1	19,641	- Customer states thump feel (noise) in steering when turning – found bulletin#06-02-32-007A, reposition the I-shaft to correct noise.
07/27/07	216861	1	24,517	- Customer states popping sound (feel) in steering wheel when turning – intermediate steering shaft binding, R&R shaft
08/01/07	217142	3	24,650	- Customer states popping sound (feel) in steering when turning – we diagnosed your vehicle as you requested and found no condition that merited a repair

☐ {Symptom}

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

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/05 03/20/06	182501 192768	1	1,810 7,704	 Recall#05548, engine harmonic balancer not seated. Torque balancer Recall #05094, replace sunvisor per campaign #5485. Replace 1 lighted, and 1 non-lighted visor

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/06/05	183029	1	2,018	- Customer states check engine light on – P0455, stored loose connection at purge valve #5485. Diagnose to find large leak P0455 stored. Perform visual inspection, perform smoke test to isolate leak. Found evap purge valve hose not fully seated on line connection. Replaced evaporative emission canister purge control solenoid valve.
10/05/06	202596	***	13,675	- Found excessive rust build on rear rotors on multi-point safety inspection. – resurfaced rear rotors and R&R rear pads.
07/27/07	216861	***	24,517	- Customer states vibration/shaking in vehicle when braking – resurface rear rotors, ok at this time
08/01/07	217142	***	24,650	- Customer states growling noise and bad vibration – rear pads bad, R&R rear pads, resurface rotors. Test, ok at this time

THE STATE LEMON LAW READS:

Days out of service: {# of Days} Repairs {# of repair attempts}

Time period {# of months} / {# of miles}

Does Lemon Law state nonconformity must continue to exist? {Y or N}

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

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

attempts} {# of Days}

Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law 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.

Settled case currently with an FRA to be completed for the customer

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

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

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

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



DIEVROLET PONTIAC ESLITCIC CLOSE COME OCIONOSTO SATURI MERCHINE

October 16, 2007

MAROONE CHEVROLET OF FORT LAUDERDALE Paul Bradshaw 1300 N FEDERAL HWY FORT LAUDERDALE, FL 33304

Dealer Confirmation Letter - Trade

03

Subject: Trade Repurchase Customer

Vehicle: 2005 Chevrolet Malibu VIN: 1G1ZT52805F Ref SR: 71-541336113 V-140557

Dear Paul Bradshaw:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$15,802.32 to MAROONE CHEVROLET OF FORT LAUDERDALE. When writing the sales agreement for the trade repurchase, please use the numbers below:

2G1WT58K489 Replacement VIN: New Vehicle Sales Price: \$21,007.48 \$15,645.82 Used Vehicle Trade Value: Trade Difference: \$5,361.66 \$321.70 Taxes: \$150.00 Reg/Lic/Title Fees: \$6.50 State Fees: Cash Paid on Delivery \$156.50

Document Fees: Not paid by either party

Dealer Processing Fee: \$ 200.00 (Warranty Credit on your Account)

No cash back rebates or incentives of any kind are applicable towards this transaction.

*If shown above, Cash Paid on Delivery is included in the check to the dealership.

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Monday October 15, 2007. If you have any questions you may reach me at 866-802-6625 x1237.

MAROONE CHEVROLET OF FORT LAUDERDALE 158644 Management Agent's Signature and Title.

HRTHUR NOVAK GENMER

MAROONE CHEVROLET OF FORT LAUDERDALE 158644 Management Agent's Printed Name and Title.

As always, the customer is obligated to make the financial arrangements for the replacement vehicle. Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity,





etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Sales Tax	\$321.70
Usage / depreciation	\$4,386.66
Upgrade	\$975.00
Total Customer Responsibility	\$5,683.36

*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.

MAROONE CHEVROLET OF FORT LAUDERDALE agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC 2717 Schust Rd Sagnaw, MI 48603



ADR REPURCHASE CHECKLIST

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

Cover sheet denoting a Request # and whether the case is a Voluntary or Mandatory Repurchase with information completed (on front of file)
☐ 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 #



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Wednesday August 8th, 2007

Brad Heine - service manager MAROONE CHEVROLET OF FORT LAUDERDALE 1300 N FEDERAL HWY FORT LAUDERDALE, FL 33304-1428 (954) 567-7000 Fax# 954-567-7348

Rec

Siebel Request: 71-541336113 2005 Chevrolet Malibu VIN # 1G1ZT52805F

Dear Mr. Heine:

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,

Nick Sennema

Nick Sennema **BRC Customer Relationship Specialist** Ph# 800-231-1841, prompt 9, prompt 5, extension 11706 FAX# 866-842-9445

MAROONE CHEVROLET HAROONE CHEVROLET HAROONE CHEVROLET FT LABORDALE INC.

1300 N FEDERAL HMY

FT LAUDERDALE, FL

33304

Fax: 9545677348

Aug 15 2007 03:40pm P002

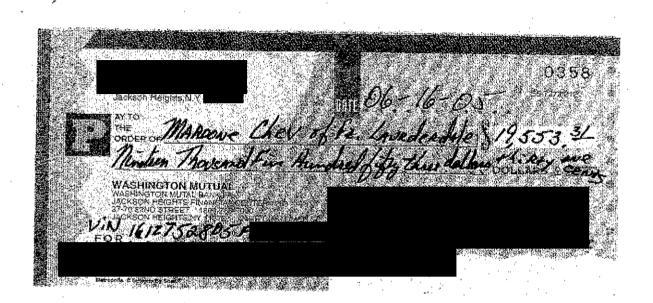
(954) 564-5271

(HEREINAFTER RÉFERRED TO AS "SELLER") RETAIL (ROBER FOR A MOTTOR VEHICLE.
PLEASE ENTER MY ORDER FOR THE FOLLOWING: □ NEW (☐ USED □ DEMO □ PREVIOUSLY LEASED □ SECUTIVE VEHICLE □ OTHER ... SALESPERSON #1 VALBRUM, MARYSE 58279 16 JUN 2005 DEAL# DATE 2805955 5F292650 SALESPERSON # 2 **CUSTOMER#** STOCK # DL# OUT-OF-STATES 09/13/63 SS Purchaser SS# DL# DÓB Co-Purchasei FŁ FORT LAUD ΖIp State Street Address Cell Phone Bus. Phone Home Phone ₩-Mell Address Body Type [™]T**6**12T52805F 05 CHEVROLETIALIBU SĐ No. Cyt 181 3.5 LITER SPORMER BLACK CURRENTLY EQUIPPED AS FOLLOWS VEHICLE TRADE IN #1 SPLEDE PURCE YEAR SELLER INSTALLED EQUIPMENT: The following options which have STINK MIT FAGE ☐ ACTUAL ☐ INACCURATE been provided through your dealer, are not products of the manufacturer. COLOR/TRIM PLATE DECAL # Please note that any warranty on these items is not through the YIN # manufacturer and should the need arise, you should contact your dealer or the wendor that provided the option. VEHICLE TRADE IN #2 OPTIONAL ACCESSORIES/PRODUCTS/SERVICES* STOCK MILEAGE ☐ ACRUAL ☐ INACCURATE N/Α PLATE 20) OR/TRIM N/A N/A #// LIENHOLDER / RAYOFF INPORMATION JERNOLDER N/A ADORESS N/A N/A BO CONTROL STATES (Section Control of the 19589-13 TOTAL SELLING PERSENNELLIONIC ACCESSORIES VER**SITU**DERY ACOOD TILL LESS: BISCOCKE AND/OR TRADE IN ALLOWANCE The balance owed on your trade in vehicle account above is based on the intermetion you have provided to us. The policit subject state in a satirate. We have not been able to confirm the expect belance covered as our tree date of this Agreement. If we tender payment to payoff the remaining belance(s) owed, you authorize the henholder(s) to release the subject account between the sentence owed on the trade, a payoff of the confirmation of the balance owed as issted in this Agreement, transport or paying of birefred to us within 48 hours of our darkand. If you this early stage to payoff officeraction on the velocit. If the actual amount of the belance awast lines they have actual amount of the belance awast lines they have actual amount of the belance awast lines they have more more than the actual amount is the own pay the difference to you. CASE DISTRIBUTED 19529 13 DEALER SERVICE FEET 499.95 DECRIDA BATTERY FEE \$1.507 TO THE FEE \$5.00 WEIGHT IN THE STATE OF THE STAT 20095-58 will pay the difference to you. 1205.73 6-8900 - x 1 #/A *OPTIONAL ACCESSORIES/PRODUCTS/ESPNIGES: You have essent in SOUNTY RESIDENCE SURTAX @ purchase the optional items listed. The Seller 800 min selding mot 11 percent and of those livers. The amount for these items represents cost \$600,000 to 1200 to 1200. MATER : 2.00 **DEALER SERVICE FEE: This charge represents to 1) and to the decimal for thems such as the pocularly, cleaning and adjusting related to the sale. THE FEES 250_00 21553.31 WARRANTY STATEMENT SLANCE OWED ON TRADE IN WE ARE SELLINGTH'S VEHICLE TO YOU AS A SANDWE EXPRESS Y DISCLAIM.

SIT WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES, IT AMAINED INTERS TO REPORT OF SELLINGTH OF SELL N/A **#/**A Space and well as the second second N/A 21553-31 CONTRACT ON OUR OWN BEHALF, ANY REPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED. IN THE SERVICE CONTRACT CONTRACTURE. DISCLOSURE STATEMENT (USED VEHICLES ORBY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART NAME OF THE PERSON OF THE PERS 2000-00 FACTORY CASH / RESATE ASSIGNED TO SELLER OF THIS CONTRACT INFORMATION CHITHE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. DEPOSIT / PARTIAL PAYMENT USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached. Issed Vehicle Limited Warranty In connection with this transaction. Any implied M/A DEPOSIT / FARTIAL PAYMENT COMPAND BATANCE DOE warranties are limited in duration to the term of the Used Values Limited Warranty.

By signing below. I represent that I am at least 18 years of age and have authority to enter into this Agreement, I have read the terms and conditions of this Agreement, including those that appear on the naverse side (which i latine to the same as if they were printed above my signature) and hisraby autonomisege that this Agreement is complete and accurately reflects the negotiations and agreement between the Seller and not understand any of the above, I have haid my own representative and agreement and egent read and expelian in my native language (or have had the opportunity but have elected not to do so) all of the above and foregoing.

IMPORTANT ADDITIONAL TERMS AND CONDITIONS ON BACK



CUSTOMER NAME: CHLAN E WILLIAM

General Motors Corporation DEAL# 58279 CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

VIN: 1 6 1 7 T 5 2 8 0	5 F	(or see attached list*)
CUSTOMER INCENTIVE(S)		
Customer Incentive I assign the total amount of customer incentive(s customer incentive(s) be applied: (a) to the law, as a price reduction (Bill of Sale indication).	ne down payment of the	is vehicle, (b) where permissible by amount of rebate and final price with
rebate applied), or (c) a check be issued in t	hin - maticulia distilia	
Incentive Program Reference	Amount	GM Incentive Code
GMS FOR EVERYONE	\$11.5	
SE REGION REBATE	\$ 2000.00	
	(6) (s	
	.	<u> 1884 (1884 - 1885) - 1885 (1884 - 1</u> 884 - 1885
Total Incentive Amount Received	\$	
a. I elect to receive in fleu of b. I elect to receive	and/or	
	DEALER ACKNOWLE	DGMENT
I am the <u>ultimate retail purchaser or lessee</u> of the vehicle to me by the Dealer named below. This vehicle was purch delivery of this vehicle on $\frac{06/16/05}{1}$ acknowledge receip Division from any future claim or obligation for incentive(s)	nased/leased for persor t of incentive(s) as desc	al/business use and not resale and I took
Purchaser/Lessee Signature:		Date:06 / 16/ 05
The undersigned person, as Dealer representative, certifithe incentive(s) described in Item# have been provide unit through this dealership and that properly completed ac	ed to the said purchaser/	lessee who has taken delivery of referenced
Authorized Dealer Signature:	Hul	Date:06/ 16/ 05
Dealership Name: MAROONE CH	EVROLET FT LAUDERI	PALE INChealer Code: 26-202
	\mathcal{O}	

*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Customer Claim Form

Contact Date: 08/08/07	Start Date:	08/08/07	Case Numb	ber: CHV0749928	
Have you contacted the mfr regard Have you previously filed a claim of If yes, name of provider:	on this vehicle v	with the BBB or anoth	ner dispute resc Case Numl	olution provider? □ ber:	IYES ☑ N
Titled Owner(s) Name&Add	lress				
FORT LAUDERDALE, FL					
Day Phone:		Evening Phone:		Cell Phone:	
Fax Number:		E-mail Address:			
Customer Contact Info:					
Vehicle Information					
Name(s) of individual(s) or busine	ess that appear	r on vehicle title:			
Vehicle Use: ☐ Personal ☐ Busines			vehicle used	for business purpos	ses:
Transmission Type: Automatic Make: Chevrolet Mode					200
Make: Chevrolet Mode Vehicle Identification Number: 10	el: Malibu		: 2005 Ci	urrent Mileage: 250)00
Servicing Dealer/City/State : N			AUD.		
Selling Dealer/City/State : M Insurance Carrier : A	AROONE CHE	EVROLET OF FORT L	AUD, FORT L	AUDERDALE, FL	
Has vehicle been in an accident/ha	ıd body damag	e? Yes No <u>x</u> I	Date of accider	nt:	
Description of Damage :					
Purchase/Lease Information	(Complete left ei	do if mobiels on an Assaul		· · · · · · · · · · · · · · · · · · ·	n
Purchase Date:06/15/05 Mileage at	(C <i>ompiete tejt st</i> Durchase:	Lease Date	_	e <i>ij venicie was ieasea)</i> eage at lease:	<i>'</i>
Purchased As : ☑ New ☐ Used ☐	Demo		. □ New □ Us		
Is the vehicle in your possession?			le in your poss		
Lienholder's Name:		Leasing Cor	mpany's Name	:	
Address:	15		Address:		
City/St/Zip:		*****	City/St/Zip		
Phone: () - Lienholder Acct #:		Lossing Co.	Phone:		
Lieimoidel Acet #		Leasing Col	mpany's Acct 7	₹ :	
Customer's Desired Outcome	e. (Describe wha	t vou want done to resols	ne vour concern)	ı	
The customer would like the manufactu	rer to replace the	e vehicle with one that	operates correctly	y.	
Ci					
Signature of Titled Owner(s)/Lesses I am submitting this dispute for resolutio	v(S): n in the BBB ALI	TO LINE program, and I	agree to arbitrat	DateDate_under R	BR ALITO
LINE Arbitration Rules.		. o on to program, and I	. agree to atomat	e me dispute under bi	DD AO I O
Return the Form to: BBB AUTO L	INE, 4200 Wil	son Blvd Suite 800	Arlington Va	22203-1838	
· · · · · · · · · · · · · · · · · · ·	,				

Customer Name:	Case Number: CHV0749928
First Repair Attempt (any reported problem)	Date: Mileage:
Last Repair Attempt (last reported problem)	Date: Mileage:
Total Days out of Service:	

Problems – describe each symptom (List primary problem first)	Current? (Yes or		Repair	Mileage	Days Out of
(Else primary problem mad)	No)	Servicing Dealer(s)	Date	on Date	Service
Noise coming from the engine area	yes				
·					
2.					
2. Steering column makes a popping sound, vehicle shakes	yes				
					
3.					
Steering box replaced, steering column replaced	yes				
				·	
					-
					•

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



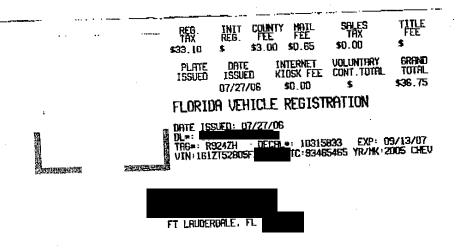
9545677346

09/12/2007 18:25

PAGE 01

P.010/018

10



MAROONE CHEVROLET

L#: 3003687 T#: 465702704 B#: 2480495 R#: 465702704

CASE # 71541336113 Attention Nich S

Privileged and Confidential Information

CASE ASSESSMENT

By: Nick Sennema State: Florida

Customer	Name:			Service I 5413361	Request: 71- 13	BBB Case No.: CHV0749928
Vehicle ID 1G1ZT528			Dat	Service :e: 6/2005	Vehicle is: Ne	BAC Code: 158644
Mileage at Lien holde DVM Name	Time of r: GMACe: Odell C		25,000) □: {Nam		at odometer { Sale Type: P {Type} CAM Name: {	urchase 🗌 Lease 🗌 Other 🗌 :
			VEH	ICLE REPA	IR HISTOR	<i>(</i>
Throughou category.	ut the ent	ire form, us	e an aster	risk (*) if day	/(s) out of serv	ice are already counted in another
				THE MAJOR COMPONENT (D ON REPAIR ORDERS. USE "N/A"
☐ {Symp	tom}					
Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and	Repair Performed:
☐ <u>{Symp</u>	tom}					
Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and	Repair Performed:
☐ <u>{Symp</u>	tom}					
Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and	Repair Performed:
☐ {Symp	tom}					
Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and	Repair Performed:
☐ {Symp	tom}					
Date:	RO #:	Days Out:	Mileage:	Description o	f Complaint and	Repair Performed:
☐ {Symp	tom}					

Mileage: Description of Complaint and Repair Performed: Date: RO #: Days Out: Recall/Campaign (Not Related to Other Symptoms/Complaints) Date: RO #: Days Out: Mileage: Description of Complaint and Repair Performed: ☐ Other Date: RO #: Davs Out: Mileage: Description of Complaint and Repair Performed: THE STATE LEMON LAW READS: Days out of service: {# of Days} Repairs {# of repair attempts} Time period {# of months} / {# of miles} Does Lemon Law state nonconformity must continue to exist? {Y or N} If applicable, safety-related repairs {# of repair attempts} Safety-related time period {# of months} / {# of miles} Number of repair attempts in the presumption period: { # of repair attempts} Total days out of service during the presumption period: { # of Days} {# of Days} Total days out of service during customer's ownership:

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.

{TEXT}

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

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

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

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

2008 IMPALA LT SEDAN GENERAL MOTORS CORPORATION 51U GOLD MIST METALLIC /V6G & SUBSIDIARIES 52C NEUTRAL RENAISSANCE CENTER ORDER NO. KZTWOD/TRE STOCK NO. DETROIT MI 48243-1114 VIN 2G1 WT58 K4 89 VEHICLE INVOICE 1AD09385195

MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 1WT19 IMPALA LT SEDAN

 1WT19 IMPALA LT SEDAN
 21865.00
 20662.43 INVOICE 06/28/07

 AM9 REAR FLIP & FOLD FLAT SEAT
 295.00
 244.85 SHIPPED 06/28/07

 B86 BODY COLOR BODY SIDE MOLDING
 100.00
 83.00 EXP I/T 07/09/07

 FE9 50-STATE EMISSIONS
 N/C
 N/C INT COM 07/09/07

 0.00 0.00 PRC EFF 06/28/07 LZE ENGINE, 3.5L V6

FLEX-FUEL CAPABILITY KEYS G1832 G1832

MX0 4 SPEED AUTO TRANSMISSION 0.00 0.00 WFP-S QTR OPT-1 BANK: GMAC - 029

CHG-TO 26-202

SHIP WT: 3490 GMS: 21157.48 SUPPLR: 22102.82 MRM: 22945.00 DAN: LT1BS MEMO

963.00

TOTAL MODEL & OPTIONS 22260.00 20990.28 ACT 231 21007.48 685.00 685.00 H/B 261 667.80 DESTINATION CHARGE LAM DEALER CONTRIBUTION 222.60 ADV 261 222.60 222.60 EXP 65A 222.60 LAM GROUP CONTRIBUTION

TOTAL 22945.00 22120.48 PAY 310 22120.48

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21124.70

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.

VIN 2G1WT58K489

\$ 22120.48 INV 1AD09385195 DUE 07/09/07 DEALER 26-202

REMIT TO GMAC NO. 029



Thursday, October 11, 2007

FT Lauderdale, FL

BBB Arbitration Decision - Trade

Subject: Repurchase of 2005 Chevrolet Malibu

VIN: 1G1ZT52805F

Ref SR: 71-541336713 V-140557

Dear

We regret that you are dissatisfied with your 2005 Chevrolet Malibu, VIN 1G1ZT52805F and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau, Chevrolet will assist you into a replacement vehicle to keep you a satisfied Chevrolet customer; Chevrolet will assist you into a 2008 Chevrolet Impala, VIN 2G1WT58K489 Your responsibilities are outlined below. This offer is calculated by using the following figures:

 Plus upgrade
 \$975.00

 Plus usage
 \$4,386.66

 Plus taxes
 \$321.70

Total Responsibility of Customer

\$5,683.36

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at $866-802-6625 \times 1237$ if you have any questions or concerns.

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

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

The requirements of the trade repurchase are as follows:

- ⇒ Vehicle Damage vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ Vehicle Alterations if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ A "Power of Attorney" form supplied by General Motors must be signed and notarized at the time of repurchase (used only for titling purposes).
- ⇒ An "Odometer Disclosure Statement" form supplied by General Motors must be signed at the time of the repurchase
- ⇒ Factory installed equipment needs to be intact and functional.
- ⇒ Title if no lien, a free and clear title is provided at the time of repurchase.





- ⇒ Cash backs rebates or incentives—no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ Lending/Leasing Institution this offer is contingent upon approval of your lending/leasing institution.

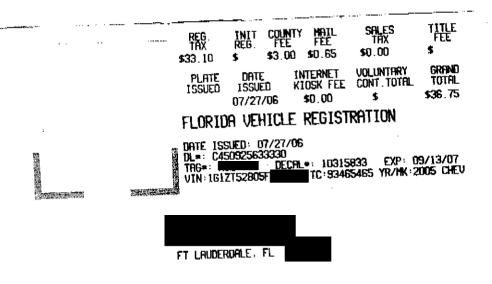
If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

Please return this signed document to fax number 866-802-6668 by Monday October 15, 2007

Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603





L#: 3003687 T#: 465702704 B#: 2480495 R#: 465702704

CASE # 71541336113

Attention No

LICK S

STANDARD TRADE REPURCHASE WORKSHEET

File Number 71-541336113 Old Vehicle VIN: **Customer Name**

Worksheet filled out by:

J.Robertson Date:

New Vehicle VIN: 2G1WT58K489

Old Vehicle VIN:	New Vehicle VIN:			Date:	
1G1ZT52805F	2G1WT58K489			October 10, 2007	
					1
TRADE REPURCHASE					
Replacement Veh.Cost (231/237)	\$21,007.48	G			
Conversion / Upfit Cost	\$0.00	Ε			
State Sales Tax	\$0.00	N		(6%
Additional Tax	\$0.00	Е			
Reg./Lic./Title Fees (opt)	\$150.00	R			
Taxes Reimbursed on old vehicle	\$0.00	Α			
Fees (Explain)	\$0.00	L			
Tire & Battery	\$6.50	M			
Items below not shown on new B	ill of Sale	0			
Cost to transfer Aftermarket Items	\$0.00	Т			
Unused portion of non-GMPP	\$0.00	0			
H/B, ADV, EXP	\$0.00	R			
Transportation Fees	\$0.00	S			
Misc. (Explain)	\$0.00	Ť			
	75.55	+			
Total Replacement Price	\$21,163.98				
Total Replacement Frice	Ψ21,100.30				
State Sales Tax	\$321.70			\$5,361.66 * 6%	
Additional Tax	\$0.00	+		\$5,361.66 676	
Reg./Lic./Title Fees (opt) New Aftermarket Items	\$0.00	C			
	\$0.00				
Fees (Explain)	\$0.00	S			
State Fees	\$0.00	Т			
Items below contibute to trade-in		0			
Usage/Depreciation	\$4,386.66	М			
Damage	\$0.00	Е			
MSRP Upgrade	\$975.00	R			
MSRP Downgrade (deducted)	\$0.00				
Reimb. of Aft. Mkts on Old Unit	\$0.00				
Misc. Customer Credit	\$0.00				
Less Dealer Contribution to Cust	\$0.00				
Total Customer Cost	\$5,683.36				
Trade Repurchase Amount	\$15,802.32				
	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
Attorney Fees	\$0.00				
7 Montoy 1 000	ψο.σσ				
Total Repurchase Amount	\$15,802.32	+			
Total Reputchase Amount	\$13,002.32				
Less Dealer Contribution to GM	\$0.00				
Less Dealer Contribution to Givi	\$0.00				
(30-day) Lien Payoff	\$0.00	+	-	No lien	
	φυ.υυ	+		INO HELL	
Good Through (mm/dd/yy)		_			
Dealer Beer to Off					
Dealer Due to GM	NA				
GM Due to Dealer	\$15,802.32			Authorized Signature	Date
NADA (Legal Only)	\$0.00			**This is a "work in process" until a	pproved
Est. Auction Price (Legal Only)	\$0.00			by a Authorized Representative**	
Projected (Loss)	-\$15,802.32			(Repurchase Group Only)	
, ,					Form Rev 11/11/2005

Privileged and Confidential Information

CASE ASSESSMENT

By: Nick Sennema State: Florida

Customer Name:	Servio 54133	e Request: 71- 86113	BBB Case No.: CHV0749928
Vehicle ID No.: 1G1ZT52805F	In Service Date: 6/16/2005	Vehicle is: New	BAC Code: 158644
Year, Make & Model: 2005 Ch Mileage at Time of BBB Filing		Vehicle Purchased at odometer {odom	Used on: {n/a or mm/dd/yy} neter}
Lien holder: GMAC□ Oth	er□: {Name}	Sale Type: Purcha {Type}	ase Lease Other::
DVM Name: Odell Garrett		CAM Name: { Name	5}

VEHICLE REPAIR HISTORY

Phone Number: {Phone Number}

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.

■ Noise From Engine Area

Phone/Cell Number: 404082 8157

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
10/05/06	202596	***	13,675	- Customer states rattle noise in dash, top center ac vent area, louder at times, happens a lot – customer concern not duplicated. Test drove vehicle for 5 miles
11/13/06	204515	***	15,101	 Customer states flutter/ticking noise when driving 45mph and up from the dash area – outside wiper cowl cover flapping at the wind. Secured cowl
03/29/07	211245	***	19,641	- Customer states light rattle noise in left center dash area while driving 40-50 mph – found PIC#4337 to reseal cowl area for concern

☐ Steering Column Makes a Popping Sound, Vehicle Shakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/05/06	202596	2	13,675	- Customer states slip/click feel in steering at times, driving / turning / parking – normal operation, no condition that merited repair.
11/13/06	204515	1	15,101	- Customer states click type noise while driving and turning – steering gear internal failure. Found steering gear was making the sound the customer stated with the chassis ears. R&R steering gear and set toe.
03/29/07	211245	1	19,641	- Customer states thump feel (noise) in steering when turning – found bulletin#06-02-32-007A, reposition the I-shaft to correct noise.
07/27/07	216861	1	24,517	- Customer states popping sound (feel) in steering wheel when turning – intermediate steering shaft binding, R&R shaft
08/01/07	217142	3	24,650	- Customer states popping sound (feel) in steering when turning – we diagnosed your vehicle as you requested and found no condition that merited a repair
08/28/07	218558	2	26,013	- Customer states clunk in steering – performed inspection and roadtest.

Perform operations as per bulletin 06-02-32-007B, noise still present when wheel turned, replace steering shaft.

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/05	182501	1	1,810	 Recall#05548, engine harmonic balancer not seated. Torque balancer Recall #05094, replace sunvisor per campaign #5485. Replace 1 lighted, and 1 non-lighted visor
03/20/06	192768	1	7,704	

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/06/05	183029	1	2,018	- Customer states check engine light on – P0455, stored loose connection at purge valve #5485. Diagnose to find large leak P0455 stored. Perform visual inspection, perform smoke test to isolate leak. Found evap purge valve hose not fully seated on line connection. Replaced evaporative emission canister purge control solenoid valve.
10/05/06	202596	***	13,675	- Found excessive rust build on rear rotors on multi-point safety inspection. – resurfaced rear rotors and R&R rear pads.
07/27/07	216861	***	24,517	- Customer states vibration/shaking in vehicle when braking – resurface rear rotors, ok at this time
08/01/07	217142	***	24,650	- Customer states growling noise and bad vibration – rear pads bad, R&R rear pads, resurface rotors. Test, ok at this time
08/28/07	218558	***	26,013	- Customer states high speed vibration 70mph and up – perform tire balance
				 Customer states while backing up, steering wheel shakes – diagnosed to find steering wheel shaking when reversing due to internal malfunction in column unit. Replaced with updated steering column

THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 + FRA

Time period 24 months + 60 days / unlimited 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: 6
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

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.

DVM has offered to replace the customers vehicle for him.

CRS FINAL OFFER:	Trade:	DATE : 9/17/07	CUST Accepted	
Goodwill: Trade		Attorney Fees (if applicable): \${Amount}		

TEAM LEAD APPROVING:	Bridget Cazabon	Date: 9/17/07

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

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

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that it reflects the estimal mileage of the vehicle described herein, unless

in that it reflects the settled mileage of the vehicle described herein unless DO NOT CHECK

BOX IF ACTUAL

DNOETH PENALTIES OF PERJURY, IDECLARE THAT HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Printed

P

Austron Name



GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Wednesday August 8th, 2007

Brad Heine - service manager MAROONE CHEVROLET OF FORT LAUDERDALE 1300 N FEDERAL HWY FORT LAUDERDALE, FL 33304-1428 (954) 567-7000 Fax# 954-567-7348

Re:

Siebel Request: 71-541336113 2005 Chevrolet Malibu VIN # 1G1ZT52805F

Dear Mr. Heine:

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,

Nick Sennema

Nick Sennema BRC Customer Relationship Specialist Ph# 800-231-1841, prompt 9, prompt 5, extension 11706 FAX# 866-842-9445

Fax:9545677348

Aug 15 2007 03:40pm P002

MAROONE CHEVROLET

RETAIL PURCHASE AGREEMENT

HAROONE CHEVROLET

1300 R FEDERAL HUY

FT 4 AUBEDRALE FT. CASOERBALE INC.

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Co-Purchase	<u> </u>		ĎL4	*	DOB	\$\$#			
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Maroone O. Chevrolet Buick Pontiac GMC Ft. Lauderdale 2805955 218558 Saturn Fort Lauderdale INVOICE 1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 564-5271 (954) 567-7200 DUPLICATE 1 SERVICE HOURS: MON,-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FORT LAUD. PAGE 3 HOME: BUS: www.maroone.com SERVICE ADVISOR: 4450 JAY COLOR YEAR MAKEMODE LICENSE MILEAGE IN / OUT TAG BLACK CHEVROLET MALIBU G1ZT52805F 2<u>6013/26013</u> DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE .6JUN05 :54 29AUG01 VISA 04SEP07 R.O. OPENED HEADY OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 09:00 28AUG07 |13:40 29AUG07 LINE OPCODE TECH TYPE HOURS TOŢAL PC: 98 PART#: COUNT: 0 CLAIM TYPE: AUTH CODE: MJ SUBL RENTAL WR (N/Ç) PARTS: 0.00 LABOR: 0.00 0.00 26013 WARR 4763 WARR 2 DAYS *********** SHOP SUPPLYS & ENVIRONMENTAL WASTE DISPOSAL THANK YOU FOR SERVICING YOUR VEHICLE AT MAROONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING #1 IN CUSTOMER SATISFACTION YOU ARE NOT 100% SATISFIED PLEASE CALL YOUR SERVICE ADVISOR 954 567-7200 PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE. PAYMENT METHOD DESCRIPTION TOTALS AMERICAN LABOR AMOUNT 70 CASH EXPRESS SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added PARTS AMOUNT 1.3 _00 a charge equal to 10% of the cost of labor up to a maximum of \$50.00. CHECK "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559,905 (i) (h)] VISA GAS, OIL, LUBE 0 .00 SUBLET AMOUNT DISCOVER MASTERCARD 00 MISC. CHARGES The State of Florida requires a \$1.00 fee to be collected for each new tire INTERNAL 17 OTHER sold in the state [s.403,718], and a \$1,50 fee to be collected for each new TOTAL CHARGES 91<u>.87</u> STATE OF FLORIDA or remanufactured battery sold in the state, [s.403.7185]. LESS INSURANCE **REGISTRATION NUMBER** 0.00 #MV - 32026 SALES TAX 51 CUSTOMER SIGNATURE AR1190 PLEASE PAY ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED THIS AMOUNT 97.38

MAROONE CHEVROLET

Fax: 9545677348

Sep 4 2007 12:04pm P001

2805955

218558

Marooneo Chevrolet Buick Pontiac GMC Ft. Lauderdale Saturn Fort Lauderdale

INVOICE 1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 564-5271 (954) 567-7200 SERVICE HOURS; MON.-FRI. 7:00 A.M. TO 7:00 P.M.

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CUSTOMER SIGNATURE	AR1190		
ALL PARTS INSTALLED ARE NEW UNLESS OTHER	WISE INDICATED	PLEASE PAY THIS AMOUNT	

Marooneo Chevrolet Buick Pontiac GMC Ft. Lauderdale Saturn Fort Lauderdale

2805955

218558

INVOICE DUPLICATE 1 1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 564-5271 - (954) 567-7200 SERVICE HOURS: MON.-FRI. 7:00 A.M. TO 7:00 P

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Manufacturer's Case Lookup System

CHV0749928	Details For Case: C	HV0749928
	Case Number	CHV0749928 / 71-541336113
	VIN	1G1ZT52805F
	Name	
	City-State-Zip	Fort Lauderdale, Fl
	Phone #	
	Specialist	Rhonda Eakins reakins@cbbb.bbb.org ext: 240
	Start Date	08/08/07
	Close Date	08/22/07
	Days Elapsed	14
	Attorney	
	Arbitrator	
	FTP Info passed to	IBM

Req Type Sent Event Information (Location)

NEW A02 08/08/2007 VIN Taken with initial claim ... Rhonda Eakins Ext

UPDATE A04 08/22/2007 Repair was accepted

UPDATE A09 08/22/2007 Performance Due by 09/22/07

Time Line

Step Dated	Description	Dated By
Not Yet Dated	First Performance Attempt	N/A
09/22/07	Promised Performance Date	rhonda
08/22/07	Send Settlement Letter	rhonda
08/22/07	Cust Accepts/Rejects Offer	rhonda
08/22/07	Mfr Offered Adjustment	rhonda
08/22/07	Call Manufacturer	rhonda
08/22/07	Call Customer	rhonda
08/08/07	Date Claim Opened	yvette
08/08/07	Claim Sent to Mfr	yvette
08/08/07	Date Claim Taken	yvette

Documents

	View Selected Documents		
	prgm	Program Summary	08/08/07
	ccf	Customer Claim Form	08/08/07
	ccf	Customer Claim Form	08/08/07
	mrf	Manufacturer Response Form	08/08/07
	m09	Updated CCF/Documentation Letter	08/08/07
	FLSET	Florida Settlement Letter	08/22/07
Selec	t Type	Description	Date

Help | Contact Us

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14E GRAY CUSTOM CLOTH 100 RENAISSANCE CENTER ORDER NO. JCBRW1/TRE STOCK NO. DETROIT MΙ 48243-1114 VIN 1G1 ZT52 80 5F VEHICLE INVOICE 1AD64162034

MSRP MODEL & FACTORY OPTIONS INV AMT RETAIL - STOCK 1ZT69 MALIBU LS SEDAN 21265.00 19457.48 INVOICE 04/26/05 72.00 SHIPPED 04/26/05 B37 FLOOR MATS 80.00 FE9 50-STATE EMISSIONS N/C N/C EXP I/T 05/09/05 INT COM 05/09/05 LX9 3.5L V6 ENGINE 0.00 0.00 PRC EFF 04/26/05 MX0 4-SPEED AUTO TRANSMISSION 0.00 0.00 0.00 KEYS G2978 G2978 VK3 FRONT LICENSE PLATE BRACKET 0.00

WFP-S QTR OPT-1 BANK: GMAC - 029 CHG-TO 26-202

SHIP WT: 3157 HP: 32.9 19589.13 GMS: SUPPLR: 20467.27 MRM: 21970.00 DAN: C1 992.25 MEMO



21345.00 19529.48 ACT 231 19514.13 TOTAL MODEL & OPTIONS 625.00 625.00 H/B 261 640.35 DESTINATION CHARGE 213.45 ADV 261 213.45 LAM DEALER CONTRIBUTION LAM GROUP CONTRIBUTION 213.45 EXP 65A 213.45

21970.00 20581.38 PAY 310 20581.38 TOTAL

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19622.05

************************ 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.

MAROONE CHEVROLET OF FORT LAUDERDALE

REMIT TO GMAC NO. 029 VIN 1G1ZT52805F \$ 20581.38 INV 1AD64162034 DUE 05/09/05 DEALER 26-202

Austron Name

390 Y

<u>FLORIDA: 8/1/2005</u> <u>Overallowance / Incentives / Negative Equity Form</u>

Customer	equest # 7	1-541336113	BBB #	CHV0749928
PURCHASE PRICE: (From dealer Bill of Sale	e) (Selling H	Price)		(+) 19,589.13
MSRP: (From BARS Invoice)				(-) 21,970.00
DIFFERENCE:				(=)-2.380.87
TRADE ALLOWANCE: (from dealer Bil	ll of Sale)			(+) 0.00
Include vehicle retail, accessories and mileage adjus NADA Retail Value for:	stment figures,	and attach NADA p	ages to file.	
VEHICLE: ACCESSORIES: MILEAGE ADJUSTMENT:				(-) 0.00
OVER ALLOWANCE: (Trade more than NADA)				(=) 0.00
PAYOFF: (If dealer added negative equity into co	ontract, do no	t subtract)		(=) 0.00
PURCHASE PRICE (From dealer Bill of Sale)) – (before tax	t, tag, etc.)		(+) 19,589.13
GM CARD POINTS:				DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer incentives or Cools): 2:	GM card credi	ted back to customer	-)	
3: TOTAL INCENTIVES (Not included in Purch	hase Price)			(-) 2,000.00
OVERALLOWANCE: (From above)				(-) 0.00
NEGATIVE EQUITY: (If NOT shown in cont.	tract))			(-) 0.00
Actual price of Vehicle that should be pre	esented to F	BBB for ATA		(=) 17,589.13

WFP-S QTR OPT-1 BANK: GMAC - 029 CHG-TO 26-202

SHIP WT: 3157 HP: 32.9 GMS: 19589.13 SUPPLR: 20467.27 MRM: 21970.00 DAN: C1 MEMO 992.25

TOTAL MODEL & OPTIONS 21345.00 19529.48 ACT 231 19514.13
DESTINATION CHARGE 625.00 625.00 H/B 261 640.35
LAM DEALER CONTRIBUTION 213.45 ADV 261 213.45
LAM GROUP CONTRIBUTION 213.45 EXP 65A 213.45

TOTAL 21970.00 20581.38 PAY 310 20581.38

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19622.05

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.

LE

REMIT TO GMAC NO. 029

VIN 1G1ZT52805F \$ 20581.38 INV 1AD64162034 DUE 05/09/05 DEALER 26-202



Thursday, October 11, 2007

FT Lauderdale, FL

BBB Arbitration Decision - Trade

Subject: Repurchase of 2005 Chevrolet Malibu

VIN: 1G1ZT52805F

Ref SR: 71-541336713 V-140557

Dear

We regret that you are dissatisfied with your 2005 Chevrolet Malibu, VIN 1G1ZT52805F and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau, Chevrolet will assist you into a replacement vehicle to keep you a satisfied Chevrolet customer; Chevrolet will assist you into a 2008 Chevrolet Impala, VIN 2G1WT58K489 Your responsibilities are outlined below. This offer is calculated by using the following figures:

 Plus upgrade
 \$975.00

 Plus usage
 \$4,386.66

 Plus taxes
 \$321.70

Total Responsibility of Customer

\$5,683.36

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at $866-802-6625 \times 1237$ if you have any questions or concerns.

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

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

The requirements of the trade repurchase are as follows:

- ⇒ Vehicle Damage vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ Vehicle Alterations if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ A "Power of Attorney" form supplied by General Motors must be signed and notarized at the time of repurchase (used only for titling purposes).
- ⇒ An "Odometer Disclosure Statement" form supplied by General Motors must be signed at the time of the repurchase
- ⇒ Factory installed equipment needs to be intact and functional.
- ⇒ Title if no lien, a free and clear title is provided at the time of repurchase.





- ⇒ Cash backs rebates or incentives—no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ Lending/Leasing Institution this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

Please return this signed document to fax number 866-802-6668 by Monday October 15, 2007

Sincerely,

General Motors RVDC 2717 Schust Rd Saginaw, MI 48603



Privileged and Confidential Information

CASE ASSESSMENT

By: Nick Sennema State: Florida

Customer Name:	Servio 54133	e Request: 71- 86113	BBB Case No.: CHV0749928
Vehicle ID No.: 1G1ZT52805F	In Service Date: 6/16/2005	Vehicle is: New	BAC Code: 158644
Year, Make & Model: 2005 Ch Mileage at Time of BBB Filing		Vehicle Purchased lat odometer {odom	Jsed on: {n/a or mm/dd/yy} neter}
Lien holder: GMAC Oth	er□: {Name}	{Type}	se Lease Other::
DVM Name: Odell Garrett		CAM Name: { Name	· }

VEHICLE REPAIR HISTORY

Phone Number: {Phone Number}

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.

■ Noise From Engine Area

Phone/Cell Number: 404082 8157

Date:	RO #:	Days Out:	Mileage:	<u>Description of Complaint and Repair Performed:</u>
10/05/06	202596	***	13,675	- Customer states rattle noise in dash, top center ac vent area, louder at times, happens a lot – customer concern not duplicated. Test drove vehicle for 5 miles
11/13/06	204515	***	15,101	 Customer states flutter/ticking noise when driving 45mph and up from the dash area – outside wiper cowl cover flapping at the wind. Secured cowl
03/29/07	211245	***	19,641	- Customer states light rattle noise in left center dash area while driving 40-50 mph – found PIC#4337 to reseal cowl area for concern

☐ Steering Column Makes a Popping Sound, Vehicle Shakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/05/06	202596	2	13,675	- Customer states slip/click feel in steering at times, driving / turning / parking – normal operation, no condition that merited repair.
11/13/06	204515	1	15,101	- Customer states click type noise while driving and turning – steering gear internal failure. Found steering gear was making the sound the customer stated with the chassis ears. R&R steering gear and set toe.
03/29/07	211245	1	19,641	- Customer states thump feel (noise) in steering when turning – found bulletin#06-02-32-007A, reposition the I-shaft to correct noise.
07/27/07	216861	1	24,517	- Customer states popping sound (feel) in steering wheel when turning – intermediate steering shaft binding, R&R shaft
08/01/07	217142	3	24,650	- Customer states popping sound (feel) in steering when turning – we diagnosed your vehicle as you requested and found no condition that merited a repair

☐ {Symptom}

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

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/23/05 03/20/06	182501 192768	1	1,810 7,704	 Recall#05548, engine harmonic balancer not seated. Torque balancer Recall #05094, replace sunvisor per campaign #5485. Replace 1 lighted, and 1 non-lighted visor

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/06/05	183029	1	2,018	- Customer states check engine light on – P0455, stored loose connection at purge valve #5485. Diagnose to find large leak P0455 stored. Perform visual inspection, perform smoke test to isolate leak. Found evap purge valve hose not fully seated on line connection. Replaced evaporative emission canister purge control solenoid valve.
10/05/06	202596	***	13,675	- Found excessive rust build on rear rotors on multi-point safety inspection. – resurfaced rear rotors and R&R rear pads.
07/27/07	216861	***	24,517	- Customer states vibration/shaking in vehicle when braking – resurface rear rotors, ok at this time
08/01/07	217142	***	24,650	- Customer states growling noise and bad vibration – rear pads bad, R&R rear pads, resurface rotors. Test, ok at this time

THE STATE LEMON LAW READS:

Days out of service: {# of Days} Repairs {# of repair attempts}

Time period {# of months} / {# of miles}

Does Lemon Law state nonconformity must continue to exist? {Y or N}

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

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

attempts} {# of Days}

Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law 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.

{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}

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

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

#140557

ADR REPURCHASE CHECKLIST

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

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





Case Number:

140557

Originator Name:

Nick Sennema 866-790-5600 11706 sennemni@gmexpert.com

Created Date:

09/18/2007

Vehicle Info

*VIN: Year: 1G1ZT52805F 2005

MSRP: 21970.0

Make:

*TAC #: N/A Model: Malibu

Vehicle Comments & TAC Explanation:

TAC not involved, dealership was working with TSB's to try and correct the problem

*Date Reviewed with Customer: 09/18/2007 Original Purchase Date:

06/16/2005

*Repurchase Mileage:

26872

* Original Purchase Condition: New

Chevrolet

Vehicle Owner(s)

Entity Type

* Names(s) on Title:

* Primary Owner:

* Address

* City

* Day Phone:

* E-mail:

* Title State: FL

* State FL

* ZIP Code: * Cell Phone:

* Home Phone:

* Fax Phone:

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5

FT Lauderdale

M0110

Vehicle Lien Holder

Type of Secured Interest: No Lien

Contact or Attention:

Address

City

Day Phone:

* Company:

Account #:

State

ZIP Code:

Fax:

E-mail:

Original Selling Dealer

* Dealer #: Region:

158644 30

Dealer Name: MAROONE CHEVROLET OF FORT LAUDERDALE

District: 1152

* Phone: (954) 567-7000 * Contact Name: Paul Bradshaw

(954) 567-7346 Fax:

* Contact TitleSales Manager

E-Mail:

Repurchasing Dealer:

Repair

* Contact Name:

Brad Heine

* Contact Title Service Manager

Vehicle Location:

Repurchase

* Reason Steering shaft noise

Transaction Details:

Siebel Request #:

71-541336113

State:

FL

ADR BBB Mediated

Source: Replacement VIN:

2G1WT58K4891

Order #:

MSRP:

22945.0

* Disposition:Auction

* Type:

Trade - New Finance

Year: 2008 Make: Chevrolet Model: Impala

Repurchase:

Deal with Paul Bradshaw at Maroone Chevrolet of Fort Lauderdale. Customer is responsible for MSRP upgrade/usage, and necessary upgrade taxes. All other taxes/fees will be a wash.

* Processing Instructions:

Disposition:

N/A

* Processing Instructions:

Transaction Details

<u>Group</u>	Responsible	<u>Formula</u>	Additional Explanation_	Value
Usage	Customer	26,872/120,000*1	Usage per Lemon Law	4386.6
Sales Tax	Customer	customer is resp	Sales Tax	6
State/Gov Fees	Customer	NA '	Fees	TBD
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Does Not Apply	NA	Negative Equity	0
Over Allowance Amount	Does Not Apply	NA	Over Allowance	0
				0

Voluntary/ Mandatory Repurchase

	BBB Case	Trade		
CC	OMPLIANCE DATE	N/A	·	
ΑI	OR REQUEST NUMBEI	R	71-541336113_	
CU	JSTOMER NAME			
LA	AST SIX OF VIN	292650		
ΑI	OR CRSNick Senn	ema	EXT	_11706
DV	/MOdell Garre	lt	PHONE	615-390-9894
DA	ATE ACCEPTANCE RE	CEIVED	9/17/2007	
NU	JMBER OF DAYS FOR	COMPLIANC	EN/A	
TE	CAM LEAD'S SIGNATU	J RE	Bridget Cazab	o n
ΑĪ	OR Exceptions that need	to be paid i.e. o	ver allowance an	d negative equity.
CC	DMMENTS/REASON F	OR EXCEPTION	ON:	
File	e will be returned without all	information above	e completed.	

2005 MALIBU LS SEDAN 41U BLACK 14E GRAY CUSTOM CLOTH ORDER NO. JCBRW1/TRE VIN 1G1 ZT52 80 5F	/V6G O.	GENERAL M 100 RENAI DETROIT	MOTOR DIVISION OTORS CORPORATION SSANCE CENTER MI 48243-1114 NVOICE 1AD64162034
**********	*****		
MODEL & FACTORY OPTIONS 1ZT69 MALIBU LS SEDAN B37 FLOOR MATS	MSRP 21265.00 80.00	INV AMT 19457.48 72.00	RETAIL - STOCK INVOICE 04/26/05 SHIPPED 04/26/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 05/09/05
LX9 3.5L V6 ENGINE	0.00	0.00	INT COM 05/09/05
MXO 4-SPEED AUTO TRANSMISSION	0.00	0.00	PRC EFF 04/26/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	KEYS G2978 G2978 WFP-S QTR OPT-1 BANK: GMAC - 029 CHG-TO 26-202



SHIP WT: 3157 HP: 32.9 GMS: 19589.13 SUPPLR: 20467.27 MRM: 21970.00 DAN: C1 MEMO 992.25

TOTAL MODEL & OPTIONS	21345.00	19529.48	ACT 231	19514.13
DESTINATION CHARGE	625.00	625.00	H/B 261	640.35
LAM DEALER CONTRIBUTION		213.45	ADV 261	213.45
LAM GROUP CONTRIBUTION		213.45	EXP 65A	213.45

TOTAL 21970.00 20581.38 PAY 310 20581.38

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 19622.05

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.

MAROONE CHEVROLET OF FORT LAUDERDALE

REMIT TO GMAC NO. 029 VIN 1G1ZT52805F \$ 20581.38 INV 1AD64162034 DUE 05/09/05 DEALER 26-202

2008 IMPALA LT SEDAN 51U GOLD MIST METALLIC 52C NEUTRAL	/V6G	GENERAL M & SUBSIDI RENAISSAN	
ORDER NO. KZTWOD/TRE ST	OCK NO.	DETROIT	MI 48243-1114
VIN 2G1 WT58 K4 89			NVOICE 1AD09385195
*********************	*****	******	********13*26202S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1WT19 IMPALA LT SEDAN			INVOICE 06/28/07
AM9 REAR FLIP & FOLD FLAT SE	AT 295.00	244.85	
B86 BODY COLOR BODY SIDE MOL		83.00	EXP I/T 07/09/07
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 07/09/07
LZE ENGINE, 3.5L V6	0.00	0.00	PRC EFF 06/28/07
FLEX-FUEL CAPABILITY			KEYS G1832 G1832
MX0 4 SPEED AUTO TRANSMISSIC	0.00	0.00	WFP-S QTR OPT-1
			BANK: GMAC - 029
			CHG-TO 26-202



SHIP WT: 3490
HP: 34.7
GMS: 21157.48
SUPPLR: 22102.82
MRM: 22945.00
DAN: LT1BS
MEMO 963.00

TOTAL MODEL & OPTIONS	22260.00	20990.28	ACT 231	21007.48
DESTINATION CHARGE	685.00	685.00	H/B 261	667.80
LAM DEALER CONTRIBUTION		222.60	ADV 261	222.60
LAM GROUP CONTRIBUTION		222.60	EXP 65A	222.60

TOTAL 22945.00 22120.48 PAY 310 22120.48

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 21124.70

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.

MAROONE CHEVROLET OF FORT LAUDERDALE

REMIT TO GMAC NO. 029 VIN 2G1WT58K489 \$ 22120.48 INV 1AD09385195 DUE 07/09/07 DEALER 26-202 MAROONE CHEVROLET

Fax:9545677348

Aug 15 2007 03:43pm P004



General Motors Corporation

EAL# 58279

CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: CHLAN E HILLIAM	
VIN: 1 6 1 7 T 5 2 8 0 5 F	(or see attached list*)
CUSTOMER INCENTIVE(S)	
Customer Incentive: I assign the total amount of customer incentive(s) listed to the dealer named below and recustomer incentive(s) be applied (a) to the down payment of this vehicle, (b) taw, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate	where permissible by
rebate applied), or (c)a check be issued in my name by Dealer named below:	
Incentive Program Reference Amount GM Incenti	ve Code
GHS FOR EVERYONE . S. S	
SE REGION REBATE	
	<u> </u>
Total Incentive Amount Received \$	
Other Program Selection (Which may or may not be in lieu of customer incentive p Division supported financing/leasing, etc.) a. I elect to receive	rograms, for example,
	-
in ileu ofand/or	 ,
b: 1 elect to receive	
CUSTOMER AND DEALER ACKNOWLEDGMENT	
t am the <u>ultimate retail purchaser or lessee</u> of the vehicle bearing this vehicle identification number to me by the Dealer named below. This vehicle was purchased/leased for personal/business use an delivery of this vehicle on 05/16/05. I acknowledge receipt of incentive(s) as described in Item #	d not resale and Licok
Purchaser/Lessee Signature: Date: Date:	7 10/ 03
The undersigned person, as Dealer representative, certifies that the information on this application the incentive(s) described in Item# have been provided to the said purchaser/lessee who has take unit through this dealership and that properly completed accurate delivery data has been forwarded to	n delivery of referenced
Authorized Dealer Signature:	6, 16, 05
Dealership Name: MAROONE CHEVROLET FT-LAUDERDALE INCDealer Co	ode: <u>26-202</u>
+List must include VIM. Delivery Data and Program References	·

*List must include VIN, Delivery Date and Program Reference

Dealer Note: This document is required as supporting documentation for the payment of any consumer incentive and must be available in the Deal File

Fax:9545677348

Aug 15 2007 03:40pm P002

MAROONE CHEVROLET
MAROONE CHEV

	•	FT L	AUDERDAL	E, FE	3330	4 :	(954) 56	4-5271			••
PLEARE BYT	Ters May Cherolètic PCV	(HEREMAFTER RETTER RETTER RE	EFERRED TO A	AS "SELLET BD TIDENK	r)rostali. Citeration	ORDER FOR A N USIY LEASED []	KOTOR VEHICLE	XE ⊡ón	≅ Fl		_ ′
	6 JUN 2005	•	5827 9		-		VALBRUM,				
STOCK#_	5F292650	CUSTOMER#	28059	55.	SALESPE	RSON#2					
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Co-Purchaser				ÐL#		DOB		\$\$#			
Street Address					City FO	ORT LAUD		State	FL ;	Zīp	
Home Phone			·	Bus, Ph	mne		Cel	Phone	•		
E-Mail Address						TPP	Number				
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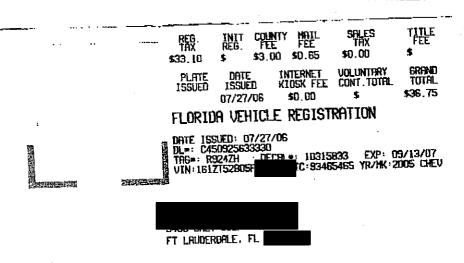
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MAROONE CHEVROLET

PAGE 01



R#: 465702704 B#: 2480495 T#: 465702704 L#: 3003687

CASE # 71541336113.
Attention Nich S.

MAROONE CHEVROLET

Fax:9545677348

Aug 10 2007 03:46pm P004/014

	•	Maroone O.	Chevrolet
2805955	216861	OF FORT LAU 1300 NORTH FEDE	JDERDALE
	ACCOUNTING	FORT LAUDERDALE, (954) 587 SERVICE H	FLORIDA 33304 -7200
FORT LAUD, FL		MONFRI. 7:00 A.N SAT. 8:00 AM	1. TO 7:00 P.M.
HOME BUS:	PAGE 1	FL. REG. #M' WWW.meroc	V-32026
COLOR YEAR MAKE/MODE	SERVICE ADVISOR	: 4450 JAY KIER	
	VIN	MILEA	CEIN//OURS
BLACK 05 CHEVROLET MALIBUT	1G1ZT52805F	245	17/24517
	SED PO No	EAYMENT	INV. DAge: 1999
16JUN05 IS 11:36 2		0.00 CASH	27JUL07
	STK:5F292650 D	LR:26202 ENG:3.5	_LITER_SFI
08:40 27JUL07 16:40 27JUL07 LINE OPCODE TECH TYPE A/HRS S/HRS	COST SALE COM		
A POPPING SOUND (FEEL) IN STEERING	COST SALE COM	P LIST N H#8495 (TECH VOX)	ET TOTAL
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Z4517 8495 N/C SAFKTY INSPECTION SHOP SUPPLYS & ENVIRONMENTAL WAST	0 1500		
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PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF REPAIR INVOICE.	THIS PAYMENT METHOD	DESCRIPTION	TOTALS
SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have ac	CASH EXPRESS	LABOR AMOUNT	
This charge regressing costs and confirm to the maximum of \$50	3 AA	PARTS AMOUNT GAS, OIL, LUBE	
miscenarieods shop supplies or waste disposal." [4.559,905 (I) (h)]	DISCOVER MASTERCARD	SUBLET AMOUNT MISC. CHARGES	
The State of Florida requires a \$1.00 fee to be collected for each new sold in the state [s.403.718], and a \$1.50 fee to be collected for each or remanufactured battery sold in the exert. [s.403.7185].	STATE OF FLORIDA	TOTAL CHARGES	
X	REGISTRATION NUMBER #MV - 32026	LESS INSURANCE SALES TAX	
CUSTOMER SIGNATURE ALL PARTS INSTALLED ARE NEW UNLESS OT		PLEASE PAY	
SEE LAND MOTALLED ARE NEW UNLESS OF	HERWISE INDICATED	THIS AMOUNT	ngs removed the control of the state of the

MAROONE CHEVROLET

Fax:9545677348

Aug 10 2007 03:45pm P003/014

Marooneo Chevrolet

OF FORT LAUDERDALE 217142 2805955 1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 567-7200 SERVICE HOURS: *ACCOUNTING* MON.-FRI, 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FL. REG. #MV-32026 PAGE 1 FORT LAUD, FL wwwi.marcone.com HOME BUS: BRIAN CRYSTAL
SE MILFAGE NY OUT TAG SERVICE ADVISOR: LICENSE COLOR YEAR MAKEMODEL VIN G1ZT52805E CHEVROLET MALIBU PAYMENT PROMISED PROD DATE WARR EXP DEL DATE 03AUG07 CASH WAIT 02AUG07 <u>201005</u> STK:5F292650 DLR:26202 ENG:3.5 LITER SFI H.O. OPENED OPTIONS: 15:33 03AUG07 15:18 01AUG07 TOTAL SALE COMP LIST LINE OPCODE TECH TYPE A/HRS S/HRS COST A DOPPING SOUND (EREL) IN STREETING WHEN TURNING / TECHHBASS 101 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED
AND FOUND NO CONDITION THAT MERITED A REPAIR 8495 - CPC 24650 NORMAL OPERATION 8495 N/C B CUST STATES GROWLING NOISE AND BAD VERRATION 117 SEE STORY 0.00 0.00 20.00 A 97.00 97.00 97.00 4850 9700 Ð 1 15243254 PAD KIT REAR PADS, RESURFACE ROTORS, T Z4650 REAR PADS BAD 8495 N/C RE OK AT THIS TIME C ENTERDRIZE RENTAL CAR Z7903 COMP 3 DAYS 4763 CPC 0.00 D 99P-COURTESY MULTI-POINT INSPECTION 89P-99P-COURTESY MULTI-POINT INSPECTION D The state of the s 0.00 0.00 n o 8495 CPC Low of the lattice of the contract of the cont 24650 8495 N/C SAFETY THANK YOU FOR SERVICING YOUR VEHICLE AT MARCONE CHEVROLET FORT LAUDERDALE WE ARE COMMITTED TO BEING HI IN CUSTOMER SATISFACTION YOU ARE NOT 100% SATISFIED PLEASE CALL YOUR SERVICE ADVISOR 954 567-7200 **** NO RO PUNCE TIMES ON FILE *** COST CONTROL COST CONTROL TRET/ACCOUNT BALE TRGT/ACCOUNT 4850 261/500C 0 . 0 261/480C 9700 261/2259 2617324 10282 COST, SALE, & COMP TOTALS 4850 9700 TOTALS PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS PAYMENT METHOD DESCRIPTION REPAIR INVOICE. **AMERICAN** LABOR AMOUNT o .00 CASH EXPRESS SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.905 (l) (h)) PARTS AMOUNT 97.00 CHECK VISA GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 DISCOVER MASTERCARD MISC. CHARGES 0.00 The State of Florida requires a \$1.00 165 18 be collected for each new tire sold in the state (s.403.718), and a \$1.30 fee to be collected for each new or remaind anticod hatterwoold in the state. [c.403.7185] INTERNAL OTHER TOTAL CHARGES <u>97.00</u> STATE OF FLORIDA LESS INSURANCE REGISTRATION NUMBER 0.00

#MV - 32026

AR1190

SALES TAX

PLEASE PAY

THIS AMOUNT

<u>5 82</u>

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COSTOMER SIGNATUR

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

	MAROONE CHEVROLET	Fax:9545677348	Sep 4 2007	12:08рт РООЗ
			Marooneo.C	hevrolet Buick
2805955		218558 /		Ft. Lauderdale
		INVOICE	1300 NORTH F	t Lauderdale
FORT LAUD. FT. HOME: BUS		rimin I	954) 564-5271 ERVICE HOURS: MONI SAT. 8:00	LE, FLORIDA 33304 - (954) 567-7200 - RI. 7:00 A.M. TO 7:00 P.M. - M TO 3:00 PM - Broone.com
COLOR YEAR MAKE/MOD		VICE ADVISOR:	4450 JAY KIER	
		M. Marian	E ALEBNSE SE SENIO	EAGE IN / DUT
BLACK 05 CHEVROLET MA DEL HATE PRODUBATE WARR EXP	AND CONTRACTOR OF THE PROPERTY	'52805F #G NO	76 HATE PAYME	013/26013 ¹
16JUNO5 IS READY	07:54 29AUG07	:5F292650, DI	0.00 VISA R:26202 ENG:3.	0485007
09:00 28AUG07 13:40 29AUG0 LINE OPCODE TECH TYPE HOURS			20202 ENG:3.	2_TIEK SKI
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CAUSE: INTERNAL STEBRING COL	UMN MALFUNCTION			
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miscellaneous shop supplies or waste disposal." [5,559.90	or repair facility for DISCO	, - (4.1	GAS, OIL, LUBE SUBLET AMOUNT	
The State of Florida requires a \$1.00 fee to be collected sold in the state [s.403.718], and a \$1.50 fee to be collected to be	00*0# #	=	MISC. CHARGES TOTAL CHARGES	
or remanufactured battery sold in the state, [s.403.7185].	REGIS	ATE OF FLORIDA TRATION NUMBER #MV - 32026	LESS INSURANCE	
CUSTOMER SIGNATURE		AR1190	SALES TAX PLEASE PAY	
ALL PARTS INSTALLED ARE NEW L	JNLESS OTHERWISE	INDICATED	THIS AMOUNT	

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		,	Maroon			
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	ጉ እተፕ	OICE	Saturr) Fort L	auderd	ale
			FURLLA		AL HIGHWAY	
FORT LAMD, FT.		CATE 1	(954) 50 SERVICE HOURS			
HOME: BUS	PA	GE 2	AU.	F. 8:00 AM T	U 3:00 PM	7:00 P.M.
COLOR YEAR MAKEMADE	SERVICE	ADVISOR:	.4450 JAY		16'COW	
COLOR YEAR MAKE/MODEL		N	LICENSE	MILEAGI	an / Out	e TAGE
BLACK 05 CHEVROLET MALIBU	1G1ZT528					
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HO CHENED READY OPTIONS:			0.00	<u>VISA</u>	04SEP0	7
	STK:5F	292650 DL	R:26202 E	NG:3.5_1	ITER SF	'I,
09:00 28AUG07 13:40 29AUG07 LINE OPCODE TECH TYPE HOURS						
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SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added a charge equal to 10% of the cost of labor up to a maximum of \$50.00.	CASH	EXPRESS	PARTS AMOUNT			·
"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [3.559,905 (I) (h)]	CHECK	VISA	GAS, OIL, LUBE			
The State of Finrida requires a 64 on the same hand	DISCOVER	MASTERCARD	SUBLET AMOUNT MISC, CHARGES			
sold in the state (\$.403.718), and a \$1.50 fee to be collected for each new tire or remanufactured battery sold in the state, [8.403.7185].	INTERNAL STATE O	OTHER F FLORIDA	TOTAL CHARGES	- -		
X	REGISTRAT	ION NUMBER	LESS INSURANCE			
CUSTOMER SIGNATURE	l AR1	32026 1190	SALES TAX	Secretary 2		
ALL PARTS INSTALLED ARE NEW UNLESS OTHER	RWISE INDIC	CATED	PLEASE PAY THIS AMOUNT	250 - 100 CO	man man men men men men men men men men men me	Part Industrial Day

MAROONE CHEVROLET Fax:9545677348 Sep 4 2007 12:04pm P001 Marooneo Chevrolet Buick Pontiac GMC Ft. Lauderdale 2805955 218558 Saturn Fort Lauderdale INVOICE. 1300 NORTH FEDERAL HIGHWAY FORT LAUDERDALE, FLORIDA 33304 (954) 564-5271 · (954) 567-7200 DUPLICATE 1 SERVICE HOURS: MON.-FRI. 7:00 A.M. TO 7:00 P.M. SAT. 8:00 AM TO 3:00 PM FORT LAUD, FL PAGE 3 HOME: BUS www.maroone.com SERVICE ADVISOR: 4450 JAY KIER MILEAGEIN/OLE TAG MAKE/MODEL LICENSE CHEVROLET MALIBU G1ZT52805F DEL DATE: PRODUDATE WARR EXP. PROMISED PAYMENT accis JNV. iDATE: 1998 <u> 20MUTA.</u> T.O. OPENED <u>VISA</u> 04SEP07 HEADY OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI 09:00 28AUG07 13:40 29AUG07 LINE OPCODE TECH TYPE HOURS LIST NET <u>TOTAL</u> FC: 98 PART#3 COUNT: 0 CLAIM TYPE: AUTH CODE MJ SUBL RENTAL Service Service WR (N/C) 0.00:-LAHOR: 0.00 TOTAL 0.00 25013 WARR 4765 WARR 2 DAYS ********************** SHOP SUPPRYS & ENVERGMENTAL WASTE DESPOSAL THANK YOU FOR SERVICING YOUR VEHICLE AT MARGONE CHEVROLET FORT LAUDREDALE WE ARE COMMITTED TO BEING HI IN CUSTOMER SATISFACTION YOU ARE NOT 100% SATISFIED PLEASE CALL YOUR SERVICE MOVESOR 954 567-7200 PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS PAYMENT METHOD REPAIR INVOICE. AMERIÇAN LABOR AMOUNT SHOP SUPPLIES AND HAZARDOUS MATERIALS CHARGES: We have added CASH 70 **EXPRESS** a charge equal to 10% of the cost of labor up to a maximum of \$50.00. "This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559,905 (i) (h)] PARTS AMOUNT 13 _0 0_ CHECK VISA GAS, OIL, LUBE 0. 00 DISCOVER MASTERCARD SUBLET AMOUNT 0.00 The State of Florida requires a \$1.00 fee to be collected for each new the sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185]. MISC. CHARGES INTERNAL OTHER 7.17 TOTAL CHARGES <u>91.87</u> STATE OF FLORIDA REGISTRATION NUMBER #MV - 32026 LESS INSURANCE 0.00 X SALES TAX 51 CUSTOMER SIGNATURE AR1190 PLEASE PAY ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED THIS AMOUNT 97.38

FLORIDA: 8/1/2005 Overallowance / Incentives / Negative Equity Form

Customer	Request #	71-541336113	BBB#	CHV0749928
PURCHASE PRICE: (From deal	er Bill of Sale) (Sellin	eg Price)		(+) 19,589.13
MSRP: (From BARS Invoice)				(-) 21,970.00
DIFFERENCE:				(=)-2.380.87
				t
TRADE ALLOWANCE: (from	n dealer Bill of Sale))		(+) 0.00
Include vehicle retail, accessories and no NADA Retail Value for:	nileage adjustment figur	res, and attach NADA po	ages to file.	
VEHICLE: ACCESSORIES: MILEAGE ADJUSTMENT:				(-) 0.00
OVER ALLOWANCE: (Trade n	nore than NADA)			(=) 0.00
				•
PAYOFF: (If dealer added negative	equity into contract, do	not subtract)		(=) 0.00
PURCHASE PRICE (From deale	r Bill of Sale) – (before	tax, tag, etc.)		(+) 19,589.13
GM CARD POINTS:				DO NOT INCLUDE
INCENTIVES (from BARS): (Do not include fuel fill credit, dealer in 1: 2:	acentives or GM card cr	edited back to customer)	
3: TOTAL INCENTIVES (Not incl.)	uded in Purchase Price,)	70-000-0	(-) 2,000.00
OVERALLOWANCE: (From ab	pove)			(-) 0.00
NEGATIVE EQUITY: (If NOT s	hown in contract))			(-) 0.00
Г	99 U. Li. & W. Li. V. Li.			
Actual price of Vehicle that sho	ould be presented t	o BBB for ATA		(=) 17,589.13

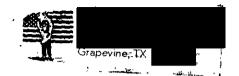
Customer Claim Form

Contact Date: 08/08/07	Start Date:	08/08/07	Case Number: CHV0749928
Have you contacted the mfr regardance you previously filed a claim If yes, name of provider:	on this vehicle	with the BBB or anotl	ther dispute resolution provider? ☐ YES ☑ No Case Number:
Titled Owner(s) Name&Ad	ldress		•
FORT LAUDERDALE, FL. Day Phone: Fax Number: Customer Contact Info:		Evening Phone: E-mail Address:	Cell Phone:
Vehicle Information Name(s) of individual(s) or busi	ness that appea	r on vehicle title:	
Transmission Type: Automatic	essliboth Num	Percentage of time	e vehicle used for business purposes:
	del: Malibu		r: 2005 Current Mileage: 25000
Vehicle Identification Number:			Guilent Wheage. 25000
Servicing Dealer/City/State:			AUD,
Selling Dealer/City/State :	MAROONE CHE	EVROLET OF FORT L	LAUD, FORT LAUDERDALE, FL
			olicy Number:
Has vehicle been in an accident/	had body damag		
Description of Damage :			
Purchase/Lease Information	<u>(Complete left si</u>	de if vehicle was purcha	ased or right side if vehicle was leased)
Purchase Date:06/15/05 Mileage	at purchase:		
Purchased As: ☑ New ☐ Used			: □ New □ Used □ Demo
Is the vehicle in your possession?	yes	Is the vehic	cle in your possession?
Lienholder's Name:	10 M	Leasing Co.	ompany's Name:
Address:	45		Address:
City/St/Zip: Phone: () -	,	****	City/St/Zip:
Lienholder Acct #:		1:0	Phone:
Lieimoidel Acct #:		Leasing Co.	ompany's Acct #:
Customer's Desired Outcomer The customer would like the manufacture of the Customer would like the manufacture of the Customer would like the manufacture of the Customer's Desired Outcomer's Desired Outc	ne (Describe what turer to replace the	t you want done to resolve vehicle with one that	loe your concern) operates correctly.
Signature of Titled Owner(s)/Less	ee(s)		Date
I am submitting this dispute for resolut LINE Arbitration Rules.	ion in the BBB AU	TO LINE program, and	I agree to arbitrate the dispute under BBB AUTO

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

Customer Name:	Case Nun	nber: CHV0749928			
First Repair Attempt (any reported problem) Last Repair Attempt (last reported problem) Total Days out of Service:	Date:	Mileage:Mileage:			
Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
I. Noise coming from the engine area	yes				
2. Steering column makes a popping sound, vehicle shakes	yes				
3. Steering box replaced, steering column replaced	yes				
·					

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



FORT WORTH IN 761

13 AUG 2007 FM-2 T



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

Chevrolet Customer Assistance Ctr. P.O. Box 33170 Detroit, MI 48232-5170

4423243170

AUG 1 6 2007

Copy

August 12, 2007

Chevrolet Motor Division PO Box 10054 Toledo, OH 43682-4074

To Whom It May Concern:

This is in response to your Service Satisfaction Survey of my 2005 Malibu LS. At this point, I am very discouraged and dissatisfied with the vehicle. My Malibu's VIN # is 1G1ZT54805F

Who am I and why would I take the time to write this letter?

1 am: 50 years old, married, with no children at home.

A college graduate in a management position with a food company.

Strong brand loyalty-Since age 17, I have owned 10 vehicles, all Chevrolets.

Hobbies include being an automotive (gearhead) enthusiast;

I collect Chevrolet Memorabilia.

Coming from a Chevrolet family, my grandfather owned a "490" Chevrolet.

My brothers and sisters first cars were Chevrolets.

Writing this letter is very hard for me. I have always believed in the Chevrolet product and have not seriously considered owning anything else until now. The issue is the product itself, not the service.

Over the years I have seen friends and family members go to import vehicles for their transportation needs. Their main reasons are for the quality/reliability of the product. My two brothers have owned many GM vehicles with recent mixed results. They purchased Toyotas and have seen a major difference in service issues. My wife drives a 2005 Toyota based product and after 24,000 miles, it has never been back to the dealer for a service repair. On the other hand, please review the service repairs for my Malibu.

My service experiences at Classic Chevrolet have been very good ones. Service Manager Tim Brogan and his crew are good people. If there is a concern or mistake made, they take care of the problem.

During the first 17,000 miles of ownership, I would have recommended the Malibu to prospective buyers. It is a quiet comfortable car with good visibility. The V6 engine runs well and gas mileage has been very good.

From 17,726 miles to the present (24,000 miles), it has had a major engine repair, two steering replacements and a rear brake job. The issues that I have today concerns the last two problems mentioned.

From my understanding, the steering situation is an ongoing issue with no revised parts to permanently correct the problem.

When Classic Chevrolet informed me that the rear brake discs needed to be replaced, I was totally in shock. It was explained to me that this is not unusual for this product. Although I live in the Dallas/Ft Worth metroplex, my daily 26 mile drive would be counted moderate with minimal stop and go traffic. The Malibu is not a sports/performance car and I do not drive it as one. I have NEVER had brakes replaced on a vehicle during this short of a time unless there was a quality problem. Normal brake replacements for my vehicles have been 60,000 to 80,000 miles on an average. Because of a service check by Classic Chevrolet the week before (tech stated brakes and tires were like new), I was responsible only for the cost of the brake pads.

When reviewing the ownership of my previous Chevrolets, perhaps I was looking at them thru rose colored glasses. My last vehicle (Lumina LTZ) and the Malibu have had issues that should not have happened.

What do I do now? Become one of the many disgruntled American made car buyers that fade into the masses as a new Toyota/Honda owner. I want to continue to buying Chevrolets but need confidence that the product will hold together. To obtain this confidence level, I am asking the following from Chevrolet.

Steering gear/Steering Shaft-Extend Service Coverage to 100,000 miles or to October 20, 2012 whatever comes first. Chevrolet would make repairs to correct defects related to materials or workmanship during the coverage period specified.

Rear Brakes-Extend Service Coverage to 80,000 miles or to October 20, 2012 whatever comes first. Chevrolet would replace the brake pads, machine rotors or replace rotors if needed. This would include all labor and parts.

When growing up in rural Northern Missouri, my father would usually purchase the family vehicles from Peterson Chevrolet. The question was put to him, "Why buy from them?" His answer was that "Yes, there are other dealers with cheaper priced cars but I know that Peterson's will stand by the product."

Chevrolet current logo is "We'll be there". I am asking for you to be there. Give me a reason to buy another Chevrolet.

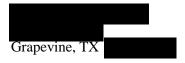
Please seriously consider my request. I have invested 33 years of ownership with Chevrolet products.

I wait to hear from you.

Sincerely,

Grapevine, TX

Copy- Mr. Tim Brogan, Service Mgr, Classic Chevrolet/Grapevine, TX Chevrolet Customer Assistance Ctr/Detroit, MI



Service Request: 71-548303570

Customer Relationship Specialist: Rinny Smith

Dear

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54805F This service coverage will commence upon the expiration of the applicable New Vehicle Limited Warranty and will continue until October 20, 2012, or 100,000 miles, whichever occurs first. Chevrolet will make repairs to correct defects related to materials or workmanship occurring during the coverage period specified above. The following item(s) are covered:

Steering -

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

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

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

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER

Component Service Coverage

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



1G2ZG528454

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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 Diles 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	8				
	About Your Service Consultant/Advisor	(cpntinµed)	Jik in	· / 5	21001	twhere in
Wh	en Larried for appointment was to le it of me after 2 his west almost toid I don't know about that "Told I	1 that u	jalkin	15 (X	o saka l	care / was
Cray	nt of me after the ubit almos	eff) Completely	Very 7	FOIL IC	Somewhat	Not At All
9.	How satisfied were you with the explanation you were well I	// fall(Satisfied)	Satisfied	Satisfied	Satisfied	Satisfied Never
J.	given of all services performed?	meone e Isel				of given.
40	Overall how actinfied were you with your Sorvices	oter was t	here "	n lon	id's	explanation
10.	Overall, how satisfied were you with your Service Consultant?					dr it was
		_				Invoice.
			About	Service	Delivery	
			- 		·	
11.	When you picked your vehicle up, how satisfied were you with:	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
					d	/A/1
	The time it took to complete the transaction?				Ā.	- Icenice
	The ease of getting your vehicle?	_			ΙΧΉ	\\ / was
	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	? 🗖 −		YC		, ,
	IF NO, why not? (check all that apply)	′	_	14,40	u look	at my
	☐ Condition explained - repair not necessary	☐ Parts not ava	Silable	ervice	Recor	d for past
	Work performed did not correct the problem	☐ I declined reg	11101016	7 year	S, 7	have been
	Service Department could not duplicate problem	Other (please		There	ofter	1. The service
	Service Department was too busy	☐ Don't know		don't	Listed	the desk
		Completely	Very	Callatian	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?	🗆		rent ha	d Pho	to return
		Yes	No T	Orrhon	ad/	so the thice
14.	Were you given a copy of the completed repair order/invoice?			0.004	-	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	Y	lave 10.
13.	your satisfaction with the dealership's service?	🗖	妅			
	(Never)		·			
	Summing Up Your Expe	erience				
40		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16.	Based on this service visit, overall, how satisfied are you with Lou Sobh Pontiac?					b /
		Definitely	Probably	Might/	Probably	Definitely
			Would	Might Not		
17.		Would	WOOLG	waynt Not	Not	Not
	Would you recommend this dealership for service?	_			Not	-
	Would you recommend this dealership for service?	_		_	_	Not
18.				_		DXI
18.	Would you recommend this dealership for service? Overall, how satisfied are you with your 2005 G6?	Completely Satisfied	☐ Very		Somewhat	Not At All
	Overall, how satisfied are you with your 2005 G6?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
	Overall, how satisfied are you	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
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19.	Overall, how satisfied are you with your 2005 G6?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
19. 20.	Overall, how satisfied are you with your 2005 G6? Are you	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
19. 20.	Overall, how satisfied are you with your 2005 G6?	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied 65 or older
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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 http://www.dr.bbb.org/goauto

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

THANE HAWKINS POLAR CHEVROLET MAZDA



BEAR FAX

TO: Angelina		
FROM: Dee Schwer	the	
PHONE: 651-653-5555	FAX: 65/-653-5540	· -
NUMBER OF PAGES:(include	ling 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 529359	08/18/2007		A 71			. 13072	,
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3 527502	07/28/2007		A 71		- '		
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11 428959	10/11/2004	8.	A 35	9			
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			T 11	3	3	82CVZPNTSLNT	PAINT SEALANT



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

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WBL, MN	
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CUSTOMER SIGNATURE ***********************************	CIATE YOUR BUSINESS!
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Any warrantie	s on products sold hereby ere.
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MADA SERVICES FORM THP-002

PAGE 1 OF 1

TEND OF INVOICE TOTAL

CUSTOMER COPY

(above named dealership) hereby expressly disclaims all warrantles, either express or

moled, including any warranty of merchant-ability on fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for (I any liability to composition).

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

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PAGE 1 OF 1

MADA SERVICES (OHM THP-002

CUSTOMER COPY

[END OF INVOICE] 07:41 am

PARTS NEW ORIGINAL FOURMENT LINESS OTHERWISE SPECIFIED



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

сивтомея NO. 60	3791		MICHAEL	PATTEN	l	716 ^{TAG N}		™ 0° FF3€/07	™ ©⊽© \$52750Z
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PAGE 1 OF 1		CUSTOMER COPY	•	,	END OF	MAOICE 1	7:41em		

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

STOMER NO. 100	₩ NIVÎKS	SAXBY	359™⊴ №		™ 09 5⁄27/07	™MACP53255
THANE HAWKINS POLAR CHEVROLET I	LABOR RATE	LICENSE NO.	/ MILEAGE	8	°VOLCANIC RE	\$ 7278174 6
1801 EAST COUNTY ROAD F WHITE BEAR LAKE, MN 55110-3882	*608/MA268	MAZDA6 SDN	/MAZDA6 4-D0	OR	DELIVERY DATE	DELIVERY MILES
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POI HRS 100					QUICKI	<i>[[[</i>]]
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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

STOMER NO. 603791	MYCHAEL PATT	EN 7:	16 ^{TAG NO.} 9234	™ 05 5014/07	™ ©⊽© S52014
	LAROR RATE U		MILEAGE 25,165	°B®ACK/GRAY	≊т604 30
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PAGE 1 OF 1

MADA SERVICES FORM THP-002

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disclaims all warranties, either express or obsciences or implied, including any warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection

with the sale of sald products."

1 50

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	^{.0.} 3915	™ 035/±3 /07	™ ୯୯୯୯ 95145€
	LABOR HATE	L	MILEAGE	23,270	BEACK/GRAY	^{вт604/30}
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MADA SERVICES FORM THP-002 ALL PARTS NEW ORIGINAL F

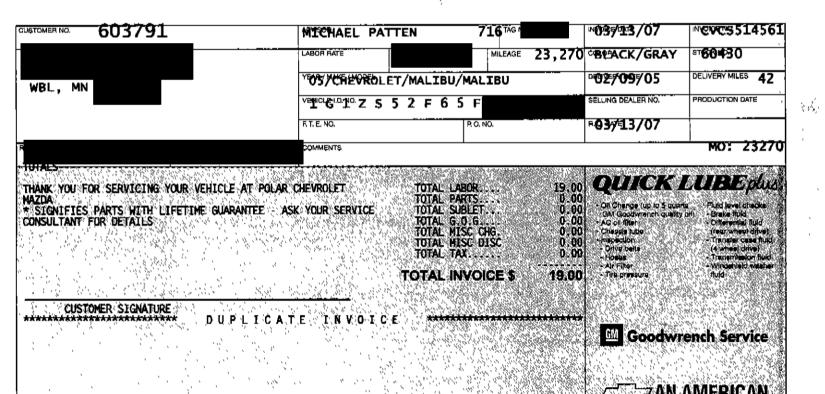
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1801 COUNTY RD. F EAST (at Highway 61 & Cty. Rd. F) WHITE BEAR LAKE, MN 55110



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 start					
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 applicable): \${Amount}		

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

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

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