

**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: From: [REDACTED] 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:

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Urgent/ Dringend/ Urgent	Reply ASAP/ Rückantwort/ Réponse urgente	Please comment/ Erledigung/ Commentaires attendus	Please review/ Überprüfung/ A vérifier	For your information/ Kenntnisnahme/ Copie pour information

Total pages, including cover sheet: 5 pages

**Comments/Anmerkungen/Commentaires**

Case Number 71-758-627-236

Date: December 2, 2009

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

From: [REDACTED], 2006 Pontiac G6 Owner [REDACTED]

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 [REDACTED] Thank you.

Enclosures 3

Scanlan's invoice, DARCARS invoice, Certificate of Title

[REDACTED]  
New Carrollton, MD [REDACTED]

40933

**4412 Baltimore Ave.      Bladensburg, Md. 20710**

**Phone (301) 864-0148**

DSS	ISJ	LABOR CHARGE
LUBRICATION	<input type="radio"/>	
CHANGE OIL	<input type="radio"/>	
CHANGE OIL FILTER	<input type="radio"/>	
CHANGE TRANS.	<input type="radio"/>	
CHANGE DIFF.	<input type="radio"/>	
PACK FRONT WHEEL BRGS.	<input type="radio"/>	
ADJUST BRAKES	<input type="radio"/>	
ROTATE TIRES	<input type="radio"/>	
WASH	<input type="radio"/>	
POLISH	<input type="radio"/>	

N		[REDACTED]		DATE	9.15.09
A		[REDACTED]		CITY	
MAKE	Pont	TYPE OR MODEL	G6	YEAR	'06
RECEIVED		A.M. P.M.			
SERIAL NO.	1G2ZG558564	ENGINE NO.	[REDACTED]	PROMISED	A.M. P.M.
SPEEDOMETER	51703	[REDACTED]	TERMS	PHONE WHEN READ	
YES <input type="radio"/> NO <input type="radio"/>		C			
CUST. ORDER NO.	[REDACTED]	ORDER WRITTEN BY	BSM	PHONE	
OPER. NO.	INSTRUCTIONS:				

OPER. NO.	INSTRUCTIONS:	POLISH	
2	Scan + diagnose		8400
1	Replace wiper blades		
OSL	Replace steering column + 5th Col motor		32070

ACCOUNT	AMOUNT	INT.		CLM.			
		C	S	C	S		
TOTAL LABOR						✓	\$0670
TOTAL PARTS						✓	5135
ACCESSORIES						✓	8990

1. Do you want parts returned? Yes ☐ No ☐
2. Do you want written estimate? Yes ☐ No ☐
3. If the job exceeds estimate by 10% or more,  
I do ☐, do not ☐, authorize you to proceed.
4. If additional repairs are found necessary,  
I do ☐, do not ☐, authorize you to proceed.

TOTAL LABOR	308.70
TOTAL PARTS	51.35
ACCESS- ORIES	819.69
GAS-OIL	
GREASE	
SUBLET	
REPAIRS	
TAX	52.20
TOTAL	1328.00

121-121-0370

CONTRERAS CONSULTANT,

3014743140

72/08/2006 07:37

**DARCARS CHEVROLET**

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



CUSTOMER NO.	10132	ADVISOR	NATASHA TENNESSEE	3706	TAG NO.	374	INVOICE DATE	09/15/09	INVOICE NO.	CVCS117826	
SCANLAN FLEET SERVICES 4412 BALTIMORE AVE BLADENSBURG, MD 20710		LABOR RATE	LICENSE NO.		MILEAGE		51,709	COLOR	GREEN/		
		YEAR / MAKE / MODEL					DELIVERY DATE		DELIVERY MILES		
		06/PONTIAC/G6/4DR SDN W/1SV									
		VEHICLE I.D. NO.					SELLING DEALER NO.		PRODUCTION DATE		
		1 G 2 Z G 5 5 8 5 6 4									
		F.T.E. NO.		01669556		P.O. NO.		192		B.O. DATE	09/04/09
RESIDENCE PHONE	301-864-0148	BUSINESS PHONE	301-864-0148		COMMENTS		MO: 51709				

LABOR & PARTS  
JOB # 1 180VZCD CHECK STEERING TECH(S) 192 320.70

CUST REPORT NO POWER STEERING AT TIME  
U0073; P0174; U2109 AND U2100 IN DTC. PER MIKE HAD C0455  
FINALLY ABLE TO DUPLICATE CUST CONCERNS.  
REPLACED FAULTY STEERING COLUMN AND STEERING COLUMN MOTOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1		25933396	COLUMN 6.518	359.00		269.25
JOB # 1	1		25805894	MOTOR 6.605	422.63		316.97
JOB # 1 TOTAL PARTS							586.22
JOB # 1 TOTAL LABOR & PARTS							906.92

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
JOB # A	DRC	DOCUMENT RETENTION CHARGE		1.99
JOB # A	MH2M	ENVIRONMENTAL FEE SERVICE		4.00
JOB # A	MSS	SHOP SUPPLIES		32.07
TOTAL - MISC				38.06

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$124.95 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$944.98 (+TAX) ON 09/15/09 AT 02:24pm  
BY MIKE COMMENTS  
TOTALS

\*\*\*\*\*  
\* NEXT RECOMMENDED SERVICE: \*  
\* 09/04/2009 / 51709 MI 05CVZ1 CK NOISE, SAFETY, WEAR \*  
\*\*\*\*\*

PAYMENT METHOD:	CHECK #:	TOTAL LABOR....	320.70
CASH ( )	CHECK ( )	TOTAL PARTS....	586.22
VISA ( )	M/C ( )	TOTAL SUBLET....	0.00
N/C ( )	CHARGE ( )	TOTAL G.O.G....	0.00
PAYMENT DATE:	CASHIER:	TOTAL MISC CHG.	38.06
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	0.00

THANK YOU FOR YOUR PATRONAGE:  
WE APPRECIATE YOUR BUSINESS!

PARTS DESIGNATED WITH AN ASTERISK (\*) INDICATES LIFETIME  
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

A SMALL CHARGE HAS BEEN ADDED TO EACH REPAIR ORDER TO COVER  
THE COST OF REMOVAL OF HAZARDOUS AND CONTROLLED MATERIALS

CUSTOMER SIGNATURE  
\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**TOTAL INVOICE \$ 944.98**

*Thank You!*

**WE APPRECIATE  
YOUR BUSINESS**

LIMITED WARRANTY  
THIS INVOICE MUST  
ACCOMPANY ANY AND ALL  
ADJUSTMENTS OR  
CLAIMS. CLAIMS MUST BE  
MADE WITHIN 12 MONTHS  
OR 12,000 MILES  
WHICHEVER OCCURS  
FIRST.

**WE THANK YOU FOR YOUR  
PATRONAGE.**

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 fit-  
ness for a particular purpose and  
the seller neither assumes nor  
authorizes any other person to  
assume for it any liability in con-  
nection with the sale of this  
item/items.



**MARYLAND CERTIFICATE OF TITLE**  
**DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR VOIDS.****X625732**

VEHICLE IDENTIFICATION NO.	YEAR	MAKE	MODEL	TYPE	COLOUR	DOOR	ENGINE
1G773358564	94	PONT	AC	A	73	A	36163454
EXPIRY	ONE YEAR	ONE YEAR	ONE YEAR	ONE YEAR	ONE YEAR	ONE YEAR	DATE ISSUED
N/A	4/3/00	00N/A	4/3/00	N/A	N/A	N/A	02/22/06
OWNER'S ADDRESS	OWNER'S ADDRESS	OWNER'S ADDRESS	OWNER'S ADDRESS	OWNER'S ADDRESS	OWNER'S ADDRESS	OWNER'S ADDRESS	OWNER'S ADDRESS

NAME OF THE SECURED PARTY

HYATTSVILLE MD

**ODOMETER CODES**

- A. Actual Mileage
- B. Exceeds Mechanical Limits
- C. Not Actual Mileage

CONTROL NO.

(This is not a Title No.)

**X625732**

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 APPLICANT NAMED ON THE FACE HEREOF HAS BEEN DULY RECORDED AS THE LAWFUL OWNER OF SAID VEHICLE.

THE ADMINISTRATION WILL NOT BE RESPONSIBLE FOR FALSE OR 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

VR-2 (01/04)  
CONTROL NO.

(This is not a Title No.)

**X625732**

May 10, 2011

[REDACTED]  
Vallejo, CA [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G8AK55F86Z [REDACTED]. 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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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**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 original 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, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).**

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Silverado	Year: 2003	Current mileage: 39048
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Bob Robinson Chev-Olds-Cad, Wheeling, WV			
<b>Primary Servicing</b> dealer/city/state: BOB ROBINSON CHEV-OLDS-CADI IN,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 12/31/02		Mileage at purchase/lease:	
First repair attempt date:		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

The customer would like the manufacturer to reimburse them a portion of the cost concerning the repairs completed on the vehicles brake line. The customer also stated that the brake lines should not rust completely out or through on a vehicle with such low mileage.  
Chevrolet service request number: 71-754409907

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

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

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

Case Number: CHV0945284

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Brake lines rusted out/ completely through-veh had no brakes		1		no
Brake pads replaced, brake line system replaced		1		no
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 copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

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

May 10, 2011

[REDACTED]  
Elk Grove Village, IL [REDACTED]

Dear [REDACTED]

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 [REDACTED] 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

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**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.

May 10, 2011

[REDACTED]  
[REDACTED]  
Jackson, MO [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G8AN15F17Z [REDACTED]. 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](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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**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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 10, 2011

[REDACTED]  
[REDACTED]  
Meherrin, VA [REDACTED]

Dear [REDACTED]

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](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-760029951

May 10, 2011

[REDACTED]  
Blythe, CA [REDACTED]

Service Request: 71-760047933

Dear [REDACTED]

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

[REDACTED]  
[REDACTED]  
Biloxi, MS [REDACTED]

Dear [REDACTED]

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](http://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  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2005	Current mileage: 34733
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Ed Schmidt Chevrolet, Maumee, OH			
<b>Primary Servicing</b> dealer/city/state: ED SCHMIDT CHEVROLET INC,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 09/03/05		Mileage at purchase/lease:	
First repair attempt date: 01/04/08		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

They would like a buy back or an extended warranty.

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

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

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

Case Number: CHV0946214

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
popping/thumping/snapping noise in front end when turning		6		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 copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

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

May 10, 2011

[REDACTED]  
Hillsboro, OH [REDACTED]

Dear [REDACTED]

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](http://Pontiac.com) or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center  
Service Request Number: 71-761537049

May 10, 2011

[REDACTED]  
[REDACTED]  
Platte City, MO [REDACTED]

Dear [REDACTED]

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

May 10, 2011

[REDACTED]  
Tacoma, WA [REDACTED]

Dear [REDACTED]

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

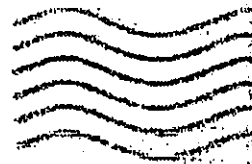
Saturn Customer Assistance Center  
Service Request Number: 71-765523683



Irwin PA

PITTSBURGH PA 152

13 OCT 2009 PM 5 T



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

48232+5170



Oct 13, 2009

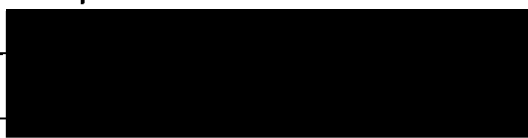
Dear Sina;

Please find the following enclosed

1. Print out of my letter to you
2. Invoice From Kenny Ross Chevrolet
3. Copy of my current warranty letter.
4. Copy of Business Card of Andrew Wisniewski.

Also I tried to communicate with you by e-mail. The Chevrolet Site would not work when I hit submit.

My Phone #



(Home)

(WK)



Dear Sir's,

10-13-2009

I own a 2005 Chevy Malibu Maxx. VIN # 1G1ZT62815F [REDACTED]. 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 it 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>





**CHEVROLET**

Customer Assistance Center

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

July 28, 2006

[REDACTED]  
Irwin, PA [REDACTED]

Service Request: 1-422150107

Customer Relationship Specialist: Angelina Moncivais

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the transmission, and steering column on your 2005 Chevrolet Malibu MAXX, Vehicle Identification Number 1G1ZT62815F [REDACTED]. 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:

Transmission/Transaxle—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.

And

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 MAXX. 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

CUSTOMER #: 297186  
UNIT# GBN9054

477828

**Kenny Ross**  
AND SONS



\*INVOICE\*

11250 ROUTE 30  
NORTH HUNTINGDON, PA 15642  
724-863-9000 Phone  
412-271-3100  
724-863-9488 Fax  
www.kennyross.com

IRWIN, PA

HOME

BUS:

CONT: N/A

CELL:

PAGE 1

SERVICE ADVISOR: 8468 EDWARD E ARMSTRONG I

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	05	CHEVROLET MALIBU	1G1ZT62815F		77695/77695	T382
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
10DEC04 DD			13:54 05OCT09			INV DATE
R.O OPENED	READY	OPTIONS: DLR:13693		CASH	05OCT09	
05OCT09	05OCT09					

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES WHEN TURNING WHEEL TO LEFT HEAR A THUD  
CAUSE: E

E9740 STEERING GEAR REPLACEMENT

6979 WP94

1 25902150 GEAR

CORE CHARGE W

FC: 2W

PART#: 25902150

COUNT: 1

CLAIM TYPE:

AUTH CODE: A

NM

(N/C)

(N/C)

(N/C)

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)

**COPY**

### 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

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

CUSTOMER SIGNATURE

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



CUSTOMER COPY

Thank You For Your Business!  
www.kennyross.com



**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

**KENNY ROSS.com**

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Pontiac/GMC	Model: G6 GT	Year: 2006	Current mileage: 75000
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: , , AL			
Primary Servicing dealer/city/state: Cook Cheverolet,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 07/01/07		Mileage at purchase/lease:	
First repair attempt date: 04/21/09		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business:	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

Pontiac to pay for repairs.

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

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

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

Case Number: PGM0947045

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Electronic power steering assist failure				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 copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

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

May 10, 2011

[REDACTED]  
Fort Myers, FL [REDACTED]

Dear [REDACTED]

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-767845134

May 10, 2011

[REDACTED]  
Forest Hill, MD [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G2ZG558464 [REDACTED]. 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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.



May 10, 2011

[REDACTED]  
Athens, GA [REDACTED]

Dear [REDACTED]

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](http://Pontiac.com) or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center  
Service Request Number: 71-768535608

May 10, 2011

[REDACTED]  
Nelsonville, OH [REDACTED]

Dear [REDACTED]

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](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-768959208

May 10, 2011

[REDACTED]  
Columbia, TN [REDACTED]

Dear [REDACTED]

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](http://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




Midway Al

Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
P.O. Box 33170

4823295170 Detroit, MI 48232-5170

2009

I have problem with  
the steering which  
has been repair  
twice but the  
problem continue  
to return again  
and again





**CUSTOMER COPY**  
**BILLY LAWRENCE**  
 CHEVROLET-BUICK-PONTIAC Inc.



Accessories



"It's a matter of trust."

334-687-7016



3220 SOUTH EUFAULA AVENUE  
 EUFAULA AL 36027

Phone:

05/22/2007 09:53:10

Customer No. 5F [REDACTED]	License #	Stock #	Dealer #	Invoice Date 05/22/2007	Invoice # 646
Customer Name & Address [REDACTED]	Mileage In 31087	Mileage Out 31087	Lot #/Hat #	Color SAND	Delivery Date / /
	Year/Make/Model 2005 CHEVY MALIBU			Prod Date / /	R.O. Date 05/15/2007
	Vehicle ID # 1G1ZT52855F [REDACTED]			Tech & #	P.O. #
EUFAULA, AL [REDACTED]	Override	Service Write Up LISA BIONDINO		S.W. INT. EST.	0.00
Extended Warranty Co.	Policy #	Deductible	Auth. #	Adjustor	
Residence Phone [REDACTED]	Business Phone	Service Writer Delivery Signature			

Type: W JOB #1 Lbr Hr: Labor: PO:

Complaint: CUSTOMER STATES THERE IS A BUMPING NOISE IN STEERING WHEN TURN

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

Part: 06508 15216791	GEAR	Qty: 1
Parts:	Tax:	

Type: W JOB #2 Lbr Hr: Labor: PO:

Complaint: CUSTOMER REQUESTED CHECK IGNITION CYL - AT TIMES HAVE TO HOLD LONGER FOR STARTER TO CATCH

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

Cause: CHECKED AND FOUND BLOWN BULB - LEFT REAR

Correction: REPLACED LEFT BRAKE LAMP BULB

Part: 02679 12450108	BULB	Qty: 1
Parts:	Tax:	

**COPY**

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



CUSTOMER COPY

**BILLY LAWRENCE**

CHEVROLET-BUICK-PONTIAC Inc.

"It's a matter of trust."  
334-687-7016



Accessories



3220 SOUTH EUFAULA AVENUE  
EUFAULA AL 36027

Phone:

11/20/2007 09:47:28

Customer No. 5F [REDACTED]	License #	Stock #	Dealer #	Invoice Date 11/20/2007	Invoice # 3300
Customer Name & Address [REDACTED]	Mileage In 37845	Mileage Out 37845	Lot #/Hat #	Color SAND	Delivery Date / /
	Year/Make/Model 2005 CHEVY MALIBU			Prod Date / /	R.O. Date 10/30/2007
	Vehicle ID # 1G1ZT52855F [REDACTED]			Tech & #	P.O. #
EUFAULA, AL [REDACTED]	Override	Service Write Up DANIELE LITTLEFIELD		S.W. INT. EST.	0.00
Extended Warranty Co.	Policy #	Deductible		Auth. #	Adjustor
Residence Phone [REDACTED]	Business Phone	Service Writer Delivery Signature			
Type: W	JOB # 1	Tech: ERIC CORBETT		Lbr Hr:	Labor:
Complaint:	CUSTOMER STATES NOISE IN STEERING WHEN TURNING				
Cause:	VERIFIED NOISE IN I-SHAFT				
Correction:	REPLACED I-SHAFT				
Part: 06526	22687711	SHAFT KIT		Qty: 1	
Parts:	Tax:				

**CUSTOMER TOTALS: \$0.00**

Tax :

WE APPRECIATE YOUR BUSINESS!

\*DENOTES GM LIFETIME WARRANTY PART

I hereby 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 DIAGNOSIS. THIS DIAGNOSTIC CHARGE MAY BE HIGHER IF A MANUAL DIAGNOSIS IS REQUIRED. TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS ARE MADE.

Customer Signature X \_\_\_\_\_

**COPY**

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



# CUSTOMER COPY

## BILLY LAWRENCE

CHEVROLET-BUICK-PONTIAC Inc.

Accessories



"It's a matter of trust."

334-687-7016



3220 SOUTH EUFAULA AVENUE  
EUFAULA, AL 36027

Phone:

09/23/2009 11:43:38

Customer No. 5F [REDACTED]	License #	Stock #	Dealer #	Invoice Date 09/23/2009	Invoice # 12974
Customer Name & Address [REDACTED]	Mileage In 64512	Mileage Out 64512	Lot #/Hat #	Color SAND	Delivery Date / /
	Year/Make/Model 2005 CHEVY MALIBU			Prod Date / /	R.O. Date 09/23/2009
EUFAULA, AL [REDACTED]	Vehicle ID # 1G1ZT52855F [REDACTED]			Tech & #	P.O. #
	Override	Service Write Up RICKY SANDERS		S.W. INT. EST. 0.00	
Extended Warranty Co.	Policy #	Deductible	Auth. #	Adjustor	
Residence Phone [REDACTED]	Business Phone	Service Writer Delivery Signature			

Type:C JOB #1 Tech:VIRGIL BOLT Lbr Hr: 0.00 Labor: 8.99 PO: Labor Rate:C 69.00

Complaint: CUSTOMER REQUESTED LUBE, OIL AND FILTER

Correction: CHANGED OIL AND FILTER, LUBRICATED. CHECKED AND ADJUSTED ALL FLUID LEVELS. CHECKED AND ADJUSTED TIRE PRESSURE. PERFORMED VISUAL INSPECTION OVER VEHICLE.

Part: 01836	25010792	FILTER	Qty: 1	\$4.99
Part:	BULK	OIL	Qty: 5	\$11.00
Misc:	Shop Supplies			\$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: Labor Rate:C 69.00

Complaint: CUSTOMER STATES LOW COOLANT LIGHT COMES ON

Cause: ADD COOLANT

Correction: ALL OK

JOB TOTALS Tax: TOTAL: \$0.00

Type:C JOB #3 Tech: PO: Labor Rate:C 69.00

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

Correction: NEEDS INTERMEDIATE SHAFT

JOB TOTALS Tax: TOTAL: \$0.00

COPY

Extended Warranty Pay \$0.00	Internal Pay	All labor charges are billed on flat rate hours unless otherwise noted.	Total Customer Pay \$26.38
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## Feedback Directive Form <sup>2009</sup>

<b>Executive CRS</b>	Aureliano Saucedo
<b>Executive Requestor(s) Name</b>	Sheri Tickles
<b>Detroit Requestor:</b>	Sheri Tickles
<b>Special Instructions from Detroit:</b>	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

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

<b>Customer's Name</b>	<div style="background-color: black; width: 100px; height: 1.2em;"></div>
------------------------	---

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

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

May 10, 2011

[REDACTED]  
[REDACTED]  
Brooklyn, CT [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G1ZT53866F [REDACTED]. 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](http://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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 10, 2011

[REDACTED]  
Buena Park, CA [REDACTED]

Dear [REDACTED]

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-772148400

May 10, 2011

[REDACTED]  
[REDACTED]  
Rockville, MD [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G2ZH178464 [REDACTED]. 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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.



OF PHILADELPHIA

A Buckner Company

6015 Essington Avenue  
Philadelphia, PA 19153  
(215) 863-4100  
www.saturnofphiladelphia.comSERVICE  
INVOICE

Accounting Copy

\*\* ACCOUNTING COPY \*\*

SO# 688701 DATE/TIME IN: 11/05/2009 11:48 DATE/TIME OUT: 11/10/2009 12:57  
SA: THOMAS STEWART DOC COUNT: 3 PAGE: 1

SHARON HILL

06

1G8AJ55F37Z  
2007 SATURN ION 2 SDN  
ENGINE: L61 2.4L4

MILES IN/OUT 28317 /

DEL DATE: 9/18/2006

LINE 1 CUSTOMER STATES THE POWER STEERING WENT OUT OR  
STOPPED WORKING.  
NOTE: CUSTOMER ALSO STATED WHEN THE POWER STEER-  
ING STOP WORKING IT CAUSED HER TO GET IN AN  
ACCIDENTTECH COMM: WE FOUND CODE # C0475 STORED IN STRM (ELECTRIC  
STEERING CIRCUIT). CHECKED AND THE POWER STEERING  
ASSIST MOTOR SHORTING OUTREPAIR 1 GEAR ASSEMBLY, POWER STEERING - REPLACE  
OPCODE: E9740 SALE RATE: A COST RATE: A COST: 24.00  
HRS: 1.30 OTH HRS: .30 SALE TYPE: CX \$149.25  
PRIMARY TECH: 888

LINE TOTAL \$24.00 \$149.25

LINE 2 CUSTOMER STATES THERE IS COOLANT LEAKING FROM  
ENGINE

TECH COMM: WE FOUND THE RADIATOR DAMAGED,

REPAIR 1 RADIATOR ASSEMBLY - REPLACE  
OPCODE: J3100 SALE RATE: A COST RATE: A COST: 24.00  
HRS: 1.50 OTH HRS: .10 SALE TYPE: W \$149.25  
PRIMARY TECH: 888  
WARR PARTS: 1 AMT: 305.40PARTS DESC FP QTY PRICE COST ST  
SN 22733217 RADIATOR Y 1 305.96 218.14 W \$305.40

LINE TOTAL \$242.14 \$454.65

LINE 3\* CUSTOMER STATES THERE IS COOLANT LEAKING  
TECH COMM: WE FOUND THE A/C CONDENSER DAMAGEDREPAIR 1 AIR CONDITIONING CONDENSER REPLACEMENT  
OPCODE: D3140 SALE RATE: A COST RATE: A COST: 27.00  
HRS: 1.30 OTH HRS: .50 SALE TYPE: W \$167.90  
PRIMARY TECH: 888  
WARR PARTS: 41 AMT: 243.53

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6515 Essington Avenue  
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(215) 863-4100  
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SO# 688701 DATE/TIME IN: 11/05/2009 11:48 DATE/TIME OUT: 11/10/2009 12:57  
SA: THOMAS STEWART DOC COUNT: 3 PAGE: 2

06 1G8AJ55F37Z

PARTS	SN	DESC	FP	QTY	PRICE	COST	ST	
	22696030	CONDENSER	Y	1	232.330	165.95	W	\$232.33
	12256150	REFRIGERA	N	40	280	8.00	W	\$11.20

LINE TOTAL \$200.95 \$411.43

LINE 4\* DURING THE SERVICE WE FOUND THE SUB/FRAME DAMAGED  
TECH COMM: WE FOUND THE SUB/FRAME DAMAGED

REPAIR 1 DRIVE TRAIN AND FRONT SUSPENSION FRAME REPLACEMENT  
OPCODE: E1707 SALE RATE: A COST RATE: A COST: 31.50  
HRS: 2.10 SALE TYPE: W \$195.89  
PRIMARY TECH: 888  
WARR PARTS: 1 AMT: 631.74

PARTS	SN	DESC	FP	QTY	PRICE	COST	ST	
	15918781	FRAME ASM	Y	1	631.736	451.24	W	\$631.74

LINE TOTAL \$482.74 \$827.63

LINE 5\* DURING THE SERVICE WE FOUND THE L/F LOWER CONTROL  
ARM DAMAGED  
TECH COMM: DURING THE SERVICE WE FOUND THE L/FRONT LOWER  
CONTROL ARM DAMAGED

REPAIR 1 ARM ASSEMBLY, FRONT CONTROL - LOWER - LEFT - REPLACE  
OPCODE: E3531 SALE RATE: A COST RATE: A COST: 12.00  
HRS: .80 SALE TYPE: W \$74.62  
PRIMARY TECH: 888  
WARR PARTS: 1 AMT: 116.66

PARTS	SN	DESC	FP	QTY	PRICE	COST	ST	
	15240092	ARM ASM-F	Y	1	116.562	83.33	W	\$116.66

LINE TOTAL \$95.33 \$191.28

LINE 6\* DURING THE SERVICE WE FOUND THE L/F STRUT DAMAGED  
TECH COMM: DURING THE SERVICE WE FOUND THE L/FRONT STRUT  
DAMAGED

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

06 1G8AJ55F37Z

REPAIR 1 STRUT FRONT - REPLACE LEFT  
OPCODE: E3851 SALE RATE: A COST RATE: A COST: 13.50  
HRS: .90 SALE TYPE: W \$83.95  
PRIMARY TECH: 888  
WARR PARTS: 1 AMT: 150.21

PARTS	DESC	FP	QTY	PRICE	COST	ST
SN	22707167 STRUT KIT Y	1	1	150.206	107.29	W
LINE TOTAL					\$120.79	\$234.16

LINE 7\* CAR NEEDED TO BE RE-ALIGNED AFTER REPAIRS  
TECH COMM: AFTER REPAIRS THE CAR NEED TO BE RE-ALIGNED

REPAIR 1 WHEEL ALIGNMENT - CHECK AND/OR ADJUST  
OPCODE: B2020 SALE RATE: A COST RATE: A COST: 24.00  
HRS: .60 OTH HRS: 1.00 SALE TYPE: W \$149.25  
PRIMARY TECH: 888  
LINE TOTAL \$24.00 \$149.25

LINE 8\* FAX TO 866-775-9474  
TECH COMM: CLAIM # 71-773604570  
GM 866-775-5700, EXT 41345  
FAX # 866-775-9474

REPAIR 1 INFORMATION LINE  
OPCODE: M5300 SALE RATE: A COST RATE: A COST:  
HRS: SALE TYPE: IS \$.00  
PRIMARY TECH: 888  
LINE TOTAL \$.00 \$.00

\*\* Following the line number denotes added operation.

ACCOUNT NO	SALE AMT	COST AMT	CNTL NO		
462A	149.25	24.00		LABOR	\$149.25
263	149.25			CUSTOMER TOTAL	\$149.25
462				PAYMENT (SSP)	\$149.25
067D					
462	820.86	132.00			
480	1447.54	1033.95			
263	2268.40				

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May 10, 2011

[REDACTED]  
Pell City, AL [REDACTED]

Dear [REDACTED]

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-775798419

May 10, 2011

[REDACTED]  
Onalaska, WI [REDACTED]

Dear [REDACTED]

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-776917055

Dallas, TX

DALLAS TX 752

10 NOV 1973 PM 5 L

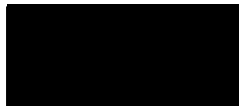


11-24-09A03:37 RCVD

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

48232+5170





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,

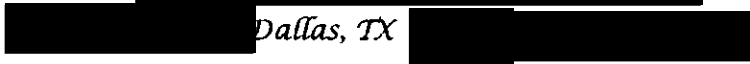


Continued Chevrolet Owner (hopefully)

ATTACHMENTS  
CC: NHSTA



Dallas, TX



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news Q&A: Power steering problems on Chevy Malibu... seeking recall  
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**Answer #1** On 01/14/09 12:49, [dustin from ohio](#) answered

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

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#### Comments

Comment #1 [REDACTED] 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 straw that really made me mad. I contacted the dealership and with the help of a very understanding salesman they traded me up to a buick lasik 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 you value your life. GM knows that there is a serious defect in the steering controls but could care less in a recall to save lives. I certainly hope the dealership does not resale that malibu or at least informs an unsuspecting buyer of that killing defect.

Comment #2 [REDACTED] 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 on a left hand turn. Arrived at work and later had an appointment with a mechanic and the car was fine. With the problems that is having how can we get them to recall this problem??

Comment #3 [REDACTED] 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 Chevrolet dealer. Had to rent a car while they have it in the shop. The

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### ***'Q&A: Power steering problems on Chevy Malibu... seeking recall'***



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

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**By Blog Answers at 01/14/09 13:39**

On 01/14/09 02:51,  asked the following question

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?

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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 in tomorrow. They quoted me a price of \$800+ to repair. This be the second time the steering column is replaced. The first 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 [REDACTED] 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 scared me! I turned around and went home. I researched this problem on the internet and found many, many people have had the same 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 [REDACTED] 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 has 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 steering issues with your 2004 Chevy Malibu please take the time to report it to NHTSA so that they can investigate these reports. General Motors needs to be held accountable for this. It is a huge SAFETY issue. I won't even let my daughter drive my car 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 bag highway safety, and the proper use of child safety seats.

Comment #6 [REDACTED] 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 first time, July 2nd, it was in the shop for 10 days to have the steering column replaced. It took time to get parts !!

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

Comment #7 [REDACTED] at 08/25/09 13:41

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

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malibu problems • 06 malibu  
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power steering • malibu recall  
• chevy malibu power steering  
recall • 2004 malibu power  
steering recall •

replaced the rack and pinion 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 [REDACTED] at 08/25/09 16:31

I have a 2007 Chevy Malibu that has been making a clunking 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. They were very aware of this problem. They put my car on a rack repositioned a steering shaft. It took about 15 min. and cost it has completely fixed the problem and is no longer making noises. It drives and sounds like brand new again. Just want let others know so you can check into this and maybe get it like I did.

Comment #9 [REDACTED] 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 steering went out while on the Highway. Freaked me out. Pulled over restarted, issue solved. Just happened again and now a little scared for my safety. They should do a recall before someone kills themselves.

Comment #10 [REDACTED] at 09/03/09 09:26

I lost steering yesterday about 30 seconds before I would have 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 steering column with wet concrete. I have driven a car that had no power steering, and this is completely different. I want to know what they are waiting for?!?!?!?

Comment #11 [REDACTED] at 09/06/09 16:26

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

Comment #12 [REDACTED] at 09/07/09 22:25

I had the same problem with my 2006 Chevy malibu, but 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 neutral and restarted it and it was gone. There should really be a recall on chevy malibus.



Comment #13 [REDACTED] 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 happened I 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 am writing to GM and contacting the Vehicle Safety Hotline as suggested above.

Comment #14 [REDACTED] 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 car in the next space. After getting back in the car everything was fine for 2 days when it failed again while driving thru a turn around clicking off then on within seconds. I almost hit the car next to me. It is now September 2009. Only 4 months after taking it to a dealership to have it fixed, my power steering is failing again. Pulling into the parking lot at my job the power steering failed again on my way to work on a straight away my car started beeping at me and "Power Steering" flashed on my display. I have 35,200 miles on my car now and the warranty ends at 36,000. Will I have to replace my power steering unit every few months and hope I don't get into an accident?

Comment #15 [REDACTED] at 09/26/09 11:22

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

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

Comment #16 [REDACTED] at 09/30/09 22:39

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

Comment #17 [REDACTED] at 10/07/09 19:41

I put windshield fluid in my car two days

ago and the fluid in empty. and the fluid

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

Comment #18 [REDACTED] 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 worried as car has less than 70K miles on it. I'm taking it in tomorrow & reading this blog!

Comment #19 [REDACTED] 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 fou 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
- If you are just planning to spam... go away as all the comr premoderated
- Have something to actually say about this blog post, plea: your comment here:

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We welcome your comments on this post in the Automobile B means a comment on this post, not something about some othe

Name:	<input type="text"/>	(required)
Email:	<input type="text"/>	(required, not pu
Comment:	<input type="text"/>	

Note: Your comment will be immediately submitted and you will i opportunity to review to edit it.

It is recommend that you register on Automobile Blog and logir

May 10, 2011

[REDACTED]  
Bolivar, PA [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G1ZT58F87F [REDACTED]. 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](http://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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.



Colonia NJ

DV DANIELS M2 070

10 DEC 2009 PM 3 L



PONTIAC CUSTOMER ASSISTANCE CENTER  
P.O. Box 33172  
DETROIT, MI. 48232-5172

12-14-09P08:58 RCVD

ATTN: SUPERVISOR OR MANAGER

48232+5172



DEC. 9, 2009

DEAR Sir:

I AM WRITING TO COMPLAIN ABOUT A PROBLEM I HAD WITH MY 2005 PONTIAC G6 VIN 1G2Z528554 [REDACTED] PURCHASED FROM CARL'S BUICK & PONTIAC, STUART, FL ON 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 PROBLEM AS A NOISY STEERING SHAFT WHICH WAS REPLACED FOR \$330.83. 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 THIER  
STEERING COMPONENT SUPPLIER 30 MILLION DOLLARS FOR  
PART WITH EXCESSIVE GEAR BACKLASH THAT CAUSED NOISE  
& STEERING PROBLEM, I CONTACTED THE PONTIAC CUSTOMER  
ASSISTANCE CENTER. I TOLD THEM I SHOULD NOT HAVE  
BEEN CHARGE FOR REPLACEMENT OF A DEFECTIVE PART.  
I RECEIVED 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

THANK YOU

COLONIA, N.J.

3818445

153606

**millar****BUICK - PONTIAC - GMC CORP.**

\*INVOICE\*

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

COLONIA, NJ

HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 148 GERARD COSTIGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	05	PONTIAC G6	1G2ZG528554		23223/23223	T512	
IN SERVICE DATE	DEL DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN05 IS							
01JAN05 DD			WAIT 24JUL09			CASH	24JUL09
R.O. OPENED		READY	OPTIONS: DLR:NSD ENG:3.5 Liter SFI				

08:46 24JUL09 10:59 24JUL09

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S CLUNKING NOISE IN STEERING WHEN TURNING  
 CAUSE: STEERING I-SHAFT IN NOISY

200 STEERING

142 CPS

1 25962603 SHAFT KIT

PARTS:	153.47	LABOR:	145.53	OTHER:	0.00	TOTAL LINE A:	299.00
--------	--------	--------	--------	--------	------	---------------	--------

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

142 ISP

R RECOMMENDED: THROTTLEBODY SVC 119.95/COOLANT

FLUSH 169.95/FUEL INJECTION SVC 129.95

142 ISP

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

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 &amp; ENVIRONMENTAL COMPLIANCE FOR REPAIR ORDE 10.19

\* 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  
 \* AS THIS IS OUR REPORT CARD. THANK YOU.....  
 \* 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 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 discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end 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 labor; (c) authorize the Repair Facility to make the repairs required; 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 limited warranty. Under no circumstances will the Repair Facility be 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 fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety 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 / WASTE DISPOSAL / MISC./ DEDUCTIBLE	10.19
TOTAL CHARGES	309.19
MISCELLANEOUS	0.00
SALES TAX	21.64
PLEASE PAY THIS AMOUNT	330.83

Thank You

X CUSTOMER SIGNATURE

CUSTOMER COPY

May 10, 2011

[REDACTED]  
Milner, GA [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G1ZS52FX5F [REDACTED]. 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](http://Chevrolet.com) or call us at 1-800-222-1020.

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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 10, 2011

[REDACTED]  
Bedford Heights, OH [REDACTED]

Dear [REDACTED]

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](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-784644873



May 10, 2011

[REDACTED]  
[REDACTED]  
Brighton, CO [REDACTED]

Dear [REDACTED],

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-784958335



Renton, WA

SEATTLE WA 981

15 FEB 2010 PM 5 T



02-19-10 PCE:4C RCL

General Motors  
PO BOX 33170  
Detroit, MI 48232



DEAR General Motors,

[REDACTED] my name is [REDACTED]  
[REDACTED] I Live in Renton, Washington.  
I bought my 2005 Chevy 'malibu' in  
July 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 costly repairs I  
had to have on my CAR.

RIGHT tie ROD  
FRONT Struts Reaking  
Steering Rack  
POWER Steering Column  
FUEL/GAS Cap not tightening  
transmission leak

Along with all these costly repairs, I've  
also had to do regular maintenance repairs  
that one would normally need to do in  
order to keep there car in good condition.

on December 10, 2009 while I was  
driving the CAR on my way to work.  
my power steering went out. A CAR  
accident was almost caused due to  
my CAR losing power to the steering.

It has been extremely expensive to have  
these costly repairs done on my CAR.

The CAR has been a real problem for  
me. The 2005 malibu Chevrolet hasn't  
been a reliable source of transportation  
for me.

SINCERLEY,  
[REDACTED]

May 10, 2011

[REDACTED]  
West Des Moines, IA [REDACTED]

Dear [REDACTED]

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](http://Pontiac.com) or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center  
Service Request Number: 71-786564881

May 10, 2011

[REDACTED]  
South Orange, NJ [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G8AL55F47Z [REDACTED]. 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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

Hillsboro, MO

SAVANNAH GA 314

06 JAN 2010 PM 2:1

USA 44

11-01-10A08:27 RCVD

Chevrolet Motor Division  
Chevrolet Customer Assistance Center  
P.O. Box 33170  
Detroit, Michigan 48232-5170

ATTN: *Edmund L. Peper, Division Manager*

>  
>Name: [REDACTED]  
>Email Address: [REDACTED]  
>Address: [REDACTED]  
> Hillsboro, MO [REDACTED]  
>Day Phone: [REDACTED]  
>Evening Phone: [REDACTED] ex  
>  
>  
>Comments: To: Edward J. Peper, Jr.  
> Division Manager  
>  
>Re: Case #71-787630106  
>  
>The purpose of this letter is to express my deep dissatisfaction with General Motors. I own a 2005 Malibu LS Vin #1G1ZT52815F [REDACTED] and in the past month I had experienced the power steering warning light appearing several times, as well as a popping sound when steering and difficulty steering.  
>  
>I contacted GM only to find out that my vehicle did not fall under the appropriate category to warrant reimbursement for replacing a "defective" steering column. However, I was told that other 2005 vehicles were in fact given special coverage adjustment #07126 and it was covered.  
>  
>I am currently out of town and wintering in Hilton Head Island, SC and will not return home until the end of March. My wife and I were so fearful of something happening due to the defect that I made an appointment to have the work done ASAP as suggested in my 2005 Malibu Manual which states "have your vehicle serviced immediately by a GM Dealer if your power steering warning light appears."  
>  
>Enclosed is a copy of an invoice in the amount of \$662.85 which covers the cost of this work from Vaden of Beaufort Chevrolet Dealer. (being sent by mail thru the Post Office).  
>  
>I am of the opinion that my vehicle being a 2005 Malibu should be covered fully and a reimbursement is in order in the amount of \$662.85. I cannot believe that this part is any different than the ones installed in other 2005 vehicles with a different Vin #. The part is obviously defective.  
>  
>I would appreciate your response to this immediately.  
>  
>Phone: [REDACTED]  
>  
>Vehicle Concern Info:  
>Nature of Concern: assistance  
>Model: Malibu  
>Year: 2005  
>VIN Number: 1G1ZT5281F [REDACTED]  
>Mileage: 51,776  
>Allow Phone Contact: yes  
>Best Time for Phone Contact: ALL DAY  
>  
>  
>Dealer Info:  
>Preferred Dealer: VADEN OF BEAUFORT  
>Authorized Dealer: yes  
>Dealership Contact: ANNE L HURLEY  
>Last Visit to Dealer: 12/22/09

PeoplePC Online  
A better way to Internet  
<http://www.peoplepc.com>



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132806

ANNE L HURLEY

4994

698

12/22/09

CELL: [REDACTED]

C5CS440392

51,776 BLUE/

05/CHEVROLET/MALIBU/4DR SDN LT

06/24/05

1 G 1 Z T 5 2 8 1 5 F [REDACTED]

12/22/09

MO: 51777

## LABOR &amp; PARTS

JOB # 1 37CVZ STEERING CONCERNS TECH(S) 4893 216.25

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  
REPLACED POWER STEERING COLUMN, ROADTESTED RECHECK  
OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1	25933396	COLUMN 6.518		394.90
JOB # 1 TOTAL PARTS					394.90

JOB # 1 TOTAL LABOR &amp; PARTS 611.15

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	RCF	REG. COMPLIANCE FEE S.C.	2.65
JOB # A	61D	SHOP SUPPLIES S.C.	20.00
TOTAL - MISC			22.65

## TOTALS

OUR GOAL IS 100% CUSTOMER SATISFACTION.  
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT  
EDDIE PARKER OUR SERVICE MANAGER

IF YOU ARE SURVEYED WE ASK THAT YOU GRADE US WITH  
THE HIGHEST SCORE.

VISIT OUR WEB SITE WWW.DANVADEN.COM

VADEN OF BEAUFORT 2811 Boundary St. Beaufort, S.C. 29906

PAYMENT TYPE

( ) CASH  
(-- ) CREDIT CARD  
( ) CHECK  
CHECK #

TOTAL LABOR....	216.25
TOTAL PARTS....	394.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	22.65
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.05

TOTAL INVOICE \$ 662.85

CUSTOMER SIGNATURE

COPY



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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2005	Current mileage: 80000
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Queen City Lincoln Mercury, Charlotte, NC			
<b>Primary Servicing</b> dealer/city/state: Steve Moore,			
Acquired as <input type="checkbox"/> new <input checked="" type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 12/09/05		Mileage at purchase/lease:	
First repair attempt date: 02/27/07		First repair attempt mileage:	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

A vehicle of same model but in better condition or at least for this repair to be paid for by GM since this is a problem they were aware of.

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

**VEHICLE IDENTIFICATION NUMBER** \_\_\_\_\_

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

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

Case Number: CHV1010409

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

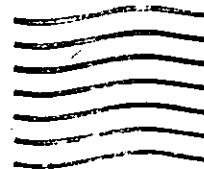
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

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

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



Milan, MI



12-01-10A08:40 RCVD

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

482325170



January 8, 2010

[REDACTED]  
Milan, MI [REDACTED]

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 [REDACTED]. I was 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.

Sincerely,  
[REDACTED]

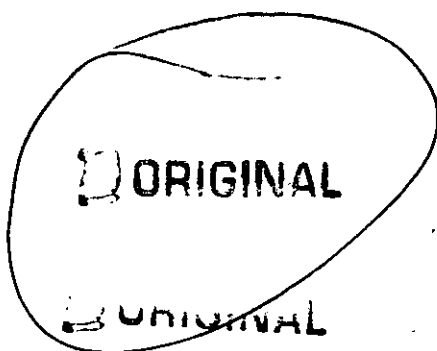
Milan, MI [REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

[http://www.carcomplaints.com/Pontiac/G6/2006/steering/power\\_steering\\_is\\_faulty.shtml](http://www.carcomplaints.com/Pontiac/G6/2006/steering/power_steering_is_faulty.shtml)

[www.nhtsa.gov](http://www.nhtsa.gov)



424385141884  
RANDY WISE CHEVORLET  
1250 DEXTER ST  
MILAN, NY 48160  
734-439-3500

Term ID: 002

Ref #: 005

## Sale



MASTERCARD

Entry Method: Swiped

01/04/10

18:47:01

Inv #: 000005

Appr Code: 321008

Apprvd: Online

Batch#: 004001

Total:

\$ 658.20

Customer Copy



# RANDY WISE CHEVROLET BUICK PONTIAC

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

STATE REG #

CUSTOMER NO. <b>505200</b>	ADVISOR <b>DANIEL WEISS</b>	TAG NO. <b>5235 610</b>	INVOICE DATE <b>01/04/10</b>	INVOICE NO. <b>PNC5528786</b>
MILAN, MI	LABOR RATE	LICENSE NO.	MILEAGE <b>79,171</b>	COLOR <b>RED/</b>
	YEAR / MAKE / MODEL <b>06/PONTIAC/G6/4 DOOR SEDAN</b>			STOCK NO. <b>A200962</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 5 8 9 6 4</b>			DELIVERY DATE <b>01/24/06</b>
	F.T.E. NO.			DELIVERY MILES <b>254</b>
P.O. NO.			SELLING DEALER NO.	PRODUCTION DATE
R.O. DATE <b>12/30/09</b>				
COMMENTS				MILEAGE OUT <b>MO: 79171</b>

LABOR & PARTS  
#1 45GCZ01 STEERING CONCERN TECH(S):5088 226.55  
C/S THAT STEERING IS LOCKING UP INTERMITTENTLY WHEN GOING TO MAKE A TURN AND VEHICLE IS MOVING. HAS HAPPENED WHEN VEHICLE IS COLD AND IS COLD OUTSIDE  
TEST DROVE VEHICLE AND VERIFIED CUSTOMER CONCERN. CHECK FOR DTC'S AND FOUND P0545 PRESENT FOR POWERSTEERING CONTROL MODULE. STEERING WHEEL TORQUE INPUT SENSOR FAULT. FOUND INTERNAL FAILURE WITH STEERING COLUMN ASSEMBLY  
REMOVED AND REPLACED STEERING COLUMN ASSEMBLY. CLEAR CODES AND RECHECK. REPAIR VERIFIED

THE SELLER, RANDY WISE AUTOMOTIVE TEAM, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND RANDY WISE AUTOMOTIVE TEAM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE  
JOB # 1 1 25933396 COLUMN 6.518 359.00  
JOB # 1 TOTAL PARTS 359.00  
JOB # 1 TOTAL LABOR & PARTS 585.55

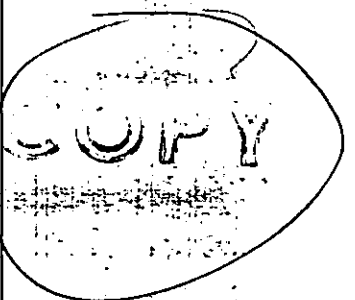
WE GUARANTEE OUR SERVICE LABOR, PARTS WARRANTY FOR 12 MONTHS OR 12,000 MILES OR WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD WE'LL FIX IT FREE OF CHARGE, EXCEPT FOR ABUSE.

#2 00GZL0F GOOD GOODWRENCH LOF TECH(S):5088 8.49  
Added Operation (DWEISS @ 01/04/2010 17:36)  
LUBE OIL AND FILTER SERVICE USING GOODWRENCH CONVENTIONAL MOTOR OIL.  
PERFORMED LUBE OIL AND FILTER. CHECKED AND TOPPED OFF ALL FLUIDS IF NEEDED. INSPECT TIRES AND TIRE PRESSURES. INSPECT ALL BELTS AND HOSES. RESET OIL LIFE MONITOR SYSTEM.

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE  
JOB # 2 1 PK47 GM OIL CHANGE 19.97  
JOB # 2 1 25010792 FILTER 1.836  
JOB # 2 5 OIL  
JOB # 2 TOTAL PARTS 19.97  
JOB # 2 TOTAL LABOR & PARTS 28.45

MISC CODE DESCRIPTION CONTROL NO  
JOB # A AI SHOP SUPPLIES/HAZARDOUS WASTE  
TOTAL - MISC 20.23

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$69.95 (+TAX)  
APPROVED REVISED ESTIMATE (#1) OF \$726.99 (+TAX) ON 12/31/09 AT 12:36pm  
BY LARRY SHOCK COMMENTS POWERSTEERING



THANK-YOU



# RANDY WISE CHEVROLET BUICK PONTIAC

1250 DEXTER ST.

MILAN, MI 48160

PHONE (734) 439-3500

www.randywiseauto.com

STATE REG #

CUSTOMER NO. 505200	ADVISOR DANIEL WEISS	5235	TAG NO. 610	INVOICE DATE 01/04/10	INVOICE NO. PNCS528786
	LABOR RATE	LICENSE NO.	MILEAGE 79,171	COLOR RED/	STOCK NO. A
MILAN, MI	YEAR / MAKE / MODEL 06/PONTIAC/G6/4 DOOR SEDAN	DELIVERY DATE 01/24/06		DELIVERY MILES 254	
	VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 9 6 4	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/30/09		
	COMMENTS				MILEAGE OUT MO: 79171

## TOTALS

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [X] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.... 235.04  
TOTAL PARTS.... 378.97  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 20.23  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 23.96

**TOTAL INVOICE \$ 658.20**

THANK YOU FOR YOUR BUSINESS!!  
FACILITY CODE: F-158959

CUSTOMER SIGNATURE

THE SELLER, RANDY WISE AUTOMOTIVE TEAM, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND RANDY WISE AUTOMOTIVE TEAM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.

WE GUARANTEE OUR SERVICE LABOR, PARTS WARRANTY, FOR 12 MONTHS OR 12,000 MILES OR WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD WE'LL FIX IT FREE OF CHARGE, EXCEPT FOR ABUSE.

RECEIVED  
JAN 04 2010  
BY: [Signature]

COPY

**THANK-YOU**



May 10, 2011

[REDACTED]  
Parma Heights, OH [REDACTED]

Dear [REDACTED]

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 one service visit on VIN 1G2ZH578964 [REDACTED]. 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](http://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 original letter must be surrendered by the customer and retained by the dealer for audit purposes.

May 10, 2011

[REDACTED]  
Westland, MI [REDACTED]

Dear [REDACTED]

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

ATTN: Fallon

Case #

71-96224506

ST. CHARLES

SANDWICH, IL



ST. CHARLES PONTIAC BUICK GMC. INC.

 1421 E. Main St. St. Charles, IL 60174  
 Phone: (630) 584-6400 Fax: (630) 524-2666  
 www.stcharlespontiacbuickgmc.com

SERVICE ADVISOR STEVEN DONOVAN

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26JAN10	29JAN10		1G2ZG558X64	4	T178		29JAN10	21504
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.		DELIVERY DATE	PREPARED BY	S/A
17:30	09:14	06	PONTIAC G6		0.00	01JAN06	1170	1170
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
62728	62728							

A C/S STEERING LOCKS UP-LOOSES POWER ASSIST  
AND SOMETIMES HERES A NOISE FROM  
COLUMN/DASH, P/S LIGHT COMES ON,  
99 MISC

2991 CDP

119.95

119.95

TEST DROVE AND WAS ABLE TO REPRODUCE  
CONCERN-STEERING STIFFENS AS IF ALL ASSIST  
LOST. TRACED TO INTERMITTANT SHORT WITHIN EPS  
MOTOR. NEED TO REPLACE MOTOR. ESTIMATE TO  
REPLACE -DIAGNOSTIC=119.95, REPLACEMENT  
LABOR=299.87, PARTS=439.99, SHOP  
CHARGES=36.99, TAX = 42.93. THESE AMOUNTS  
REVIEWED WITH FALLON AT GM (866 790-5700).  
CUSTOMER CHARGES TODAY FOR DIAGNOSTIC  
PROCEDURE ONLY.

## SERVICE/PARTS DEPT. HOURS

Monday - Friday  
7:00 A.M. - 7:00 P.M.

Saturday  
7:00 A.M. - 2:00 P.M.

PONTIAC

Left Front Hub/Bearing assembly is  
noisy - not loose at this point - parts 369.99  
Labor 240.00

THANK YOU!

\*\* PRE-INVOICE \*\*

## THANK YOU!!

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	119.95

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

JAN 29 PAID

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE  
KNOWN. 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 SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.



**GENUINE**  
**Parts**

2780 E. ROUTE 34 SANDWICH, IL 60548  
(630) 552-3422 (815) 786-2177

**Goodwrench**  
**Service**

CUSTOMER NO. <b>37085</b>	ADVISOR <b>PETE CLICK</b>	DATE <b>01/23/10</b>	INVOICE NO. <b>PNC51600</b>
	LABOR RATE	MILEAGE <b>62,594</b>	STOCK NO.
	VEHICLE MAKE/MODEL <b>06/PONTIAC/G6/4 DOOR SEDAN</b>	DELIVERY DATE	DELIVERY MILES
SANDWICH, IL	VEHICLE I.D. NO. <b>1 G 2 Z G 5 5 8 X 6 4</b>	SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	R.O. DATE <b>01/23/10</b>	REPRINT#
	COMMENTS		MO: 62

LABOR & PARTS			
CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, INSPECT AND TOP OFF FLUIDS. CHECK BELTS/HOSES & TIRE PRESSURES AS PER RECOMMENDED MAINTENANCE SCHEDULES. CHANGED OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUIDS. INSPECTED BELTS & HOSES AND SET TIRE PRESSURES.			
PARTS	QTY	FP-NUMBER	DESCRIPTION
OIL # 1	1	19210336	OIL FILTE 1.836
OIL # 1	1	BLKOIL	OIL
			UNIT PRICE
			6.76
			11.75
			18.50
			TOTAL PARTS
			34.95
			JOB # 1 TOTAL LABOR & PARTS

PERFORM GOODWRENCH MULTIPLE POINT INSPECTION			
INSPECTED VEHICLE AND COMPLETED FORM. SEE RECOMMENDATIONS FOR REPAIRS NEEDED OR RELATED JOBS FOR WORK COMPLETED			
PARTS	QTY	FP-NUMBER	DESCRIPTION
			UNIT PRICE
			0.00
			TOTAL PARTS
			0.00
			JOB # 2 TOTAL LABOR & PARTS
			0.00
MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SSC	ENVIRONMENTAL SERVICE CHARGE	
			1.97
			TOTAL - MISC
			1.97

**RECOMMENDATIONS:**  
RECOMMEND REPLACING RIGHT FRONT HUB BEARING ASSEMBLY-488.00 INSTALLED  
ALSO MAY NEED TO REPLACE THE LEFT FRONT HUB BEARING-WILL NEED TO  
RETEST AFTER INSTALLING RIGHT FRONT HUB BEARING  
RECOMMEND REPLACING AIR FILTER-DIRTY  
RECOMMEND FLUSHING TRANSMISSION FLUSH-FLUID DIRTY

**IMPORTANT**  
You may receive a survey from General Motors in the next few days. If you cannot grade us "Completely Satisfied" please contact our Customer Care Coordinator at 815-786-2177 or 630-552-3422

**GM Goodwrench QUICK LUBE**

*Thank You.*  
*We appreciate your business.*



PLEASE SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION.

May 10, 2011

[REDACTED]  
DOUGLASVILLE, GA [REDACTED]

Dear [REDACTED]

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-798266094

May 10, 2011

[REDACTED]  
[REDACTED]  
Kings Mountain, NC [REDACTED]

Dear [REDACTED]

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](http://Saturn.com) or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center  
Service Request Number: 71-799141069

May 10, 2011

[REDACTED]  
Midland, MI [REDACTED]

Dear [REDACTED]

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 [REDACTED] 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

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**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.



May 10, 2011

[REDACTED]  
[REDACTED]  
Shafter, CA [REDACTED]

Dear [REDACTED]

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.

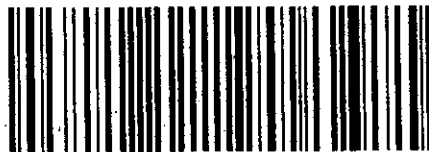
Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at [Chevrolet.com](http://Chevrolet.com) or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request Number: 71-800950361

**CERTIFIED MAIL™**

East Lansing, Mi.



7008 3230 0002 2726 6389



U.S. POSTAGE  
PAID  
EAST LANSING, MI  
48823  
FEB 08, 10  
AMOUNT

**\$5.54**  
00015771-03

**RETURN RECEIPT  
REQUESTED**

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

02-10-10P11:14 RCVD

48232+5173



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

Re: Saturn Power Steering shut off..

Dear Sir:

2005 Saturn ION II

VIN # 1G8AJ54F25Z [REDACTED]

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 unexpectedly 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,

[REDACTED]

The following letter has been forwarded  
to the NHTSA.

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

May 10, 2011

[REDACTED]  
Lakewood, CA [REDACTED]

Service Request: 71-803465000

Dear [REDACTED]

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](http://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

[REDACTED]  
[REDACTED]  
Waterbury, CT [REDACTED]

Service Request: 71-550892464  
Customer Relationship Specialist: Dawn Hart

Dear [REDACTED]

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

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of \$409.26. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

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

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Waterbury, CT

SEP 11 2007

Chevrolet  
P.O. Box 33170  
Detroit, MI

482 32-5170

48232+3170



0000

48232

U.S. POSTAGE  
PAID  
WATERBURY, CT  
06704  
SEP 08 07  
HMOUN

\$0.41

00027991-19



September 3, 2007

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

Re: File #71-550892464

Attention: Laura

Attached is the reimbursement request for the repair of my 2005 Chevy Malibu. We discussed this claim early this week. I have had the car repaired. Attached are the original repair order, copy of receipt, copy of registration. I am seeking one hundred percent reimbursement for this repair bill, \$748.80. This was a result of a sensor malfunction.

If you have any questions, you can contact Robert at West Chevrolet in Woodbury, CT.

I can be reached at [REDACTED]

Payment can be mailed to me at [REDACTED] Waterbury, CT [REDACTED]

I appreciate all of your assistance.

Thanks in advance.

Sincerely,  
[REDACTED]



✓

7578799

114392

file # 71-5 5089 2464



Our Pledge  
to You:  
**QUALITY  
SERVICE**

\*INVOICE\*

DUPLICATE 2  
PAGE 1

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

WATERBURY, CT

HOME: [REDACTED] BUS:  
CELL: [REDACTED]

SERVICE ADVISOR: 108 ROBERT RICHNAVSKY

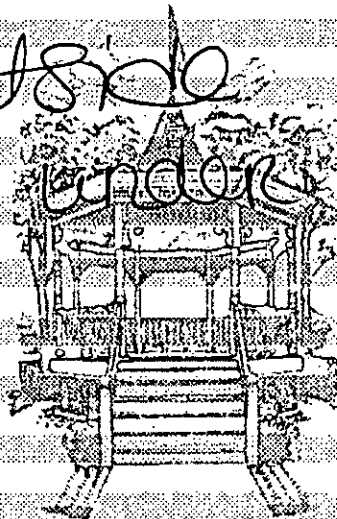
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
WHITE	05	CHEVROLET MALIBU	1G1ZT54875F [REDACTED]	[REDACTED]	57412/57412
DEL DATE	PROMISED	PO NO.	PAYMENT	INV DATE	
30NOV04 DD	19:30 18AUG07		95.00 CASH	31AUG07	
R.O. OPENED	READY	OPTIONS:	DLR:02505 ENG:3.5_Liter_SFI		

07:34 18AUG07 14:07 31AUG07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	VEHICLE LOST POWER STEERING					
	MISCR	CHECKED VEHICLE FOR LOSS OF POWER STEERING					
		FOUND FAULTY SENSOR IN STEERING COLUMN					
		REPLACED COLUMN TEST DROVE small towns of					
		569CCLTR			285.00	285.00	
1	15926870	COLUMN	America	409.26	409.26	409.26	
*****							

Service still remains  
a virtue...

lock outside  
gate key under mat



ORIGINAL

RM

UTA

DIAGNOSTIC TIME WILL BE CHARGED AT APPROPRIATE SKILL LEVEL. THE DEALERSHIP UTILIZES THE HOURS PUBLISHED IN RECOGNIZED LABOR TIME GUIDES, WHICH REFLECT AN AVERAGE TIME REQUIRED FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS, AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE.

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

STATEMENT OF DISCLAIMER

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

STATEMENT BELOW OF LIMITED WARRANTY. WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENTS FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL FIX IT, FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	285.00
PARTS AMOUNT	409.26
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. WASTE & SUPPLIES	12.15
TOTAL CHARGES	706.41
LESS INS/DISC	0.00
SALES TAX	42.39
PLEASE PAY THIS AMOUNT	748.80

Service  
263-3500

Parts  
263-2400

Showroom  
263-2500

Body Shop  
263-2788

CUSTOMER SIGNATURE

CUSTOMER COPY

114292

WEST CHEVROLET  
729 MAIN STREET SOUTH  
WOODBURY, CT 06798  
203-263-2500

DATE 08/31/07

TIME 03:29 PM

IFCH: 014 VIS SALE

OP: 00

ACCT:

EXP: XXXX M

RESP: AUTH/TKT 470507

CVV2 RESP CODE: P

PHONE ORDER

TOTAL:

\$748.80

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

SIGNATURE

#71-550892464

ORIGINAL

STATE OF CONNECTICUT  
DEPARTMENT OF MOTOR VEHICLES  
60 STATE STREET, WETHERSFIELD, CT 06161

REGISTRATION CERTIFICATE

This registration must be carried upon  
the motor vehicle herein described at all times.

IF YOU SELL OR TRANSFER THIS VEHICLE COMPLETE THE SECTION ON THE  
BACK AND RETURN THIS CERTIFICATE TO DMV

VOID UNLESS VALIDATED BELOW

TRAN: 20.00  
TITLE: 25.00  
LIEN: 10.00  
EMIS: 40.00  
ADMIN: 10.00  
TOTAL: 105.00

02/20/2006  
VALIDATION DATE

02/20/2006  
ISSUANCE DATE

106  
CLOCK

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

2005 CHEVR MALIBU 1G1ZT54875F  
YEAR MAKE MODEL IDENTIFICATION NUMBER

6 G 151 20060220143411060285  
CYLINDERS FUEL TAX TOWN VALIDATION NUMBER

PASSENGER 206165P  
STOCK NUMBER

REGISTRANT(S)

[REDACTED]  
WATERBURY, CT [REDACTED]  
RESIDENT ADDRESS

[REDACTED] F  
APPLICANT'S DOB SEX

[REDACTED] CO-APPLICANT'S DOB SEX

3297

TIRES STAND CAP SEAT CAP AXLES GROSS WEIGHT LIGHT WEIGHT

29,336 3297  
ODOMETER EMISSIONS TEST DUE DATE VEHICLE(New or Used)

USED

## CERTIFICATE OF SALE OR TRANSFER

If you sell or transfer this vehicle, you must immediately fill in the information requested below, sign and return your marker plate(s) and this entire registration certificate to DMV.

THE MOTOR VEHICLE DESCRIBED ON THIS FORM HAS BEEN

☒ SOLD ☐ TRANSFERRED ☐ OTHER (Specify):

TO: NAME

ADDRESS (No. & Street) (City or Town) (State) (Zip Code)

I declare, under the penalties of false statement, that this certificate has been examined by me, and that the statements made herein are true and complete to the best of my knowledge and belief.

SIGNATURE OF REGISTERED OWNER(S)

X

DATE SIGNED

## CHANGE OF ADDRESS

Change of address must be reported to Department of Motor Vehicles within 48 hours; give both old and new addresses. Obtain form no B-58 for official address change notification. Also enter new address below, but do not return this certificate. Continue to keep it in the vehicle.

NEW ADDRESS (No. & Street)

(City or Town) (State) (Zip Code)

**KEEP THIS CERTIFICATE FOR PROOF OF SALES/USE TAX PAID ON THIS VEHICLE**

## BENEFICIARY DESIGNATION - (If Vehicle Is Owned by One (1) Person)

If the owner is an individual (not a firm or corporation), and if there is no specified co-owner, then the owner may designate a BENEFICIARY below who shall assume ownership of the motor vehicle described on this certificate upon the death of the owner of record. The owner must complete the area below naming such BENEFICIARY. (Public Act 02-105, effective January 1, 2003)

NAME OF BENEFICIARY (Last Name, First Name, Middle Initial)	OPERATOR LICENSE NUMBER (If NOT CT, specify state issuing license)	DATE OF BIRTH (if known)
ADDRESS (No. & Street)	(City or Town)	(State) (Zip Code)

I hereby designate the above individual person as my BENEFICIARY with respect to this motor vehicle specified on the front of this certificate, who shall assume ownership of this motor vehicle after my death upon proper application to the DMV no later than sixty (60) days from the date of death.

SIGNATURE OF OWNER (As appearing on front of this certificate)	DATE SIGNED
X	
SIGNATURE OF WITNESS (NOTE: Beneficiary can NOT sign as a witness)	DATE SIGNED
X	
PRINTED NAME OF WITNESS (NOTE: Beneficiary can NOT be the witness)	DATE SIGNED

**NOTICE TO BENEFICIARY:** NO LATER THAN SIXTY (60) DAYS AFTER THE DEATH OF THE OWNER, the beneficiary named above shall submit the following items to DMV: (1) this certificate of registration, properly completed above and naming the individual as beneficiary, (2) a certificate of death of the owner as listed on this certificate of registration, (3) proof of identity of the beneficiary, (4) the current certificate of title for this vehicle, (5) a properly completed application for registration and title together with the appropriate fees.

**North American Operations**

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

**GM**

CHECK No. [REDACTED]

50-837  
213DATE  
09/24/07

\*\*\*\*\*409 DOLLARS

\*\*\*\*26 CENTS

AMOUNT  
\*\*\*\*\*409.26PAY  
TO THE  
ORDER  
OF

WATERBURY CT [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account  
SIGNATUREThe 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

CHECK NO. [REDACTED]

PAYMENT  
DATE 09/24/07VENDOR  
DUNS NO BB 000000076

1

VENDOR NAME [REDACTED]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
161ZT54875F [REDACTED]	09/21/07 71-550892	VM 1 [REDACTED] 464.1-97X1GL	00.0000	409.26	.00	409.26
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				N3		
TOTAL				409.26	.00	409.26

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

**ADR File Checklist**

**SR Number: 71-551454899**

**BBB Case: CHV0752024**

**Customer:** [REDACTED]

**VIN: 1G1ZT52835F** [REDACTED]

**Make/Model/Year: Chevrolet/Malibu/2005**

**In Service: 6/7/05**

**Mileage: 46,660**

**Received Date: 8/29/07**

**Day 15 Date: 9/13/07**

**Goes Active:**

**Primary Concern: steering**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time: 8/29/07 / 2 PM**

☒ **Dealer Svc Mgr**

**Completion Date/Time: 8/29/07 / 2:15 PM**

☐ **Dealer Finance Mgr**

**Completion Date/Time: /**

☒ **AVM**

**Completion Date/Time: 8/29/07 / 2:20 PM**

☒ **Repair Orders Requested:**

**Received:**

☒ **Sales Documents:**

**Received:**

☐ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☐

**No** ☒

**Presumption:**

**Yes** ☐

**No** ☒

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

☐ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time: 11/15/07 / 4 PM**

**Executive Summary**

**Completion Date/Time: 11/15/07 / 4 PM**

**Close Siebel**

**Completion Date/Time: 11/15/07 / 4 PM**

**DVM: Ben Hall**

**Node/Box: 404082 - 8206**

**Service Dealer: Marine Chevrolet**

**Svc Mgr: Carlas Hardin**

**Selling Dealer: Day Centennial**

**Contact: Rich Stone**

**NOTES:**



**GMC**

**HUMMER\***

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

September 5, 2007

Carlas Hardin  
MARINE CHEVROLET COMPANY  
1408 WESTERN BLVD  
JACKSONVILLE, NC 28546

Re:

Siebel Request: 71-551454899  
2005 Chevrolet Malibu  
VIN # 1G1ZT52835F

Dear Mr. Carlas Hardin:

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

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

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

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

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

Sincerely,

*Joel Verburg*

Joel Verburg  
BRC Customer Relationship Specialist  
Ph# 800-231-1841, prompt 9, prompt 5, extension 21691  
FAX# 866-259-4607

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

By: Joel Verburg State: Pennsylvania

Customer Name: [REDACTED] SR: 71-551454899 BBB Case No.: CHV0752024

Vehicle ID No.: 1G1ZT52835F [REDACTED] In Service Date: 6/7/05 Vehicle is: Used BAC Code: 112174

Year, Make & Model: 2005 Chevrolet Malibu Vehicle Purchased Used on: n/a  
 Mileage at Time of BBB Filing (46,660)  
 Lien holder: GMAC ☐ Sale Type: Lease ☐  
 DVM Name: Ben Hall CAM Name: Craig Joseph  
 Phone/Cell Number: n/a Phone Number: (914) 244-6130

**VEHICLE REPAIR HISTORY**

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

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}



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

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

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

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

☐ Other

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

### THE STATE LEMON LAW READS:

**Days out of service: 30**

**Repairs 3**

**Time period 60 / unlimited**

**Does Lemon Law state nonconformity must continue to exist? { Y or N }**

**If applicable, safety-related repairs { # of repair attempts }**

**Safety-related time period { # of months } / { # of miles }**

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

{ # of repair  
attempts }

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

{ # of Days }

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

{ # of Days }

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

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

{TEXT}

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

TEAM LEAD APPROVING:	Bridget Cazabon	Date: {Date}
----------------------	-----------------	--------------





**BBB AUTO LINE**

**4200 Wilson Boulevard, Suite 800**

**Arlington, VA 22203-1838**

**Phone 800.955.5100 Fax: 703.247.9700**

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

August 29, 2007

Re:m01 CHV0752024 [REDACTED] vs Chevrolet Motor Division

MARIA DALGLEISH  
CHEVROLET  
P O BOX 33170  
DETROIT MI 48232-5170

Dear Madam/Sir:

We have recently been contacted by one of your customers with a product complaint. Enclosed is information taken during the initial phone call.

You may contact the customer to resolve the complaint directly. Once the customer returns the completed *CCF*, the case will be opened, the 40 day clock will begin and all information received for the case will be sent to you.

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

Sincerely,

## Customer Claim Form

Contact Date: 08/29/07

Start Date:

Case Number : CHV0752024

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

CONNELLSVILLE, PA

Day Phone:

Evening Phone:

Cell Phone:

Fax Number:

E-mail Address:

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title:

Vehicle Use: ☐ Personal ☐ Business ☒ Both Percentage of time vehicle used for business purposes:

Transmission Type: Number of vehicles owned or leased by the business:

Make: Chevrolet Model: Malibu LS Model Year: 2005 Current Mileage: 46660

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Centennial Chevrolet,

Selling Dealer/City/State : centennial chevrolet, uniontown, PA

Insurance Carrier : bristol west insurance

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage : 34000

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

Purchase Date: 12/21/06 Mileage at purchase:

Lease Date: Mileage at lease:

Purchased As : ☐ New ☒ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: none

Leasing Company's Name:

Address: \_\_\_\_\_

Address:

City/St/Zip: \_\_\_\_\_

City/St/Zip:

Phone: ( ) -

Phone:

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

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

They told me it was 1,000.00 to fix and we have a car at the dealer now wanting 80\$ for to look at it and was never told that to me on 8-27-07 at chevy dealer in jacksonville north carolina i want the car fixed it is dangerous the wheel locks up around the corners on you!

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

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

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

Customer Name: [REDACTED]

Case Number: CHV0752024

First Repair Attempt (any reported problem)

Date: 02/10/07 Mileage: 0

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service:

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. steering wheel locks up	yes				
2. geer shifter was replaced	no				
3. clicking noise to the left fron tire	yes				

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

### LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A

claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

## **CLAIMS THAT WILL NOT BE ARBITRATED**

- ◆ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ◆ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ◆ Claims covered by insurance or by warranties of other manufacturers.
- ◆ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ◆ Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ◆ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused bodily injury.
- ◆ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ◆ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ◆ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

## **OTHER IMPORTANT INFORMATION**

- ◆ The customer must own or lease the vehicle throughout the entire arbitration process.
- ◆ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ◆ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

**The BBB will let the parties know if other restrictions apply.**



## **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

### **Time Period for Filing Claims**

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

### **Eligible Claims**

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

### **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual or owned or leased by a business that owns or leases no more than three vehicles;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

### **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new.

### **Repairs/Reimbursement for Repairs**

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

### **Repurchase or Replacement**

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** -- The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** -- To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** -- The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

**Important:** Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

#### **Deductions/Exclusions from a Repurchase or Replacement Award**

- ♦ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{\# miles attributable to the customer} \\ \text{Deduction/} & = & \text{at the time of the arbitration hearing} \\ \text{Payment} & & 100,000 \end{array} \quad \times \quad \begin{array}{l} \text{Vehicle purchase} \\ \text{price or gross} \\ \text{capitalized cost} \end{array}$$

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

## STANDARDS OF THE PENNSYLVANIA LEMON LAW

The following is a brief explanation of most relevant provisions of the Pennsylvania lemon law. The complete text of the lemon law can be found at 73 Pa. Cons. Stat. section 1951 *et seq.*

### VEHICLES COVERED

The Pennsylvania lemon law covers a "new motor vehicle", defined as a new and unused self-propelled motorized vehicle that:

1. Is driven upon public roads, streets or highways;
2. Is designed to transport not more than 15 persons;
3. Was (a) purchased in Pennsylvania, (b) leased in Pennsylvania on or after February 11, 2002, or (c) purchased or leased elsewhere on or after December 1, 2002 and registered for the first time in Pennsylvania;
4. Is registered in Pennsylvania; and
5. Is utilized, leased or bought for use primarily for personal, family or household purposes.

This includes a demonstrator or dealer car, but does not include a motorcycle, motor home or off-road vehicle.

### CONSUMERS COVERED

The lemon law covers the "purchaser", defined as a person who has obtained ownership of a new motor vehicle by transfer or purchase, or who has entered into an agreement or contract for the purchase of a new motor vehicle, that is used or bought for use primarily for personal, family or household purposes. To qualify as a "purchaser", the person must maintain continued ownership and possession of the vehicle, and must never have relinquished title.<sup>1</sup>

Beginning February 11, 2002, "purchaser" also includes a person who has obtained possession of a new motor vehicle by lease, or who has entered into an agreement or contract for the lease of a new motor vehicle, that is used, leased, or bought for use primarily for personal, family or household purposes.

### VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

### PROBLEMS COVERED

The lemon law covers any vehicle "nonconformity", defined as a defect or condition that substantially impairs the use, value or safety of a new motor vehicle and does not conform to the manufacturer's express warranty.

---

<sup>1</sup> *Rueves v. Morelli-Hoskins Ford, Inc.*, 415 Pa. Super. 431, 609 A.2d 828 (Pa. Super. Ct. 1992); *Sinnerard v. Ford Motor Company*, 1996 U.S. Dist. LEXIS 8735 (E.D. Pa. 1996).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Pennsylvania

A consumer is not entitled to lemon law repurchase or replacement if the nonconformity does not substantially impair the use, value or safety of the motor vehicle, or the nonconformity is the result of abuse, neglect or modification or alteration of the motor vehicle by the purchaser.

### **MANUFACTURER'S DUTY TO REPAIR**

A manufacturer must repair or correct a nonconformity that occurs within whichever of the following periods ends first:

1. One year following the actual delivery of the vehicle to the purchaser;
2. The first 12,000 miles of use; or
3. The term of the manufacturer's warranty.

The purchaser must deliver the vehicle for repair to the manufacturer's authorized service and repair facility in Pennsylvania, unless the vehicle cannot reasonably be delivered because of the nature of the nonconformity. If the purchaser cannot deliver the vehicle for repair, the purchaser must notify the manufacturer or its authorized service and repair facility in writing. Such written notice shall constitute delivery of the vehicle; however, the manufacturer may service or repair the vehicle at the vehicle's location, or the manufacturer may, at its own expense, transport the vehicle to its authorized service and repair facility.

### **MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE**

If the manufacturer fails to repair or correct the nonconformity (which occurred within the earlier of one year, 12,000 miles, or the term of the warranty<sup>2</sup>) after a *reasonable number of attempts*, the manufacturer must, at the purchaser's option, either replace or repurchase the motor vehicle.

### **REASONABLE NUMBER OF REPAIR ATTEMPTS**

The lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if either of the following occurs:

1. The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
2. The vehicle is out-of-service by reason of any nonconformity for a cumulative total of 30 calendar days or more.

### **DISPUTE RESOLUTION**

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer must first resort to the informal dispute settlement procedure before bringing a civil action.

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<sup>2</sup> *Mikula v. Ford Motor Co.*, 26 Pa. D. & C.4th 116 (1995); *Zellhart v. General Motors Corp.*, 50 Pa. D. & C.3d 511 (1988); *Green v. Ford Motor Co.*, 1996 U.S. Dist. Lexis 4102 (E.D. Pa. 1996); *Musko v. Ford Motor Co.*, 1994 U.S. Dist. Lexis 8979 (E.D. Pa. 1994).

## TIME PERIOD FOR FILING CLAIMS

Not specified. Assuming that the UCC statute of limitations applies, a claim must be filed with BBB AUTO LINE within four years from the date the alleged defect is discovered.<sup>3</sup>

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<sup>3</sup> *Gabriel v. O'Hara*, 368 Pa. Super. 383, 534 A.2d 488, n.20 (1987); *Lowe v. Volkswagen Of America, Inc.*, 879 F. Supp. 28 (E.D. Pa. 1995).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Pennsylvania

## REMEDIES UNDER THE PENNSYLVANIA LEMON LAW

### REPURCHASE

The Pennsylvania lemon law sets out the following amounts that a manufacturer must pay when it repurchases a motor vehicle under the lemon law:

1. The full purchase or lease price; and
2. All collateral charges, which courts have found to mean all possible charges associated with the purchase of a vehicle, including tags, lien fees, sales tax, document fees, and finance charges<sup>4</sup>;
3. Less a reasonable allowance for the purchaser's use of the vehicle.

The reasonable allowance for use is that amount directly attributable to use by the purchaser prior to the purchaser's first report of the nonconformity to the manufacturer. The reasonable allowance for use may not exceed the lesser of 10 cents per mile driven prior to the first report or 10% of the vehicle's purchase or lease price.

### REPLACEMENT

When replacing a vehicle under the Pennsylvania lemon law, the manufacturer must provide a comparable motor vehicle of equal value. The reasonable allowance for use appears not to apply to a replacement.

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<sup>4</sup> *Baker v. Chrysler Corporation*, 1993 U.S. Dist. LEXIS 727 (E.D. Pa. 1993); *Giacinto v. General Motors Corporation*, 1989 U.S. Dist. LEXIS 1459 (E.D. Pa. 1989); *Ganbrill v. Alfa Romeo, Inc.*, 696 F. Supp. 1047 (E.D. Pa. 1988); *Robinson v. Hyundai Motor America*, 683 F. Supp. 515 (E.D. Pa. 1988).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Pennsylvania

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

December 29, 2010

[REDACTED]

New Port Richey, FL [REDACTED]

Service Request: 71-551651191

Customer Relationship Specialist: Adam Labonte

Dear [REDACTED]

Thank you for your support of Pontiac. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Major Guard plan for your 2005 Pontiac G6, Vehicle Identification Number 1G2ZH548254 [REDACTED] 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.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

2005 G6 - GT SEDAN			PONTIAC/GMC DIVISION
40U IVORY WHITE	/V6G		GENERAL MOTORS CORPORATION
192 EBONY			100 RENAISSANCE CENTER
ORDER NO. HNSQGM/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 1G2 ZH54 82 54			VEHICLE INVOICE 2AD49153222
*****			*****16*17084S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	23300.00	21319.50	INVOICE 10/04/04
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	133.50	SHIPPED 10/04/04
AY0 FRONT SIDE IMPACT AIR BAGS &	690.00	614.10	EXP I/T 10/15/04
HEAD-CURTAIN SIDE AIR BAGS			INT COM 10/15/04
A51 LEATHER PACKAGE:	1365.00	1214.85	PRC EFF 10/04/04
* LEATHER APPOINTED SEATING			KEYS G2706 G2706
* 6-WAY POWER DRIVER SEAT			WFP-S QTR OPT-1
* HEATED FRONT SEATS			BANK: GMAC - 029
* LEATHER WRAPPED STEERING WHL			CHG-TO 17-084
* STEERING WHEEL RADIO CONTROLS			
* LEATHER WRAPPED SHIFT KNOB			SHIP WT: 3438
AND PARK BRAKE HANDLE			HP: 32.9
FE9 50-STATE EMISSIONS	N/C	N/C	GMS: 24394.30
FR9 AXLE RATIO 3.29	N/C	N/C	SUPPLR: 25488.67
LX9 ENGINE, 3.5L V6 SFI	0.00	0.00	MRM: 28480.00
MX0 4-SPEED AUTOMATIC TRANSMISSION	0.00	0.00	MEMO 1267.75
PCH PREMIUM VALUE PACKAGE INCLUDES	2345.00	2087.05	
* (4) WHEELS, 17" CHROMETECH			
* AM/FM STEREO 6 DISC CD PLAYER			
(REPLACES STD/OPT/PKG RADIO)			
* SUNROOF, POWER TILT & SLIDE			
* ONSTAR SYSTEM-INCLUDES 1 YEAR			
SAFE & SOUND			
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	
VK3 LICENSE PLATE BRACKET, FRONT	5.00	4.45	
1SZ GT, PCH OPTION PKG DISCOUNT	1000.00-	890.00-	

TOTAL MODEL & OPTIONS	26855.00	24499.95	ACT 231	24319.30
DESTINATION CHARGE	625.00	625.00	H/B 261	805.65
LAM DEALER CONTRIBUTION		268.55	ADV 261	268.55
LAM GROUP CONTRIBUTION		268.55	EXP 65A	268.55

TOTAL	27480.00	25662.05	PAY 310	25662.05
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		24506.90		

\*\*\*\*\*

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.

CROWN PONTIAC-GMC TRUCK	REMIT TO GMAC NO. 029
	VIN 1G2ZH548254
	\$ 25662.05 INV 2AD49153222
	DUE 10/15/04 DEALER 17-084



**FLORIDA : 8/1/2005**  
**Overallowance / Incentives / Negative Equity Form**

Customer XXXXXXXXXX

Request # 71-551651191

BBB # **PGM0751984**

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+)
<b>MSRP:</b> <i>(From BARS Invoice)</i>	(-)
<b>DIFFERENCE:</b>	(=)

<b>TRADE ALLOWANCE:</b> (from dealer Bill of Sale)	(+) <b>12380.00</b>
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i> <b>NADA Retail Value for:</b> VEHICLE: ACCESSORIES: MILEAGE ADJUSTMENT:	(-)
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	(=)

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) <b>10900.00</b>
--	---------------------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+)
<b>GM CARD POINTS:</b>	<b>DO NOT INCLUDE</b>
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3: <b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	(-)
<b>OVERALLOWANCE:</b> <i>(From above)</i>	(-)
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	(-)

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	(=)
--	-----

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

By: Adam Labonte State: Florida

Customer Name: [REDACTED] Service Request: 71-551651191 BBB Case No.: PGM0751984

Vehicle ID No.: 1G2ZH548254 [REDACTED] In Service Date: 04/02/2005 Vehicle is: Demo BAC Code: 116323

Year, Make &amp; Model: 2005 Pontiac G6

Mileage at Time of BBB Filing 29,000

Lien holder: GMAC ☐ Other ☐ : {Name}

DVM Name: Jorge Lopez-Gonzalez

Phone/Cell Number: 813- 480-1388

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

5/25/07      45646

☐ **Clicking Noise in Front End****Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ **{Symptom}****Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ **{Symptom}****Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ **{Symptom}****Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ **{Symptom}****Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ **Recall/Campaign (Not Related to Other Symptoms/Complaints)**

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

☐ Other

**Date:**      **RO #:**      **Days 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}

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

{# of Days}

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

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

{TEXT}

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

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

**ADR File Checklist**

**SR Number: 71-551651191**

**BBB Case: PGM0751984**

**Customer:** [REDACTED]

**VIN: 1G2ZH548254** [REDACTED]

**Make/Model/Year: 2005 /Pontiac /G6**

**In Service: 04/02/05    Mileage: 29,000**

**Received Date: 08/28/07**

**Day 15 Date:**

**Goes Active:**

**Primary Concern: Power steering went out , clicking noise in front end**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time:                    /**

☒ **Dealer Svc Mgr**

**Completion Date/Time:                    /**

☐ **Dealer Finance Mgr**

**Completion Date/Time:                    /**

☒ **AVM**

**Completion Date/Time:                    /**

☒ **Repair Orders Requested:**

**Received:**

☒ **Sales Documents:**

**Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☒

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

☒ **Settlement / Goodwill Offered Date:**

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

☒ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time: 09/12/07 / 12:00 PM**

**Executive Summary**

**Completion Date/Time: 09/26/07 / 5:20 PM**

**Close Siebel**

**Completion Date/Time: 09/26/07 / 5:30 Pm**

**DVM: Jorge Lopez-Gonzalez**

**Node/Box: 404082 8094**

**Service Dealer: Dick Norris/ Autoway  
Pinto**

**Svc Mgr: Denny Chamberlain , Mark**

**Selling Dealer: Crown Buick Pontiac GMC**

**Contact: Bob Horbet**

**NOTES:**

08/29/2007 13:22

(FAX)

P.001/001

**GMC****HUMMER**

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 Labonte}

BRC Customer Relationship Specialist

Ph# 800-231-1841, prompt 9, prompt 5, extension {21830}

FAX# 866-554-4009

STOCK# 18774  
NAD# 535953

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

Dealer Number

Contract Number

Buyer (and Co-Buyer) Name and address (include county and zip code)		Creditor (Seller name and address)	
[REDACTED]		CROWN AUTO DEALERSHIPS	
CLEARWATER FL [REDACTED]		5237 34TH ST N	
Month of birth of registered owner		ST PETERSBURG FL 33714	
OCTOBER			

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Weight (lbs.)	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
N	2005		PONTIAC G6	1G2ZH548254 [REDACTED]	<input checked="" type="checkbox"/> personal, family, or household <input type="checkbox"/> agricultural <input type="checkbox"/> business <input type="checkbox"/>

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate. 2.00 %	The dollar amount the credit will cost you. \$ 1,704.43	The amount of credit provided to you or on your behalf. \$ 27,094.85	The amount you will have paid after you have made all payments as scheduled. \$ 28,799.28	The total cost of your purchase on credit, including your downpayment of \$ 1,980.00 is \$ 30,779.28

## Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	\$ 399.99	Monthly beginning MAY 17TH 2005	N/A

**Late Charge.** If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

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

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

## ITEMIZATION OF AMOUNT FINANCED

- Cash price (including any accessories, services, and taxes) \$ 28,973.50(1)
- Total downpayment = (If negative enter "0" and see line 4 below)
 

Gross trade-in \$ 12,380.00	- payoff by seller \$ 10,900.00
= net trade-in \$ 1,480.00	+ cash \$ N/A
+ other (describe) CONSUMER REBATE	\$ 500.00

 \$ 1,980.00(2)
- Unpaid balance of cash price (1 minus 2) \$ 26,993.50(3)
- Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):
 

A Cost of optional credit insurance paid to the insurance company or companies	\$ N/A
Life	\$ N/A
Disability	\$ N/A
B Other insurance paid to the insurance company	\$ N/A
C Official fees paid to government agencies (describe)	\$ 5.50
TIRE FEE	\$ 5.00
LEAD/ACID FEE	\$ 1.50
	\$ 5.50
- Government license and/or registration fees (describe)

**Insurance.** You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. Your choice of insurance providers will not affect our decision to sell or extend credit to you. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

## Check the insurance you want and sign below:

## Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both  
Term \_\_\_\_\_

☐ Credit Disability (Buyer Only)  
Term \_\_\_\_\_

## Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

N/A

(Insurance Company)

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgements:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this credit and that you do not have to purchase this credit life insurance policy in order to obtain the credit.

☒ Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

☒ Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

		\$	N/A
E. Government documentary stamp taxes		\$	94.85
F. Government taxes not included in cash price (describe)		\$	N/A
G. Government certificate of title fees (including \$ security interest recording fee)		\$	N/A
H. Other charges (Seller must identify who is paid and describe purpose.)		\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
to	for	\$	N/A
I. Net trade-in payoff to		\$	N/A
Total other charges and amounts paid to others on your behalf		\$	101.35(4)
5. Amount financed (3 + 4)		\$	27,094.85(5)

are purchasing may be deleted if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of your like age and sex. (You do not have to sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X Buyer Signature Date

X Co-Buyer Signature Date

3. You understand that the benefits under this credit life insurance policy will ☐ will not ☐ terminate when you reach a certain age and you verify that your age is accurately represented on the application or policy.

X Buyer Signature Date

X Co-Buyer Signature Date

#### Other Insurance

☐ Type of Insurance Term

Premium \$ N/A

(Insurance Company)

(Home Office Address)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

**ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing.

Buyer Signs X Co-Buyer Signs X

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

#### Notice to the Buyer

- (a) Do not sign this contract before you read it or if it contains any blank spaces.  
(b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.**

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a copy when you signed it.

Buyer Sign Date 04/02/05 Co-Buyer Signs X Date

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

Other owner signs here X Date Address

Creditor Signs CROWN AUTO DEALERSHIPS Date 04/02/05 By X Title

Seller assigns its interest in this contract to: ☐ General Motors Acceptance Corporation (GMAC) ☐ GMAC Automotive Bank ☐ Nuvel Credit Corporation, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse

Assigned without recourse or with limited recourse

Seller By Title

Seller By Title

**GM**

# General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]VIN: 1G2Z4548254 (or see attached list\*)**CUSTOMER INCENTIVE(S)****1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: **(a)** ☒ to the down payment of this vehicle, **(b)** ☐ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or **(c)** ☐ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
<u>DS-33A-A0-3</u>	<u>\$500</u>	<u>890</u>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
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 2.0 for 72 months  
in lieu of Consumer rebate DS-33A-7  
and/or

b. I elect to receive \_\_\_\_\_

**\_\_\_ CUSTOMER AND DEALER ACKNOWLEDGMENT \_\_\_**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 4/1/05. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]Date: 4/2/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: L CookDate: 4/2/05Dealership Name: Crown AutoDealer Code: 17084

\*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



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

By: Adam Labonte State: Florida

Customer Name: [REDACTED] Service Request: 71-551651191 BBB Case No.: PGM0751984

Vehicle ID No.: 1G2ZH548254 [REDACTED] In Service Date: 04/02/2005 Vehicle is: Demo BAC Code: 116323

Year, Make &amp; Model: 2005 Pontiac G6

Mileage at Time of BBB Filing 29,000

Lien holder: GMAC ☐ Other ☐ : {Name}

DVM Name: Jorge Lopez-Gonzalez

Phone/Cell Number: 813- 480-1388

Vehicle Purchased Used on: {n/a or mm/dd/yy} at  
odometer {odometer}Sale Type: Purchase ☐ Lease ☐ Other ☐ : {Type}

CAM Name: Aubrey Washington

Phone Number: 678-240-9832

**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**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
07/03/06	520525	1	16,016	Cust sts – SES light and power steering comes on info center Dlr sts- Out of calibration – scanned and tested system recalibrated steering position sensor
09/15/06	526770	4	17,762	Cust sts – Service steering light still goes on today. Had no power steering had to shut off and restart. Dlr sts – Scan 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. TAC case 9186931 ( Matt Coleman ) Instructed to replace steering column assembly. Replaced steering column assembly and road tested.
08/17/06	524267	1	17,150	Cust sts – Power steering keeps going out and light comes on dash. Had recalibration on 07/03/06 now goes out every time driven. Dlr 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

☐ **Clicking Noise in Front End**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
<input type="checkbox"/> {Symptom}				
<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>

☐ {Symptom}

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

☐ {Symptom}

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

☐ {Symptom}

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

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

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

☐ Other

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

### THE STATE LEMON LAW READS:

Days out of service: 30

Repairs 3 plus FRA

Time period 2 yrs 60 days /

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: 3

Total days out of service during the presumption period: 6

Total days out of service during customer's ownership: 6

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

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

Customer 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

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

<b>TEAM LEAD APPROVING:</b>	{Name}	Date: {Date}
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**Privileged and Confidential Information****CASE ASSESSMENT**

By: Adam Labonte State: Florida

Customer Name: [REDACTED] Service Request: 71-551651191 BBB Case No.: PGM0751984

Vehicle ID No.: 1G2ZH548254 [REDACTED] In Service Date: 04/02/2005 Vehicle is: Demo BAC Code: 116323

Year, Make &amp; Model: 2005 Pontiac G6

Mileage at Time of BBB Filing 29,000

Lien holder: GMAC ☐ Other ☐: {Name}

DVM Name: Jorge Lopez-Gonzalez

Phone/Cell Number: 813- 480-1388

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

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
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 Re-surface both front rotors.

x Electrical

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

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

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

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

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

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

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}

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

<b>TEAM LEAD APPROVING:</b>	{Name}	Date: {Date}
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PAR GMWA  
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/24/07	Service Request #	71-557757271
Customer Name			
VIN	1G1ZT618X6F		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dir Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt: 3,247.73		
Cause Code (CC)	MJ		
Failure Code (FC)	98		
PUT EVERYTHING IN NET AMOUNT			
Labor Hours and OLH:	DO NOT PUT IN HOURS		
Parts and Labor Costs:	DO NOT PUT IN COSTS		
Net Amount:	3,247.73		
DO NOT H ROUTE THIS CLAIM			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP			
AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
Complaint:			
	Steering		
Cause:			
	n/a		
Correction:			
Justification:	Repair vehicle		
PAR CRS:	Alyson Hollar		
Additional Comments:	n/a		

# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/17/07	Service Request #	71-557757271
Customer Name	[REDACTED]		
VIN	1G1ZT618X6F [REDACTED]		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dir Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	3,997.32	
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	3,997.32		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478</b>			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
<b>Complaint:</b> <div style="border: 1px solid black; width: 200px; height: 20px; display: inline-block;"></div> Steering			
<b>Cause:</b> <div style="border: 1px solid black; width: 200px; height: 20px; display: inline-block;"></div> n/a			
<b>Correction:</b> <div style="border: 1px solid black; width: 200px; height: 20px; display: inline-block;"></div>			
<b>Justification:</b> Repair vehicle			
<b>PAR CRS:</b> Alyson Hollar			
<b>Additional Comments:</b> n/a			



# PAR GMWA

## Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	10/24/07	Service Request #	71-557757271
Customer Name	[REDACTED]		
VIN	1G1ZT618X6F [REDACTED]		
In-Service Date	8/5/2006	Service Contract?	No
Current Mileage	25421	Purchased New/Used?	New
Warranty Blocked?	No		
Branded Title?	No	Mileage at Purchase	
Dealer and Claim Information			
Dealer Name	Stateline Auto Group, Inc.		
Dealer Svc Mgr	Mike Uzarski	Dlr Warranty Admin:	Cheryl Sanislo
Dealer Phone	(440) 293-7656	Dealer Fax	866-215-0477
Dealer BAC	186693		
Dealer Division and Code	13-Chevy-28525		
Repair Order Number	119974		
Repair Order Close Date	10/8/2007		
Labor Op. Code Z1242	Dollar Amt:		
Labor Op. Code Z1243	Dollar Amt:	3,247.73	
Cause Code (CC)	MJ		
Failure Code (FC)	98		
<b>PUT EVERYTHING IN NET AMOUNT</b>			
Labor Hours and OLH:	<b>DO NOT</b> PUT IN HOURS		
Parts and Labor Costs:	<b>DO NOT</b> PUT IN COSTS		
Net Amount:	3,247.73		
<b>DO NOT H ROUTE THIS CLAIM</b>			
Authorization Code:	DO NOT PUT IN AN AUTH CODE		
Additional Comments for Dealer:			
<b>IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP</b>			
<b>AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (866) 775-9478</b>			
Retain Copy with Dealer Repair Order			
Internal PAR Information			
<b>Complaint:</b>			
	Steering		
<b>Cause:</b>			
	n/a		
<b>Correction:</b>			
<b>Justification:</b>			
	Repair vehicle		
<b>PAR CRS:</b>			
	Alyson Hollar		
<b>Additional Comments:</b>			
	n/a		

**Stateline Auto Group, Inc.**

413 East Main Street  
Andover, Ohio 44003

Phone Number: 1-800-228-0751  
Fax Number: 1-866-215-0477

**FAX TRANSMITTAL FORM**

To: GM inspector

Name: Alison

CC:

Phone: 866-790-5700 x21049

Fax: 866-775-9478

From: Mike Uzarski

Date Sent: 10-8-07

Number of Pages: 5

**Message:**

Claim for Payment



## STATELINE

Chevrolet - Pontiac - Buick  
413 E. Main St. • Andover, Ohio 44003  
Phone: (440) 293-7656  
Toll Free: (800) 228-0751  
[www.statelineautogroup.com](http://www.statelineautogroup.com)

RO: 119974  
Cashier: 09:39-2  
Date Out: 10/08/2007

Customer: 77832      Stock #: 6C1017

VIN:1G1ZT618X6F [REDACTED] IN:0839OUT:0936

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

Home :

## Work

Hat: 855

Advisor: 003015-CHERYL SANISLO

Sold By: WALTER E LITWIN

LINESVILLE PA

[illegible]

A SCPR 004072W

Labor Total: 187.33

CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTOMER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE TEST DROVE VEHICLE COULD NOT DUPLICATE-DROVE VEHICLE HOME NEXT MORNING POWER STEERING MESSAGE DISPLAY ON RADIO-WHILE DRIVING SLIGHT TURN TO RIGHT-VEH WOULD NOT COUNTER STEER AT THIS TIME-STEERING WOULD START SIDE TO SIDE MOVEMENT ON ITS OWN RETURNED TO SHOP SCANNED VEHICLE POWER STEERING DTC C0475 SET SYMPTOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER STEERING MOTOR AND MODULE-CASE #71-557757271

Parts:	QTY	SO	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	SO	25805894	S/S 15775370 MOTOR	6.605	
1	SO	15921259	MIRROR	10.185	
2	SO	15835615	CAP	10.552	
2	SO	22672194	LEVER	10.527	
2	SO	15830597	HOUSING	10.527	
1	SO	15223298	WEATHERST	10.701	
1	SO	22627166	WDO F/S/D	10.681	
1	SO	19120375	MOLDING	12.112	
1		19120377	MOLDING	12.114	

274.30	274.30
93.63	93.63
9.31	18.62
18.05	36.10
26.08	52.16
83.45	83.45
239.85	239.85
75.12	75.12
62.17	62.17
Total Parts:	935.40

### D & D COLLISION

PO: 12622 Non-Taxable: 1949.59

RENTAL-25 DAYS:	925.00
Operation Total:	3997.32

Operation Total: 3997.32

Operation Total: 3997.32

[ CUSTOMER PAY ]

\*B SCPR 004077  
CUSTOMER STATES RENTAL  
LINE A

Labor Total: 0.00

Operation Total: 0.00

Operation Total: 0.00

>>>> CONTINUED ON NEXT PAGE <<<<

**STATELINE**

Chevrolet - Pontiac - Buick

413 E. Main St. Andover, Ohio 44003

Phone: (440) 293-7656

Toll Free: (800) 228-0751

www.statelineautogroup.com

RO: 119974

Cashier: 09:39-2

Date Out: 10/08/2007

&gt;&gt;&gt;&gt; CONTINUED FROM PREVIOUS PAGE &lt;&lt;&lt;&lt;

Customer: 77832 Stock #:6C1017

IN:0839OUT:0936

VIN:1G1ZT618X6F

2006 CHEV MALIBU MAX BLK

Miles-In: 25421 Out: 25421

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

Home:

Work:

Advisor: 003015-CHERYL SANISLO

Hat: 855

Sold By: WALTER E LITWIN

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
ee	eeeeee	eeeeee	eeeeee	ee	eeeeeeee	eeeeeeeeeeeeeeee

SO = Special Order Parts

Customer Pay Labor: 187.33

Customer Pay Parts: 935.40

Customer Pay Sublets: 1949.59

Customer Pay Miscellaneous: 925.00

Customer Total Due: 3997.32

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

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

• DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

• "All parts installed are new/salvaged or reconditioned parts." TERMS: STRICTLY CASH unless arrangements made.

Signature

Thank you for allowing us to serve you!

15928



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



## RENTAL AGREEMENT

Vin# 1G1ZT51F46F [REDACTED]

TIME IN 8:00	TIME OUT 8:00	VEHICLE NO. 72	VEHICLE WILL BE RETURNED BY DATE [REDACTED]	DATE OUT 9-13-07	DATE IN 10-6-07
<b>IMPORTANT</b> THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.			OUT BY MRE MILEAGE IN 36134 MILEAGE OUT 34343 MILES DRIVEN 1791	RATE: RENTAL CARS \$ PER PLUS ¢ PER MILE MILES @ 25 DAYS @ 37 92500	
DAMAGE NOTED BEFORE CHECK OUT: None					
DAMAGE NOTED ON CHECK IN: None			MONTHS @		
DRIVERS LICENSE NO. [REDACTED]	STATE Pa	EXPIRATION DATE: 12-10-07	AGE	SUB TOTAL	
INSURANCE CO. Erie	AGENT Pat Casper	POLICY NO. [REDACTED]	LESS GAS ALLOWANCE		
<b>NOTICE OF RESPONSIBILITY -</b> CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAMAGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.			3/4 Tank		
			LESS DEPOSIT		
			TAX		
T X [REDACTED]			NET AMOUNT DUE 92500		

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]  
CITY Linesville STATE Pa PHONE [REDACTED]  
CUSTOMER'S SIGNATURE [REDACTED]

**TERMS ON REVERSE SIDE**

## CLAIM CHECK

855

25421

## STATELINE

violet - Pontiac - Buick  
 in St. Andover, Ohio 44003  
 one: (440) 293-7656  
 Free: (800) 228-0751  
 www.statelineautogroup.com

Scottie

RO: 119974

6F121770

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F  
 2006 CHEV MALIBU MAX BLK  
 Mileage In: 25421

Home: [REDACTED] Work: [REDACTED]  
 Advisor: 003015-CHERYL SANISLO Hat: 855

Delivered: 08/05/2006  
 In Service: 08/05/2006  
 Date In: 09/13/2007 08:39

Promised: 09/13/2007 17:00 - Call when ready.

25537-

SERVICE HISTORY

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type	Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W	STEERING	WHEEL MOVES BY ITSELF
118959	07/11/07	21528		ROBBINS, W	004075	W	STEERING	WANDER ALOT AT HIGHWAY
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C	LUBE, OIL	FILTER
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C	TIRE	ROTATION
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C	LUBE, OIL	FILTER
117040	03/06/07	11708		ROBBINS, W	004021	W	IGNITION	HANGS UP
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W	LEFT HEADLIGHT	BOUNCES ALOT
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C	TIRE	ROTATION

## OP Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS  
 MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475 2A  
 1384

\*B CUSTOMER STATES RENTAL SCPR

Stephanie - Case # 71-557757271

1-866-790-5700

ext. 21936

Cell #

DSM - Gary Ross  
 800-823-0055-8537

814-397-1448

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

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."  
 TERMS: STRICTLY CASH unless arrangements made.

gnat

25587

**Stateline Auto Group, Inc.**

413 East Main Street  
Andover, Ohio 44003

Phone Number: 1-800-228-0751  
Fax Number: 1-866-215-0477

**FAX TRANSMITTAL FORM**

To: GM Inspector

Name: Allison

CC:

Phone: 866-790-5700

Fax: 866-775-9478

From: Mike Uzarski

Date Sent: ~~10-8-07~~ 10-24-07

Number of Pages: 6

**Message:**

Claim for Payment



## STATELINE

**Chevrolet - Pontiac - Buick**  
**413 E. Main St. - Andover, Ohio 44003**  
**Phone: (440) 293-7656**  
**Toll Free: (800) 228-0751**  
**[www.statelineautogroup.com](http://www.statelineautogroup.com)**

RO: 119974  
Cashier: 12:01-1  
Date Out: 10/24/2007  
Status: MODIFIED REPRINT

Customer: 77832      Stock #: 6C1017

VIN:1G1ZT618X6F [REDACTED] IN:0839OUT:1201

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

Delivered: 08/05/2006

In Service: 08/05/2006

Date In: 09/13/2007

Home: [REDACTED]  
 Advisor: 003015-CHERYL SANISLO  
 Sold By: WALTER E LITWIN

Hat: 855

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
ee	eeeeee	eeeeee	eeeeee	ee	eeeeeeeeee	eeeeeeeeeeeeeeeeee
				[ CUSTOMER PAY ]		

A SCPR 004072W

Labor Total: 187.33

CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO  
MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE  
TEST DROVE VEHICLE COULD NOT DUPLICATE-DROVE VEHICLE HOME NE  
XT MORNING POWER STEERING MESSAGE DISPLAY ON RADIO-WHILE DRI  
VING SLIGHT TURN TO RIGHTVEH WOULD NOT COUNTER STEER AT THIS  
TIME-STEERING WOULD START SIDE TO SIDE MOVEMENT ON ITS OWN  
RETURNED TO SHOP SCANNED VEHICLE POWER STEERING DTC C0475  
SET SYMPTOM FOLLOWED FLOW CHART DTC CURRENT REPLACE POWER  
STEERING MOTOR AND MODULE-CASE #71-557757271

Parts:	QTY	SO	DESCRIPTION	UNIT PRICE	TOTAL PRICE
	1	SO 25805894	S/S 15775370 MOTOR		6.605
	1	SO 15921259	MIRROR	10.185	
	2	SO 15835615	CAP	10.552	
	2	SO 22672194	LEVER	10.527	
	2	SO 15830597	HOUSING	10.527	
	1	SO 15223298	WEATHERST	10.701	
	1	SO 22627166	WDO F/S/D	10.681	
	1	SO 19120375	MOLDING	12.112	
	1	19120377	MOLDING	12.114	

Total Parts: 935.40

Sublet: 1200.00

RENTAL-25 DAYS:	925.00
-----------------	--------

Operation Total: 3247.73

Operation Total: 3247.73

\*B SCPR 004077  
CUSTOMER STATES RENTAL  
LINE A

Labor Total: 0.00

Operation Total: 0.00

Operation Total: 0.00

>>>> CONTINUED ON NEXT PAGE <<<<





## STATELINE

**Chevrolet - Pontiac - Buick**  
**413 E. Main St. Andover, Ohio 44003**  
**Phone: (440) 293-7656**  
**Toll Free: (800) 228-0751**  
**[www.stateinerautoaroup.com](http://www.stateinerautoaroup.com)**

RO: 119974  
Cashier: 12:01-1  
Date Out: 10/24/2007  
Status: MODIFIED REPRINT

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

IN: 0839OUT: 1201

VIN:1G1ZT618X6F [REDACTED]  
2006 CHEV MALIBU MAX BLK  
Miles-In: 25421 Out: 25421  
Delivered: 08/05/20  
[REDACTED]  
In Service: 08/05/20  
855 Date In: 09/13/20

Home: [REDACTED]  
 Advisor: 003015-CHERYL SANISLO  
 Sold By: WALTER E LITWIN

Work: [REDACTED]  
Hat: 855

[illegible]

SO = Special Order Parts

Customer Pay Labor:	187.33
Customer Pay Parts:	935.40
Customer Pay Sublets:	1200.00
Customer Pay Miscellaneous:	925.00
	aaaaaaa
Customer Total Due:	3247.73

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

~~ALL REPAIRS SUBJECT TO A MINIMUM OF 6 HOUR RESPONSE~~

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

\* "All parts installed are new/salvaged or reconditioned parts."  
TERMS: STRICTLY CASH unless arrangements made.

signature:

Thank you for allowing us to serve you!

## CLAIM CHECK

855

## STATELINE

violet - Pontiac - Buick  
 in St. Andover, Ohio 44003  
 one: (440) 293-7656  
 Free: (800) 228-0751  
 www.statelineautogroup.com

Scottie

RO: 119974

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F  
 2006 CHEV MALIBU MAX BLK  
 Mileage In: 25421

LINESVILLE PA

Delivered: 08/05/2006

In Service: 08/05/2006

Home: [REDACTED] Work: [REDACTED]

Advisor: 003015-CHERYL SANISLO

Hat: 855

Date In: 09/13/2007 08:39

Promised: 09/13/2007 17:00 - Call when ready.

25537

SERVICE HISTORY

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
119591	08/20/07	23688		ROBBINS, W	004074	W/STEERING WHEEL MOVES BY ITSELF	
118959	07/11/07	21528		ROBBINS, W	004075	W/STEERING WANDER ALOT AT HIGHWAY	
118890	07/06/07	21160	LOF	ROBBINS, W	004072	C/LUBE, OIL FILTER	
118243	05/25/07	17696	ROT	ROBBINS, W	004021	C/TIRE ROTATION	
118243	05/25/07	17696	LOF	ROBBINS, W	004021	C/LUBE, OIL FILTER	
117040	03/06/07	11708		ROBBINS, W	004021	W/IGNITION HANGS UP	
117040	03/06/07	11708	B7291	ROBBINS, W	004021	W/LEFT HEADLIGHT BOUNCES ALOT	
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C/TIRE ROTATION	

## OP Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS  
 MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475  
 13.84

\*B CUSTOMER STATES RENTAL SCPR

Stephanie - Case # 71-557757271

1-866-790-5700

e.H. 21936

Cell #

DSM - Gary Ross

800.823.0055 - 8537

814-397.1448

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

ALL REPAIRS SUBJECT TO A MINIMUM OF .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. STATELINE AUTO GROUP hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and STATELINE AUTO GROUP neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by STATELINE AUTO GROUP in no way affects the terms of the manufacturer's warranty.

"All parts installed are new/salvaged or reconditioned parts."  
 TERMS: STRICTLY CASH unless arrangements made.

25587

Signature

15928



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



## RENTAL AGREEMENT

Vin# 1G1ZTS1F46F [REDACTED]

TIME IN 800	TIME OUT 800	VEHICLE NO. 72	LICENSE NO. [REDACTED]	VEHICLE WILL BE RETURNED BY DATE [REDACTED]	DATE OUT 9-13-07	DATE IN 10-6-07
SERVICE RENTALS				OUT BY MRE	RENTAL CARS	
<b>IMPORTANT</b> THERE WILL BE A CHARGE OF \$15.00 PER DAY ON ALL CARS NOT RETURNED WITHIN 24 HRS. OF NOTIFICATION OF COMPLETED REPAIRS.				IN BY MRE	RATE:	
					\$ PER PLUS ¢ PER MILE	
				MILEAGE IN 36134	MILES @	
				MILEAGE OUT 34343		
				MILES DRIVEN 1791	25 DAYS @ 37 92500	
DAMAGE NOTED BEFORE CHECK OUT: None						
DAMAGE NOTED ON CHECK IN: None						
DRIVERS LICENSE NO. [REDACTED]	STATE Pa	EXPIRATION DATE: 12-10-07		AGE	SUB TOTAL	
INSURANCE CO. Erie	AGENT Pat Casper	POLICY NO. [REDACTED]		LESS GAS ALLOWANCE		
<b>NOTICE OF RESPONSIBILITY.</b>  CUSTOMER IS RESPONSIBLE FOR 100 PERCENT OF ANY DAMAGE DONE TO THIS VEHICLE, AND AGREES TO HOLD THE LESSOR HARMLESS AND TO ASSUME FULL RESPONSIBILITY FOR ANY INJURY, DEATH, OR LOSS OR DAM- AGE TO OTHER PROPERTY, WHILE THIS VEHICLE IS ENTRUSTED TO HIS OR HER CARE, CUSTODY OR CONTROL. SEE REVERSE SIDE FOR DETAILED AGREEMENT.					3/4 Tank	
					LESS DEPOSIT	
					TAX	
					NET AMOUNT DUE 92500	
THE CUSTOMER ACCEPTS ALL RESPONSIBILITY X [REDACTED]						

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]  
CITY Linesville STATE Pa PHONE [REDACTED]  
CUSTOMER'S SIGNATURE X [REDACTED]

**TERMS ON REVERSE SIDE**

*D & D Collision*  
*27472 Drake Hill Road*  
*Cochran, PA 16314*  
*1-814-425-1321 fax 1-814-425-1321*

Invoice No.

30

**INVOICE****Customer**

Name Stateline Auto  
Address 413 E. Main Street  
City Andover State OH ZIP 44003

Date 10/4/2007  
Model 06 Chevy Malibu  
Stock # 1G1ZT618X6F

Qty	Description	Unit Price	TOTAL
1	FENDER		
1	Blnd RT Fender, R & I RT Fender liner		
	FRONT DOOR		
1	R & I RT trim panel, body side mldg, emblem		
1	Repl. RT handle, mirror, door glass, belt w/strip, glass run chanel		
1	Rpr. RT outer panel,		
	REAR DOOR		
1	R & I RT trim panel, belt w/strip, body side mldg		
1	Repl. RT handle,		
1	Rpr. RT outer panel		
1	QUARTER PANEL		
1	Rpr RT quarter panel, uniside assy		
1	R & I RT Finish molding, antenna, pillars, rocker & floor	\$1,000.00	
1	Paint & materials	\$200.00	
	SubTotal		\$1,200.00
	TOTAL		\$1,200.00

**Payment Details**

- ☐ Cash  
☒ Check  
☐ Credit Card

Name Stateline

Thank You for using D &amp; D Collision!!

RD 119947  
SUBLETPO-12022  
246/CS

**Stateline Auto Group, Inc.**

413 East Main Street  
Andover, Ohio 44003

Phone Number: 1-800-228-0751

Fax Number: 1-866-215-0477

**FAX TRANSMITTAL FORM**

To: Allison

Name: GM-Inspector

CC:

Phone: 1-800-790-5700 ext 21049

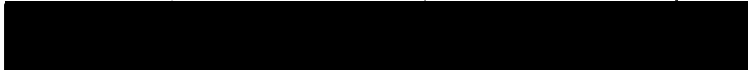
Fax:

800-775-9478

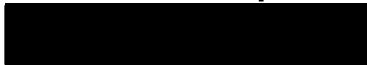
From: Mike Uzarski

Date Sent: 9-26-07

Number of Pages: 10

**Message:**

06 Malibu Max



## STATELINE

violet - Pontiac - Buick  
 in St. Andover, Ohio 44003  
 one: (440) 293-7656  
 Free: (800) 228-0751  
 www.statelineautogroup.com

Scottie

RO: 119974

Customer: 77832 Stock #: 6C1017

VIN: 1G1ZT618X6F  
 2006 CHEV MALIBU MAX BLK  
 Mileage In: 25421

Home: LINESVILLE PA Work:

Advisor: 003015-CHERYL SANISLO

Hat: 855

Delivered: 08/05/2006  
 In Service: 08/05/2006  
 Date In: 09/13/2007 08:39

Promised: 09/13/2007 17:00 - Call when ready.

SERVICE HISTORY

RO #	RO Date	Miles	Op Cd	Advisor	Tech #	Pay Type/Operation	Comments
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117040	03/06/07	11708	B7291	ROBBINS, W	004021	W/LEFT	HEADLIGHT BOUNCES ALOT
117040	03/06/07	11708	ROT	ROBBINS, W	004021	C/TIRE	ROTATION

## Customer Complaint

A CUSTOMER STATES STEERING LOCKED UP AND WOULD NO TURN - CUSTO WS  
 MER COULD NOT CONTROL VEHICLE - CAUSED ACCIDENT - ADVISE

C0475

13.84

B CUSTOMER STATES RENTAL  
 SCPR

Stephanie - Case # 71-557757271

1-866-790-5700

ext. 21936

Cell #

DSM- Gary Ross

800-823-0655-8537

814-397-1448

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"All parts installed are new/salvaged or reconditioned parts."  
 TERMS: STRICTLY CASH unless arrangements made.

Signature:



PONTIAC



CHEVROLET



Vin# 1612TS1F46F

THE CUSTOMER AGREES NOT TO ALLOW ANY PERSON NOT OF LEGAL AGE IN THIS STATE TO OPERATE THIS VEHICLE

CUSTOMER NAME [REDACTED] ADDRESS [REDACTED]

CITY Lanesville STATE Pc [REDACTED] PHONE [REDACTED]

CUSTOMER'S SIGNATURE [REDACTED]

**TERMS ON REVERSE SIDE**

119974

# STATELINE AUTO GROUP

413 East Main Street

Andover, Ohio 44003

440-293-7656

## TECHNICIAN

# ESTIMATE SERVICE DEPT. SHEET

**20% extra on all emergency parts picked up**

**Customer Waiting**    yes(        )no(        ) **RO#**

[illegible]



119974

Story

Q Test drive veh 1st day  
could not duplicate customer's concern  
No DTCs -  
Drove veh home - Next morning Power Steering  
Message Display - ON Radio  
While driving veh on slight turn to  
Right - Veh would not counter steer  
at this time - Steering wheel would start  
side to side movement on its own  
Returned to shop - Scanned Veh  
Power Steering DTC C0475 Set symptom (07)  
Followed flow chart DTC current  
Replace the power steering Motor and Module  
Assy ID378243  
Password

9.26.07

09/20/2007 at 04:35 PM  
6886

Job Number:

**ANDOVER COLLISION CENTER LLC**License # [REDACTED] Federal ID # [REDACTED]  
" 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:	[REDACTED]	Claim:	[REDACTED]
Owner:	[REDACTED]	Policy #:	[REDACTED]
Address:	[REDACTED]	Deductible:	
	LINESVILLE, PA	Date of Loss:	
Day:	[REDACTED]	Type of Loss:	
Business:	[REDACTED]	Point of Impact:	

Inspect  
Location:Insurance  
Company:Business: (866)790-5700x21936  
Days to Repair2006 CHEV MALIBU MAXX LT 6-3.5L-FI 4D H/B BLACK Int:BLACK  
VIN: 1G1ZT618X6F [REDACTED] Lic: [REDACTED] PA Prod Date: 09/2005 Odometer: 25421

Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Telescopic Wheel	Intermittent Wipers
Keyless Entry	Steering Wheel Controls	Body Side Moldings
Dual Mirrors	Console/Storage	Traction Control
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Mirrors
Power Trunk/Tailgate	AM Radio	FM Radio
Stereo	Search/Seek	CD Player
Anti-Lock Brakes (4)	Driver Air Bag	Passenger Air Bag
4 Wheel Disc Brakes	Cloth Seats	Bucket Seats
Automatic Transmission	Overdrive	Aluminum/Alloy Wheels

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FENDER					
2	Blnd RT	Fender					0.9
3	R&I RT	Fender liner				0.4	
4		FRONT DOOR					
5	R&I RT	R&I trim panel				0.4	
6	Repl RT	Handle, outside	1	23.16		0.4	0.4
7		Add for Clear Coat					0.1
8	Repl RT	Mirror assy w/heated	1	128.45		0.3	
9	Repl RT	Door glass NAGS	1	174.35		0.5	
10	Repl RT	Belt w'strip	1	32.77		0.2	
11*	R&I RT	Body side mldg black				0.3	

09/20/2007 at 04:35 PM  
6886

Job Number:

**PRELIMINARY ESTIMATE**

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

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12*	Rpr	RT Outer panel				3.0	2.0
13		Overlap Minor Panel					-0.2
14		Add for Clear Coat					0.7
15#		Add refinish upper door frame	1				0.5
16*	R&I	RT Emblem				0.2	
17		REAR DOOR					
18	R&I	RT R&I trim panel				0.4	
19	Repl	RT Handle, outside	1	23.16		0.4	0.4
20		Overlap Minor Panel					-0.2
21		Add for Clear Coat					0.1
22	R&I	RT Belt w'strip				0.2	
23*	R&I	RT Body side mldg black				0.3	
N 24*	Rpr	RT Outer panel				6.0	2.0
25		Overlap Major Adj. Panel					-0.4
26		Add for Clear Coat					0.3
27		Add for Edging					0.5
28		QUARTER PANEL					
29*	Rpr	RT Quarter panel				7.0	2.0
30		Overlap Major Adj. Panel					-0.4
31		Add for Clear Coat					0.3
32		Add for Lock Pillar					0.5
33		Add for Clear Coat					0.1
34	R&I	RT Finish molding				0.3	
35		ELECTRICAL					
36	R&I	Antenna, fixed				0.1	
37		PILLARS, ROCKER & FLOOR					
38*	Rpr	RT Uniside assy / INC			s	0.5	1.5
		WINDSHEILD PILLAR					
39		Overlap Major Adj. Panel					-0.4
40		Add for Clear Coat					0.2
41#		COVER VEHICLE	1	6.00		0.2	
42#	Repl	CORROSION PROTECTION	1	12.00		0.3	
43#	Repl	FLEX ADDITIVE	1	7.00			
44#		DE'NIB NEWLY REFINISHED AREA'S	1				
Subtotals ==>				406.89		21.4	10.9

Line 24 : time includes damage inside rear edge

## Estimate Notes:

## NOTE:

ALL REPAIRS RECIEVE A WRITTEN LIFETIME WARRANTY.

09/20/2007 at 04:35 PM  
6886

Job Number:

**PRELIMINARY ESTIMATE**

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

Parts			406.89
Body Labor	21.4 hrs @ \$ 40.00/hr		856.00
Paint Labor	10.9 hrs @ \$ 40.00/hr		436.00
Paint Supplies	10.9 hrs @ \$ 23.00/hr		250.70
-----			
SUBTOTAL		\$ 1949.59	
Sales Tax	\$ 1949.59 @ 6.5000%	126.72	
-----			
GRAND TOTAL		\$ 2076.31	

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP04 Database Date 08/2007, CCC Data Date 08/2007, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries. Some 2006 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

&lt; Back

Forward &gt;

Document ID# 1239320  
2006 Chevrolet Malibu

Feedback

Print

## DTC C0475 (Symptom 00)

### Circuit Description

The power steering control module (PSCM) continuously monitors the voltage and current levels being commanded to the power steering motor. The PSCM compares the commanded and feedback current levels to detect malfunctions in the power steering motor.

### DTC Descriptor

This diagnostic procedure supports the following DTC:

DTC C0475 Electric Steering Motor Circuit

This vehicle has DTCs which include DTC symptoms. For more information on DTC symptoms, refer to DTC Symptom Description.

DTC Symptom	DTC Symptom Descriptor
00	No Additional DTC Information

### Conditions for Running the DTC

- The ignition is ON, with the engine ON.
- Power Steering System voltage is 9-16 volts.
- Steering input is present.

### Conditions for Setting the DTC

A short to ground, short to voltage, or an open in the power steering motor, or the circuits to the motor.

### Action Taken When the DTC Sets

- A DTC C0475 00 is stored in memory.
- The DIC displays the POWER STEERING warning message.
- No steering assist is provided.

### Conditions for Clearing the DTC

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

## Service Information

- A history DTC will clear after 100 consecutive malfunction-free ignition cycles.
- Using a scan tool

Step	Action	Yes	No
1	Did you perform the Diagnostic System Check - Vehicle?	Go to Step 2	Go to Diagnostic System Check - Vehicle
2	1. Install a scan tool. 2. Turn ON the ignition, with the engine OFF. 3. With the scan tool, select Diagnostic Trouble Codes (DTC) function.  Does the scan tool indicate that DTC C0475 00 is current?	Go to Step 3	<i>Yes</i> Go to Step 4
3	Replace the power steering motor and module assembly. Refer to <u>Motor Replacement - Power Steering Assist</u> .  Did you complete the repair?	Go to Step 3	--
4	1. Use the scan tool in order to clear the DTC. 2. Operate the vehicle within the Conditions for Running the DTC.  Does the DTC reset?	Go to Step 2	System OK

&lt; Back

Forward &gt;

Document ID# 1239320  
2006 Chevrolet Malibu

Feedback

Print

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

Northeast Region Enhanced Dealership Empowerment Process

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

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

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

AVM's Name & Phone	Joel Kruger <i>cell</i> 717-574-1301 <i>U mail</i> 8136
Service Manager's Name & Phone	Rodney L Eves 570 784-0784
Dealership Name & BAC	Alexander Family 115569
Customer Name (Mr., Ms., Mrs., Last, First, MI)	[REDACTED]
Customer Complete Mailing Address	[REDACTED] Montgomery Pa [REDACTED]
Daytime phone number	[REDACTED]
Evening phone number	[REDACTED]
FULL VIN	1G2ZH158X64 [REDACTED]
Current Mileage	31589
Short explanation as to why the goodwill tool was offered to the customer (Specific information required)	CUST has had struts & the Power steering rack replaced. CONCERNED ABOUT SUSPENSION & Steering Problems.
If subsequent owner, indicate date & mileage at time of purchase	1-30-07 @ 25016

Revised 10-1-05

Customer concerned about the suspension and steering failures while under warranty! Vehicle is not very old + low mileage and feels like these problems could return + be a expensive repair when out of warranty! Would like to cover Int suspension and steering components for 60 months + 60000 miles To give customer assurance these will be taken care of, if a failure happens. Talked w/AUM + he advise to do a component coverage.

Items. Powersteering rack.  
Tie rods  
struts + mounts  
intermediate shaft, in steering

*Rod Eves* 10-29-07  
Service Manager,

### Component Coverage Letter

<input checked="" type="checkbox"/> <b>Component Coverage Letter</b>	
<b>Definition:</b>	A letter that covers a specific component for a defined period of time and mileage.
<b>Purpose:</b>	To restore a customer's confidence in a component as a result of an unsatisfactory service experience.
<b>When to use:</b>	<ul style="list-style-type: none"> <li>➤ The customer has concerns regarding repeated failure(s) of a specific component</li> <li>➤ The customer has concerns about potential out of warranty expenses on a specific component</li> </ul>
<b>When NOT to use:</b>	<ul style="list-style-type: none"> <li>➤ For the "complete vehicle"</li> <li>➤ For a system ("electrical system")</li> <li>➤ The vehicle has a salvage or branded title</li> <li>➤ Wear and maintenance items (tires, brake pads, wiper blades, etc.)</li> <li>➤ In conjunction with other goodwill tools</li> </ul>
<b>Parameters of use:</b>	<ul style="list-style-type: none"> <li>➤ Can be written up to and not to exceed 84 months/100,000 miles from the original in-service date</li> <li>➤ NOT transferable to subsequent owners (except cold start knock)</li> <li>➤ 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</li> <li>➤ For <u>Cold Start Knock</u>, it should be written for 72/100,000. If it falls w/in the parameters noted in TSB #01-06-01-022 or 01-06-01-028A a transferable component letter will be issued (only exception).</li> <li>➤ Electrical components MUST be specific (e.g. alternator, radio). NEVER the entire system</li> <li>➤ Should be offered while the vehicle is still within warranty</li> <li>➤ Match terms to the customer's ownership cycle</li> </ul>
<b>Examples:</b>	<ul style="list-style-type: none"> <li>➤ A catastrophic engine failure within the warranty period - customer is offered a 84/100,000 component letter</li> <li>➤ The second alternator failure within the warranty period - customer is offered a 72/75,000 component letter</li> </ul>
<b>Time limit (months)</b>	<b>Mileage limit</b>
60	60000
<b>Specified Component(s) (i.e. transmission)</b>	
Int suspension and steering.	



10/29/2007

## SUMMARY HISTORY DISPLAY

3030

14:54:11

PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 1G2ZH1S8X64 [REDACTED]  
 TOTAL R/O'S 5 TOTAL SERV. DAYS 32 MAKE PN PONTIAC

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION,....
1	108677	07/20/2007	31589	A	318			
				T	204	1	W 03PNZ	STEERING
				T	204	2	W 98PNZ	CAMPAIGNS
2	106895	05/07/2007	27824	A	16			
				T	311	1	I 08PNZ	BRAKES
				T	311	2	W 03PNZ	STEERING
				T	311	3	I 44PNZ	TRIM INTERIOR
				T	311	4	I 02PNZALIGN4	FOUR WHEEL ALIGN
3	105550	03/08/2007	25810	A	16			
				T	311	1	W 02PNZ	FRONT SUSPENSION
				T	311	3	I 02PNZALIGN4	FOUR WHEEL ALIGN
4	104999	02/07/2007	25843	A	259			
				T	311	1	I 02PNZ	FRONT SUSPENSION
				T	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	I 02PNZALIGN4	FOUR WHEEL ALIGN
5	104625	01/22/2007	25810	A	16			
				T	155	1	I 68PNZ	CHECK & REPORT
				T	155	2	I 01PNZLOF	LUBE OIL FILTER
				T	155	3	I 01PNZPAST	PA STATE INSPECT
				T	290	4	I 70PNZ	USED CAR PREP
				T	155	5	I 08PNZFRTBRK	FRONT BRAKES
				T	155	6	I 08PNZREARBRK	REAR BRAKES
				T	155	7	I 26PNZ	ELECTRICAL LAMP
				T	155	8	I 04PNZMOUNT1	MOUNT 1 TIRE

January 6, 2011

Montgomery, PA

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

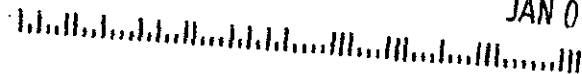
Submit the claim with all the appropriate authorization codes and H route it to your Area Service Manager. Be sure to retain a copy of this letter in the customer's file and return the original to the customer.

Butler, PA



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

4823235170 6050



JAN 08 1993

# CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-4-8

17-Digit Vehicle Identification Number (VIN): 1G22G528154 [REDACTED]

Mileage at Time of Repair: 59716 Date of Repair: 4-20-07 + 5-10-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: BUTLER State: PA. ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): [REDACTED]

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. *Circled*
- 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. *Circled*  
(copy of front and back of cancelled check, or copy of credit card receipt) *Paid cash*

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



### **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

**If your claim is:**

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

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





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



07126 1G2ZG528154 16 0005521

BUTLER, PA



To GM—MY steering quit on me 2 Times  
The first Time Happend in April 2007, I was AT The  
mall and went TO PARK and The Power steering STOPed  
IT Scared The Heck out of me, Because IT was so Hard  
TO steer, I could NOT Even PARK IT, so I just Drove Home  
I Took IT To The Dealership in Butler, and They Replaced  
The module/motors Assy. I Paid 417.74 For That Repair  
Then 1 week later I was Driving Down main ST. And  
IT quit on me Again. I was very Discouraged & Scared  
Because I was in town with A lot of Traffic, and IT  
was so Hard TO steer AT slow speeds and I Had To make  
A lot of Turns AT The Traffic lights, so I Drove IT Home  
and called The Dealership, 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 Disappointed To Have  
TO spend ALL That money For something That should NOT Happen  
I could Have Been in A Accident. Thank God I did NOT wreck  
IT and Hurt some one or MYSELF. Why was IT Designed like  
That, No Power steering Pump or Power steering Fluid, They  
Told me IT was A New Design Everything is in The steering  
Column.

P.S. I Do Like The Car I just Hope  
I Don't Have Any more Problems  
With IT. steering Problems Can  
Be Very Dangerous

Every Car I Ever  
owned was made by  
G.M. And I Liked Them All

Sincerely  
John Neff  
Butler, PA.



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

R/O 24761		VIN 1 G 2 Z G 5 2 8 1 5 4		DATE IN 04/30/07	
YEAR 2005	MAKE PONTIAC	MODEL G6	COLOR	TIME IN 01:26	
MILES IN 59826	MILES OUT 59829	FIRST USE 03/21/05	LIST	CLOSED 05/10/07	
SEE ALSO			RES H:	W: ( ) -	WRITER 5780 JOEL

- (1) CUSTOMER STATES CHECK POWER STEERING OPERATIO  
N  
NO SIGNAL FROM POWER STEERING COLUMN SENSOR  
REPLACED STEERING COLUMN ASSY ROAD TEST OK  
(07-9828 GARY S.-4197) A
- |                          |     |        |
|--------------------------|-----|--------|
| Labor                    | T07 | 318.20 |
| 15926870 (COLUMN)        | 1   | 309.63 |
| Total Repair (Customer ) |     | 627.83 |
- (2) CUSTOMER STATES CHECK BRAKE PULSATION &  
GRINDING  
NEEDS ALL FOUR ROTORS TURNED  
(07-9828 GARY S.-4197) N/A A
- |                          |     |     |
|--------------------------|-----|-----|
| Labor                    | T07 | .00 |
| Total Repair (Customer ) |     | .00 |

TOTAL For Both  
Repairs 1091.72  
I Paid Cash  
For Both Repairs  
AT authorized Dealership

THAN

COPY

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

NO 24564	VIN 1 G 2 Z G 5 2 8 1 5 4			DATE IN 04/16/07
YEAR 2005	MAKE PONTIAC	MODEL G6	COLOR	TIME IN 08:50
MILES IN 59716	MILES OUT 59722	FIRST USE 03/21/05	LISC.	DATE OUT 04/20/07
SEE ALSO	RES H: ( ) - BUS W: ( ) -			WRITER 5786 JOEL

- (1) CUSTOMER STATES POWER STEERING INOP INT  
POWER STEERING ASSIST MODULE INOP  
REPLACED MODULE/MOTORS ASSY  
TEST DROVE TO VERIFY  
(48-9448 JEREMY G.-) A

Labor	T48	74.00
15775370 (MOTOR)	1	343.74
Total Repair (Customer )		417.74

Total Paid for Repairs  
To Steering Problems  
1st Time steering went out 417.74  
2nd Time steering quit 673.98  
Total I Paid To Get Fixed  
1091.72 ←

COPY

DISCLAIMER OF WARRANTIES  
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability, of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for him, in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 24564 Reprint (1)

24564 Customer Copy

Labor	74.00
Parts	343.74
Sublet	.00
Shop Supplies	.00
Oil/Grease	.00
Sub Total	417.74
Tax	
Total (Cash)	417.74



**North American Operations**

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

**GM**

CHECK

No. [REDACTED]

50-837  
213DATE  
02/05/08

\*\*\*\*\*673 DOLLARS

\*\*\*98 CENTS

AMOUNT

\*\*\*\*\*673.98

PAY  
TO THE  
ORDER  
OF

BUTLER PA [REDACTED]

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

CHECK NO. [REDACTED]

PAYMENT  
DATE

02/05/08

VENDOR  
DUNS NO. BB 000000067

1

VENDOR NAME [REDACTED]

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G22G528154 [REDACTED]	02/04/08 71-584688333.1	VM 1-9VYPYT 1-9VYPYT	00.0000	673.98	.00	673.98

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

K3

**TOTAL**

673.98

.00

673.98

April 29, 2011

Butler, PA

Service Request: 71-584688333  
Customer Relationship Specialist: MJ Mason

Dear [REDACTED]:

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

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

We have reviewed your request for reimbursement on the steering column assembly that you had repaired. 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](http://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

[REDACTED]  
[REDACTED]  
Port Washington, WI [REDACTED]

Service Request: 71-589425739  
Customer Relationship Specialist: Jerry Robinson

Dear [REDACTED]

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

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

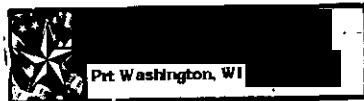
We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of \$368.28.

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

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmilink.com](http://www.mygmilink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.



MILWAUKEE WI 532

14 DEC 2007 PM 8 L

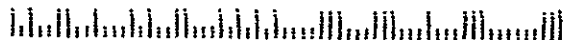


DEC 18 2007

Reimbursement Department  
P.O. Box 33170

Detroit, Mi. 48232-5170

48232+5170



# CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-14-07  
 17-Digit Vehicle Identification Number (VIN): 1G1ZT52815F  
 Mileage at Time of Repair: 51145 Date of Repair: 7-3-07  
 Claimant Name (please print): [REDACTED]  
 Street Address or PO Box Number: [REDACTED]  
 City: PORT WASHINGTON State: WI ZIP Code: [REDACTED]  
 Daytime Telephone Number (include Area Code): [REDACTED]  
 Evening Telephone Number (include Area Code): Same  
 Amount of Reimbursement Requested: \$ 368.28 for labor only

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
 (copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



## **CUSTOMER REIMBURSEMENT PROCEDURE**

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

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

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

**If your claim is:**

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

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



23848

2 3 6 4 9 7

**ERNIE VON SCHLEDORN**  
**SAUKVILLE, INC.**
*Buick - Pontiac - Cadillac - Chrysler - Jeep*

 805 E. GREEN BAY AVE.  
 SAUKVILLE, WISCONSIN 53080  
 262-284-8000  
 800-648-6789  
 Metro 262-241-4141  
 Service Direct 262-241-2630  
 BAC: 118882 / 55-68338

\*INVOICE\*

PAGE 1

 PORT WASHINGTON, WI  
 HOME: [REDACTED] BUS:  
 CELL: [REDACTED]

SERVICE ADVISOR: 77 CHRIS FOAT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZT52815F		51145/51145	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
18MAY06 IS			17:00 03JUL07	EB	0.00 CASH	03JUL07
R.O. OPENED	DATE OFFERED BACK	OPTIONS: STK:E5860 DLR:53633				

08:04 03JUL07 13:30 03JUL07

LINE OPCODE TECH TYPE HOURS

 A CST STATES THAT THE PWR STEERING WENT OUT AND DID NOT RETURN TILL  
 AFTER THE CAR WAS TURNED OFF

 CAUSE: FOUND CODE C0545 STEERING TORQUE INPUT SENSOR OPEN/SHORTED.  
 E7680 COLUMN ASSEMBLY, STEERING - REPLACE

11 SCHUCKIT, DAVE LIC#: 4011

WC

1 15926870 COLUMN

FC: 6C

PART#: 15926870

COUNT: 1

CLAIM TYPE:

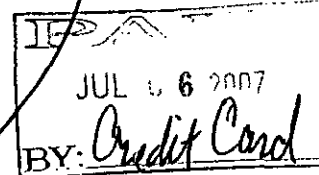
AUTH CODE: A

OJ

(N/C)

(N/C)

COPY



REPLACED THE STEERING COLUMN AND RECALIBRATED THE SYSTEM

\*\*\*\*\*

 B\*\* LABOR TO REPLACE THE COLUMN, PART COVERED UNDER GM GOODWILL  
 WARRANTY

100 REPLACED THE COLUMN

11 SCHUCKIT, DAVE LIC#: 4011

C

348.75 348.75

\*\*\*\*\*

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

## SERVICE DEPARTMENT HOURS:

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


Goodwrench

 Note:  
 (W-) or (I) in front of Part Description indicates  
 Goodwrench Service Plus Lifetime Warranty.

## STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	348.75
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	348.75
LESS MISC	0.00
SALES TAX	19.53
PLEASE PAY THIS AMOUNT	368.28

EPHIE VON SCHLEDORF SA  
805 E GREEN BAY AVE  
SAUKVILLE, WI 53080

TERMINAL ID:  
MERCHANT #:

008326100  
455162110599

UTSA

SAL

BATCH: 000443  
DATE: JUL 06, 07  
SQ: 001

INVOICE: 046710  
TIME: 07:37  
AUTH NO: 752166

TOTAL \$368.28

CUSTOMER COPY



11-2-14-87

Customer + relationships Services

The Car is in my

Name

([REDACTED])  
Grandmother

because my Grand Daughter

[REDACTED]  
Did not have good credit

[REDACTED] makes the Car Payments  
Go GM

And also pays her Car  
expenses.

The Car was bought at  
Ernie Von Schledgen - Sankville  
office

So I thought I would clarify  
this with you

Thank you

[REDACTED] - Grandmother

**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

**GM**

CHECK

No. [REDACTED]

50-937  
213

DATE

01/08/08

\*\*\*\*\*368 DOLLARS

\*\*\*\*28 CENTS

AMOUNT

\*\*\*\*\*368.28

PAY  
TO THE  
ORDER  
OF

PORT WASHINGTON WI [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account

SIGNATURE

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

AUDIT

VENDOR  
DUNS NO

BB 000000131

1

**North American Operations**

General Motors Corporation

Disbursements (2613)

PO Box 62530

Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE

01/08/08

VENDOR NAME [REDACTED]

REGISTER NO.  
DESCRIPTION

INVOICE DATE

DOC. REFERENCE NUMBER

% DISC.

INVOICE AMOUNT

DISC. AMOUNT

NET AMOUNT

161ZT52815F [REDACTED]

01/07/08

71-589425739.1-9QXFTP

VM 1-9QXFTP

00.0000

368.28

.00

368.28

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

H3

TOTAL

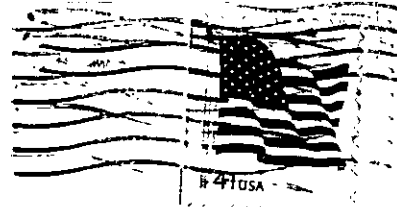
368.28

.00

368.28



120,000  
Corinth, MS



DEC 26 2007

Reimbursement Department

P.O. Box 33170

Detroit, MI 48232-5170

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

4823235170 B050



**CUSTOMER REIMBURSEMENT CLAIM FORM**

This section to be completed by Claimant

Date Claim Submitted: 15 Dec 07 Received This notice 14-Dec-0717-Digit Vehicle Identification Number (VIN): 1G2ZG528254 [REDACTED]Mileage at Time of Repair: 52,644 Date of Repair: 8-13-07

Claimant Name (please print): [REDACTED]

Street Address or PO Box Number: [REDACTED]

City: CORINTH State: MISSISSIPPI ZIP Code: [REDACTED]

Daytime Telephone Number (include Area Code): [REDACTED]

Evening Telephone Number (include Area Code): SAMEAmount of Reimbursement Requested: \$ 100.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.  
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: [REDACTED]

Please mail this claim form and the required documents to:

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

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



### **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

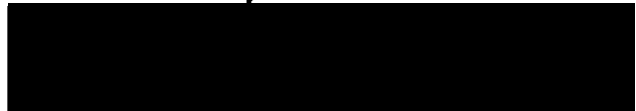


CORINTH, MS



Enclosed are your letter and forms I  
filled out. I also stopped by the  
dealer and got their paperwork for  
you.

Thank You



19 Dec 07



December 2007

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 long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

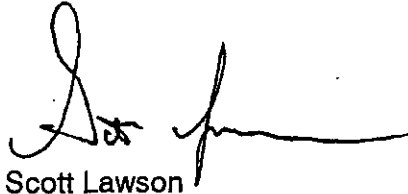
**Reimbursement:** The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition. Your request for reimbursement, including the information and documents mentioned on the enclosed form, must be received by GM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

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



P.O. Box 33172 · Detroit, MI 48232-5172

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

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson  
General Director,  
Customer and Relationship Services

Enclosure  
07126





# FRANKIE BLACKMUN

OF



CORINTH



GMC

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

ICSS5777

COPY

CUSTOMER NO. <b>27183</b>	ADVISOR <b>DARREN</b>	TAG NO. <b>5057</b>	INVOICE DATE <b>08/13/07</b>	INVOICE NO. <b>CVCS5777</b>
[REDACTED] CORINTH, MS	LABOR RATE	LICENSE NO.	MILEAGE <b>52,644</b>	COLOR <b>GRANITE/</b>
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/G6</b>			DELIVERY DATE <b>11/23/04</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 2 5 4</b>			SELLING DEALER NO.
	F.T.E. NO.			R.O. DATE <b>08/13/07</b>
COMMENTS <b>E# 1.8_LITER_MFI</b>				

MO: 52645

LABOR & PARTS  
J# 1 45CVZ02 STEERING CONCERN TECH(S):3751 WARRANTY-  
CUSTOMER STATES TAHT POWER STEERING IS INOP.  
TECH FOUND STEERING SENSOR IN COLUM INTERNALLY SHORTED.  
TECH REPLACED STEERING COLUM.  
LABOR OP E7680

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	15926870	COLUMN 6.518			
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	GMPD	GMPP WARR DEDUCTIBLE		
TOTAL - MISC			5777	100.00
TOTAL - MISC				100.00

COMMENTS  
WAIT

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
*	TOTAL SUBLET....	0.00
*	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	100.00
*	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	0.00
*****	<b>TOTAL INVOICE \$</b>	<b>100.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAID  
8-13-07

## IMPORTANT

You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal. If for any reason you cannot give us a "Completely Satisfied" please contact our Service Dept before mailing survey.  
Frankie Blackmun  
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.

# FRANKIE BLACKMON



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

WMS5777

**COPY**

CUSTOMER NO. <b>27183</b>	ADVISOR <b>DARREN</b>	TAG NO. <b>5057</b>	INVOICE DATE <b>08/16/07</b>	INVOICE NO. <b>CVWS5777</b>
CORINTH, MS	LABOR RATE	LICENSE NO.	MILEAGE <b>52,644</b>	COLOR <b>GRANITE/</b>
	YEAR / MAKE / MODEL <b>05 / PONTIAC / G6 / G6</b>			DELIVERY DATE <b>11/23/04</b>
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 2 5 4</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
		R.O. NO.	R.O. DATE <b>08/13/07</b>	PRODUCTION DATE
COMMENTS # 1.8 LITER MPI				

MO: 52645

LABOR & PARTS  
J# 1 45CV202 STEERING CONCERN HOURS: 2:00 TECH(S): 3751 129.24

CUSTOMER STATES TAHT POWER STEERING IS INOP.  
TECH FOUND STEERING SENSOR IN COLUM INTERNALLY SHORTED.  
TECH REPLACED STEERING COLUM.  
LABOR OP E7680

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	1	15926870	COLUMN 6.518	204.63	204.63	286.48
JOB # 1 COST TOTAL				204.63		
JOB # 1 TOTAL PARTS						286.48
JOB # 1 TOTAL LABOR & PARTS						415.72

COMMENTS  
WAIT

R/O TAX 0.00  
R/O TOTALS 415.72

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL  
415.72  
CLAIM TOTALS 415.72

APPROVED BY SIGNATURE

DCS AUDIT SLIP

DCS DATA FILE: GMGMWF.342  
08/16/2007 WARRANTY NEW CLAIM  
1425  
RO NUMBER RO DATE VIN DIV DEALER ODOMETER SERVICE ADVISOR #  
005777 08/13/2007 1G2ZG528254 6 19199 52644  
CUSTOMER NAME: FIRST: MIDDLE: A  
LAST: PHONE: WORK HOME:  
LN JOB CT CC PC PART-NO. TOT-PTS FC LABOP LHRS OHRS NET-AMT. LAB-TOT.  
1 01 OG 1 15926870 286.48 66 E7680 2.0 129.24  
LN-TOT: 415.72 TECH SSN: AUTH CODE: AUTH. AUTHOR.:  
R.O. TOTAL: 415.72

**Closed**  
**8-16-07**

**IMPORTANT**  
You will receive a survey from the manufacturer shortly. Your Complete Satisfaction is our goal. If for any reason you cannot give us a "Completely Satisfied" please contact our Service Dept. before mailing survey.  
Frankie Blackmon  
of CORINTH  
(662) 287-1944

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got this from the dealer on 19 Dec 07

February 7, 2011

[REDACTED]  
[REDACTED]  
Corinth, MS [REDACTED]

Service Request: 71-595090141  
Customer Relationship Specialist: Joey Bravo

Dear [REDACTED]

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

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

We have reviewed your request for reimbursement on the steering column 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](http://www.mygmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

**North American Operations**

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



CHECK No. [REDACTED]

50-837  
213DATE  
01/25/08

\*\*\*\*\*100 DOLLARS

\*\*\*\*00 CENTS

AMOUNT  
\*\*\*\*\*100.00PAY  
TO THE  
ORDER  
OF

CORINTH MS [REDACTED]

North American Operations  
General Motors Corporation  
Disbursement Account  
SIGNATUREThe Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

VENDOR  
DUNS NO 8B 000000030  
VENDOR NAME [REDACTED]

1

**North American Operations**

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [REDACTED]

PAYMENT  
DATE 01/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528254 [REDACTED]	01/24/08 71-595090	VM 1-9UAUHX 141.1-9UAUHX	00.0000	100.00	.00	100.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
TOTAL				100.00	.00	100.00

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

December 22, 2010

[REDACTED]  
Long Beach, NY [REDACTED]

Service request: 71-536668450  
Vehicle Identification Number: 1G1ZS51F86F [REDACTED]  
Customer Relationship Specialist: Lindsay Warzocha

Dear [REDACTED]:

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



GMC

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

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

Re:

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

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

2006 MALIBU SEDAN LS		CHEVROLET MOTOR DIVISION
67U SILVERSTONE METALLIC	/L4G	GENERAL MOTORS CORPORATION
83B TITANIUM		100 RENAISSANCE CENTER
ORDER NO. JJNQRD/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZS51 F8 6F		VEHICLE INVOICE 1AD72711368
*****		*****13*02326S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1ZS69 MALIBU SEDAN LS	17365.00	16409.93 INVOICE 09/13/05
L61 2.2L 4 CYL ENGINE	N/C	N/C SHIPPED 09/13/05
MX0 4-SPEED AUTO TRANSMISSION	N/C	N/C EXP I/T 09/30/05
NE1 50-STATE EMISSIONS	N/C	N/C INT COM 09/30/05
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00 PRC EFF 09/13/05
		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.

PERFORMANCE CHEVROLET, LLC	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

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 22, 2008

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

Re:

[REDACTED]  
Siebel Request: 71-536668450  
2006 Chevrolet Malibu  
VIN # 1G1ZS51F86 [REDACTED]

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



## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER

(excludes Saturn)



CUSTOMER NAME: [REDACTED]

VIN: 1G11Z5S11F18161F [REDACTED]

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
_____	\$ 1,000.00	CNE
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		\$ _____

## 2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_ in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

## - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. **Vehicle Incentive Acknowledgment.** I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on \_\_\_\_/\_\_\_\_/\_\_\_\_. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? \_\_\_\_\_ Yes \_\_\_\_\_ No

- b. **Terms and Conditions Acknowledgment.** I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 11/15/05

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 who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: \_\_\_\_\_  
 Dealership Name: \_\_\_\_\_

*Raye Conte Chevrolet*  
*Dealership*

Date: 11/15/05  
 Dealer Code: 7050777

**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.

**USED VEHICLE APPRAISAL**

VIN Number \_\_\_\_\_

Name \_\_\_\_\_

Date 1/6/08

Address \_\_\_\_\_

LombardTelephone: 632-9298Year 97Make MazdaModel 626Cyl 4

Lic # \_\_\_\_\_

Mileage 118000

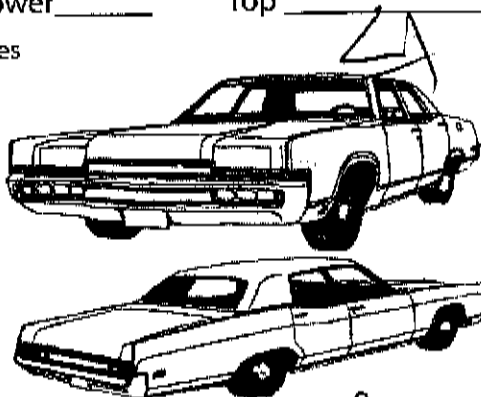
COLORS: Body: Upper \_\_\_\_\_

Lower \_\_\_\_\_

Top \_\_\_\_\_

Upholstery \_\_\_\_\_

- |   |  |
|---|--|
| <input type="checkbox"/> Automatic            | <input type="checkbox"/> Power Disc Brakes |
| <input type="checkbox"/> 4 Speed              | <input type="checkbox"/> A/C               |
| <input type="checkbox"/> 5 Speed              | <input type="checkbox"/> Tilt Wheel        |
| <input type="checkbox"/> 6 Speed              | <input type="checkbox"/> Leather           |
| <input type="checkbox"/> AM/FM                | <input type="checkbox"/> Cruise Control    |
| <input type="checkbox"/> Cassette             | <input type="checkbox"/> Alarm             |
| <input type="checkbox"/> CD                   | <input type="checkbox"/> Sun Roof          |
| <input type="checkbox"/> CD Changer           | <input type="checkbox"/> Moon Roof         |
| <input type="checkbox"/> Entertainment Center | <input type="checkbox"/> Sport Wheels      |
| <input type="checkbox"/> Navigation System    | <input type="checkbox"/> 4 Wheel Drive     |
| <input type="checkbox"/> Power Locks          | <input type="checkbox"/> All Wheel Drive   |
| <input type="checkbox"/> Power Seats          | <input type="checkbox"/> ABS               |
| <input type="checkbox"/> Power Windows        | <input type="checkbox"/> Dual Air Bag      |
| <input type="checkbox"/> Power Steering       | <input type="checkbox"/> Side Air Bag      |

GRADE: ☐ CLEAN ☐ AVERAGE ☐ ROUGH**USED CAR CHECK IN**

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

Mileage: \_\_\_\_\_

Condition: \_\_\_\_\_

Checked in by: \_\_\_\_\_

Comments: \_\_\_\_\_

Appraiser: \_\_\_\_\_

Salesperson: \_\_\_\_\_

DISPOSAL:

Retail

Wholesale

Junk

CONDITION		
	OK	EST
Top		
Hood		
Fenders		
Doors		
Trunk		
Bumpers		
Paint		
Grill		
Upholstery		
Exhaust		
Steering		
Alignment		
Tires		
Motor		
Transmission		
Clutch		
Brakes		
A/C		
Other		
Other		
Other		
Total Record Estimate:		
Appraisal _____		
Less Glass or Ins Claim _____		
<b>NET APPRAISAL:</b> _____		

Reorder Form CP41 - from The Cy Prisyon Co., Inc. 1-800-342-5291 Fax: 1-800-543-6357 E-Mail: orders@cyprisyon.com

100935-BU

KA 7/01

# PAUL CONTE CHEVROLET

The Cadillac Of Chevrolet Dealers

68 E. Sunrise Highway • Freeport, New York 11520  
Sales (516) 623-9600

SOLD TO

ADDRESS

CITY-STATE LONG BEACH NY

DATE

NEW OR USED

MODEL

11/15/05

NEW

MALIBU

PHONE

KEY NOS.

AS LISTED ON MONRONEY LABEL

IF TERMS 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 INVOICE.

"DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE, AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE \$45.00". "THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE. "NEW YORK STATE LAW REQUIRES US TO ACCEPT AND MANAGE WASTE TIRES FROM VEHICLES IN EXCHANGE FOR AN EQUAL NUMBER OF NEW TIRES THAT WE SELL OR INSTALL. WE ARE REQUIRED TO CHARGE A SEPARATE AND DISTINCT WASTE TIRE MANAGEMENT AND RECYCLING FEE OF \$2.50 FOR EACH NEW TIRE WE SELL. ANY ADDITIONAL TIRE MANAGEMENT RECYCLING COSTS ARE INCLUDED IN THE ADVERTISED PRICE OF THE NEW TIRE."

"If this motor vehicle is classified as a used motor vehicle, 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 delivery."

DEALER FACILITY NO. 7050777

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 CONTE CHEVROLET/GEO, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

USED VEHICLE TRADED

YEAR	MAKE	MODEL	SERIAL NO.
97	MAZDA	626	1YVGE22CXV5

THE Heartbeat OF AMERICA



INVOICE NO.

796924107

SPECIAL NO.

05871

Customer No. 4329788

05 CHEVROLET

MALIBU

SERIAL NO. 1G1Z351F86F

SALESMAN VIGOTTY, RICHARD J 529

## VEHICLE SALES

DESCRIPTION		SALE
404101	-	16579.57
	-	
2620	+	
80_00	-	
	-	
	-	
	-	
	-	
	-	
NEW CAR FLEET	-	
NEW TRUCK FLEET	-	
DEALER TO DEALER CAR	-	
DEALER TO DEALER TRUCK	-	
	1301	-
THE FEE	90500	- 12.50
	22004	-
PAS	905	- 60.00
NYS TIRE DISPOSAL FEE	-	
USED CAR RETAIL	-	
USED TRUCK RETAIL	-	
USED CAR WHOLESALE	-	
USED TRUCK WHOLESALE	-	
WARRANTY	45400 / 44300	-
STATE INSPECTION	-	10.00
	45600 / 44500	-
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE \$45.00	-	45.00
GASOLINE	-	
SALES TAX	324	- 1270.43
<b>TOTAL PRICE</b>		<b>17977.50</b>

SETTLEMENT	AMOUNT
CUSTOMER DEPOSIT	
CASH ON DELIVERY	
REBATE	126834
REBATE	1850.00
<b>TOTAL USED VEHICLE ALLOWANCE</b>	<b>1850.00</b>
<b>TOTAL SETTLEMENT</b>	<b>17977.50</b>

Always Bring Your

Car Here For

Factory Authorized

Service

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-536668450	<b>BBB#:</b> CHV0750986
-----------------------------	---------------------------	-------------------------

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

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

### Section 1

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16571.57
<b>MSRP</b> (from BARS Invoice screen)	- 17990.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -1418.43

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

### Section 2

<b>Trade Allowance</b> (from Bill of Sale)	1450.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 1450.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	1450.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 0.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 1450.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16751.57
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 15741.57

---

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: [REDACTED]

Service Request: 71-  
536668450

BBB Case No.: CHV0750986

Vehicle ID No.:

1G1ZS51F86F [REDACTED]

In Service

Date:

11/14/2005

Vehicle is: New

BAC Code:

111259

Year, Make & Model: 2006 Chevrolet Malibu  
Mileage at Time of BBB Filing 24750

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

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

DVM Name: John Daly

CAM Name: Craig Joseph

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
19/05/06	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.

☐ Grinding noise from the power steering

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

<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**

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

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

### 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\$

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







## BBB AUTO LINE

### NOTICE OF HEARING/INSPECTION

Date: 01/11/08

Case Number: CHV0750986-1R

Customer: [REDACTED]

Business: Chevrolet

Mfr Info: 1716 NY 1G1ZS51F86F [REDACTED]

Arbitrators: Ms Roberta Manda Flannery

Hearing Date, Time, Place: 01/29/08 1 PM ET  
Long Island BBB  
399 Conklin Street  
Farmingdale, NY 117350000

Site Phone Number: 5164200766

Site Fax Number: 5164201095

Customer Represented By: ☒ Self ☐ Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer Will Participate: ☒ in person ☐ by phone ☐ in writing

Manufacturer Will Participate: ☐ in person ☒ by phone ☐ in writing

### INSTRUCTIONS

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

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

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



## BBB AUTO LINE

January 11, 2008

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

Re:m03 CHV0750986-1R [REDACTED] vs Chevrolet Motor Division  
1G1ZS51F86F [REDACTED]

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

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

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## BBB AUTO LINE

### ARBITRATOR SELECTION LIST

Customer: [REDACTED]

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.



## BBB AUTO LINE

### ARBITRATOR SELECTION LIST

Customer: [REDACTED]

Case Number: CHV0750986-1R

---

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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.

## 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 *Agreement to Arbitrate*.
- ☐ 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.



## **BBB AUTO LINE**

### **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

Or

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 3<sup>rd</sup> Floor. Municipal parking is available behind the building.

---

#### **TRAVELING WEST FROM SUFFOLK:**

Take the LIE (49 South – 110 Exit South)

Or

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 3<sup>rd</sup> 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 3<sup>rd</sup> Floor. Municipal parking is available behind the building.

eff 1/17/03



## BBB AUTO LINE

### AGREEMENT TO ARBITRATE

Date: 01/10/2008

Case Number: CHV0750986-1R

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 NY 1G1ZS51F86F [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Malibu

Year : 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

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Malibu	Year: 2006	Current mileage: 24750
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: XX, ,			
Primary Servicing dealer/city/state: 86th Street Chevrolet Saab Inc,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 11/11/05		Mileage at purchase/lease:	
First repair attempt date: 12/27/06		First repair attempt mileage: 1949	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

satisfactorily repair existng problems and extend bumper to bumper warranty and customer assistance program

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

**VEHICLE IDENTIFICATION NUMBER** 1G1ZS51F86F [REDACTED]

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_

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

Case Number: CHV0750986-1

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
metallic sounds under the car driving over bumps				yes
grinding noise from power steering				yes
defective vanity mirror				no
blinker problem				no
car pulling to the left				no
front window sticking				no
excessive noise from under car when turned off				yes

**Total days out of service for all problems:** \_\_\_\_\_

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

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

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

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



## BBB AUTO LINE

December 27, 2007

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

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

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.

John Ryan at Extension 529  
Sincerely,

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

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

## Customer Claim Form

Contact Date: 08/18/07

Start Date:

Case Number : CHV0750986

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

LONG BEACH, NY

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes:

Transmission Type: \_\_\_\_\_ Number of vehicles owned or leased by the business:

Make: Chevrolet Model: Malibu Model Year: 2006 Current Mileage: 24750

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : 86th Street Chevrolet Saab Inc,

Selling Dealer/City/State : , ,

Insurance Carrier : Response Worldwide Direct Policy Number: 1130390

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident:

Description of Damage :

8

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

Purchase Date: 11/11/05 Mileage at purchase:

Lease Date: \_\_\_\_\_ Mileage at lease:

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: none

Leasing Company's Name:

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #:

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

satisfactorily repair existng problems and extend bumper to bumper warranty and customer assistance program

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

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

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

Customer Name: XXXXXXXXXX

Case Number: CHV0750986

First Repair Attempt (any reported problem)

Date: 12/27/06 Mileage: 1949

Last Repair Attempt (last reported problem)

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

Total Days out of Service: \_\_\_\_\_

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. 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				
5. car pulling to the left	no				

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

Customer Name:

Case Number:

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 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 regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

LONG BEACH, NY

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☒ Both

Percentage of time vehicle used for business purposes: ~~100%~~

Transmission Type: AUTOMATIC

Number of vehicles owned or leased by the business: 0

Make: Chevrolet

Model: Malibu

Model Year: 2006

Current Mileage: 24750

Vehicle Identification Number: 1G1Z561F86E

Servicing Dealer/City/State : 86th Street Chevrolet Saab Inc, BROOKLYN, NY a PAUL CONTE CHEVROLET, FARMINGDALE, NY

Selling Dealer/City/State : PAUL CONTE CHEVROLET, FARMINGDALE, NY

Insurance Carrier : Response Worldwide Direct Policy Number: 1130390

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

8

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

Purchase Date: 11/11/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: none

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

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

① satisfactorily repair existing problems and extend bumper to bumper warranty and customer assistance program

- CC -

② CREDIT ON NEW CAR PLUS TRADE-IN OF EXISTING CAR

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

Date: 9/13/07

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

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

Customer Name: [REDACTED]

Case Number: CHV0750986

First Repair Attempt (any reported problem)

Date: 12/27/06

Mileage: 1949

Last Repair Attempt (last reported problem)

Date: 3/16/07

Mileage: 24,700

Total Days out of Service: 5

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 (at 10-30 mph)	yes	86 <sup>th</sup> ST CHEV/SAAB	6/2/06	8833	0
		Paramount Chev	3/16/07	19,690	0
		86 <sup>th</sup> ST CHEV/SAAB	4/1/07	20,669	0
		86 <sup>th</sup> ST	7/3/07	21,772	0
		Paramount Chev	7/12/07	22,490	0
		86 <sup>th</sup> ST	8/1/07	23,700	0
		86 <sup>th</sup> ST CHEV	3/19/06	3324	3
		86 <sup>th</sup> ST CHEV	4/1/07	20,669	0
		86 <sup>th</sup> ST CHEV	7/3/07	21,772	0
		Paramount Chev	7/12/07	22,490	0
		86 <sup>th</sup> ST CHEV	7/19/07	23,700	0
		86 <sup>th</sup> ST CHEV	8/1/07	24,700	0
3. defective vanity mirror	no	86 <sup>th</sup> ST CHEV	6/2/06	8833	0
4. blinker problem	no	86 <sup>th</sup> ST CHEV	4/1/07	20,669	0
5. car pulling to the left	no	Paramount Chev	12/27/06	1949	0

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



Customer Name: [REDACTED]

Case Number: CHV0756986

First Repair Attempt (any reported problem)

Last Repair Attempt (last reported problem)

Total Days out of Service: 5

Date: 12/27/05 Mileage: 1949

Date: 8/16/07 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	86 <sup>th</sup> St CHRYSLER	7/13/07	24,000	0
7. excessive noise from under car when turned off	yes	Prime Car Care Center	8/16/06	19,690 8/16/06	0
8. rear bumper damaged in shop l/r lower seat cover replaced front bumper damaged in shop	no no yes	86 <sup>th</sup> St CHRYSLER 86 <sup>th</sup> St CHRYSLER 86 <sup>th</sup> St CHRYSLER	8/14/07 6/2/06 8/16/07	24,700 8833 24,700	2 0 0
9. r/s front window rattles	no	86 <sup>th</sup> St CHRYSLER	6/2/06	8833	0

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

NEW YORK STATE REGISTRATION DOCUMENT

PAS  
ALG8788  
2006 CHEVR NONTRANSFERABLE  
4DSD GY 1G1ZS51F86F  
3039 G 4 UTD4016 APR 25 2007  
Wt/Seals Est/Cyl 063 UTD

Expires 06/12/09

\*NYMA\*

19.25

ANNUAL CHG

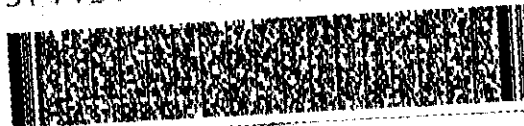
AMT PAID (INCL ADD CHG)

LONG BEACH NY

193711BT

VOID IF ALTERED EXCEPT FOR ADDRESS

68.50





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

By: Lindsey Warzocha

State: New York

Customer Name: [REDACTED]

Service Request: 71-  
536668450

BBB Case No.: CHV0750986

Vehicle ID No.:

1G1ZS51F86F [REDACTED]

In Service

Date:

11/14/2005

Vehicle is: New

BAC Code:

111259

Year, Make &amp; Model: 2006 Chevrolet Malibu

Mileage at Time of BBB Filing 24750

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

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

DVM Name: John Daly

CAM Name: Craig Joseph

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
19/05/06	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.

☐ Grinding noise from the power steering

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

<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

<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**

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

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

## 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.

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



USAGE FORMULAS			STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE			
1	To calculate usage:		1	Base Price	\$16,579.57	1	Down Pmt / Cap Cost Reduction	\$0.00
2	Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state		2	Tire Fee	\$12.50	2	Pmts (includes 1st month if lease)	\$0.00
3			Reg./Lic./Title Fees	\$60.00	3	Reg/Lic/Title Fees (leases only)	\$0.00	
4			State Fees	\$10.00	4	Tax (leases only)	\$0.00	
5			A. USAGE USING L.L. FORMULA		5	Dealer Fee	\$45.00	5
6	Base Price/Total Repurch Price	\$15,579.57	6	Sales Tax	\$0.00	6	Other-Explain	\$0.00
7	Mileage	19,248	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	\$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
11	B. USAGE - NEGOTIATED		11			11		
12			12	* Usage/Depreciation	\$2,998.76	12	* Usage/Depreciation	\$2,998.76
13			13	Damage	\$0.00	13	Damage	\$0.00
14	C. USAGE USING CENTS/MILE		14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage	0	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00
16	Cents per mile	\$0.000	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00
17	Usage	\$0.00	17	Incentives	\$1,000.00	17	Incentives	\$0.00
18			18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00
19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00
20	D. USAGE-CALIFORNIA ONLY		20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when NOT financed.		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	"Actual Price Paid" (Base)	\$15,662.07	22	Total Deductions	\$3,998.76	22	Total Deductions	\$2,998.76
23	Mileage	0	23			23		
24	Usage	\$0.00	24	Repurchase Subtotal	\$12,708.31	24	Total Refund to Customer	-\$2,998.76
25	OR		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.		26	Total Refund to Customer	\$12,708.31	26	(GMAC=DL quote) good thru xx/xx/xx	
27	"Actual Price Paid" (Pmt/Lease)	\$0.00	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	Total Repurchase	\$12,708.31	28	Total Repurchase	-\$2,998.76
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	Usage	\$0.00	30	Estimated Auction Value	\$0.00	30	Estimated Auction Value	\$0.00
31			31	Projected Loss	\$12,708.31	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	Date		DIFFERENCE	\$ -		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:** 1G1ZS51F86F [REDACTED]**Year:** 2006**MSRP:** 17990.0**Make:** Chevrolet**\*TAC #:** 9106850**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:** [REDACTED]**\* Title State:** NY**\* Primary Owner:** [REDACTED]**\* Address****\* City**

Long Beach

**\* State** NY**\* ZIP Code:** [REDACTED]**\* Day Phone:** [REDACTED]**\* Home Phone:** [REDACTED]**\* Cell Phone:** [REDACTED]**\* E-mail:** [REDACTED]**\* Fax Phone:** [REDACTED]**\* Reason Repurchase** Power steering cuts out, metallic 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**\* Phone:** (516) 623-9600**Fax:** (516) 623-9730**\* Contact Name:** Steve Skullnick**\* Contact Title:** Sales manager **E-Mail:****Repurchasing Dealer:** -**Repair****\* Contact Name:** Anthony Squeo**\* Contact Title:** Service Manager**Vehicle Location:** -



**Case Number:** 146048

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

**Created Date:** 02/12/2008

**Transaction**

**Details:**

<b>Siebel Request #:</b>	71-538668450	<b>* Disposition:</b>	Auction
<b>State:</b>	NY	<b>* Type:</b>	Straight Repurchase
<b>Source:</b>	ADR BBB Mandated		
<b>Replacement VIN:</b>			
<b>Compliance Date:</b>	2008-03-12	<b>Compliance Type:</b>	BBB Mandate
<b>MSRP:</b>	0.0	<b>Order #:</b>	

**Repurchase:**

**\* Processing Instructions:** Please process this mandated repurchase under the LL and according to the mandated decision.

**Disposition:**

Auction

**\* Processing Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	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 #

2008-02-12 11:21

FAX:

7189966684 &gt;&gt;

CBBB P 2/2

BBB AUTO LINE



## ACCEPTANCE OR REJECTION OF DECISION

Date: 02/01/08

Case Number: CHV0750986-1R

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1715 NY 1G1ZS51F86F [REDACTED]

If this form is not received in our office within 14 days from the date of the cover letter, the decision will be considered rejected. You may return it to our office via fax at 1.703.247.9700.

Please check one of the following:

☒ I ACCEPT THE ARBITRATION DECISION. I understand this means:

- \* the business will be legally bound to abide by this decision; and,
- \* I, too, will be legally bound, which means I give up any right to sue the business in court on any 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.

You must do the following if you have been awarded a repurchase/replacement award and accept it:

- 1) Contact your financial company to provide permission to release payment and payoff information to the manufacturer in order to complete the repurchase/replacement transaction.

Indicate the date you have done this: THIS WAS A CASH TRANSACTION  
PAYMENT WAS MADE IN FULL ON PURCHASE DATE

- 2) Please provide the full name of your financing company \_\_\_\_\_

Account Number \_\_\_\_\_

Mailing address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Telephone number \_\_\_\_\_

Fax number \_\_\_\_\_

☐ I REJECT THE ARBITRATION DECISION. I understand this means:

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

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

Date: 2/12/08

Council of Better Business Bureaus, Inc.

4200 Wilson Boulevard, Suite 800, Arlington, VA 22203-1836 Phone 800.955.5100 Fax: 703.247.9700

CHV0750986-1R-PHMR-1

Page 1 of 2



## REPURCHASE DECISION

Submitted Date: 01/30/08

CHV0750986-1R

VIN: 1G1ZS51F86F

Customer: [REDACTED] - 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 = 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.

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: [REDACTED]  
Date: 01/30/08



## 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, [REDACTED] 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 advised [REDACTED] 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.

[REDACTED] 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. [REDACTED] 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.

[REDACTED] 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. [REDACTED] 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.

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 [REDACTED] 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.

[REDACTED] 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.

[REDACTED] 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 reiterated 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, [REDACTED] complained that there was a crunching noise when turning. This problem was not duplicated by the service technicians; although [REDACTED] 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 vehicle. [REDACTED] stated that she specifically purchased the subject vehicle due to the smooth test drive prior to purchasing same. [REDACTED] testified that her use of the subject vehicle has been substantially impaired as she has 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. [REDACTED] 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. [REDACTED] 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

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. [REDACTED] returned 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.

[REDACTED] is entitled to a repurchase under the standards of the New York lemon law. In the subject case, all of the aforementioned standards have been met. [REDACTED] vehicle is covered by the New York Lemon 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.

**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.

**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**

CASE ASSESSMENT BY: Lindsey Warzocha

Siebel/CARS Request No: 71-536668450

Customer Name: [REDACTED]

Year of Vehicle: 2006

Make: Chevrolet

Model: Malibu

Current Mileage: 29000

Vehicle ID No.: 1G1ZS51F86F [REDACTED]

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.

Date:	Mileage:	Days Out:	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:	RO#:	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 lubricates and performed TSB#197398.
08/01/07	24700	*	12656	Not tested.
11/26/07	28920	*	217159	Replaced lower steering shaft.

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

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

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Defective Vanity mirror**

Date:	Mileage:	Days Out:	RO#:	Description of Repair:
02/06/06	8833	*	23013	Customer requests replacement of vanity mirror. SOP part in

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

Date:	Mileage:	Days Out:	RO#:	Description of Repair:
27/12/05	1949	1	145089	Road tested vehicle found the alignment to be fine- The electronic steering is operating properly at this time.

**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.

**OTHER SYMPTOM/CONCERN:**

Date:	Mileage:	Days Out:	RO#:	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 l/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:** 13 (excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

**VEHICLE MEETS PRESUMPTION LEMON LAW?** YES: ☐ NO: ☒

**What the customer is eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)? Customer is not eligible for repurchase or replacement under the LL or GMPS. However is eligible for repairs or reimbursement under the LL or GMPS.**

**AVM and/or DEALER RECOMMENDATION(s):** The vehicle has not had a substantial impairment to the use, value, safety. This does not in anyway merit a replacement/repurchase. We tried very hard to assist this customer with repairing the vehicle. We tried several different dealerships. The customer became un-cooperative. I feel based on the information given to me that there will be no repurchase/replacement or GW offered to this customer. I feel that this isn't an arbitratable file.

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):** There were 4 repair attempts within the time period however they were not of the same non-conformity. CRS doesn't feel customer merits a repurchase or replacement. Repairs were never denied to the customer.

**Decision reached by CRM:** Arbitrate case: ☒ Settle case: ☐

## Customer Claim Form

Contact Date: 08/18/07

Start Date:

Case Number: CHV0750986

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

Titled Owner(s) Name&Address

LONG BEACH, NY

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info: \_\_\_\_\_

Vehicle InformationName(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_Vehicle Use: ☒ Personal ☐ Business ☒ Both Percentage of time vehicle used for business purposes: ~~100%~~

Transmission Type: AUTOMATIC Number of vehicles owned or leased by the business: 0

Make: Chevrolet Model: Malibu Model Year: 2006 Current Mileage: 24750

Vehicle Identification Number: 1G1ZS51F86F \_\_\_\_\_

Servicing Dealer/City/State : 86th Street Chevrolet Saab Inc. Bklyn, NY a Paul Conte Chevrolet, Freeport, NY

Selling Dealer/City/State : PAUL CONTE CHEVROLET, FREEPORT, NY

Insurance Carrier : Response Worldwide Direct Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

8

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

Purchase Date: 11/11/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: none

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct #: \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

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

- ① satisfactorily repair existing problems and extend bumper to bumper warranty and customer assistance program

- ② CREDIT ON NEW CAR PLUS TRADE-IN OF EXISTING CAR

Signature of Titled Owner(s)/Lessee(s) \_\_\_\_\_

Date 9/13/07

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

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



Customer Name: [REDACTED]

Case Number: CHV0750986

First Repair Attempt (any reported problem)

Date: 12/27/06 Mileage: 1949

Last Repair Attempt (last reported problem)

Date: 3/6/07 Mileage: 24,700

Total Days out of Service: 5

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 (at 10-30 mph)	yes	86 <sup>th</sup> ST CHEV/SAAB	8/2/06	8833	0
		SAAB CONVE. CTR	3/8/06	12,690	0
		86 <sup>th</sup> ST CHEV/SAAB	4/10/07	20,669	0
		86 <sup>th</sup> ST	5/10/07	21,772	0
		SAAB CONVE. CTR	7/12/07	24,490	0
		SAAB CONVE. CTR	8/10/07	24,700	0
2. grinding noise from power steering when parking car	yes	86 <sup>th</sup> ST CHEV	3/19/06	8824	3
		86 <sup>th</sup> ST CHEV	4/10/07	20,669	0
		86 <sup>th</sup> ST CHEV	5/10/07	21,772	0
		SAAB CONVE. CTR	7/12/07	24,490	0
		86 <sup>th</sup> ST CHEV	7/19/07	24,600	0
		86 <sup>th</sup> ST CHEV	8/10/07	24,700	0
3. defective vanity mirror	no	86 <sup>th</sup> ST CHEV	6/1/06	8833	0
4. blinker problem	no	86 <sup>th</sup> ST CHEV	4/10/07	20,669	0
5. car pulling to the left	no	SAAB CONVE. CTR	12/27/06	1949	0

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

Customer Name: [REDACTED]Case Number: CHV0756986

First Repair Attempt (any reported problem)

Date: 12/27/05 Mileage: 1949

Last Repair Attempt (last reported problem)

Date: 8/6/07 Mileage: 24,700Total Days out of Service: 5

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	86 <sup>th</sup> St CHRY	7/13/07	24,000	0
7. excessive noise from under car when turned off	yes	Pratt Comm Care	2/6/06	19,670 <del>24,700</del>	0
rear bumper damaged in shop	no	86 <sup>th</sup> St CHRY	8/1/07	24,700	2
l/f lower seat cover replaced	no	86 <sup>th</sup> St CHRY	6/2/06	8833	0
front bumper damaged in shop	yes	86 <sup>th</sup> St CHRY	8/6/07	24,700	0
8. r/s front window rattles	no	86 <sup>th</sup> St CHRY	6/2/06	8833	0

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

## NEW YORK STATE REGISTRATION DOCUMENT

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

Expires 06/12/09  
\*NYMA\*

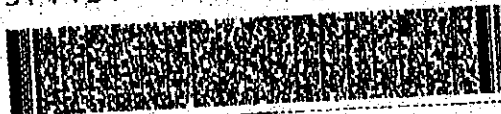
19.25

ANNUAL CHG

LONG BEACH NY

AMT PAID (INCL ADD CHG)

193711BT VOID IF ALTERED EXCEPT FOR ADDRESS 68.50





# PAUL CONTE CHEVROLET

The Capital Of Chevrolet Dealers

21447

FAX NO.

(516) 823-8738

PURCHASER'S NAME

• Freeport, New York 11720

ADDRESS

DATE

HOME PHONE

BUSINESS PHONE

CITY, STATE ZIP

PLEASE ENTER AN ORDER NUMBER

NEW

USED

DEMO

2006 Chevrolet

COLOR Silverstone

MODEL

BODY TYPE

TRIM

TOP

SERIAL NUMBER

FACTORY WARRANTY

UNIT PRICE

*Alto In Deal Agreement*

## DEALER INSTALLED ACCESSORIES

IF THE VEHICLE IS NOT DELIVERED BY THE DATE SPECIFIED IN THIS CONTRACT WITHIN THE TIME FRAME, THE PURCHASER SHALL BE ENTITLED TO A FULL REFUND, UNLESS THE DELAY IN DELIVERY IS ATTRIBUTED TO THE PURCHASER.

ANY DAMAGE TO THE VEHICLE OR TO THE PURCHASER'S PROPERTY OR TO ANY OTHER PERSON OR PROPERTY SHALL BE THE RESPONSIBILITY OF THE PURCHASER. THE DEALER SHALL NOT BE RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE PURCHASER'S PROPERTY OR TO ANY OTHER PERSON OR PROPERTY.

THE PURCHASER SHALL BE RESPONSIBLE FOR THE VEHICLE'S SAFETY. THE PURCHASER SHALL NOT BE RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE PURCHASER'S PROPERTY OR TO ANY OTHER PERSON OR PROPERTY.

THE PURCHASER SHALL BE RESPONSIBLE FOR THE VEHICLE'S SAFETY. THE PURCHASER SHALL NOT BE RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE PURCHASER'S PROPERTY OR TO ANY OTHER PERSON OR PROPERTY.

THE PURCHASER SHALL BE RESPONSIBLE FOR THE VEHICLE'S SAFETY. THE PURCHASER SHALL NOT BE RESPONSIBLE FOR ANY DAMAGE TO THE VEHICLE OR TO THE PURCHASER'S PROPERTY OR TO ANY OTHER PERSON OR PROPERTY.

Year: 1997 Make: Media Model: 626 Color: white

Serial Number: 1TV6K220-05

License: YES

IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL A FINANCING AGREEMENT IS SIGNED BY YOU AND I HAVE RECEIVED A COPY OF THE FINANCING AGREEMENT. IF YOU DO NOT AGREE TO ASSIST ME IN OBTAINING FINANCING, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL A FINANCING AGREEMENT IS SIGNED BY YOU AND I HAVE RECEIVED A COPY OF THE FINANCING AGREEMENT.

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TOTAL PRICE WITH ABOVE ITEMS + (+)	\$ 165,715.7
TRADE-IN ALLOWANCE (-)	12,500.00
SUB TOTAL	153,215.7
SALES TAX (+)	12,700.00
TIRE DISPOSAL FEE** (+)	13.50
DEALERS OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND SALES TAX (+)	45.00
N.Y. STATE INSPECTION (+)	10.00
PLUS BALANCE OWING ON TRADE-IN (+)	
TOTAL DUE	166,004.20
DEPOSIT WITH ORDER (-)	500.00
REBATES (-)	1,000.00
AMOUNT TO BE FINANCED BY:	155,504.20

The front and back of this order comprise the entire agreement pertaining to this purchase and no other agreement of any kind, verbal or written, shall be recognized.

In the event the car sold hereunder is a used car, it is agreed that dealer assumes only such warranty obligations to Purchaser as are set forth on the face of this order or in a separate written instrument, if any.

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I certify that I am over 18 years of age and hereby acknowledge.

Purchaser's Signature

Accepted:

Dealer's Signature

Salesman's Name

DATE

IS THE TRADE-IN VEHICLE SPANDED? YES NO

(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 REBATES, PRICES & INC. & INC. & INC.

D.P. SALES, L.L. N.Y. 1-800-87-4LEBS

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-536668450	<b>BBB#:</b> CHV0750986-1R
-----------------------------	---------------------------	----------------------------

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

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

**Section 1**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16579.57
<b>MSRP</b> (from BARS Invoice screen)	- 17990.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= -1410.43
If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.	

**Section 2**

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

**Section 3**

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

**Section 4**

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16579.57
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).</b>	= 15579.57

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

01/22/2008 01:26 5166239730

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## GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1G11Z5S11F18161F [REDACTED]

## 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	\$ 1,000.00	CNE
	\$	
	\$	
	\$	
	\$	
Total Incentive Amount Received		\$

## 2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_ in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

## - CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on \_\_\_\_/\_\_\_\_/\_\_\_\_. I acknowledge receipt of incentive(s) as described in Item \_\_\_\_\_ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? \_\_\_\_\_ Yes \_\_\_\_\_ No

- b. ☒ OnStar Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at [www.onstar.com](http://www.onstar.com), or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 11/15/05

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 who has taken delivery of the referenced unit through this dealership, and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: Payle Conte Chevrolet  
 Dealership Name: McGeehan

Date: 11/15/05  
 Dealer Code: 7050777

**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

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**USED VEHICLE APPRAISAL**

VIN Number \_\_\_\_\_

Name \_\_\_\_\_

Date 1/16/08

Address \_\_\_\_\_

Telephone: \_\_\_\_\_

Year 97Make MazdaModel 626Cyl 4

Lic # \_\_\_\_\_

Mileage 118000

COLORS: Body: Upper \_\_\_\_\_

Lower \_\_\_\_\_

Top \_\_\_\_\_

Upholstery \_\_\_\_\_

- ☐ Automatic  
☐ 4 Speed  
☐ 5 Speed  
☐ 6 Speed  
☐ AM/FM  
☐ Cassette  
☐ CD  
☐ CD Changer  
☐ Entertainment Center  
☐ Navigation System  
☐ Power Locks  
☐ Power Seats  
☐ Power Windows  
☐ Power Steering
- ☐ Power Disc Brakes  
☐ A/C  
☐ Tilt Wheel  
☐ Leather  
☐ Cruise Control  
☐ Alarm  
☐ Sun Roof  
☐ Moon Roof  
☐ Sport Wheels  
☐ 4 Wheel Drive  
☐ All Wheel Drive  
☐ ABS  
☐ Dual Air Bag  
☐ Side Air Bag


 GRADE: ☐ CLEAN ☐ AVERAGE ☐ ROUGH
**USED CAR CHECK IN**

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

Mileage: \_\_\_\_\_

Condition: \_\_\_\_\_

Checked in by: \_\_\_\_\_

Comments: \_\_\_\_\_

Appraiser: \_\_\_\_\_

Salesperson: \_\_\_\_\_

DISPOSAL:

Retail

Wholesale

Junk

CONDITION		
	OK	EST
Top		
Hood		
Fenders		
Doors		
Trunk		
Bumpers		
Paint		
Grill		
Upholstery		
Exhaust		
Steering		
Alignment		
Tires		
Motor		
Transmission		
Clutch		
Brakes		
A/C		
Other		
Other		
Other		
Total Record Estimate:		
Appraisal _____		
Less Glass or Ins Claim _____		
<b>NET APPRAISAL:</b> _____		

Reorder Form CP41 - from The Cy Prisyon Co., Inc 1-800-342-5291 Fax: 1-800-543-6357 E-Mail: orders@cyprisyon.com

100835-BU

KA 7201

01/22/2008 01:26 5166239730

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# PAUL CONTE CHEVROLET

The Cadillac Of Chevrolet Dealers

68 E. Sunrise Highway • Freeport, New York 11520  
Sales (516) 623-9600

SOLD TO

ADDRESS

CITY-STATE LONG BEACH NY

DATE

NEW OR USED

MODEL

11/15/05

NEW

MALIBU

PHONE

KEY NOS.

AS LISTED ON MONRONY LABEL

IF TERMS 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 INVOICE.

"DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE \$45.00". THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$45.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS BEING RECORDED ON THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE. "NEW YORK STATE LAW REQUIRES US TO ACCEPT AND MANAGE WASTE TIRES FROM VEHICLES IN EXCHANGE FOR AN EQUAL NUMBER OF NEW TIRES THAT WE SELL OR INSTALL. WE ARE REQUIRED TO CHARGE A SEPARATE AND DISTINCT WASTE TIRE MANAGEMENT AND RECYCLING FEE OF \$2.50 FOR EACH NEW TIRE WE SELL. ANY ADDITIONAL TIRE MANAGEMENT RECYCLING COSTS ARE INCLUDED IN THE ADVERTISED PRICE OF THE NEW TIRE.

"If this motor vehicle is classified as a used motor vehicle, 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 delivery." DEALER FACILITY NO. 7050777

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 CONTE CHEVROLET/GEO, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

USED VEHICLE TRADED

YEAR	MAKE	MODEL	SERIAL NO.
97	MAZDA	526	1YVGE22CXV5672042

THE HIGHEST OF AMERICA



INVOICE NO. 796924107

5058791

Customer No. 4329788

06 CHEVROLET MALIBU

SERIAL NO. 1G12351F86F

SALESMAN VIGOTTY, RICHARD J 529

## VEHICLE SALES

DESCRIPTION		SALE
404101	-	16579.57
2620	+	
80.00	-	
	-	
	-	
	-	
	-	
	-	
NEW CAR FLEET	-	
NEW TRUCK FLEET	-	
DEALER TO DEALER CAR	-	
DEALER TO DEALER TRUCK	-	
	-	1301
THE FEE	-	90500
	-	22004
PAC	-	905
NYS TIRE DISPOSAL FEE	-	
USED CAR RETAIL	-	
USED TRUCK RETAIL	-	
USED CAR WHOLESALE	-	
USED TRUCK WHOLESALE	-	
WARRANTY	-	45400 / 44300
STATE INSPECTION	-	10.00
	-	45600 / 44500
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE \$45.00	-	45.00
GASOLINE	-	
SALES TAX	-	324
	-	1270.43
TOTAL PRICE	-	17977.50

SETTLEMENT	AMOUNT
CUSTOMER DEPOSIT	
CASH ON DELIVERY	
REBATE	126834
TOTAL USED VEHICLE ALLOWANCE	1850.00
TOTAL SETTLEMENT	17977.50

Always Bring Your

Car Here For

Factory Authorized

Service



**BBB AUTO LINE****AGREEMENT TO ARBITRATE**

Date: 01/10/2008

Case Number: CHV0750986-1R

Customer: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 NY 1G1ZS51F86F [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Malibu

Year : 2006

All parties named above submit to arbitration the following:

- 1 \* ~~metallic sounds under the car driving over bumps~~
- 2 \* ~~grinding noise from power steering~~
- 3 \* ~~defective vanity mirror~~
- 4 \* ~~car pulling to the left~~
- 5 \* ~~front window sticking~~
- 6 \* ~~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

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

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

## **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 #

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

By: Lindsey Warzocha

State: New York

Customer Name: [REDACTED]

Service Request: 71-  
536668450

BBB Case No.: CHV0750986

Vehicle ID No.  
1G1ZS51F86F [REDACTED]In Service  
Date:  
11/14/2005

Vehicle is: New

BAC Code:  
111259Year, Make & Model: 2006 Chevrolet Malibu  
Mileage at Time of BBB Filing 24750

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

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

DVM Name: John Daly

CAM Name: Craig Joseph

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
19/05/06	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

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

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

<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

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

### 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 applicable): \${Amount}	



**ADR File Checklist**

**SR Number: 71-536668450**

**BBB Case: CHV0750986**

**Customer:** [REDACTED]

**VIN: 1G1ZS51F86F** [REDACTED]

**Make/Model/Year:** Chevrolet /Malibu/2006  
**24750**

**In Service:** 11/14/2005

**Mileage:**

**Received Date: 08/18**

**Day 15 Date:**

**Goes Active:**

**Primary Concern: Metallic sound from under the car when going over bumps, Grinding noise from the power steering.**

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time:** 08/21 / 10:21am

☒ **Dealer Svc Mgr**

**Completion Date/Time:** 08/20 / 3:56pm

☒ **Dealer Finance Mgr**

**Completion Date/Time:** 08/20 / 3:56pm

☒ **AVM**

**Completion Date/Time:** 08/20 / 4:00pm

☒ **Repair Orders Requested:**

**Received:**

☒ **Sales Documents:**

**Received:**

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☒

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

☐ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☐ **Closing Activities:**

**Settlement**

**Completion Date/Time:** /

**Executive Summary**

**Completion Date/Time:** /

**Close Siebel**

**Completion Date/Time:** /

**AVM:** John Daly

**Node/Box:** 914055/8501

**Service Dealer:** 86<sup>th</sup> Street Chevrolet Sabb

**Svc Mgr:** Tom Palladino

**Selling Dealer:** Paul Conte Chevrolet

**Contact:** N/A

**NOTES:**

CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN ~~TRUCKS~~

February 19, 2008  
PAUL CONTE CHEVROLET INC  
68 E SUNRISE HWY  
FREEPORT, NY 11520

## Dealer Confirmation Letter-Straight

Subject: 2006 Chevrolet Malibu  
Customer: [REDACTED]  
VIN: 1G1ZS51F86F [REDACTED]  
Ref SR: 71-536668450 V-146048

Dear Steve Skulnik:

General Motors will issue a check in the amount of \$12,708.31 made payable to [REDACTED]. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

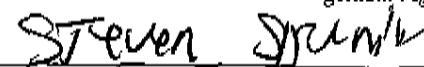
Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603

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

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by 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)

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-536668450	<b>BBB#:</b> CHV0750986-1R
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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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16571.57
<b>MSRP</b> (from BARS Invoice screen)	- 17990.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= 1418.43

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

### Section 2

<b>Trade Allowance</b> (from Bill of Sale)	1450.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 1450.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	1450.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 0.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	16571.57
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 1000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 15571.57



---

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 DATE** \_\_\_\_\_ **03/12/08** \_\_\_\_\_

**ADR REQUEST NUMBER** \_\_\_\_\_ **71-536668450** \_\_\_\_\_

**CUSTOMER NAME** XXXXXXXXXX \_\_\_\_\_

**LAST SIX OF VIN** \_\_\_\_\_ **126834** \_\_\_\_\_

**ADR CRS** \_\_ **Lindsey Warzocha** \_\_\_\_\_ **EXT.** \_\_ **11548** \_\_\_\_\_

**DVM** \_\_ **John Daly** \_\_\_\_\_ **PHONE** \_\_\_\_\_ **N/A** \_\_\_\_\_

**DATE ACCEPTANCE RECEIVED** \_\_\_\_\_ **02/12/08** \_\_\_\_\_

**NUMBER OF DAYS FOR COMPLIANCE** \_\_\_\_\_ **30** \_\_\_\_\_

**TEAM LEAD'S SIGNATURE** \_\_ **N. MacDonald** \_\_\_\_\_

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

**COMMENTS/REASON FOR EXCEPTION:**

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

**ADR File Checklist**

**SR Number: 71-536668450**

**BBB Case: CHV0750986**

**Customer:** [REDACTED]

**VIN: 1G1ZS51F86F** [REDACTED]

**Make/Model/Year:** Chevrolet /Malibu/2006  
24750

**In Service:** 11/14/2005

**Mileage:**

**Received Date:** 08/18

**Day 15 Date:**

**Goes Active:**

**Primary Concern:** Metallic sound from under the car when going over bumps, Grinding noise from the power steering.

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time:** 08/21 / 10:21am

☒ **Dealer Svc Mgr**

**Completion Date/Time:** 08/20 / 3:56pm

☒ **Dealer Finance Mgr**

**Completion Date/Time:** 08/20 / 3:56pm

☒ **AVM**

**Completion Date/Time:** 08/20 / 4:00pm

☒ **Repair Orders Requested:**

**Received:** Yes

☒ **Sales Documents:**

**Received:** Yes

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☒

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

☒ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☒ **Closing Activities:**

**Settlement**

**Completion Date/Time:** 11/13 / 4pm

**Executive Summary**

**Completion Date/Time:** 11/13 / 4pm

**Close Siebel**

**Completion Date/Time:** 11/13 / 4pm

**AVM:** John Daly

**Node/Box:** 914055/8501

**Service Dealer:** 86<sup>th</sup> Street Chevrolet Sabb

**Svc Mgr:** Tom Palladino

**Selling Dealer:** Paul Conte Chevrolet

**Contact:** N/A

**NOTES:**



**GMC**

**HUMMER®**

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 12:52:23  
PAGE: 1

VIN: 1G1ZS51F8 6F [REDACTED] 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: [REDACTED]  
TRD DOE: 11/14/05  
SRVC IN: LONG BEACH NY [REDACTED]  
SRVC OUT: CANC SRVC IN:  
BFSO ORD DT: BFSO CUST:  
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
CNE	01	13 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	AMOUNT	MTHD	DLR	SHR	STAT
DSN	01	13 02309	00029214422	11/19/05	400.00	OA		0.00	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	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
FFC	01	13 02309	00029182455	11/15/05	35.21	OA		0.00	9

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

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

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR	SHR	STAT
SNP	01	13 02309	2077599	12/02/05	150.00	OP		0.00	9

PROCESS TYPE: 004 CHECK NO:  
DATA SCE: VEND INC MEMO NO: 2077599  
MISC DATE: MISC:  
POLICY PYMT CMNT:SSN:  
AUTH PUR CD:

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 [REDACTED]

**Year:** 2006

**Vehicle Comments & TAC Explanation:**

Advised customer condition was normal

**MSRP:** 17990.0

**Make:** Chevrolet

**\*TAC #:** 9106850

**Model:** Malibu

**\*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** Person

**\* Names(s) on Title:** [REDACTED]

**\* Title State:** NY

**\* Primary Owner:** [REDACTED]

**\* Address** [REDACTED]

**\* City** long Beach

**\* State** NY

**\* ZIP Code:** [REDACTED]

**\* Day Phone:** [REDACTED]

**\* Home Phone:** [REDACTED]

**\* Cell Phone:** [REDACTED]

**\* E-mail:** [REDACTED]

**\* Fax Phone:** [REDACTED]

**\* Reason Repurchase** Power steering cuts out, metallic 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

**\* Phone:** (516) 623-9600

**Fax:** (516) 623-9730

**\* Contact Name:** Steve Skullnick

**\* Contact Title:** Sales manager

**E-Mail:**

**Repurchasing Dealer:** -

**Repair**

**\* Contact Name:** Anthony Squeo

**\* Contact Title:** Service Manager

**Vehicle Location:** -



**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

**State:** NY

**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:**

**\* Processing Instructions:**

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

**Disposition:**

Auction

**\* Processing Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	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





Tuesday, February 19, 2008

Long Beach, NY

**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
<b>Total Amount to Customer</b>	<b>\$12,708.31</b>

**\*\*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

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

**ADR File Checklist**

**SR Number: 71-536668450**

**BBB Case: CHV0750986**

**Customer:** [REDACTED]

**VIN: 1G1ZS51F86F** [REDACTED]

**Make/Model/Year:** Chevrolet /Malibu/2006  
24750

**In Service:** 11/14/2005

**Mileage:**

**Received Date:** 08/18

**Day 15 Date:**

**Goes Active:**

**Primary Concern:** Metallic sound from under the car when going over bumps, Grinding noise from the power steering.

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

☒ **Initial Calls (72 hrs):**

☒ **Customer**

**Completion Date/Time:** 08/21 / 10:21am

☒ **Dealer Svc Mgr**

**Completion Date/Time:** 08/20 / 3:56pm

☒ **Dealer Finance Mgr**

**Completion Date/Time:** 08/20 / 3:56pm

☒ **AVM**

**Completion Date/Time:** 08/20 / 4:00pm

☒ **Repair Orders Requested:**

**Received:** Yes

☒ **Sales Documents:**

**Received:** Yes

☒ **BARS / Finance Sheet**

☒ **Case Assessment (by Day 14):**

**Lemon Law Eligible:**

**Yes** ☒

**No** ☐

**Presumption:**

**Yes** ☐

**No** ☒

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

☒ **Settlement / Goodwill Offered Date:**

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

☐ **Arbitration Date:**

☐ **Closing Activities:**

**Settlement**

**Completion Date/Time:** /

**Executive Summary**

**Completion Date/Time:** /

**Close Siebel**

**Completion Date/Time:** /

**AVM:** John Daly

**Node/Box:** 914055/8501

**Service Dealer:** 86<sup>th</sup> Street Chevrolet Sabb

**Svc Mgr:** Tom Palladino

**Selling Dealer:** Paul Conte Chevrolet

**Contact:** N/A

**NOTES:**

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

By: Lindsey Warzocha

State: New York

Customer Name: [REDACTED]

Service Request: 71-  
536668450

BBB Case No.: CHV0750986

Vehicle ID No.:  
1G1ZS51F86F [REDACTED]In Service  
Date:  
11/14/2005

Vehicle is: New

BAC Code:  
111259Year, Make & Model: 2006 Chevrolet Malibu  
Mileage at Time of BBB Filing 24750

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

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

DVM Name: John Daly

CAM Name: Craig Joseph

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

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:**☐ Grinding noise from the power steering**Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ {Symptom}**Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ {Symptom}**Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**☐ {Symptom}**Date:      RO #:      Days Out:      Mileage:      Description of Complaint and Repair Performed:**

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

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

☐ Other

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

### THE STATE LEMON LAW READS:

Days out of service: 30

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 of repair attempts in the presumption period:

{ # of repair  
attempts}

Total days out of service during the presumption period:

{ # of Days}

Total days out of service during customer's ownership:

{ # of Days}

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

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

{TEXT}

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

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

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

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

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

December 22, 2010

[REDACTED]  
[REDACTED]  
San Leandro, CA [REDACTED]

Service request: 71-537277622

Vehicle Identification Number: 1G2ZG528854 [REDACTED]

Customer Relationship Specialist: Alicia Schneider

Dear [REDACTED]

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**

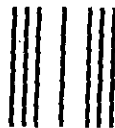
Pontiac

PO Box 33172

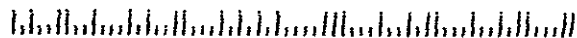
Detroit, MI 48232-5172

AUG 03 2007

482325172



PATNEY BOWEN  
USPOSTAGE  
\$00.41  
AUG 02 2007  
ZIP 4814  
02 1A  
2744061







**Customer Assistance Center**

Pontiac  
PO Box 33172  
Detroit, MI 48232-5172

August 1, 2007

[REDACTED]  
San Leandro, CA [REDACTED]

Service Request: 71-537277622

Customer Relationship Specialist: Alicia Schneider

CUSTOMER DID NOT RECEIVE THIS  
FROM GMC

Dear [REDACTED]

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

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.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

December 22, 2010

[REDACTED]

San Leandro, CA [REDACTED]

Service Request: 71-537277622

Customer Relationship Specialist: Alicia Schneider

Dear [REDACTED]

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

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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.mygmmlink.com](http://www.mygmmlink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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.

Thank you,

[REDACTED]  
[REDACTED]  
San Leandro, CA [REDACTED]  
[REDACTED] work

Account/Contract No.                      Date of Note Mar 11, 2007  
 Creditor Lender CITIFINANCIAL AUTO Borrower(s)                       
 Address 2208 HWY 121 STE 100 Address                       
BEDFORD, TX 76021 SAN LEANDRO, CA

"I", "me", "my", "mine" and similar words mean each person who signs as a Borrower. "You" and "your" and similar words mean the Lender.

ANNUAL PERCENTAGE RATE The cost of my credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost me	AMOUNT FINANCED The amount of credit provided to me or on my behalf	TOTAL OF PAYMENTS The amount I will have paid after I have made all payments as scheduled
12.75 %	\$ 7993.28 e	\$ 18340.00 e	\$ 26333.28 e

My payment schedule will be:

Number of Payments	Amount of Payments	When monthly payments are Due
72	365.74 e	17th 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 subsequent payments will be due on the same day of each month thereafter.

Security: I am giving a security interest in the motor vehicle described as follows: a 2005 PONTIAC G6-V6  
 VIN 1G2ZG528854

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

"e" means estimate.

## ODOMETER

I, [REDACTED] state that the odometer now reads 28,906.

2005 Pontiac G6

VIN: 1G2ZG528854 [REDACTED]

7-20-07  
Dated

[REDACTED]

Privileged and Confidential Information

Case Assessment By: Alicia Schneider		Siebel/CARS Request #: 71-537277622	
Customer Name: [REDACTED]			
Veh year: 2005	Make: GMC	Model: G6	Current mileage: 28400
Veh ID #: 1G2ZG528854 [REDACTED]	In Service Date: 6/7/05	Lease: 9/6/06	If used: 14000
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:
10/10/06	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:

Date:

Privileged and Confidential Information

				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#:** **Mileage:** **Days Out:** **Description of Repair:**

4/7/07	75135	24266	1	<p>C/S the PASS side visor light is inop. Broken mirror on visor. 4/21/07 replace visor mirror assy as needed.</p> <p>C/S the front diver side back seat cover is coming off. Drivers side rear seat tray coming off, verified the concern &amp; 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 &amp; ordered a new cover.</p> <p>Replaced drivers side mirror – original broken – SOP here. L/F mirror 4/14/07 replace L/F broken outside mirror &amp; chk operation &amp; all ok.</p> <p>Note: Bolt cover on door panel by door latch broken &amp; missing so ordered new on. 4/21/07 install missing button.</p>
9/30/06	70094	15458	6	C/S remote transmitter inop. Reprogrammed remote transmitter – rear door compartment lock.

Team Lead Approval:

Date:

Privileged and Confidential Information

Total Days Out of Service: 24\_\_\_\_(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.

**DVM and/or DEALER RECOMMENDATION(s):** Offer customer a GMPP w/ not offer a Repurchase customer was already offer car pmt reimb's w/not do any more reimb's. If customer declines offer w/not offer anything else other than the GMPP.

**CRS RECOMMENDATION & RATIONALE (EXPLAIN):** Customer does not meet presumption only repair submitted for steering had been with Michael Stead dlrshp. Since there has not been any current concern on brakes cust was already awarded 2 car pmt reimb's w/not offer any more car pmt reimb's. Wil offer a GMPP Value Guard need to check first to see for how long is her lease. Dlrshp is not a GM dlr but a Ford dlr.

OFFER: GMPP Value Guard 48/72

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: **7/24/07**

Team Lead Approval:

Date:





**GMC**

**HUMMER**

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 [REDACTED] 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 [REDACTED] may have experienced.

At this time all of the concerns [REDACTED] 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 [REDACTED] 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.S. EPA ID # CAL 000266552

BAR # AM231379

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

CUSTOMER NO.	78509	ADVISOR	MARY MEYER	502	TAG NO.	2045	INVOICE DATE	07/12/07	INVOICE NO.	PNCB1225
		LABOR RATE			MILEAGE	28,642	COLOR	RED./	STOCK NO.	
		YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DOOR SEDAN							
		VEHICLE I.D. NO.	1 G 2 Z G 5 2 8 8 5 4							
		F.T.E. NO.	F.O. NO.							
		BUSINESS PHONE	R.O. DATE 07/07/07							
		COMMENTS								

MO: 28642

LABOR & PARTS  
JOB # 1 390LZ

POWER STEERING

TECH(S): 0073

WARRANTY

CUSTOMER STATES THE STEERING IS SLOPPY MOST OF THE TIME  
AT TIMES IT BINDS AND IS HARD TO TURN. PLEASE DIAGNOSE AND  
ADVISE

FOUND C0545 STEERING WHEEL TORQUE INPUT SENSOR. PERFORMED  
DIAGNOSTIC AS PER DOCUMENT 1241508.

LOWERED THE BOLSTER PANEL AND INSPECTED THE WIRING AND  
CONNECTORS. FOUND WIRING OK, BUT NOTICED GREASE LEAKING  
FROM STEERING COLUMN WHERE THE TORQUE SENSORS ARE HOUSED.  
CLEARED DTC AND ROAD TESTED THE VEHICLE PERFORMING SEVERAL  
PARKING LOT MANUEVERS. CODE DID NOT RETURN. CALLED TAC.  
SPOKE WITH BILL WEBBER. HE RECOMMENDS STEERING COLUMN  
REPLACEMENT. CASE NUMBER 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 AND P/S MODULE ASSY AND TRANSFERED PARTS ONTO NEW  
STEERING COLUMN. INSTALLED STEERING COLUMN INTO VEHICLE.  
INSTALLED INTERMEDIATE SHAFT. INSTALLED MULTIFUNCTION SWITCH  
SIR MODULE COIL. SIR MODULE. STEERING WHEEL. ALL TRIM PIECES  
ROAD TEST THE VEHICLE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6518	

JOB # 1 TOTAL PARTS

WARRANTY  
0.00

JOB # 1 TOTAL LABOR &amp; PARTS

0.00

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

COMMENTS  
CREATED 2007-07-07 08:30:00AM



# MICHAEL STEAD BUICK - PONTIAC - GMC

2679 North Main St.  
Walnut Creek, CA 94597  
(925) 932-4800



U.S. EPA ID # CAL000266552

U.S. EPA ID # CAL000266552

BAR # AM231379

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

CUSTOMER NO. <b>78509</b>	ADVISOR <b>MARY MEYER</b>	TAG NO. <b>502</b>	INVOICE DATE <b>07/12/07</b>	INVOICE NO. <b>PNCB1225</b>
SAN LEANDRO, CA	LABOR RATE <b>2045</b>	MILEAGE <b>28,642</b>	COLOR <b>RED./</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 8 5 4</b>		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.	R.O. DATE <b>07/07/07</b>
BUSINESS PHONE	COMMENTS		MO: 28642	

## TOTALS

Please tell us about our Service and Parts Departments.

My Service Advisor listened and understand my needs.  
YES ( ) NO ( )

My vehicle was ready at agreed time.  
YES ( ) NO ( )

My Service Representative called and thoroughly explained the repairs and applicable charges.  
YES ( ) NO ( )

Our Parts Department had the necessary parts for the repairs on your vehicle in stock.  
YES ( ) NO ( )

You can count on me to tell the Factory about my service experience if sent a Customer Satisfaction Survey.  
YES ( ) NO ( )

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

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

# 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 [DTC Symptom Description](#).

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 EL-47564 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.

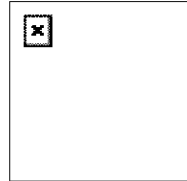
Step	Action	Value (s)	Yes	No
<i>Schematic Reference:</i> <u>Power Steering Schematics</u>				
<i>Connector End View Reference:</i> <u>Power Steering Connector End Views</u>				
1	Did you perform the Diagnostic System Check - Vehicle?	--	Go to <u>Step 2</u>	Go to <u>Diagnostic System Check - Vehicle</u>
2	<ol style="list-style-type: none"><li>1. Install a scan tool.</li><li>2. Turn ON the ignition, with the engine OFF.</li><li>3. With a scan tool, observe the Torque Sensor Signal 1 and the Torque Sensor Signal 2 Data parameters in Data Display.</li></ol> 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 Intermittent Conditions and Poor Connections</u>	Go to <u>Step 3</u>
	<ol style="list-style-type: none"><li>1. Turn OFF the ignition.</li><li>2. Disconnect the torque/position sensor harness connector from the power steering control module (PSCM).</li><li>3. Connect the <u>EL-47564</u> PSCM test</li></ol>			

3	<p>harness.</p> <ol style="list-style-type: none"> <li>Connect a 3-amp fused jumper wire between the 5-volt reference circuit and the <b>steering shaft torque signal 1</b> circuit of the PSCM test harness connector end.</li> <li>Turn ON the ignition, with the engine OFF.</li> <li>With the scan tool, observe the Torque Sensor Signal 1 data parameter.</li> </ol> <p>Does the scan tool indicate the Torque Sensor Signal 1 data <b>parameter is less than the specified value?</b></p>	4.9-5 V	Go to <u>Step 8</u>	Go to <u>Step 4</u>
4	<ol style="list-style-type: none"> <li>Connect a 3-amp fused jumper wire between the 5-volt reference circuit and the <b>steering shaft torque signal 2</b> circuit of the PSCM test harness connector end.</li> <li>With the scan tool, observe the Torque Sensor Signal 2 data parameter.</li> </ol> <p>Does the scan tool indicate the Torque Sensor <b>Signal 2 data parameter is less than the specified value?</b></p>	4.9-5 V	Go to <u>Step 8</u>	Go to <u>Step 5</u>
5	<ol style="list-style-type: none"> <li>Connect a 3-amp fused jumper wire between the low reference circuit and the <b>steering position sensor signal 1</b> circuit of the PSCM test harness connector end.</li> <li>With the scan tool, observe the Steering Position Sensor Signal 1 data parameter.</li> </ol> <p>Does the scan tool indicate the Steering Position Sensor Signal 1 data parameter is greater than the specified value?</p>	0.0 V	Go to <u>Step 8</u>	Go to <u>Step 6</u>
6	<ol style="list-style-type: none"> <li>Turn OFF the ignition.</li> <li>Inspect for poor connections at the torque/position sensor harness connector. Refer to <u>Testing for Intermittent Conditions and Poor Connections and Connector Repairs</u> .</li> </ol> <p>Did you find and correct the condition?</p>	--	Go to <u>Step 10</u>	Go to <u>Step 7</u>
7	<p>Visually inspect the torque/position sensor harness for any damaged wires. Refer to <u>Wiring Repairs and Repairing Damaged Wire Insulation</u> .</p> <p>Did you find and correct the condition?</p>	--	Go to <u>Step 10</u>	Go to <u>Step 9</u>
	Replace the power steering motor/module			

8	assembly. Refer to <u>Motor Replacement - Power Steering Assist</u> . Did you complete the replacement?	--	Go to <u>Step 10</u>	--
9	Replace the torque sensor. Refer to <u>Steering Column Replacement</u> . Did you complete the replacement?	--	Go to <u>Step 10</u>	--
10	1. Use the scan tool in order to clear the DTC. 2. Operate the vehicle within the conditions for running the DTC. Does the DTC reset?	--	Go to <u>Step 2</u>	System OK

---

**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.](#)

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.

 Object Number: 1500873 Size: SH

 [Click here for detailed picture of above image.](#)

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.

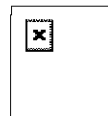
Parts are currently available from GMSPO.

## **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.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

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Document ID# 1550470



**MARINA** PONTIAC • GMC

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577

Tel: (510) 618-4889

Fax: (510) 618-4889

www.marinapontiac.com

CUSTOMER #: 356213

WORKORDER

PAGE 1

HAYWARD, CA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 682 AVALOS, ERNESTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE
BURGANDY	05	PONTIAC G6	1G2ZG528854		24266/
IN SVC DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT
07JUN05 IS	07JUN2008	17:00	07APR07		0.00 CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter SFI			

07APR2007 08:12

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	30KN	PONE 765 CK	PERFORM 30,000 MILE SERVICE, MAINTANCE 2 SERVICE AS OUTLINED IN SERVICE MENU
EST: TOTAL 555.00			

# B	S123	H-30	W4	CUSTOMER REPORTS THE PASSENGER SIDE VISOR LIGHT ARE BROKEN CHECK AND REPORT	RECEIVED AS 4/11/07
# C	S123	H-30	W4	CUSTOMER REPORTS THE DRIVER SIDE VIRROR LIGHT AND MIRROR ARE BROKEN CHECK AND REPORT	RECEIVED AS 4/11/07
# D	S123	H-30	W4	CUSTOMER REPORTS THE FRONT DRIVER SIDE BACK SEAT COVER IS COMING OFF CHECK AND REPORT	RECEIVED AS 4/11/07
# E	CW		ISE	COURTESY WASH	RECEIVED AS 4/21/07

Preliminary Estimate : \$555.00

CLAIM CHECK  
PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE  
THANK YOU

1615

**THIS IS NOT AN INVOICE**

IF YOU CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS, THE SMOG CHECK TEST INDICATOR ARE NECESSARY.  
ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE SIDE.

Herein set forth to be done with the necessary material and agree that you are not responsible for any delays in parts shipment by the supplier or transporter. I hereby authorize the vehicle herein described on the above vehicle to be used for the purpose of repair or alteration. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the payment of the amount of actual cash value thereof, or for against loss occasioned by theft, fire or vandalism while the property remains with the mechanic. I am responsible for payment of reasonable attorney fee and costs in the event suit is brought.

WHICH INCLUDES A

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT PARTS BE SAVED.

☐ SAVE PARTS ☒

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

TECHNICIAN COPY

BAR AA209011 EPA CAR000097469

356213

7 5 1 3 5

**MARINA** PONTIAC • GMC

1444 MARINA BLVD.  
 SAN LEANDRO, CALIFORNIA 94577  
 Tel: (510) 618-4800  
 Fax: (510) 618-4891  
 www.marinapontiacgmc.com

\*INVOICE\*

DUPLICATE 1  
 PAGE 1

HAYWARD, CA  
 HOME: [REDACTED]

BUS [REDACTED]

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		24266/24266	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	PAYMENT	INV. DATE
07JUN05 IS	07JUN2008	17:00	21APR07		0.00 CL	23APR07
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 Liter SFT				

08:12 07APR07 09:12 23APR07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	30,000 MILE SERVICE/MAINTANCE 2	SERVICE AS OUTLINED IN				
		SERVICE MENU					
	30KN	PERFORM 30,000 MILE SERVICE/MAINTANCE 2	SERVICE AS OUTLINED IN SERVICE MENU				
		755 CK			379.99	379.99	
	1	25010792 FILTER		6.95	6.95	6.95	
	5	OIL BULK		2.60	2.60	13.00	
	1	3536966 SEAL		2.54	2.54	2.54	
	1	WWS-6 WIND WASHER		2.50	2.50	2.50	
	1	10366901 ELEMENT		29.95	29.95	29.95	
	1	12378546 CLEANER K		56.37	56.37	56.37	
	4	WEIGHT WHEEL WEIGHT		2.00	2.00	8.00	
	1	15779416 BLADE		34.80	34.80	34.80	
	1	15779415 BLADE		34.80	34.80	34.80	
	1	15269147 CAP		8.76	8.76	8.76	
	MISC WASTE HAZARD FEES						
		CK			3.00	3.00	
PARTS:	197.67	LABOR:	379.99	OTHER:	3.00	TOTAL LINE A:	580.66

24266 30k service service complete recommend rear brake service no  
 other problems found gm 755 4 7.07

B CUSTOMER REPORTS THE PASSENGER SIDE VISOR LIGHT ARE INOP CHECK AND  
 REPORT

CAUSE: E

S123 INTERIOR TRIM

99 W4

761 W4

1 15855080 MIRROR

FC: PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

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I ACKNOWLEDGE NOTICE AND ORAL  
 APPROVAL OF AN INCREASE IN THE  
 ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
 OF THIS INVOICE.

CUSTOMER SIGNATURE

BAR AA209011 EPA CAR000097469

SIGNATURE COPY

356213

7 5 1 3 5

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HAYWARD, CA  
 HOME: [REDACTED]

BUS [REDACTED]

\*INVOICE\*

DUPLICATE 1  
 PAGE 2

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	24266/24266	[REDACTED]
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV D
07JUN05 IS	07JUN2008	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 needed

\*\*\*\*\*

C CUSTOMER REPORTS THE DRIVER SIDE VIRROR LIGHT AND MIRROR ARE BROKEN  
 CHECK AND REPORT

CAUSE: E

S123 INTERIOR TRIM

99 W4

761 W4

1 15855080 MIRROR

FC: PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

24266 mirror visor broken 761 4/21/07 replace broken mirror visor assy

\*\*\*\*\*

D CUSTOMER REPORTS THE FRONT DRIVER SIDE BACK SEAT COVER IS COMING OFF  
 CHECK AND REPORT

CAUSE: E

S123 INTERIOR TRIM

755 W4

761 W4

1 15284807 F-PANEL

2 25639958 F-RETAINER

FC: PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

(N/C)

(N/C)

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ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY  
THIS AMOUNT

I ACKNOWLEDGE NOTICE AND ORAL  
 APPROVAL OF AN INCREASE IN THE  
 ORIGINAL ESTIMATE PRICE.

CUSTOMER  
INITIAL

X

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 OF THIS INVOICE.

CUSTOMER  
SIGNATURE X

BAR AA209011 EPA CAR000097469

SIGNATURE COPY



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7 5 1 3 5

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\*INVOICE\*

DUPLICATE 1

PAGE 3

HAYWARD, CA

HOME:

BUS

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		24266/24266	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07JUN05 IS	07JUN2008	17:00	21APR07		0.00	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 D: 0.00

24266 drivers side rear seat tray coming off i verified the concern and inspected the cover. i found that the top of the cover slipped off its retaining clips. i also saw that the right rear mounting bracket on the cover was broken. i reattached the top of the cover and ordered a new cover. gm 755 4.7.07

E COURTESY WASH

CW COURTESY WASH

99 ISE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

F\*\* REPLACE DRIVERS SIDE MIRROR -ORIG BROKEN -SPECIAL ORDERED PARTS

HERE

S124 EXTERIOR/BODY TRIM

761 CK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

24266 L/F MIRROR 761 4/14/07 REPLACE L/F BROKEN OUTSIDE MIRROR AND CHK OPERATION AND ALL OK NOTE BOLT COVER ON DOOR PANEL BY DOOR LATCH BROKEN AND MISSING SO ORDEER NEW ONE 761 4/21/07 install missing button

EST: 555.00 07APR07 08:12 SA: 682

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY  
THIS AMOUNTI ACKNOWLEDGE NOTICE AND ORAL  
APPROVAL OF AN INCREASE IN THE  
ORIGINAL ESTIMATE PRICE.CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
OF THIS INVOICE.CUSTOMER  
SIGNATURE X

BAR AA209011 EPA CAR000097469

SIGNATURE COPY

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DUPLICATE 1  
 PAGE 4

HAYWARD, CA  
 HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	24266/24266	[REDACTED]
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PD NO	PAYMENT	INV DATE
07JUN05 IS		07JUN2008	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

EST: 955.60 14APR07 09:01 SA: 682

CONTACT: [REDACTED]

AUTH TO REPLACE BROKEN MIRROR

LIST NET TOTAL

CUSTOMER WILL BE BACK FOR  
 PARTS ORDER

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:

I ACKNOWLEDGE NOTICE AND ORAL  
 APPROVAL OF AN INCREASE IN THE  
 ORIGINAL ESTIMATE PRICE.

CUSTOMER  
INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
 OF THIS INVOICE.

CUSTOMER  
SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	379.99
PARTS AMOUNT	197.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.00
TOTAL CHARGES	580.66
ADJUSTMENTS	44.53
SALES TAX	17.30
PLEASE PAY THIS AMOUNT	553.43

BAR AA209011 EPA CAR000097469

SIGNATURE COPY

CUSTOMER #: 356213

HAYWARD, CA

HOME:

BUS:

70094

WORKORDER

PAGE 1

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SERVICE ADVISOR: 786 COPPENS, NEIL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		15458	
IN SVC DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	IN
07JUN05 IS	07JUN2008	17:00	30SEP06		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter 3FI				

30SEP2006 12:11

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

# A S114 W4 CUSTOMER STATES REMOTE TRANSMITTER INOP

# B S120 W4 CUSTOMER STATES SQUEEING/SQWAUKING NOISE HEARD FROM LEFT FRONT WHEN BRAKING

Preliminary Estimate : \$0.00

MARINA PONTIAC  
 1444 MARINA BLVD  
 SAN LEANDRO CA 94577

ORDER NO: 70094 30SEP06 356213

HAYWARD, CA

ORDER CSO---RENO.. IN SHOP

WILL BE DISCARDED UNLESS OTHERWISE REQUESTED  
 WORK. I REQUEST THAT PARTS BE SAVED.

PARTS X

NEW UNLESS OTHERWISE SPECIFIED.

PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

ESTIMATE

AUTHORIZED BY: X

TERMS:

CASH OR A/C

UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

TECHNICIAN COPY

BAR AA209011 EPA CAR000097469



356213

70094

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 Fax: (510) 618-4891  
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HAYWARD, CA

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 786 NEIL COPPENS

COLOR	YEAR	MAKE/MODEL	VIN	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 04OCT06		0.00 CASH	04OCT06
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 Liter_SFI				
12:11 30SEP06	10:58 04OCT06					

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES REMOTE TRANSMITTER INOP  
CAUSE:

S114 ELECTRICAL SYSTEM

692 W4

LIST NET TOTAL

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

15084 KEY FOB LOST FROM MEMORY. VERIFIED KEY FOB INOP. TESTED KEY FOB AND TESTED GOOD. PART NUMBER CHECKS GOOD FOR VEHICLE. PERFORMED KEY FOB REPROGRAM AND KEY FOB REPROGRAM CHECKS GOOD. TECH 692 9/30/06

\*\*\*\*\*

B CUSTOMER STATES SQUEEING/SQUAWKING NOISE HEARD FROM LEFT FRONT WHEN BRAKING

CAUSE:

S120 STEERING/SUSPENSION

692 W4

2 22670300 LINK↔

1 15808204 PAD KIT

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

15084 VERIFIED CUSTOMER CONCERN. FOUND THAT THE LEFT FRONT CALIPER WAS MAKING SOME NOISE. REMOVED CALIPER AND LUBRICATED SLIDES AND GUIDES FOR BRAKE PADS. AFTER THAT THE NOISE WAS TRACED DOWN TO THE SWAY BAR LINK. THE SWAY BAR LINK WAS REMOVED AND THE NOISE WENT AWAY ON THE DRIVERS SIDE AND THE PASS SIDE STARTED MAKING NOISE. LUBRICATED SWAY BAR BUSHINGS AND NOISE REMAINED AT SWAY BAR LINKS. SWAY BAR LINKS ORDERED. TECH 692 9/30/06 TECH 692 REMOVED AND REPLACED THE SWAY BAR LINK. ROAD TESTED VEHICLE AND NOISE WAS WORSE AFTER REPAIR. APPLIED CHJASSIS EARS TO VEHICLE AND ROAD TESTED AGAIN. NOISE WAS HEARD LOUD AT BOTH FRONT CALIPERS. NOISE SEEMED TO BOUNCE BACK AND FORTH BETWEEN FRONT CALIPERS. CALLED TAC AND SPOKE WITH WES NICHOLS CASE

MARINA PONTIAC - GMC

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

356213

7 0 0 9 4

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PAGE 2

HAYWARD, CA  
 HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 786 NEIL COPPENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	15458/15084	[REDACTED]
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
07JUN05 IS	07JUN2008	17:00	04OCT06		0.00 CASH	04OCT06
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 Liter_SFI				

12:11 30SEP06 10:58 04OCT06

LINE OPCODE TECH TYPE HOURS

#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 FRONT BRAKE PADS. NO NOISE 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:AUTHORIZED  
REVISED ESTIMATE:

I ACKNOWLEDGE NOTICE AND ORAL  
 APPROVAL OF AN INCREASE IN THE  
 ORIGINAL ESTIMATE PRICE.

CUSTOMER  
INITIAL

X

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 OF THIS INVOICE.

CUSTOMER  
SIGNATURE X

DESCRIPTION

TOTALS

LABOR AMOUNT 0.00

PARTS AMOUNT 0.00

GAS, OIL, LUBE 0.00

SUBLET AMOUNT 0.00

MISC. CHARGES 0.00

TOTAL CHARGES 0.00

ADJUSTMENTS 0.00

SALES TAX 0.00

PLEASE PAY THIS AMOUNT 0.00

BAR AA209011 EPA CAR000097469

SIGNATURE COPY

**MARINA** PONTIAC • GM

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WORKORDER

PAGE 1

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CUSTOMER #: 356213

HAYWARD, CA  
 HOME [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 786 COPPENS, NEIL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	300	
IN SVQ DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07 JUN 05	IS	07 JUN 2008	17:00 10 OCT 06		0.00 CASH	
R.O. OPENED	READY	OPTIONS: ENG: 3.5 Liter SFI				

10OCT2006 07:26

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# 1	5120			CUSTOMER STATES SQUEAKING/POWAWKING NOISE HEARD FROM LEFT FRONT - PARKING LOT SPEEDS AND LIGHT BRAKING - SEE HISTORY

③ RENTAL - 310.00 922 55  
 8:20 ONAR 10/20 D3(3879)

RECEIVED  
 10/12/06

Calipers - technique  
 pads - technique  
 Sway bar links

CAL  
 ROT  
 HUB

OK TO DRIVE OVERNIGHT

**THIS IS NOT AN INVOICE**  
 BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipment 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 above vehicle to secure the amount of repair charges. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer agrees no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE

WHICH INCLUDES A  
 HAZARDOUS WASTE  
 DISPOSAL FEE OF

AUTHORIZED BY: X [REDACTED] OFF

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

TECHNICIAN COPY

BAR AA209011 EPA CAR000097469

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT PARTS BE SAVED.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL
10/10	1:10		MS. PEAVICK		0



356213

7 0 3 5 6

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PAGE 1

HAYWARD, CA

HOME:

BUS

SERVICE ADVISOR: 786 NEIL COPPENS

COLOH	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		15842/15916	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07JUN05 IS		07JUN2008	17:00 10OCT06		0.00 CASH	20OCT06
R.O. OPENED	DATE CUST NOTIFIED	OPTIONS: ENG:3.5 Liter SFI				
07:26 10OCT06	08:21 20OCT06					

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES SQUEEING/SQWAUKING NOISE HEARD FROM LEFT FRONT  
 -PARKING LOT SPEEDS AND LIGHT BRAKING -SEE HISTORY

CAUSE:

S120 STEERING/SUSPENSION

	LIST	NET	TOTAL
692 W4			
2 89022161 LUBRICANT			(N/C)
1 12378392 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			(N/C)
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 NOISE THAT IS OCCURRING 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. 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 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 06. 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.

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:

DESCRIPTION

TOTALS

\$

\$

I ACKNOWLEDGE NOTICE AND ORAL  
APPROVAL OF AN INCREASE IN THE  
ORIGINAL ESTIMATE PRICE.CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
OF THIS INVOICE.CUSTOMER  
SIGNATURE X

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY  
THIS AMOUNT

SIGNATURE COPY

BAR AA209011 EPA CAR000097469

356213

7 0 3 5 6

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1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577

Tel: (510) 618-4800

Fax: (510) 618-4891

www.marinapontiacgmc.com

\*INVOICE\*

PAGE 2

HAYWARD, CA

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 786 NEIL COPPENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854 [REDACTED]	[REDACTED]	15842/15916	[REDACTED]
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07JUN05 IS		07JUN2008	17:00 10OCT06		0.00 CASH	20OCT06
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 Liter_SFI				
07:26 10OCT06	08:21 20OCT06					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

ROAD TESTED WITH TECH 549 AND THE NOISE WAS VERIFIED. RACKED VEHICLE 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 RHCOMEND 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 VERIFY FIX. TECH 692 10/19/06 THE VEHICLE WAS ROAD TESTED OVERNIGHT AND THE N NOISE DID NOT RETURN. THE FIX IS VERIFIED. TECH 692 10/20/06

\*\*\*\*\*

B\*\* RENTAL CAR

CAUSE:

RENTAL RENTAL CAR

99 W4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL ENTERPRISE INV#D313879

PO#144464

W4

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

\*\*\*\*\*

	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
MARINA PONTIAC • GMC	\$	\$	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			ADJUSTMENTS	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER  
SIGNATURE X

BAR AA209011 EPA CAR00009746

SIGNATURE COPY

**MICHAEL STEAD BUICK - PONTIAC - GMC**

2679 North Main St.  
Walnut Creek, CA 94597  
(925) 932-4800



U.S. EPA ID # CAL000266552

U.S. EPA ID # CAL 000266552

BAR # AM231379

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

CUSTOMER NO.	78509	ADVISOR	MARY MEYER	502	TAG NO.	2045	INVOICE DATE	07/12/07	INVOICE NO.	PNCB1225
		LABOR RATE			MILEAGE	28,642	COLOR	RED./	STOCK NO.	
		YEAR / MAKE / MODEL	05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE		DELIVERY MILES		
		VEHICLE I.D. NO.	1 G 2 Z G 5 2 8 8 5 4			SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.				F.O. NO.		R.O. DATE		
		BUSINESS PHONE				07/07/07				
COMMENTS										

MO: 28642

LABOR & PARTS  
JOB # 1 390LZ

POWER STEERING

TECH(S): 0073

WARRANTY

CUSTOMER STATES THE STEERING IS SLOPPY MOST OF THE TIME  
AT TIMES IT BINDS AND IS HARD TO TURN. PLEASE DIAGNOSE AND  
ADVISE

FOUND C0545 STEERING WHEEL TORQUE INPUT SENSOR. PERFORMED  
DIAGNOSTIC AS PER DOCUMENT 1241508.

LOWERED THE BOLSTER PANEL AND INSPECTED THE WIRING AND  
CONNECTORS. FOUND WIRING OK, BUT NOTICED GREASE LEAKING  
FROM STEERING COLUMN WHERE THE TORQUE SENSORS ARE HOUSED.  
CLEARED DTC AND ROAD TESTED THE VEHICLE PERFORMING SEVERAL  
PARKING LOT MANUEVERS. CODE DID NOT RETURN. CALLED TAC.  
SPOKE WITH BILL WEBBER. HE RECOMMENDS STEERING COLUMN  
REPLACEMENT. CASE NUMBER 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 AND P/S MODULE ASSY AND TRANSFERED PARTS ONTO NEW  
STEERING COLUMN. INSTALLED STEERING COLUMN INTO VEHICLE.  
INSTALLED INTERMEDIATE SHAFT. INSTALLED MULTIFUNCTION SWITCH  
SIR MODULE COIL. SIR MODULE. STEERING WHEEL. ALL TRIM PIECES  
ROAD TEST THE VEHICLE.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	15926870	COLUMN 6518	

JOB # 1 TOTAL PARTS

WARRANTY  
0.00

JOB # 1 TOTAL LABOR &amp; PARTS

0.00

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

COMMENTS  
CREATED 2007-07-07 08:30:00AM

**MICHAEL STEAD BUICK - PONTIAC - GMC**

2679 North Main St.  
Walnut Creek, CA 94597  
(925) 932-4800



U.S. EPA ID # CAL000266552

U.S. EPA ID # CAL000266552

BAR # AM231379

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

CUSTOMER NO. <b>78509</b>	ADVISOR <b>MARY MEYER</b>	TAG NO. <b>502 2045</b>	INVOICE DATE <b>07/12/07</b>	INVOICE NO. <b>PNCB1225</b>
<b>SAN LEANDRO, CA</b>	LABOR RATE	LICENSE NO.	COLOR <b>RED./</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>05/PONTIAC/G6/4 DOOR SEDAN</b>	MILEAGE <b>28,642</b>	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>1 G 2 Z G 5 2 8 8 5 4</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/07/07</b>	
BUSINESS PHONE	COMMENTS			

MO: 28642

## TOTALS:

Please tell us about our Service and Parts Departments.

My Service Advisor listened and understand my needs.

YES ( ) NO ( )

My vehicle was ready at agreed time.

YES ( ) NO ( )

My Service Representative called and thoroughly explained the repairs and applicable charges.

YES ( ) NO ( )

Our Parts Department had the necessary parts for the repairs on your vehicle in stock.

YES ( ) NO ( )

You can count on me to tell the Factory about my service experience if sent a Customer Satisfaction Survey.

YES ( ) NO ( )

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*

CUSTOMER #: 356213

75135

**MARINA** PONTIAC • GMC

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94761

Tel: (510) 618-4889

Fax: (510) 618-4889

www.marinapontiac.com

HAYWARD, CA

HOME: [REDACTED] BUS: [REDACTED]

WORKORDER

PAGE 1

SERVICE ADVISOR: 682 AVALOS, ERNEST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILE
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	24266/
IN SVC DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT
07JUN05 IS	07JUN2008	17:00	07APR07		0.00 CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter SFI			

07APR2007 08:12

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	30KN	PONE 75 CK	PERFORM 30,000 MILE SERVICE, MAINTANCE 2 SERVICE AS OUTLINED IN SERVICE MENU
EST. TOTAL 555.00			

# B	S123	H-30	W4	CUSTOMER REPORTS THE PASSENGER SIDE VISOR LIGHT ARE BROKEN CHECK AND REPORT	RECEIVED AS 4/11/07
# C	S123	H-30	W4	CUSTOMER REPORTS THE DRIVER SIDE VIRROR LIGHT AND MIRROR ARE BROKEN CHECK AND REPORT	RECEIVED AS 4/11/07
# D	S123	H-30	W4	CUSTOMER REPORTS THE FRONT DRIVER SIDE BACK SEAT COVER IS COMING OFF CHECK AND REPORT	RECEIVED AS 4/11/07
# E	CW		ISE	COURTESY WASH	RECEIVED AS 4/21/07

Preliminary Estimate : \$555.00

CLAIM CHECK  
PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE  
THANK YOU

1615

**THIS IS NOT AN INVOICE**

IF YOU CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS, WE WILL NOT BE RESPONSIBLE FOR THE SMOG CHECK TEST INDICATOR AND NECESSARY. ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE SIDE.

Herein set forth to be done with the necessary material and agree that you are not responsible for any delays in parts shipment by the supplier or transporter. I hereby authorize the vehicle herein described on the above vehicle to be used for the purpose of repair or alteration. An express mechanic's lien is hereby acknowledged by dealer. Said property is not insured or protected to the amount of actual cash value thereof, or for against loss occasioned by theft, fire or vandalism while the property remains with the dealer. The dealer is not responsible for payment of reasonable attorney fee and costs in the event suit is brought.

WHICH INCLUDES A  
HAZARDOUS WASTE  
DISPOSAL FEE

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK. I REQUEST THAT PARTS BE SAVED.

☐ SAVE PARTS ☒

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

BY: [REDACTED]

TERMS: CASH OR APPROVED CREDIT CARDS  
UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

TECHNICIAN COPY

BAR AA209011 EPA CAR000097469



356213

7 5 1 3 5

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 SAN LEANDRO, CALIFORNIA 94577  
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 Fax: (510) 618-4891  
 www.marinapontiacgmc.com

\*INVOICE\*

DUPLICATE 1  
 PAGE 1

HAYWARD, CA  
 HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	24266/24266	[REDACTED]
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	PAYMENT	INV. DATE
07JUN05 IS	07JUN2008	17:00	21APR07		0.00 CL	23APR07
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 Liter SFT				

08:12 07APR07 09:12 23APR07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	30,000 MILE SERVICE/MAINTANCE 2	SERVICE AS OUTLINED IN				
		SERVICE MENU					
	30KN	PERFORM 30,000 MILE SERVICE/MAINTANCE 2	SERVICE AS OUTLINED IN SERVICE MENU				
		755 CK			379.99	379.99	
	1	25010792 FILTER		6.95	6.95	6.95	
	5	OIL BULK		2.60	2.60	13.00	
	1	3536966 SEAL		2.54	2.54	2.54	
	1	WWS-6 WIND WASHER		2.50	2.50	2.50	
	1	10366901 ELEMENT		29.95	29.95	29.95	
	1	12378546 CLEANER K		56.37	56.37	56.37	
	4	WEIGHT WHEEL WEIGHT		2.00	2.00	8.00	
	1	15779416 BLADE		34.80	34.80	34.80	
	1	15779415 BLADE		34.80	34.80	34.80	
	1	15269147 CAP		8.76	8.76	8.76	
	MISC WASTE HAZARD FEES						
		CK			3.00	3.00	
	PARTS:	197.67	LABOR:	379.99	OTHER:	3.00	TOTAL LINE A: 580.66

24266 30k service service complete recommend rear brake service no  
 other problems found gm 755 4 7.07

B CUSTOMER REPORTS THE PASSENGER SIDE VISOR LIGHT ARE INOP CHECK AND  
 REPORT

CAUSE: E

S123 INTERIOR TRIM

99 W4

761 W4

1 15855080 MIRROR

FC: PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MARINA PONTIAC • GMC

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$ 00	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

I ACKNOWLEDGE NOTICE AND ORAL  
 APPROVAL OF AN INCREASE IN THE  
 ORIGINAL ESTIMATE PRICE.

CUSTOMER  
INITIAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
 OF THIS INVOICE

CUSTOMER  
SIGNATURE

BAR AA209011 EPA CAR000097469

SIGNATURE COPY

356213

7 5 1 3 5

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 Fax: (510) 618-4891  
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HAYWARD, CA  
 HOME: [REDACTED]

BUS: [REDACTED]

\*INVOICE\*

DUPLICATE 1  
 PAGE 2

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	24266/24266	[REDACTED]
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07JUN05 IS	07JUN2008	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 needed

\*\*\*\*\*

C CUSTOMER REPORTS THE DRIVER SIDE VIRROR LIGHT AND MIRROR ARE BROKEN  
 CHECK AND REPORT

CAUSE: E

S123 INTERIOR TRIM

99 W4

761 W4

1 15855080 MIRROR

FC: PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

24266 mirror visor broken 761 4/21/07 replace broken mirror visor assy

\*\*\*\*\*

D CUSTOMER REPORTS THE FRONT DRIVER SIDE BACK SEAT COVER IS COMING OFF  
 CHECK AND REPORT

CAUSE: E

S123 INTERIOR TRIM

755 W4

761 W4

1 15284807 F-PANEL

2 25639958 F-RETAINER

FC: PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

(N/C)

(N/C)

(N/C)

(N/C)

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY  
THIS AMOUNT

I ACKNOWLEDGE NOTICE AND ORAL  
 APPROVAL OF AN INCREASE IN THE  
 ORIGINAL ESTIMATE PRICE.

CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
 OF THIS INVOICE.

CUSTOMER  
SIGNATURE X

BAR AA209011 EPA CAR000097469

SIGNATURE COPY

356213

7 5 1 3 5

**MARINA** PONTIAC • GMI

1444 MARINA BLVD

SAN LEANDRO, CALIFORNIA 94577

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\*INVOICE\*

DUPLICATE 1

PAGE 3

HAYWARD, CA

HOME:

BUS:

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		24266/24266	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07JUN05 IS	07JUN2008	17:00	21APR07		0.00	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 D: 0.00

24266 drivers side rear seat tray coming off i verified the concern and inspected the cover. i found that the top of the cover slipped off its retaining clips. i also saw that the right rear mounting bracket on the cover was broken. i reattached the top of the cover and ordered a new cover. gm 755 4.7.07

E COURTESY WASH

CW COURTESY WASH

99 ISE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

F\*\* REPLACE DRIVERS SIDE MIRROR -ORIG BROKEN -SPECIAL ORDERED PARTS

HERE

S124 EXTERIOR/BODY TRIM

761 CK

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

24266 L/F MIRROR 761 4/14/07 REPLACE L/F BROKEN OUTSIDE MIRROR AND CHK OPERATION AND ALL OK NOTE BOLT COVER ON DOOR PANEL BY DOOR LATCH BROKEN AND MISSING SO ORDEER NEW ONE 761 4/21/07 install missing button

EST: 555.00 07APR07 08:12 SA: 682

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY  
THIS AMOUNTI ACKNOWLEDGE NOTICE AND ORAL  
APPROVAL OF AN INCREASE IN THE  
ORIGINAL ESTIMATE PRICE.CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
OF THIS INVOICE.CUSTOMER  
SIGNATURE X

BAR AA209011 EPA CAR000097469

SIGNATURE COPY



356213

7 5 1 3 5

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\*INVOICE\*

DUPLICATE 1

PAGE 4

HAYWARD, CA

HOME:

BUS:

SERVICE ADVISOR: 682 ERNESTO AVALOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		24266/24266	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PD NO	PAYMENT	INV DATE
07JUN05 IS	07JUN2008	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

EST: 955.60 14APR07 09:01 SA: 682

CONTACT:

AUTH TO REPLACE BROKEN MIRROR

LIST NET TOTAL

CUSTOMER WILL BE BACK FOR  
PARTS ORDER

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:I ACKNOWLEDGE NOTICE AND ORAL  
APPROVAL OF AN INCREASE IN THE  
ORIGINAL ESTIMATE PRICE.CUSTOMER  
INITIALI ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
OF THIS INVOICE.CUSTOMER  
SIGNATURE X

DESCRIPTION	TOTALS
LABOR AMOUNT	379.99
PARTS AMOUNT	197.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.00
TOTAL CHARGES	580.66
ADJUSTMENTS	44.53
SALES TAX	17.30
PLEASE PAY THIS AMOUNT	553.43

BAR AA209011 EPA CAR000097469

SIGNATURE COPY

CUSTOMER #:356213

HAYWARD, CA

HOME BUS:

70094

WORKORDER

PAGE 1

**MARINA** PONTIAC • GMC

1444 MARINA BLVD.  
 SAN LEANDRO, CALIFORNIA 94577  
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 www.marinapontiacgmc.com

SERVICE ADVISOR: 786 COPPENS, NEIL

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		15458	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07JUN05 IS	07JUN2008	17:00	30SEP06		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter 3FI				

30SEP2006 12:11

LINE OP CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS

# A S114 W4 CUSTOMER STATES REMOTE TRANSMITTER INOP

# B S120 W4 CUSTOMER STATES SQUEEING/SQWAUKING NOISE HEARD FROM LEFT FRONT WHEN BRAKING

Preliminary Estimate : \$0.00

MARINA PONTIAC  
 1444 MARINA BLVD  
 SAN LEANDRO CA 94577

ORDER NO: 70094 30SEP06 356213

HAYWARD, CA

ORDER CSO---RENO.. IN SHOP

WILL BE DISCARDED UNLESS OTHERWISE REQUESTED  
 WORK. I REQUEST THAT PARTS BE SAVED.

PARTS X

NEW UNLESS OTHERWISE SPECIFIED.

PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

ESTIMATE

AUTHORIZED BY: X

TERMS:

CASH OR APPROVED CREDIT CARDS

UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

TECHNICIAN COPY

BAR AA209011 EPA CAR000097469

356213

70094

**MARINA** PONTIAC • GMC

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 Tel: (510) 618-4800  
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 www.marinapontiacgmc.com

HAYWARD, CA  
 HOME

BUS

PAGE 1

\*INVOICE\*

SERVICE ADVISOR: 786 NEIL COPPENS

COLOR	YEAR	MAKE/MODEL	VIN	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	04OCT06		0.00 CASH	04OCT06
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 Liter_SFI				

12:11 30SEP06 10:58 04OCT06

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES REMOTE TRANSMITTER INOP

CAUSE:

S114 ELECTRICAL SYSTEM

692 W4

LIST NET TOTAL

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

15084 KEY FOB LOST FROM MEMORY. VERIFIED KEY FOB INOP. TESTED KEY FOB AND TESTED GOOD. PART NUMBER CHECKS GOOD FOR VEHICLE. PERFORMED KEY FOB REPROGRAM AND KEY FOB REPROGRAM CHECKS GOOD. TECH 692 9/30/06

\*\*\*\*\*

B CUSTOMER STATES SQUEEING/SQUAWKING NOISE HEARD FROM LEFT FRONT WHEN BRAKING

CAUSE:

S120 STEERING/SUSPENSION

692 W4

2 22670300 LINK↔

1 15808204 PAD KIT

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

15084 VERIFIED CUSTOMER CONCERN. FOUND THAT THE LEFT FRONT CALIPER WAS MAKING SOME NOISE. REMOVED CALIPER AND LUBRICATED SLIDES AND GUIDES FOR BRAKE PADS. AFTER THAT THE NOISE WAS TRACED DOWN TO THE SWAY BAR LINK. THE SWAY BAR LINK WAS REMOVED AND THE NOISE WENT AWAY ON THE DRIVERS SIDE AND THE PASS SIDE STARTED MAKING NOISE. LUBRICATED SWAY BAR BUSHINGS AND NOISE REMAINED AT SWAY BAR LINKS. SWAY BAR LINKS ORDERED. TECH 692 9/30/06 TECH 692 REMOVED AND REPLACED THE SWAY BAR LINK. ROAD TESTED VEHICLE AND NOISE WAS WORSE AFTER REPAIR. APPLIED CHJASSIS EARS TO VEHICLE AND ROAD TESTED AGAIN. NOISE WAS HEARD LOUD AT BOTH FRONT CALIPERS. NOISE SEEMED TO BOUNCE BACK AND FORTH BETWEEN FRONT CALIPERS. CALLED TAC AND SPOKE WITH WES NICHOLS CASE

MARINA PONTIAC - GMC

ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
\$	\$	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X

BAR AA209011 EPA CAR000097489

356213

7 0 0 9 4

**MARINA** PONTIAC • GMC

1444 MARINA BLVD.  
 SAN LEANDRO, CALIFORNIA 94577  
 Tel: (510) 618-4800  
 Fax: (510) 618-4891  
 www.marinapontiacgmc.com

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 786 NEIL COPPENS

HAYWARD, CA  
 HOME: [REDACTED]

BUS: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854	[REDACTED]	15458/15084	[REDACTED]
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
07JUN05 IS	07JUN2008	17:00	04OCT06		0.00 CASH	04OCT06
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5_Liter_SFI				
12:11 30SEP06	10:58 04OCT06					

LINE OPCODE TECH TYPE HOURS

	LIST	NET	TOTAL
#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 FRONT BRAKE PADS. NO NOISE HEARD AFTER REPAIR. THE FIX IS VERIFIED. TECH 692 10/4/06			

\*\*\*\*\*

EST: 0.00 30SEP06 12:11 SA: 786

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:I ACKNOWLEDGE NOTICE AND ORAL  
APPROVAL OF AN INCREASE IN THE  
ORIGINAL ESTIMATE PRICE.CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
OF THIS INVOICE.CUSTOMER  
SIGNATURE X

DESCRIPTION

TOTALS

LABOR AMOUNT

0.00

PARTS AMOUNT

0.00

GAS, OIL, LUBE

0.00

SUBLET AMOUNT

0.00

MISC. CHARGES

0.00

TOTAL CHARGES

0.00

ADJUSTMENTS

0.00

SALES TAX

0.00

PLEASE PAY  
THIS AMOUNT

0.00

BAR AA209011 EPA CAR000097469

SIGNATURE COPY



**MARINA** PONTIAC • GM

70356

WORKORDER

PAGE 1

1444 MARINA BLVD.  
 SAN LEANDRO, CALIFORNIA 94577  
 Tel: (510) 618-4800  
 Fax: (510) 618-4891  
 www.marinapontiacgmc.com

CUSTOMER #: 356213

HAYWARD, CA

HOME

BUS:

SERVICE ADVISOR: 786 COPPENS, NEIL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		300	
IN SVQ DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07 JUN 05	IS	07 JUN 2008	17:00 10 OCT 06		0.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.5 Liter SFI				

10OCT2006 07:26

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# 1	5120			CUSTOMER STATES SQUEAKING/POWAWKING NOISE HEARD FROM LEFT FRONT - PARKING LOT SPEEDS AND LIGHT BRAKING - SEE HISTORY

② RENTAL - 310.00 922 55  
 8:20 ONAR 10/20 D3(3879)

RECEIVED  
 10/12/06

Calipers - technique  
 pads - technique  
 Sway bar links

CAL  
 ROT  
 HUB

OK TO DRIVE OVERNIGHT

THIS IS NOT AN INVOICE  
 BY LAW, YOU MAY CHOOSE ANOTHER FACILITY TO PERFORM ANY NEEDED REPAIRS  
 OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipment 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 above vehicle to secure the amount of repair charges. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property is not insured or protected to the amount of actual cash value thereof, or dealer. Customer agrees no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF

AUTHORIZED BY: X [Signature]

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE.

☐ SAVE PARTS

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL
10/10	1:10		MS. PEAVICK		

TECHNICIAN COPY

BAR AA209011 EPA CAR000097469



356213

7 0 3 5 6

**MARINA** PONTIAC • GMC

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 SAN LEANDRO, CALIFORNIA 94577  
 Tel: (510) 618-4800  
 Fax: (510) 618-4891  
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HAYWARD, CA

HOME

BUS

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 786 NEIL COPPENS

COLOH	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		15842/15916	
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
07JUN05 IS		07JUN2008	17:00 10OCT06		0.00 CASH	20OCT06
R.O. OPENED	DATE CUST NOTIFIED	OPTIONS: ENG:3.5 Liter SFI				
07:26 10OCT06	08:21 20OCT06					

LINE OPCODE TECH TYPE HOURS

A CUSTOMER STATES SQUEEING/SQWAUKING NOISE HEARD FROM LEFT FRONT  
 -PARKING LOT SPEEDS AND LIGHT BRAKING -SEE HISTORY

CAUSE:

S120 STEERING/SUSPENSION

	LIST	NET	TOTAL
692 W4			
2 89022161 LUBRICANT			(N/C)
1 12378392 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			(N/C)
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 NOISE THAT IS OCCURRING 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. 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 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 06. NO NOISE HEARD FROM THAT VEHICLE ON DRIVE. WAS ADVISED TO GET AVI INVOLVED WITH VEHICLE. TECH 692 10/13/06 TECH 692 SPOKE WITH TECH 549 ABOUT VEHICLE.

MARINA PONTIAC • GMC

ORIGINAL  
ESTIMATE:AUTHORIZED  
REVISED ESTIMATE:I ACKNOWLEDGE NOTICE AND ORAL  
APPROVAL OF AN INCREASE IN THE  
ORIGINAL ESTIMATE PRICE.CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
OF THIS INVOICE.CUSTOMER  
SIGNATURE X

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY  
THIS AMOUNT

SIGNATURE COPY

BAR AA209011 EPA CAR000097469

356213

7 0 3 5 6

**MARINA** PONTIAC • GMC

1444 MARINA BLVD.

SAN LEANDRO, CALIFORNIA 94577

Tel: (510) 618-4800

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www.marinapontiacgmc.com

\*INVOICE\*

PAGE 2

HAYWARD, CA  
HOME

BUS

SERVICE ADVISOR: 786 NEIL COPPENS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BURGANDY	05	PONTIAC G6	1G2ZG528854		15842/15916	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
07JUN05 IS		07JUN2008	17:00 10OCT06		0.00 CASH	20OCT06
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: ENG:3.5 Liter_SFI				

07:26 10OCT06 08:21 20OCT06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

ROAD TESTED WITH TECH 549 AND THE NOISE WAS VERIFIED. RACKED VEHICLE 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 RHCOMEND 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 VERIFY FIX. TECH 692 10/19/06 THE VEHICLE WAS ROAD TESTED OVERNIGHT AND THE N NOISE DID NOT RETURN. THE FIX IS VERIFIED. TECH 692 10/20/06

\*\*\*\*\*

B\*\* RENTAL CAR

CAUSE:

RENTAL RENTAL CAR

99 W4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

SUBL ENTERPRISE INV#D313879

PO#144464

W4

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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MARINA PONTIAC • GMC	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	DESCRIPTION	TOTALS
MARINA PONTIAC • GMC	\$	\$	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			ADJUSTMENTS	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

I ACKNOWLEDGE NOTICE AND ORAL  
APPROVAL OF AN INCREASE IN THE  
ORIGINAL ESTIMATE PRICE.CUSTOMER  
INITIAL

X

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY  
OF THIS INVOICE.CUSTOMER  
SIGNATURE X

BAR AA209011 EPA CAR00009746

SIGNATURE COPY

# GMPP Request for Processing

SR# 71-537277622

New/Used: New Division: Pontiac Vehicle Style: Car

Complete VIN 1G2ZG528854 [REDACTED] 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 if applicable**

☒ Transfer all claims to new policy ☐ Endorse selling dealer code to Division code

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: 6/7/05

Odometer reading: 28,906

Plan Purchase Date: 7/24/07 Customer Ownership: Owner

Business Name:

Customer Name - Title: Ms. (First - M.I. - Last) [REDACTED]

Address Line 1: [REDACTED]

Address Line 2:

City: San Leandro State: CA Zip: [REDACTED]

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 Schneider

Team Manager / Liaison: Vanessa Bueno

Team CARS Site:

Date: 7/25/07

☐ AVM Requested

Privileged and Confidential Information

Case Assessment By: Alicia Schneider		Siebel/CARS Request #: 71-537277622	
Customer Name: [REDACTED]			
Veh year: 2005	Make: GMC	Model: G6	Current mileage: 28400
Veh ID #: 1G2ZG528854 [REDACTED]	In Service Date: 6/7/05	Lease: 9/6/06	If used: 14000
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:**

--	--	--	--	--

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** Front Brakes

**Date:**      **RO#:**      **Mileage:**      **Days Out:**      **Description 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#:**      **Mileage:**      **Days 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 driver 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 tha 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.

**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:

Privileged and Confidential Information

**DVM and/or DEALER RECOMMENDATION(s):**

**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:** ☐

**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

[REDACTED]  
San Leandro, CA [REDACTED]

Re: [REDACTED] vs Pontiac/GMC Division # PGM0746991

Dear [REDACTED]:

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

The terms of the settlement are as follows:

The Manufacturer has offered 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 your 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

[REDACTED]  
[REDACTED]  
Rochester, NY [REDACTED]

Service Request: 71-537610962  
Customer Relationship Specialist: Michael Metcalf

Dear [REDACTED]:

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

[REDACTED]  
[REDACTED]  
Rochester, NY [REDACTED]

Service Request: 71-537610962

Customer Relationship Specialist: Michael Metcalf

Dear [REDACTED]

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[REDACTED], is for the following:

- 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.mygmmlink.com](http://www.mygmmlink.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

[REDACTED]  
[REDACTED]  
Maple Heights, OH [REDACTED]

Service Request: 71-540107616

Customer Relationship Specialist: Laura Connor

Dear [REDACTED]

We would like to discuss your request for assistance regarding your 2005 Chevrolet Malibu, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet 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

Privileged and Confidential Information

Case Assessment By: Laura Connor		Siebel/CARS Request #: 71-540107616	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000
Veh ID #: 1G1ZT52835F [REDACTED]	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a
What is the customer seeking? Repurchase			

VEHICLE REPAIR HISTORY

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)**

Date: RO#: 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:

09/22/06	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:

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
----------	-------	------	---	---------------------------

**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:

Date:

Privileged and Confidential Information

03/20/06	35079	5507		ABS kicks in when stopping on dry, clear roads – operating as designed
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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:

<u>Date:</u>	<u>RO#:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
09/22/06	160122	12100		Traction ctrl light – unable to duplicate
03/16/07	164858	17436		Odor coming from A/C – normal operation

ATA Days Out of Service: \_\_\_\_\_

Total Days Out of Service: \_\_\_\_\_ (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):

CRM RECOMMENDATION & RATIONALE (EXPLAIN):

Decision reached by CRM:      Arbitrate case: ☐      Settle case: ☐

Team Manager Approval:

Date:

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71540107616	<b>BBB#:</b> 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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	22700.03
<b>MSRP</b> (from BARS Invoice screen)	- 22040.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= 660.03

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

### Section 2

<b>Trade Allowance</b> (from Bill of Sale)	5300.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 1000.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 4300.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	5300.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 5300.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	22700.03
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 4095.75
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 4300.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).</b>	= 14304.28

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



**GMC**

**HUMMER**

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

Privileged and Confidential Information

Case Assessment By: Laura Connor		Siebel/CARS Request #: 71-540107616	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000
Veh ID #: 1G1ZT52835F [REDACTED]	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a
What is the customer seeking? Repurchase			

VEHICLE REPAIR HISTORY

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)**

Date: RO#: Mileage: Days Out: Description 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**

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

09/22/06	160122	12100		Replaced power steering gear assy
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**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	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
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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
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
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Team Manager Approval:

Date:

Revised by c.mallett 09/07/06

Privileged and Confidential Information

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
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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:

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

ATA Days Out of Service:   6  

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: ☐

Team Manager Approval:

Date:



Privileged and Confidential Information

Case Assessment By: Laura Connor		Siebel/CARS Request #: 71-540107616	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000
Veh ID #: 1G1ZT52835F [REDACTED]	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a
What is the customer seeking? Repurchase			

VEHICLE REPAIR HISTORY

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

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09/22/06	160122	12100		Replaced power steering gear assy
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Date: RO#: Mileage: Days Out: Description of Repair:

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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
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**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front wheels wobble when driving or braking**

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

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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:

Date:

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

**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
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**CUSTOMER'S PRIMARY SYMPTOM/CONCERN:** SES light on and vehicle will not move

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

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<u>Date:</u>	<u>RO#:</u>	<u>Mileage:</u>	<u>Days Out:</u>	<u>Description of Repair:</u>
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09/22/06	160122	12100		Traction ctrl light – unable to duplicate
03/16/07	164858	17436		Odor coming from A/C – normal operation

ATA Days Out of Service: \_\_\_\_

Total Days Out of Service: \_\_\_\_ (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.

Decision reached by CRM:      Arbitrate 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:** [REDACTED]

**COREPOINT/SIEBEL#:** 71-540107616

**BBB CASE#:** CHV0748253

**STATE:** Ohio

**CRS:** Nick Sennema

REQUIRED DOCUMENTS:

COMPLETED DOCUMENTS

<input checked="" type="checkbox"/> CCF	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> REPAIR ORDERS	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> CASE ASSESSMENT	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> GMVIS	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> ATA (COMPLETED)	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> ACV	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> SALES DOCUMENTS	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> NEGATIVE EQUITY/OVERALLOWANCE	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> GM POSITION	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> GOODWILL OFFERED	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> CASE SCAN	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> TSB (IF PERTAINS)	<input checked="" type="checkbox"/>

☒ 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>



**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.

ACCEPTANCE OR REJECTION OF DECISION

Date: \_\_\_\_\_ Case Number: CHV0748253  
Customer: \_\_\_\_\_  
Business: \_\_\_\_\_  
Mfr-Info: Chevrolet  
1716 OH 1G1ZT52835F \_\_\_\_\_

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

COMPLETE THE FOLLOWING AND RETURN IT TO US IMMEDIATELY

**Note: If this form is not received in our office within 14 days from the date of the cover letter, the decision will be considered rejected and the manufacturer will be notified. You may want to return the form via certified mail or fax it to 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.

Signature(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 [REDACTED] vs Chevrolet Motor Division 1G1ZT52835F [REDACTED]

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,

John Ryan at Extension 529

**INTERIM REPAIR DECISION**

CASE: CHV0748253	Customer: [REDACTED]
VIN: 1G1ZT52835F [REDACTED]	Hearing Date: 09/24/07
Arbitrator: Michael Westerhaus	Date: 09/27/07

**Question 1**

Vehicle (Year/Make/Model):

2005 Chevrolet Malibu

**Question 2**

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

(List all components/symptoms to be repaired)

a Noise upon turning steering wheel.

b

c

d

e

f

g

h

i

j

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

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

CASE: CHV0748253	Customer: [REDACTED]
Arbitrator: Michael Westerhaus	Date: 09/27/07

**REASONS FOR DECISION FORM**

CASE: CHV0748253	Customer: [REDACTED]
VIN: 1G1ZT52835F [REDACTED]	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: [REDACTED]
Arbitrator: Michael Westerhaus	Date: 09/27/07

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

<b>Customer:</b> [REDACTED]	<b>SR #:</b> -71540107616	<b>BBB#:</b> 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

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	23299.03
<b>MSRP</b> (from BARS Invoice screen)	- 22040.00
<b>Subtract the MSRP from the Purchase Price</b> (If positive, look for Overallowance)	= 1259.03

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

### Section 2

<b>Trade Allowance</b> (from Bill of Sale)	5300.00
<b>Actual Cash Value (ACV)</b> (from ACV Statement)	- 1000.00
<b>Subtract the ACV from the Trade Allowance</b> If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 4300.00

### Section 3

<b>Trade Allowance</b> (from Bill of Sale)	5300.00
<b>Payoff on Trade</b> (from Bill of Sale)	- 5300.00
<b>Subtract the Payoff on Trade from the Trade Allowance</b> If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

### Section 4

<b>Purchase Price</b> (from Bill of Sale, before tax, tag, title, etc.)	23299.03
<b>Incentives not included in the Purchase Price</b> (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 4000.00
<b>Overallowance/Negative Equity</b> (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 4300.00
<b>Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price.</b> This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 14999.03

---

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

PURCHASER [REDACTED]  
 ADDRESS [REDACTED]  
 CITY MAPLE HTS STATE OH ZIP [REDACTED]  
 RES. PHONE [REDACTED]  
 BUS. PHONE [REDACTED]  
 E-MAIL [REDACTED] DATE 09/30/2005  
 DRIVER'S LICENSE NO. [REDACTED]

## MOTOR VEHICLE PURCHASE CONTRACT



## Lakeshore Chevrolet LLC

543 East 185th Street, Euclid, Ohio 44119  
 216-486-4400 Toll Free 1-877-33CHEVY  
 www.chevyohio.com

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED  
 MOTOR VEHICLE: ☒ NEW ☐ USED ☐ DEMO ☐ RENTAL

VEHICLE SOLD	MAKE	YR.	MODEL	BODY TYPE	COLOR	TRIM	STK. NO.	SERIAL NO.
VEHICLE TRADED IN WILL BE:	CHEVROLET	2005	MALIBU	4DR	BLUE		5F333904	1G1ZT52835F [REDACTED]
	CHEVROLET	1999	MALIBU	SD			5F333904	1G1ND52T3X6 [REDACTED]
MILEAGE ON TRADE IN:	109,818	<input type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE	DOES THE TRADE HAVE A SALVAGE VEHICLE HISTORY? <input type="checkbox"/> YES <input type="checkbox"/> NO	ODOMETER MILEAGE ON VEHICLE BEING PURCHASED	23	<input checked="" type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE		

## DEPOSIT RECEIPT

Purchaser hereby provides to the Dealer the sum of \$ [REDACTED] as a Non-Refundable Deposit for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for [REDACTED] days from the date of Deposit.

X

## NEGATIVE EQUITY:

I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that \$ 3050 of negative equity from my trade-in be included in the cash price of the vehicle.

I agree that any dispute arising from this transaction will go to arbitration and I have executed a detailed arbitration agreement which is fully incorporated herein. Arbitration is not required for the purchase or financing of your vehicle.

X

## A. BASE PRICE OF VEHICLE

\$ 22700.03

## B. OPTIONAL EQUIPMENT

\$ 599.00

## C. TOTAL CASH PRICE (A &amp; B)

\$ 23299.03

DOWN PAYMENT  
CASH OR CHECK (SEE #1 REVERSE SIDE)

\$ 2000.00

TRADE IN  
TERMS & CONDITIONS  
REBATE

\$ 5300.00

\$ 4000.00

\$ 5300.00

## LESS BALANCE OWED TO

\$ 6000.00

## D. TOTAL DOWN PAYMENT

MISCELLANEOUS  
 DOCUMENTARY SERVICE FEE  
 SALES TAX  
 (TAXABLE BALANCE \$ 17500.03)  
 TITLE FEES  
 LICENSE FEES

\$ 100.00

\$ 1312.50

\$ 10.00

\$ 15.25

## E. TOTAL MISCELLANEOUS

\$ 1437.75

## F. UNPAID BALANCE (C - D + E)

\$ 18736.78

## OTHER CHARGES

UNPAID SERVICE CONTRACT

N/A

N/A

\$ N/A

\$ N/A

## OTHER CHARGES

N/A

## UNPAID BALANCE

\$ 18736.78

Seller also have a security interest in the proceeds of any insurance policy required or purchased in conjunction with this agreement and/or any unearned premiums of such policies. If the purchase of the motor vehicle described herein is to be financed, all disclosures required by Revised Regulation Z, Truth-in-Lending Simplification Act, will be made by the lending institution (creditor) to the purchaser at the time purchaser is to be contractually obligated on the credit transaction. If the purchase of the motor vehicle described herein is to be financed, the Annual Percentage Rate (APR) may be negotiated with the dealership and the dealership may receive a fee, commission, or other compensation for providing, procuring, or arranging financing.

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER and all terms of the agreement are printed or written front and back. I understand this order requires the acceptance of the dealer or his authorized agent.

The undersigned purchaser agrees to the terms and conditions of this contract and hereby acknowledges receipt of a copy of the order and that the purchaser has read the terms and conditions on the front and back of this order. I represent that I am eighteen (18) years of age or over.

The information you see on the window form of this vehicle is part of this contract.

The information on the window form overrides any contrary provisions in the contract of sale.

Not binding unless accepted by seller and credit is approved, if applicable, by financial institution.

This motor vehicle

PURCHASER(S)

2005

Aug 03 07 10:26a

Lakeshore

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**GM**

# General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G1ZT52835A [REDACTED]

(or see attached list\*)

**CUSTOMER INCENTIVE(S)****1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	\$ 2000	CNC
	\$ 1000	BGV
	\$ 1000	GCB
	\$ 99575	GFP
Total Incentive Amount Received		

**2. Other Program Selection** (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

a. I elect to receive \_\_\_\_\_

in lieu of \_\_\_\_\_

and/or \_\_\_\_\_

b. I elect to receive \_\_\_\_\_

**CUSTOMER AND DEALER ACKNOWLEDGMENT**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 7/1. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 9/30/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature]Date: 9/30/05Dealership Name: LAKESHORE CHEVROLET LLCDealer Code: 25-007

\*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

Copy #1 - Dealer Copy

Copy #2 - Customer

GENERAL MOTORS CORPORATION

GM3795 Q (02/02)

Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9055

Aug 03 07 10:26a

Lakeshore

TRADE-IN VEHICLE APPRAISAL  
AND INSPECTION FORM

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OWNER'S NAME

CO-OWNER'S NAME

ADDRESS

TELEPHONE (H)

(W)

(CELL)

YEAR 99

MAKE

Chevy

MODEL

Malibu

VIN 1G1ND52T3L6

BODY

COLOR

E-MAIL ADDRESS

SALESPERSON

## PLEASE ANSWER, TO THE BEST OF YOUR KNOWLEDGE, THE FOLLOWING QUESTIONS:

- When did you acquire this vehicle? 2001
- Where did you acquire this vehicle?
- In what state is this vehicle titled? OH
- Is this vehicle titled in the name listed above? Yes ☐ No ☐
- Are you the original owner of the vehicle? Yes ☐ No ☒
- Has this vehicle ever been titled as a lemon buyback, salvage, junk or rebuilt vehicle? Yes ☐ No ☒
- Has the airbag in this vehicle ever been deployed or disconnected? Yes ☐ No ☒  
If yes, was it repaired or reconnected? Yes ☐ No ☐
- Has this vehicle been in an accident? Yes ☐ No ☒  
If yes, describe any damage in the remarks below.
- Has the vehicle's odometer been repaired, replaced or disconnected? 109,818 Yes ☐ No ☒
- Are the emissions control equipment on this vehicle in good working order? Yes ☐ No ☐
- Is this vehicle covered by a service contract or warranty? Yes ☐ No ☒
- Did you purchase auto appearance, anti-theft or other products along with the vehicle? Yes ☐ No ☒

Odometer Reading

109818

5 Digit ☐ Actual ☐6 Digit ☐ Not Actual ☐

Customer Signature

## DEALERSHIP EVALUATION OF OVERALL VEHICLE CONDITION AND OPTIONS

OPTION

EVALUATION

NOTE ANY DAMAGE TO VEHICLE

Body/Paint

Glass

Tires

Trunk

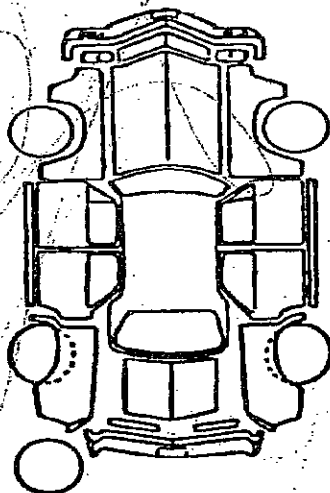
Engine 4cyl ☐ 6cyl ☐ 8cyl ☐ 12cyl ☐

Front End

Rear End

Frame

Power Equip/Electrical



OPTION

EVALUATION

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

REMARKS:

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Lakeshore

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# RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

Creditor - Seller Name and Address

 LAKESHORE CHEVROLET  
 543 EAST 185TH STREET  
 EUCLID, OH 44119
 

MAPLE HTS OH

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Mileage	Primary Use For Which Purchased
NEW	2005	CHEVROLET MALIBU	1G1ZT52835F	<input type="checkbox"/> estimate <input checked="" type="checkbox"/> Actual 23	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
19.75 %	\$ 13641.62	\$ 18736.78	\$ 32378.40	\$ 6000.00 is \$ 38378.40

### Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$443.70	Monthly beginning 11/14/2005

Or As Follows:

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 20 or 5 % of the part of the payment that is late, whichever is greater.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

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

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

### ITEMIZATION OF AMOUNT FINANCED

- Cash Price (including \$ 1312.50 sales tax) \$ 24012.53 (1)
- Total Downpayment \$ 1999 CHEVROLET MALIBU
 

Trade-in (Year) (Make) (Model)	
Gross Trade-In Allowance	\$ 5300.00
Less Pay Off Made By Seller	\$ 5300.00
Equals Net Trade In	\$ N/A
+ Cash	\$ 2000.00
+ Other REBATE	\$ 4000.00
(If total downpayment is negative, enter "0" and see G below)	\$ 6000.00 (2)
	\$ 18012.53 (3)
- Unpaid Balance of Cash Price (1 minus 2)
- Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):
  - Cost of Optional Credit Insurance Paid to Insurance

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

### Check the insurance you want and sign below: Optional Credit Insurance

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

### Other Insurance

☐ Type of Insurance \_\_\_\_\_ Term \_\_\_\_\_  
 Premium \$ \_\_\_\_\_  
 Insurance Company Name \_\_\_\_\_  
 Home Office Address \_\_\_\_\_

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Company or Companies.

Life \$ N/A

Disability \$ N/A

B Other Insurance Paid to the Insurance Company

C Official Fees Paid to Government Agencies

D Taxes Not Included in Cash Price

E Government License and/or Registration Fees

F Government Certificate of Title Fees

G Other Charges (Seller must identify who is paid and describe purpose)

to LAKE SHORE for Prior Credit or Lease Balance

to LAKE SHORE for DOCUMENTARY FEE

to for

to for

to LAKE SHORE for GAP

to for

Total Other Charges and Amounts Paid to Others on Your Behalf

5 Amount Financed (3 + 4)

I want the insurance checked above.

X Buyer Signature Date

X Co-Buyer Signature Date

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**Returned Check Charge:** You agree to pay a charge not to exceed \$20 if any check you give us is unpaid for any reason.

OPTION: ☐ You pay no finance charge if the amount financed, item 5, is paid in full on or before \_\_\_\_\_, Year \_\_\_\_ SELLERS INITIALS \_\_\_\_\_

**NO COOLING OFF PERIOD**

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X  
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

**NOTICE TO RETAIL BUYER:** Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 09/30/2005 Co-Buyer Signs X Date

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

Other owner signs here X Address By X Title

Seller assigns its interest in this contract to (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned without or with limited recourse Assigned with recourse

Seller By Title Seller By Title

**LAW** Form No. 553-OH (REV. 4/05) U.S. PATENT NO. D460,792  
©2005 Reynolds and Reynolds. TO ORDER: www.reynolds.com 1-800-344-0596, fax 1-800-531-0055  
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

If you pay late, we may also take the steps described

1. FINANCE CHARGE AND PAYMENTS  
a. How we will figure Finance Charge. We will figure

OTHER IMPORTANT AGREEMENTS



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PURCHASER [REDACTED]  
 ADDRESS [REDACTED]  
 CITY MAPLE HTS STATE OH ZIP [REDACTED]  
 RES. PHONE [REDACTED]  
 BUS. PHONE [REDACTED]  
 E-MAIL [REDACTED] DATE 09/30/2005  
 DRIVER'S LICENSE NO. [REDACTED]

## MOTOR VEHICLE PURCHASE CONTRACT



## Lakeshore Chevrolet LLC

543 East 185th Street, Euclid, Ohio 44119  
 216-486-4400 Toll Free 1-877-33CHEVY  
 www.chevyohio.com

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED  
 MOTOR VEHICLE: ☒ NEW ☐ USED ☐ DEMO ☐ RENTAL

VEHICLE SOLD	MAKE	YR.	MODEL	BODY TYPE	COLOR	TRIM	STK. NO.	SERIAL NO.
VEHICLE TRADED IN WILL BE:	CHEVROLET	2005	MALIBU	4DR	BLUE		5F333904	1G1ZT52835F [REDACTED]
	CHEVROLET	1999	MALIBU	SD			5F333904	1G1ND52T3X6 [REDACTED]
MILEAGE ON TRADE IN:	109,818	<input type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE	DOES THE TRADE HAVE A SALVAGE VEHICLE HISTORY? <input type="checkbox"/> YES <input type="checkbox"/> NO	ODOMETER MILEAGE ON VEHICLE BEING PURCHASED	23	<input checked="" type="checkbox"/> ACCURATE <input type="checkbox"/> NOT ACCURATE		

## DEPOSIT RECEIPT

Purchaser hereby provides to the Dealer the sum of \$ [REDACTED] as a Non-Refundable Deposit for the vehicle described above. If this Receipt is for a Deposit, Dealer will refrain from selling the described vehicle for [REDACTED] days from the date of Deposit.

X

## NEGATIVE EQUITY:

I am aware the balance owed on my trade-in vehicle exceeds the trade-in allowance from Dealer and, as a result, I have requested that \$ 3050 of negative equity from my trade-in be included in the cash price of the vehicle.

A. BASE PRICE OF VEHICLE

B. OPTIONAL EQUIPMENT

C. TOTAL CASH PRICE (A &amp; B)

DOWN PAYMENT

CASH OR CHECK (SEE #1 REVERSE SIDE)

TRADE IN

TERMS &amp; CONDITIONS

REBATE

LESS BALANCE OWED TO

D. TOTAL DOWN PAYMENT

MISCELLANEOUS

DOCUMENTARY SERVICE FEE

SALES TAX

(TAXABLE BALANCE \$ 17500.03)

TITLE FEES

LICENSE FEES

E. TOTAL MISCELLANEOUS

F. UNPAID BALANCE (C - D + E)

OTHER CHARGES

UNPAID SERVICE CONTRACT

OTHER CHARGES

UNPAID BALANCE

Seller also have a security interest in the proceeds of any insurance policy required or purchased in conjunction with this agreement and/or any unearned premiums of such policies. If the purchase of the motor vehicle described herein is to be financed, all disclosures required by Revised Regulation Z, Truth-in-Lending Simplification Act, will be made by the lending institution (creditor) to the purchaser at the time purchaser is to be contractually obligated on the credit transaction. If the purchase of the motor vehicle described herein is to be financed, the Annual Percentage Rate (APR) may be negotiated with the dealership and the dealership may receive a fee, commission, or other compensation for providing, procuring, or arranging financing.

NO ORAL REPRESENTATIONS HAVE BEEN MADE TO THE PURCHASER and all terms of the agreement are printed or written front and back. I understand this order requires the acceptance of the dealer or his authorized agent.

The undersigned purchaser agrees to the terms and conditions of this contract and hereby acknowledges receipt of a copy of the order and that the purchaser has read the terms and conditions on the front and back of this order. I represent that I am eighteen (18) years of age or over.

The information you see on the window form of this vehicle is part of this contract.

The information on the window form overrides any contrary provisions in the contract of sale.

Not binding unless accepted by seller and credit is approved, if applicable, by financial institution.

This motor vehicle

PURCHASER(S)

2005

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**GM**

# General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: [REDACTED]

VIN: 1G1ZT52835A [REDACTED]

(or see attached list\*)

**CUSTOMER INCENTIVE(S)****1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	\$ 2000	CNC
	\$ 1000	BGV
	\$ 1000	GCB
	\$ 99575	GFP
Total Incentive Amount Received		

**2. Other Program Selection** (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

a. I elect to receive \_\_\_\_\_

in lieu of \_\_\_\_\_

and/or \_\_\_\_\_

b. I elect to receive \_\_\_\_\_

**CUSTOMER AND DEALER ACKNOWLEDGMENT**

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 7/1. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 9/30/05

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in Item # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: [Signature]Date: 9/30/05Dealership Name: LAKESHORE CHEVROLET LLCDealer Code: 25-007

\*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

Copy #1 - Dealer Copy

Copy #2 - Customer

GENERAL MOTORS CORPORATION

GM3795 Q (02/02)

Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0996; fax 1-800-531-9055

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Lakeshore

TRADE-IN VEHICLE APPRAISAL  
AND INSPECTION FORM

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OWNER'S NAME

CO-OWNER'S NAME

ADDRESS

TELEPHONE (H)

(W)

(CELL)

YEAR

MAKE

MODEL

VIN

BODY

COLOR

E-MAIL ADDRESS

SALESPERSON

PLEASE ANSWER, TO THE BEST OF YOUR KNOWLEDGE, THE FOLLOWING QUESTIONS:

1. When did you acquire this vehicle?

2. Where did you acquire this vehicle?

3. In what state is this vehicle titled?

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 ☐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 ☒Odometer  
Reading5 Digit ☐ Actual ☐6 Digit ☐ Not Actual ☐

Customer Signature

## DEALERSHIP EVALUATION OF OVERALL VEHICLE CONDITION AND OPTIONS

OPTION

EVALUATION

NOTE ANY DAMAGE TO VEHICLE

Body/Paint

Glass

Tires

Trunk

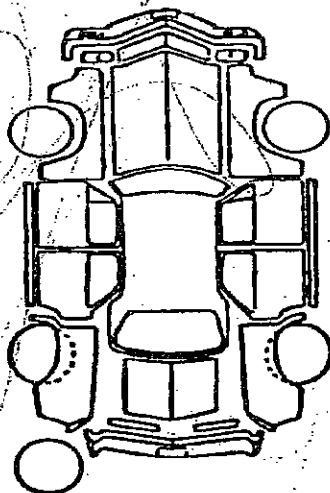
Engine 4cyl ☐ 6cyl ☐ 8cyl ☐ 12cyl ☐

Front End

Rear End

Frame

Power Equip/Electrical



OPTION

EVALUATION

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

REMARKS:

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Lakeshore

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# RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)

Creditor - Seller Name and Address

 LAKESHORE CHEVROLET  
 543 EAST 185TH STREET  
 EUCLID, OH 44119
 

MAPLE HTS OH

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Mileage	Primary Use For Which Purchased
NEW	2005	CHEVROLET MALIBU	1G1ZT52835E	<input type="checkbox"/> estimate <input checked="" type="checkbox"/> Actual 23	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
19.75 %	\$ 13641.62	\$ 18736.78	\$ 32378.40	\$ 6000.00 is \$ 38378.40

### Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$443.70	Monthly beginning 11/14/2005

Or As Follows:

**Late Charge.** If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 20 or 5 % of the part of the payment that is late, whichever is greater.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

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

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

### ITEMIZATION OF AMOUNT FINANCED

- Cash Price (including \$ 1312.50 sales tax) \$ 24012.53 (1)
- Total Downpayment \$ 1999 CHEVROLET MALIBU  
 Trade-in (Year) (Make) (Model)  
 Gross Trade-In Allowance \$ 5300.00  
 Less Pay Off Made By Seller \$ 5300.00  
 Equals Net Trade In \$ N/A  
 + Cash \$ 2000.00  
 + Other REBATE \$ 4000.00  
 (If total downpayment is negative, enter "0" and see G below) \$ 6000.00 (2)  
 \$ 18012.53 (3)
- Unpaid Balance of Cash Price (1 minus 2)
- 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

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

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

### Check the insurance you want and sign below: Optional Credit Insurance

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

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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 life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

### Other Insurance

☐ Type of Insurance Term  
 Premium \$  
 Insurance Company Name  
 Home Office Address

Aug 03 07 10:28a

Lakeshore

2164861244

p. 18

Company or Companies.

Life \$ N/A

Disability \$ N/A

B Other Insurance Paid to the Insurance Company

C Official Fees Paid to Government Agencies

D Taxes Not Included in Cash Price

E Government License and/or Registration Fees

F Government Certificate of Title Fees

G Other Charges (Seller must identify who is paid and

describe purpose)

to LAKE SHORE for Prior Credit or Lease Balance

to LAKE SHORE for DOCUMENTARY FEE

to for

to for

to LAKE SHORE for GAP

to for

Total Other Charges and Amounts Paid to Others on Your Behalf

5 Amount Financed (3 + 4)

I want the insurance checked above.

X Buyer Signature

Date

X Co-Buyer Signature

Date

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.**

**Returned Check Charge:** You agree to pay a charge not to exceed \$20 if any check you give us is unpaid for any reason.

OPTION: ☐ You pay no finance charge if the amount financed, item 5, is paid in full on or before

Year SELLERS INITIALS

**NO COOLING OFF PERIOD**

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

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

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

**NOTICE TO RETAIL BUYER:** Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 09/30/2005 Co-Buyer Signs X Date

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

Other owner signs here X

Seller signs Lakeshore Chevrolet

Date

Address

By X

Title

Seller assigns its interest in this contract to

(Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned without or with limited recourse

Assigned with recourse

Seller

By

Title

Seller

By

Title

**LAW** Form No. 553-OH (REV. 4/05) U.S. PATENT NO. D460,792  
©2005 Reynolds and Reynolds. TO ORDER: www.reynolds.com 1-800-344-0596, fax 1-800-531-0055  
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR  
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

If you pay late, we may also take the steps described

1. FINANCE CHARGE AND PAYMENTS  
a. How we will figure Finance Charge. We will figure

OTHER IMPORTANT AGREEMENTS



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

July 24, 2007

Mike Kepich, Service Manager  
543 E 185<sup>th</sup> 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

CUSTOMER #: 78392

1 6 4 8 5 8

BASS CHEVROLET, INC.

4499 Northfield Road

WARRENSVILLE HEIGHTS, OHIO 44128

Telephone (216) 475-4800

www.basschevy.com

WORKORDER

PAGE 2

MAPLE HTS OH

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 36 STEINMETZ, KEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET MALIBU	1G1ZT52835F		17436/	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
30SEP05 IS			** WAITER **			CASH
R.O. OPENED	READY	OPTIONS: DLR:28032 ENG:3.5 Liter SFI				

16MAR2007 13:22

LINE OF CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS

# A LOFK CPC OIL CHANGE SERVICE- UP TO 5 QTS 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.

7/32  
F1  
+BAC

# B H CPC EPA HAZARDOUS WASTE REMOVAL

# C CPC CUSTOMER REQUEST REPLACE LT WIPER BLADE

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

WRITTEN  
ESTIMATEORAL  
ESTIMATEI DO NOT REQUEST  
AN ESTIMATE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

☐ DISCARD

INITIAL

ORIGINAL  
ESTIMATECUSTOMER'S  
ACCEPTANCEAUTHORIZED  
ADDITIONS

DATE

TIME

BY

SIGNATURE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

☐ MASTER CARD ☐ DISCOVER ☐ VISA ☐ CASH

DISCLAIMER OF WARRANTIES - Any Warranties on the products sold herein are those made by the manufacturer of these products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties or merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

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

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

AUTH BY **TECHNICIAN COPY**



78392

1 6 4 8 5 8

## BASS CHEVROLET, INC.

4499 Northfield Road

WARRENSVILLE HEIGHTS, OHIO 44128

Telephone (216) 475-4800

www.basschevy.com

\*INVOICE\*

PAGE 1

MAPLE HTS. OH  
HOME: [REDACTED]

BUS: [REDACTED]

SERVICE ADVISOR: 36 KEN STEINMETZ

SERVICE ADVISOR: 36 KEN STEINMETZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52835F		17436/17436		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30SEP05	IS		WAIT 16MAR07			CASH	16MAR07
R.O. OPENED		READY	OPTIONS: DLR:28032 ENG:3.5 Liter SFI				

13:22 16MAR07 14:13 16MAR07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A OIL CHANGE SERVICE- UP TO 5 QTS 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.

LOK OIL CHANGE SERVICE- UP TO 5 QTS 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.

9 CPC		10.95	10.95
1 PZ9A FILTER	4.25	4.25	4.25
5 LUBE1 MOTOR OIL	2.01	2.01	10.05
1 KGR120RT ENGINE LUBRICANT	6.00	6.00	6.00

B EPA HAZARDOUS WASTE REMOVAL

H EPA HAZARDOUS WASTE REMOVAL

61 CPC		1.00	1.00
--------	--	------	------

C CUSTOMER REQUEST REPLACE LT WIPER BLADE

N100 REPLACE WIPER BLADES

9 CPC		0.00	0.00
1 89001048 BLADE	6.93	6.00	6.00
1 89001050 BLADE	9.01	6.00	6.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

1.00

YOU WILL RECEIVE A SURVEY FROM CHEVROLET 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 "COMPLETLEY 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.

## STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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/terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	11.95
PARTS AMOUNT	32.30
GAS, OIL, LUBE	0.00
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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE COPY



78392

168051

## BASS CHEVROLET, INC.

4499 Northfield Road

WARRENSVILLE HEIGHTS, OHIO 44128

Telephone (216) 475-4800

www.basschevy.com

\*INVOICE\*

PAGE 1

MAPLE HTS., OH

HOME BUS

SERVICE ADVISOR: 67 MEGHAN VACCARO

SERVICE ADVISOR: 67 MEGHAN VACCARO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52835F		22585/22585		
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30SEP05 IS			17:00 16JUL07			CASH	16JUL07
R.O. OPENED		READY		OPTIONS:			
				DLR:28032 ENG:3.5 Liter SFI			

07:30 16JUL07 13:15 16JUL07

LINE OPCODE TECH TYPE HOURS

A OIL CHANGE SERVICE- UP TO 5 QTS 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 QTS

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.

20 CPC

1 PZ9A FILTER

5 LUBE1 MOTOR OIL

1 KGR120RT ENGINE LUBRICANT

	10.95	10.95
4.25	4.25	4.25
2.01	2.01	10.05
6.00	6.00	6.00

B C/STATEST THAT WHEN STARTING CAR, IT WILL TURN OVER BUT TAKES A WHILE TO START ADVISE

CAUSE: SHORTED

J6354 POWERTRAIN CONTROL MODULE ENGINE

REPROGRAMMING WITH SPS

20 W

FC: 6G PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

PG

(N/C)

C C/STATES THAT THERE IS A POPPING NOISE IN THE FRONT END WHEN TURNING ADVISE

CAUSE: LOOSE

E7700 SHAFT, STEERING INTERMEDIATE - REPLACE

20 W

1 22687711 SHAFT KIT

(N/C)

(N/C)

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.

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## DESCRIPTION

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

## TOTALS

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

SERVICE COPY

LUF

REM. CALIF BOTH

ET WORTH BLADES

78392

168051

BASS CHEVROLET, INC.

4499 Northfield Road

WARRENSVILLE HEIGHTS, OHIO 44128

Telephone (216) 475-4800

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PAGE 2

MAPLE HTS., OH

HOME

BUS:

SERVICE ADVISOR: 67 MEGHAN VACCARO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	CHEVROLET MALIBU	1G1ZT52835F		22585/22585	
DEL. DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
30SEP05 IS			17:00 16JUL07			CASH
R.O. OPENED	READY	OPTIONS: DLR:28032 ENG:3.5_Liter_SFI				
07:30 16JUL07	13:15 16JUL07					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
						TOTAL

FC: 2W

PART#: 22687711

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NF

D C/STATES THAT SHE FEELS A WHEEL WOBBLE WHEN DRIVING

NPF UNABLE TO DUPLICATE CUSTOMERS COMPLAINT AT

THIS TIME

20 CPC

0.00 0.00

E C/STATES THAT THERE IS AN ODAR COMING FROM THE A/C WHEN IN USE ADVISE

NOP NORMAL OPERATION-VEHICLE OPERATING TO MFR

GUIDELINES

20 CPC

0.00 0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

1.00

YOU WILL RECEIVE A SURVEY FROM CHEVROLET  
 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 "COMPLETLEY 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.

## 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 a any liability in  
 connection with the sale of this  
 item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	10.95
PARTS AMOUNT	20.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.00
TOTAL CHARGES	32.25
LESS INSURANCE	0.00
SALES TAX	2.42
PLEASE PAY THIS AMOUNT	34.67

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

SERVICE COPY

- A) LOF R
- B) Reprogram PCM  
with updates
- C) Replace steering  
suspension - (intermediate)  
(noisy)
- D) ROAD TEST - COULD  
NOT DUPLICATE -  
IN SPEET TIRES & wheels -  
visual OK -
- E) NORMAL



78392

1 6 0 1 2 2

INVOICE

**BASS CHEVROLET, INC.**

4499 Northfield Road

WARRENSVILLE HEIGHTS, OHIO 44128

Telephone (216) 475-4800

www.basschevy.com



MAPLE HTS., OH

HOME BUS:

PAGE 1

SERVICE ADVISOR: 66 DAVID ROLL

SERVICE ADVISOR: 66 DAVID ROLL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52835F		12100/12100		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
30SEP05	IS		17:00 22SEP06			CASH	24JUL07
R.O. OPENED		READY	OPTIONS: DLR:28032 ENG:3.5 Liter SFI				

07:36 22SEP06 11:43 22SEP06

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A OIL CHANGE SERVICE- UP TO 5 QTS 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.

LOPK OIL CHANGE SERVICE- UP TO 5 QTS 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.

11	CPC				10.95	10.95	
1	PZ9A	FILTER			4.25	4.25	
5	LUBE1	MOTOR OIL			2.01	2.01	10.05
1	KGR120RT	ENGINE LUBRICANT			6.00	6.00	6.00

B CK ENGINE HARD TO START COLD ALSO IDLE IS ROUGH  
NPF UNABLE TO DUPLICATE CUSTOMERS COMPLAINT AT THIS TIME

11	CPC				0.00	0.00	
----	-----	--	--	--	------	------	--

C CK TRACTION OFF LIGHT COME ON  
NPF UNABLE TO DUPLICATE CUSTOMERS COMPLAINT AT THIS TIME

11	CPC				0.00	0.00	
----	-----	--	--	--	------	------	--

D ROADTEST BRAKES VIB ON STOPPING  
CAUSE: MACHINE ROTORS

H0042 MACHINE FRT BRAKE ROTORS

11	W						(N/C)
----	---	--	--	--	--	--	-------

FC: 3M PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OR

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.

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## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

78392

1 6 0 1 2 2

**BASS CHEVROLET, INC.**

4499 Northfield Road

WARRENSVILLE HEIGHTS, OHIO 44128

Telephone (216) 475-4800

www.basschevy.com

INVOICE

PAGE 2

MAPLE HTS., OH

HOME [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 66 DAVID ROLL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52835F		12100/12100		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30SEP05 IS			17:00 22SEP06			CASH	24JUL07
R.O. OPENED		READY	OPTIONS: DLR:28032 ENG:3.5_Liter_SFI				
07:36 22SEP06		11:43 22SEP06					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

\*\*\*\*\*

F\*\* ONE WAY SHUTTLE

CAUSE: REPLACE S/RACK

E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE

11 W

(N/C)

1 15858368 GEAR

(N/C)

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NP

\*\*\*\*\*

G\*\* ROTATE TIRES INSPECT TIRE CONDITION ADJUST TIRE PRESSURE

ROTATE ROTATE TIRES INSPECT TIRE CONDITION ADJUST

TIRE PRESSURE

11 CPC

27.95

27.95

\*\*\*\*\*

H\*\* ROADTEST VIB IN REAR BRAKES

CAUSE: MACHINE REAR ROTORS

H0043 MACHINE REAR ROTORS

11 W

(N/C)

FC: 3M PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OR

\*\*\*\*\*

I\*\* ONE WAY SHUTTLE

CAUSE: SHUTTLE

Z7910 ONE WAY SHUTTLE

61 W

(N/C)

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

## STATEMENT OF DISCLAIMER

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

## DESCRIPTION

## TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



**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 [REDACTED] 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,

John Ryan at Extension 529

## Customer Claim Form

Contact Date: 07/21/07

Start Date:

Case Number : CHV0748253

Have you contacted the mfr regarding your claim? ☐ YES ☒ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

MAPLE HEIGHTS, OH

Day Phone: \_\_\_\_\_

Evening Phone: \_\_\_\_\_

Cell Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Customer Contact Info:

### Vehicle Information

Name(s) of individual(s) or business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: \_\_\_\_\_ Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Malibu Model Year: 2005 Current Mileage: 22000

Vehicle Identification Number: \_\_\_\_\_

Servicing Dealer/City/State : Bass Chevy,

Selling Dealer/City/State : Lakeshore Chevy, Euclid, OH

Insurance Carrier : Geico Insurance Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

23

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

Purchase Date: 09/30/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession?

Lienholder's Name: Regional Acceptance

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

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

My desired out come for my car is for the manufacturer to take the car back. compensate me by giving me back my deposit and for my trouble. The dealership treated like crap, and refused to work on my car. I called to make an appt. and was told to take my car somewhere else to be service

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

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

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



Customer Name:

Case Number: CHV0748253

First Repair Attempt (any reported problem)

Date: 10/03/05 Mileage: 83

Last Repair Attempt (last reported problem)

Date: Mileage:

Total Days out of Service: \_\_\_\_\_

Problems – describe each symptom (List primary problem first)	Current? (Yes or No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
1. Front end problems (shaking)	yes				
2. steering problems	yes				
3. popping	yes				
4. Brakes and Rotor problems	yes				
5. vehicle leaking some fluids	no				

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

Customer Name:

Case Number:

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 No)	Servicing Dealer(s)	Repair Date	Mileage on Date	Days Out of Service
6. transmission reeves up	yes				
7. front wheels wooble shakes while driving or brakin	yes				
8. car acts like it does not want to start	yes				
9. ABS light kicks in when it shouldn't,	yes				
10. Check enging light on, car acts light it cant go	no				

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



## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

### LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A

claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first – from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

## **CLAIMS THAT WILL NOT BE ARBITRATED**

- ♦ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ♦ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ♦ Claims covered by insurance or by warranties of other manufacturers.
- ♦ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused bodily injury.
- ♦ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ♦ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ♦ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

## **OTHER IMPORTANT INFORMATION**

- ♦ The customer must own or lease the vehicle throughout the entire arbitration process.
- ♦ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ♦ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

**The BBB will let the parties know if other restrictions apply.**

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period for Filing Claims**

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles – whichever comes first -- from the date the vehicle was first put into use.

## **Eligible Claims**

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

## **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual or owned or leased by a business that owns or leases no more than three vehicles;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

## **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new.

## **Repairs/Reimbursement for Repairs**

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

## **Repurchase or Replacement**

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** – The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

**Important:** Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

#### **Deductions/Exclusions from a Repurchase or Replacement Award**

- ♦ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{\# miles attributable to the customer} \\ \text{Deduction/} & = & \text{at the time of the arbitration hearing} \\ \text{Payment} & & \text{100,000} \end{array} \quad \times \quad \begin{array}{l} \text{Vehicle purchase} \\ \text{price or gross} \\ \text{capitalized cost} \end{array}$$

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

## **STANDARDS OF THE 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**

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

### **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<sup>1</sup> interprets the lemon law's presumption as establishing a definition that a reasonable number of repair attempts has been made if, during the period of one year following the date of original delivery or during the first 18,000 miles of operation, whichever is earlier, any of the following occurs:

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

### **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.

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

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<sup>2</sup> *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:

1. 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

© 2006, Council of Better Business Bureaus, Inc.

Ohio



**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

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

NOTICE OF HEARING/INSPECTION

Date: 09/11/07 Case Number: CHV0748253  
Customer: [REDACTED]  
Business: Chevrolet  
Mfr-Info: 1716 OH 1G1ZT52835F [REDACTED]  
Arbitrator(s): Mr Michael Westerhaus

Hearing Date, Time, Place: 09/24/07 11 AM ET

The Better Business Bureau, Inc.  
2217 East 9th Street Suite 200  
Cleveland, OH 441150000

Manner in Which Parties Will Participate:

Customer is being represented by : yes Self no Attorney

Attorney Name:

Attorney Phone Number:

Attorney Fax Number:

Customer: ☒ in person ☐ by phone ☐ in writing  
Manufacturer: ☐ in person ☒ by phone ☐ in writing

INSTRUCTIONS

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

Hearing Site Phone Number: 2166238964 Ext: 401

Hearing 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 [REDACTED] vs Chevrolet Motor Division 1G1ZT52835F [REDACTED]

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



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

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.

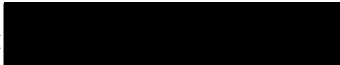


Council of Better Business Bureaus, Inc.

**BBB AUTO LINE**  
4200 Wilson Boulevard, Suite 800  
Arlington, VA 22203-1838  
Phone 800.955.5100 Fax: 703.247.9700

## ARBITRATOR SELECTION LIST

Customer:



Case Number: CHV0748253

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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.

## 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 *Agreement to Arbitrate*.
- ☐ 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**

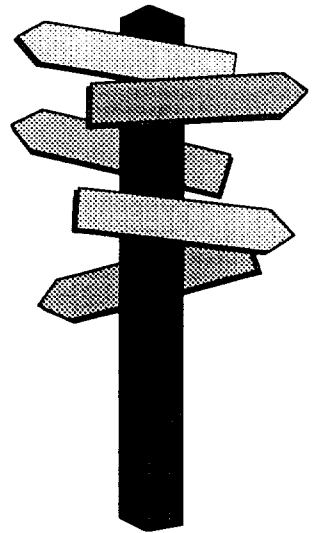
- A. Final questions, testimony or evidence by either party [10 minutes]
- B. Final questions by arbitrator
- C. Closing statement by business [5 minutes]
- D. Closing statement by consumer [5 minutes]

## 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)

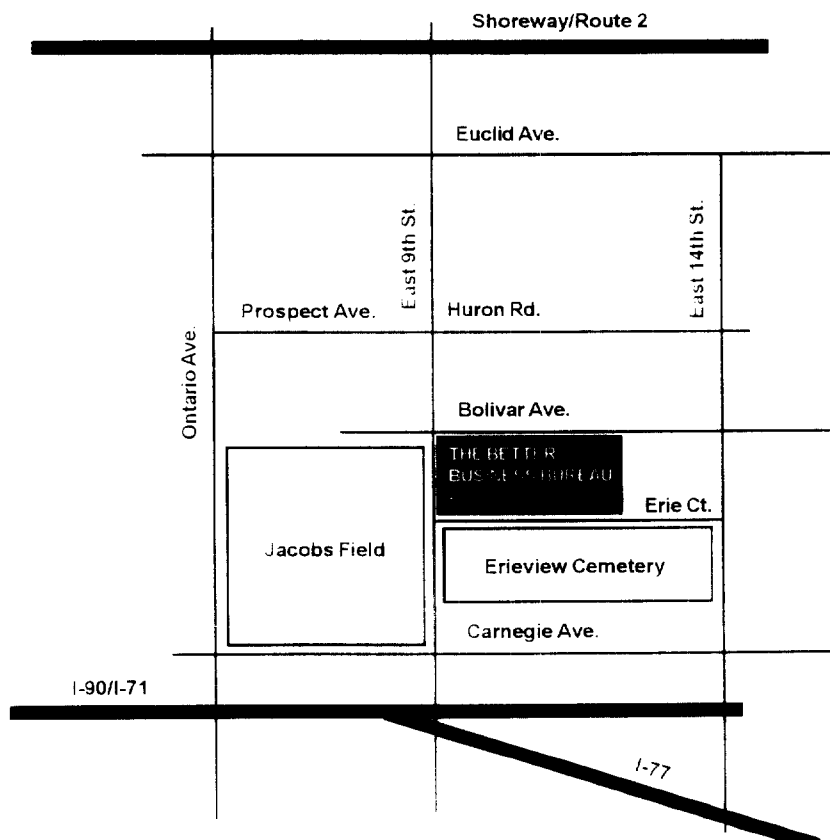


**From the East:** Take I-90/Route 2 West to the East 9<sup>th</sup> St. exit. Head south on East 9<sup>th</sup>, passing Euclid Avenue. The Dallas Building (2217 East 9<sup>th</sup>, across the street from Jacobs Field) will be on your left; the BBB is on the 2<sup>nd</sup> Floor.

**From the Southeast:** Take I-77 to the East 9<sup>th</sup> St. exit. Head north on East 9<sup>th</sup>, passing Carnegie Avenue. The Dallas Building (2217 East 9<sup>th</sup>, across the street for Jacobs Field) will be on your right; the BBB is on the 2<sup>nd</sup> Floor.

**From the West/Southwest:** Take I-90/I-71 to the East 9<sup>th</sup> St. exit. Head north on East 9<sup>th</sup>, passing Carnegie Avenue. The Dallas Building (2217 East 9<sup>th</sup>, across the street from Jacobs Field) will be on your right; the BBB is on the 2<sup>nd</sup> 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: [REDACTED]

Business: Chevrolet

Mfr-Info: 1716 OH 1G1ZT52835F [REDACTED]

The decision of the arbitrator(s) will be in accordance with the BBB AUTO LINE arbitration Rules and the applicable manufacturer's Program Summary. All remedies will fall within the confines of the applicable manufacturer's Program Summary unless additional remedies are noted below.

Model : Malibu

Year : 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)

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

(\* 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: Patricia Chandler		Siebel/CARS Request #: 71-540107616	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000
Veh ID #: 1G1ZT52835F [REDACTED]	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a
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:

Date:

Privileged and Confidential Information


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

**VEHICLE MEETS PRESUMPTION LEMON LAW?      YES:                      NO:**

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

**AVM and/or DEALER RECOMMENDATION(s):**

**CRM RECOMMENDATION & RATIONALE (EXPLAIN):** \_\_\_\_\_

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

**Team Manager Approval:**

**Date:**

Privileged and Confidential Information

Case Assessment By: Laura Connor		Siebel/CARS Request #: 71-540107616	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000
Veh ID #: 1G1ZT52835F [REDACTED]	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a
What is the customer seeking? Repurchase			

VEHICLE REPAIR HISTORY

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)**

Date: RO#: Mileage: Days Out: Description 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**

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

09/22/06	160122	12100		Replaced power steering gear assy
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**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
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**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	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
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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:

Date:

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

**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
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**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:	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

ATA Days Out of Service:   6  

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: ☐

Team Manager Approval:

Date:

**tim lally**

Phone: 440-232-2000  
Fax: 440-232-2104  
Web: www.timlally.com

**Tim Lally Chevrolet**  
**19000 Rockside Rd.**  
**Bedford, Ohio 44146**

**FAX**

To:

PATRICIA  
CHANDLER

From:

Joe  
Prah

Date: 7-25-07

Number of pages 13

## Cover Sheet

Remarks:

Re SF 333904

“The place where customers become Friends”





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: [REDACTED]  
Siebel Request: 71-540107616  
2005 Chevrolet Malibu  
VIN # 1G1ZT52835H [REDACTED]

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



IN THE EVENT THAT YOU, THE CUSTOMER, REQUEST A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OF PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, 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 DOLLARS.  
INITIAL YOUR CHOICE:

WRITTEN  
ESTIMATE

ORAL  
ESTIMATE

I DO NOT  
REQUEST

ORIGINAL  
ESTIMATE \$ \_\_\_\_\_ CUSTOMER'S  
ACCEPTANCE \_\_\_\_\_

AUTHORIZED  
ADDITIONS \$ \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ BY \_\_\_\_\_

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREOF. DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIPMENTS BEYOND DEALER'S CONTROL. TERMS: CASH, OR APPROVED CREDIT CARD.

PG 1 OF 1

### INSTRUCTIONS ON WORK TO BE DONE

51\* PAY TYPE: WAR

CHECK ENGINE LIGHT ON RUNNING VERY ROUGH

*SES light ON Engine misfiring - Scan  
found P0300 - Engine miss - Found #4  
cyl missing - Found stuck injector free 20  
injector Add Fuel system cleaner clear code*

*15650*

**WAITER**

### DISCLAIMER OF WARRANTY

THE SELLER, TIM LALLY CHEVROLET, INC., HEREBY 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.

REPAIRED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

DISCARD \_\_\_\_\_

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.

### NOTE PRIOR DAMAGE:

☐ FRT. END ☐ RT. FEND. ☐ REAR END ☐ L.Q. ☐ ROOF ☐ INTERIOR

### CUSTOMER'S INITIALS:

☐ RT. DOOR(S) ☐ RT. Q. ☐ L. DOOR(S) ☐ L. FEND. ☐ 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 \_\_\_\_\_

\*\*RO 40128\*\*

\*TAG \_\_\_\_\_

LIC: OH \_\_\_\_\_

SVC ADV: 063 BILL MINISSALE

05 \*\*VIN: 1G1ZT5283 5F \_\_\_\_\_ \*

CHEVROLET

MALIBU

LS

4DR SDN

LICENSE: OH \_\_\_\_\_

CAR

SVC DLR: 28306

MAPLE HEIGHTS

OH \_\_\_\_\_

CUYAHOGA

IN-SVC: 093005

ODOMETER: LAST: 5507 CURRENT: 7903

AVG PER DAY: 32 PER MONTH: 960

CELL: \_\_\_\_\_

HOME: \_\_\_\_\_

\*\*CUSTOMER WAITING\*\*

DIST CODE: 1GC

**WAITER**

06/02/06 12:12:42

\*\*\*\*PROMISED DATE: 06/02/06 TIME: 1700 \*\*\*\*

\*TAG \_\_\_\_\_

\*\*RO 40128\*\*

SVC ADV: 063

VIN: 1G1ZT5283 5F \_\_\_\_\_

LAST SERVICE PERFORMED

RECOMMENDED SERVICE FOR YOUR CAR

W/TH  
DENT



# TIM LALLY CHEVROLET, INC.

100 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, 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 below vehicle to secure the amount of repairs thereto."  
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

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 ANYWAY 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.

X _____		_____ (SIGNED)		_____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON		_____ (DATE)	
----- INVOICE TO -----				----- DRIVER/OWNER INFORMATION -- INVOICE: W40128 -----			
[REDACTED] MAPLE HEIGHTS OH [REDACTED] CELL: [REDACTED] HOME: [REDACTED] EMAIL: [REDACTED]				[REDACTED] MAPLE HEIGHTS OH [REDACTED] CELL: [REDACTED] HOME: [REDACTED] EMAIL: [REDACTED]			
----- FOR OFFICE USE -----				----- VEHICLE INFORMATION -----			
TAG: 8053		ADV: 063 MINISSALE INVOICE: PRELIM WAR W		VIN 1G1ZT52B35F [REDACTED]		LICENSE NUMBER: OH [REDACTED]	
TAX RULES: NNINY INVOICED: 06/02/2006 13:30:03		DIST: 16C		05 CHEVROLET MALIBU LS		4DR SDN	
ODOMETER IN: 7903				DATES INSERVICE: 093005			
DATES BEGIN: 06/02/06 DONE: 06/02/06							
CONCERN 51 CHECK ENGINE LIGHT ON RUNNING VERY ROUGH CAUSE P0300 MISFIRE #4 INJECTOR CORRECTION FREE-UP INJECTOR #4 ADD CLEANER TO FUEL PART NUMBER PO# NOTE DESCRIPTION QTY SELL 000 088861011 CLEANER 1				OPERATION TECH HOURS AMOUNT J5650 047 .9			
FACTORY TECH: 047 - ZIESKE, JAMES COND CODE : WG FAIL CODE : 6D FP-088861011							
				PAYMENT DISTRIBUTION FOR INVOICE W40128			
				** CUSTOMER WAITING **			
IF YOU HAVE ANY QUESTIONS - PLEASE SEE BILL MINISSALE YOU WILL RECEIVE A SURVEY FROM G.M. WITHIN THE NEXT FEW WEEKS ABOUT YOUR SERVICE VISIT. THE RETURN OF YOUR COMPLETED SURVEY IS IMPORTANT TO US! IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED", (ESPECIALLY ON QUESTION #16), PLEASE CONTACT BILL MINISSALE OR LISA WOODRUM. WE'LL MAKE EVERY EFFORT TO RESOLVE ANY SHORTCOMINGS TO YOUR COMPLETE SATISFACTION! TIM LALLY-THE WORLD'S GREATEST DEALERSHIP!							

ON LINE SERVICE INVOICING BY UCS

6 1979 71622



AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, INCLUDING DISASSEMBLY, REASSEMBLY OF PARTIALLY COMPLETED WORK, SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR OR PARTS INVOLVED IN THE INSPECTION, 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 DOLLARS. VITAL YOUR CHOICE

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO, DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIPMENT BEYOND DEALER'S CONTROL. TERMS: CASH, OR APPROVED CREDIT CARD.

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ I DO NOT REQUEST \_\_\_\_\_  
ORIGINAL ESTIMATE \$ \_\_\_\_\_ CUSTOMER'S ACCEPTANCE \_\_\_\_\_  
AUTHORIZED ADDITIONS \$ \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_ BY \_\_\_\_\_

PG 1 OF 3

**INSTRUCTIONS ON WORK TO BE DONE**

06 PAY TYPE: C FLG: NOS  
LUBE, OIL, FILTER COUPON SPECIAL (VALID  
THRU 12/31/06) *LOF*  
OP-CODE MA18

**DISCLAIMER OF WARRANTY**  
THE SELLER, TIM LALLY CHEVROLET, INC., HEREBY 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.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

40\* PAY TYPE: WAR  
05094 Q - SUN VISOR MIRROR COVER  
NONFUNCTIONAL/BREAKAGE \*IN  
*REPLACE MIRRORS*

DISCARD \_\_\_\_\_  
HAS THIS VEHICLE BEEN IN THIS DEALERSHIP FOR ANY OF THE PROBLEMS LISTED AT THE LEFT? ☐ YES ☐ NO

51 PAY TYPE: WAR  
CUSTOMER STATES VEHICLE LEAKING OIL  
UNDER ENGINE AREA..CK AND ADVISE  
*NO LEAKS*

**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, WAX, CARBURETOR CLEANER, TOWELS, WINDOW CLEANER, SOLDER, BATTERY CLEANER, BATTERY SEALER, WIRE, WINDSHIELD SEALER, CHOKE CLEANER, WHITE GREASE, PAPER FLOOR MATS, ETC.

NOTE PRIOR DAMAGE: ☐ FRT. END ☐ RT. FEND. ☐ RT. DOOR(S) ☐ RT. Q.  
☐ REAR END ☐ L.Q. ☐ L. DOOR(S) ☐ L. FEND.  
☐ BODY ☐ INTERIOR ☐ GLASS ☐ NONE

52 PAY TYPE: WAR  
CUSTOMER STATES WHEN DRIVING AND  
ACCELERATING TRANSMISSION SHIFTING INTO  
PASSING GEAR VERY EASILY..CK AND REPAIR  
*NO CODES - NO PROBLEMS FOUND*

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 *10 miles freeway - CD*

FOREMAN'S SIGNATURE X *Red Test H. BE*

\*\*RO 35079\*\* \*TAG \_\_\_\_\_ \* LIC: OH \_\_\_\_\_

SVC ADV: 336 MATT NAGY  
05 \*\*VIN: 1G1ZT5283 5F \_\_\_\_\_ \*

MAPLE HEIGHTS  
OH \_\_\_\_\_  
CUYAHOGA

CHEVROLET MALIBU  
LS 4DR SDN  
LICENSE: OH \_\_\_\_\_ CAR  
SVC DLR: 28306

IN-SVC: 093005  
ODOMETER: \_\_\_\_\_ CURRENT: 5507  
AVG PER DAY: \_\_\_\_\_ PER MONTH: \_\_\_\_\_

HOME: \_\_\_\_\_  
CELL: \_\_\_\_\_

*MIRrors*  
**PARTS RECEIVED**  
*3-20-06*  
*RS*

DIST CODE: 1GC

RO NOTE: FIRST VISIT

\*\*\*\*PROMISED DATE: 03/20/06 TIME: 1700 \*\*\*\*

03/20/06 08:56:17

VIN: 1G1ZT5283 5F \_\_\_\_\_

\*TAG \_\_\_\_\_ \*\*RO 35079\*\* SVC ADV: 336

RECOMMENDED SERVICE FOR YOUR CAR  
EST LABOR EST PARTS DESCRIPTION

RO# \_\_\_\_\_ DATE \_\_\_\_\_ LAST SERVICE PERFORMED MILEAGE ADV PARTS

LABOR

OPER

WITH THE NECESSARY  
YOUR EMPLOYEES PERMISSION TO OP-  
DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE  
IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF RE-  
PAIRS THERETO. DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIP-  
MENTS BEYOND DEALER'S CONTROL. TERMS: CASH, OR APPROVED CREDIT CARD.

REQUEST

ACCEPTANCE

AUTHORIZED  
ADDITIONS \$

DATE

TIME

BY

X

PG 2 OF 3

### INSTRUCTIONS ON WORK TO BE DONE

53 PAY TYPE: WAR  
CUSTOMER STATES WHEN DRIVING SOUNDS LIKE  
HOWLING IN FRONT END LIKE BAD WHEEL  
BEARINGS..CK AND REPAIR *NO PROBLEM*  
*FOUND*

54 PAY TYPE: WAR  
CUSTOMER STATES COLD OR WARM WHEN  
STARTING VEHICLE WILL NOT START FIRST  
TIME CRANKING TO START..CK AND REPAIR  
*NO CODES - RUNS OK*

55 PAY TYPE: WAR  
CUSTOMER STATES VEHICLE FEELS LIKE IT  
RIDES UNEVEN OVER BUMPS AND STEERING  
PULLS TO RIGHT..CK AND REPAIR *NO*  
*PROBLEM FOUND*

56 PAY TYPE: WAR  
CUSTOMER STATES VIBRATION IN FRONT END  
WHEN DRIVING MORE AT HIGHWAY SPEEDS..CK  
AND REPAIR *NO PROBLEMS FOUND*

### DISCLAIMER OF WARRANTY

THE SELLER, TIM LALLY CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS  
ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IM-  
PLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR  
PURPOSE, AND TIM LALLY CHEVROLET, INC. NEITHER ASSUMES NOR AU-  
THORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CON-  
NECTION WITH THE SALE OF THE PARTS LISTED BELOW.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE

DISCARD

HAS THIS VEHICLE BEEN IN THIS DEALERSHIP FOR ANY OF THE PROBLEMS  
LISTED AT THE VEHICLE? ☐ YES ☒ NO

### SUPPLIES

ARE THOSE MISCELLANEOUS ITEMS USED IN CONNECTION WITH THE SER-  
VICE 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.

### NOTE PRIOR DAMAGE:

☐ FRT. END ☐ RT. FEND.  
☐ REAR END ☐ L.Q.  
☐ ROOF ☐ INTERIOR

### CUSTOMER'S INITIALS:

☐ RT. DOOR(S) ☐ RT. Q.  
☐ L. DOOR(S) ☐ L. FEND.  
☐ 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 *10 miles Freeway - CD.*

FOREMAN'S  
SIGNATURE X

*Good Test - B.E.*

SVC ADV: 336 MATT NAGY

05 \*\*VIN: 1G1ZT5283 5F

CHEVROLET

MALIBU

LS

4DR SDN

LICENSE: OH

CAR

SVC DLR: 28306

IN-SVC: 093005

ODOMETER:

CURRENT: 5507

AVG PER DAY:

PER MONTH:

DIST CODE: 1GC

03/20/06 08:56:17

RO NOTE: FIRST VISIT

\*\*\*\*PROMISED DATE: 03/20/06 TIME: 1700 \*\*\*\*

\*TAG

\*\*RO 35079\*\*

SVC ADV: 336

VIN: 1G1ZT5283 5F

ROLL

DATE

LAST SERVICE PERFORMED  
MILEAGE ADV

PARTS

LABOR

OPER

RECOMMENDED SERVICE FOR YOUR CAR  
EST LABOR EST PARTS DESCRIPTION

YOUR EMPLOYEES PERMISSION TO OFF-  
DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE  
USE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN  
IS HEREBY ACKNOWLEDGED ON BELOW VEHICLE TO SECURE THE AMOUNT OF RE-  
PAIRS THERETO. DEALER NOT RESPONSIBLE FOR UNAVAILABILITY OF PARTS SHIP-  
MENTS BEYOND DEALER'S CONTROL. TERMS, CASH, OR APPROVED CREDIT CARD.

ACCEPTANCE \_\_\_\_\_

AUTHORIZED  
ADDITIONS \$

DATE

TIME

BY

X

PG 3 OF 3

### INSTRUCTIONS ON WORK TO BE DONE

57 PAY TYPE: WAR  
CUSTOMER STATES WHEN BRAKING BRAKES  
PULSATING..CK AND REPAIR *NO*  
*PULSATING FELT*

DISCLAIMER OF WARRANTY  
THE SELLER, TIM LALLY CHEVROLET, INC., HEREBY EXPRESSLY DISCLAIMS  
ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IM-  
PLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR  
PURPOSE, AND TIM LALLY CHEVROLET, INC. NEITHER ASSUMES NOR AU-  
THORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CON-  
NECTION WITH THE SALE OF THE PARTS LISTED BELOW.

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

DISCARD *NO*

HAS THIS VEHICLE BEEN IN THIS DEALERSHIP FOR ANY OF THE PROBLEMS  
LISTED ON THE LEFT? ☐ YES ☐ NO

SUPPLIES  
ARE THOSE MISCELLANEOUS ITEMS USED IN CONNECTION WITH THE SER-  
VICE 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.

NOTE PRIOR DAMAGE:

☐ FRT. END  
☐ REAR END  
☐ ROOF

☐ RT. FEND.  
☐ L.Q.  
☐ INTERIOR

CUSTOMER'S INITIALS:

☐ RT. DOOR(S) ☐ RT. Q.  
☐ L. DOOR(S) ☐ L. FEND.  
☐ 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. *10 miles from - CD.*

FOREMAN'S  
SIGNATURE X

*Red Test - PC*

\*\*RO 35079\*\*

\*TAG

LIC: OH

SVC ADV: 336 MATT NAGY

05 \*\*VIN: 1G1ZT5283 5F

CHEVROLET  
LS

MALIBU  
4DR SDN

LICENSE: OH

CAR

SVC DLR: 28306

MAPLE HEIGHTS  
OH  
CUYAHOGA

IN-SVC: 093005  
ODOMETER:  
AVG PER DAY:

CURRENT: 5507  
PER MONTH:

HOME:  
CELL:

DIST CODE: 1GC

03/20/06 08:56:17

RO NOTE: FIRST VISIT

\*\*\*PROMISED DATE: 03/20/06 TIME: 1700 \*\*\*

\*TAG RO 35079\*\* SVC ADV: 336

VIN: 1G1ZT5283 5F

RD#

DATE

LAST SERVICE PERFORMED  
MILEAGE ADV

PARTS

LABOR

OPER

RECOMMENDED SERVICE FOR YOUR CAR  
EST LABOR EST PARTS DESCRIPTION

VEHICLE INFORMATION  
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, 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 below vehicle to secure the amount of repairs thereto."  
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

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.

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: C35079	
[REDACTED]		[REDACTED]	
[REDACTED] OH [REDACTED]		[REDACTED] OH [REDACTED]	
HOME: [REDACTED] CELL: [REDACTED]		HOME: [REDACTED] CELL: [REDACTED]	
TAG: [REDACTED] ADV: 336 NAGY, MAT INVOICE: FINAL CUS C W J1		VIN 1G1ZY52835F [REDACTED] LICENSE NUMBER: OH [REDACTED]	
INVOICED: 03/20/2006 17:52:07		05 CHEVROLET MALIBU LS 4DR SDN	
ODOMETER IN: 5507			
CONCERN 06 LUBE,OIL,FILTER COUPON SPECIAL (VALID THRU 12/31/06)		OPERATION MA1B TECH Q10 AMOUNT * 9.95	
CAUSE 6			
CORRECTION LUBE, OIL & FILTER COMPLETE			
PART NUMBER	PO#	NOTE	DESCRIPTION
000 025010792			OIL FLTR
010 5W30		GOG	BULK
FACTORY TECH: 010 - OROVETS, DAVE		TOTAL CHARGE FOR CONCERN 25.95	
TYPE: C			
CONCERN 61 CUSTOMER REQUEST ESTIMATE ON REAR BUMPER DAMAGE		OPERATION NC TECH Q10 AMOUNT .00	
CAUSE 5			
CORRECTION NO CHARGE			
FACTORY TECH: 010 - OROVETS, DAVE		TOTAL CHARGE FOR CONCERN .00	
TYPE: C			
GRAND TOTALS			
SUMMARY OF CHARGES FOR INVOICE C35079		PAYMENT DISTRIBUTION FOR INVOICE C35079	
PARTS	5.00	TOTAL CHARGE	27.90
GAS-OIL-GREASE	11.00	CASH	27.90
LAB-MECHANICAL	9.95		
SUB-TOTAL	25.95		
STATE TAX	1.95		
TOTAL CHARGE	27.90		
IF YOU HAVE ANY QUESTIONS - PLEASE SEE MATT NAGY			
TIM LALLY CHEVROLET - THE WORLD'S GREATEST DEALERSHIP!			

CUSTOMER

EDFORD, 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, 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 below vehicle to secure the amount of repairs thereto."  
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

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.

X

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO ----- DRIVER/OWNER INFORMATION -- INVOICE: W35079

BROWN. -----

MAPLE HEIGHTS OH -----

HOME: ----- CELL: -----

FOR OFFICE USE ----- VEHICLE INFORMATION -----

TAG ----- ADV: 336 NAGY, MAT INVOICE: FINAL WAR C W \*J1 VIN 1G1ZT52835F ----- LICENSE NUMBER: OH -----

TAX RULES: YYINN INVOICED: 03/20/2006 17:52:07 05 CHEVROLET MALIBU LS 4DR SDN

ODOMETER IN: 5507 DIST: 1GC DATES INSERVICE: 093005

DATES BEGIN: 03/20/06 DONE: 03/20/06

CONCERN	CAUSE	CORRECTION	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
40	05094 0 - SUN VISOR MIRROR COVER NONFUNCTIONAL/BREAKAGE *IN							
	5							
	REPLACE MIRRORS PER RECALL							
	PART NUMBER							
	000 015803234				MIRROR	1	15.89	15.89
	000 015803238				MIRROR	1	23.31	23.31
FACTORY	TECH: 010 - OROVETS, DAVE							
	COND CODE : MA			FAIL CODE : 96				
	FP-015803238							

----- SUBTOTAL -----

PARTS 39.20

LAB-MECHANICAL 30.00

TOTAL CHARGE FOR CONCERN 69.20

TYPE: WAR

CONCERN	CAUSE	CORRECTION	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
51	CUSTOMER STATES VEHICLE LEAKING OIL UNDER ENGINE AREA..CK AND ADVISE							
	5							
	NO CHARGE							
	NO LEAKS FOUND AT THIS TIME							
FACTORY	TECH: 010 - OROVETS, DAVE							
	COND CODE : VN			FAIL CODE : 92				
	FP-000000000							

----- SUBTOTAL -----

TOTAL CHARGE FOR CONCERN .00

TYPE: WAR

CONCERN	CAUSE	CORRECTION	PO#	NOTE	DESCRIPTION	QTY	SELL	AMOUNT
52	CUSTOMER STATES WHEN DRIVING AND ACCELERATING TRANSMISSION SHIFTING INTO							
	PASSING GEAR VERY EASILY..CK AND REPAIR							

OPERATION NC TECH 010 HOURS .0 AMOUNT .00

PAGE 1

CUSTOMER



EDFORD, 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, 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 below vehicle to secure the amount of repairs thereto."  
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X \_\_\_\_\_ (SIGNED) \_\_\_\_\_ DEALER GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

INVOICE TO \_\_\_\_\_ DRIVER/OWNER INFORMATION -- INVOICE: W35079

FOR OFFICE USE \_\_\_\_\_ VEHICLE INFORMATION \_\_\_\_\_

TAG: \_\_\_\_\_ ADV: 336 NAGY, MA INVOICED: 03/20/2006 17:52:07 J1 05 MALIBU LICENSE NUMBER: OH \_\_\_\_\_

CAUSE 5  
CORRECTION NO CHARGE-TEST DRIVE AND SCAN FOR CODES-OPERATING AS DESIGNED  
FACTORY TECH: 010 - OROVETS. DAVE  
COND CODE : 0J FAIL CODE : 9Z  
FP-000000000

TYPE: WAR

CONCERN 53 CUSTOMER STATES WHEN DRIVING SOUNDS LIKE HOWLING IN FRONT END LIKE BAD  
WHEEL BEARINGS..CK AND REPAIR

OPERATION	TECH	HOURS	AMOUNT
NC	010	.0	.00

----- SUBTOTAL -----  
TOTAL CHARGE FOR CONCERN .00

CAUSE 5  
CORRECTION NO CHARGE-TEST DRIVE AND INSPECT SUSPENSION AND STEERING-OPERATING  
COMMENT AS DESIGNED AT THIS TIME  
FACTORY TECH: 010 - OROVETS. DAVE  
COND CODE : 0J FAIL CODE : 9Z  
FP-000000000

TYPE: WAR

CONCERN 54 CUSTOMER STATES COLD OR WARM WHEN STARTING VEHICLE WILL NOT START FIRST  
TIME CRANKING TO START..CK AND REPAIR

OPERATION	TECH	HOURS	AMOUNT
J9995	010	.3	22.50

----- SUBTOTAL -----  
TOTAL CHARGE FOR CONCERN .00

LAB-MECHANICAL 22.50  
TOTAL CHARGE FOR CONCERN 22.50

TYPE: WAR

CONCERN 55 CUSTOMER STATES VEHICLE FEELS LIKE IT RIDES UNEVEN OVER BUMPS AND STEERING OPERATION

TECH	HOURS	AMOUNT

PAGE 2

CUSTOMER

BEDFORD, OHIO 44146-2033  
(440) 232-2000

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INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W35079	
OR OFFICE USE		VEHICLE INFORMATION	
TAG: 4600 ADV: 336 NAGY, MA INVOICED: 03/20/2006 17:52:07 01 05 MALIBU		LICENSE NUMBER: OH	
PULLS TO RIGHT. CK AND REPAIR		NC	010 .0 .00
CAUSE	5		
CORRECTION	NO CHARGE-TEST DRIVE VEHICLE AND INSPECT TIRES AND SUSPENSION-OPER		
COMMENT	ATING AS DESIGNED		
FACTORY	TECH: 010 - OROVETS, DAVE		
	COND CODE : 0J	FAIL CODE : 9Z	
	FP-000000000		
TYPE: WAR		SUBTOTAL	
		TOTAL CHARGE FOR CONCERN .00	
CONCERN 56	CUSTOMER STATES VIBRATION IN FRONT END WHEN DRIVING MORE AT HIGHWAY SPEEDS. CK AND REPAIR	OPERATION	TECH HOURS AMOUNT
		NC	010 .0 .00
CAUSE	5		
CORRECTION	NO CHARGE-TEST DRIVE IN CITY AND HIGHWAY-OPERATING AS DESIGNED		
FACTORY	TECH: 010 - OROVETS, DAVE		
	COND CODE : 0J	FAIL CODE : 9Z	
	FP-000000000		
TYPE: WAR		SUBTOTAL	
		TOTAL CHARGE FOR CONCERN .00	
CONCERN 57	CUSTOMER STATES WHEN BRAKING BRAKES PULSATING. CK AND REPAIR	OPERATION	TECH HOURS AMOUNT
		NC	010 .0 .00
CAUSE	5		
CORRECTION	NO CHARGE-TEST DRIVE AND INSPECT BRAKING SYSTEM-OPERATING AS DESIG		
COMMENT	NED AT THIS TIME		
FACTORY	TECH: 010 - OROVETS, DAVE		
	COND CODE : 0J	FAIL CODE : 9Z	
	FP-000000000		
TYPE: WAR		SUBTOTAL	
		TOTAL CHARGE FOR CONCERN .00	
CONCERN 58	CUSTOMER STATES WHEN SITTING AT A STOP ENGINE FEELS LIKE IT WANTS TO STALL BUT HAS NEVER STALLED OUT. CK AND REPAIR	OPERATION	TECH HOURS AMOUNT
		NC	010 .0 .00

OR LINE SERVICE INVOICING BY

CUSTOMER

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, 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 below vehicle to secure the amount of repairs thereto."  
I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF

ON BEHALF OF SERVING 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 SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W35079	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 4600 ADV: 336 NAGY, MA INVOICED: 03/20/2006 17:52:07 J1		05 MALIBU	
CAUSE 5		SUBTOTAL	
CORRECTION NO CHARGE		TOTAL CHARGE FOR CONCERN .00	
COMMENT COULD NOT DUPLICATE CONCERN AT THIS TIME			
FACTORY TECH: 010 - OROVETS. DAVE			
COND CODE : 0J		FAIL CODE : 9Z	
FP-000000000			
TYPE: WAR			
CONCERN 59 CUSTOMER STATES WHEN MAKING LEFT TURNS FEELS A LIGHT SCRUBBING FROM FRONT		OPERATION	TECH HOURS AMOUNT
END..CK AND REPAIR		NC	010 .0 .00
CAUSE 5			
CORRECTION NO CHARGE			
COMMENT TEST DRIVE-OPERATING AS DESIGNED			
FACTORY TECH: 010 - OROVETS. DAVE			
COND CODE : 0J		FAIL CODE : 9Z	
FP-000000000			
TYPE: WAR			
CONCERN 60 CUSTOMER STATES WHEN COMING TO A STOP AT TIMES ABS WILL KICK IN BUT ROADS		OPERATION	TECH HOURS AMOUNT
ARE CLEAR AND DRY..CK AND REPAIR		NC	010 .0 .00
CAUSE 5			
CORRECTION NO CHARGE-TEST DRIVE AND SCAN FOR CODES-OPERATING AS DEIGNED AT TH			
COMMENT IS TIME			
FACTORY TECH: 010 - OROVETS. DAVE			
COND CODE : 0J		FAIL CODE : 9Z	
FP-000000000			
TYPE: WAR			

ONLINE SERVICE INVOICING BY UCS

CUSTOMER

WOOD, 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, 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 below vehicle to secure the amount of repairs thereto."  
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INVOICE TO		DRIVER/OWNER INFORMATION -- INVOICE: W35079	
FOR OFFICE USE		VEHICLE INFORMATION	
TAG: 4600 ADV: 336 NAGY. MA INVOICED: 03/20/2006 17:52:07 J1 05 MALIBU		LICENSE NUMBER: OH	
SUMMARY OF CHARGES FOR INVOICE W35079		PAYMENT DISTRIBUTION FOR INVOICE W35079	
PARTS	39.20	TOTAL CHARGE	91.70
LAB-MECHANICAL	52.50	WARRANTY	91.70
TOTAL CHARGE	91.70	GRAND TOTALS	

IF YOU HAVE ANY QUESTIONS - PLEASE SEE MATT NAGY  
YOU WILL RECEIVE A SURVEY FROM G.M. WITHIN THE NEXT FEW WEEKS ABOUT  
YOUR SERVICE VISIT. THE RETURN OF YOUR COMPLETED SURVEY IS IMPORTANT  
TO US! IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED",  
(ESPECIALLY ON QUESTION #16). PLEASE CONTACT BILL MINNISSALE OR LISA  
WOODRUM. WE'LL MAKE EVERY EFFORT TO RESOLVE ANY SHORTCOMINGS TO YOUR  
COMPLETE SATISFACTION! TIM LALLY-THE WORLD'S GREATEST DEALERSHIP!

PAGE 5  
LAST PAGE

ON LINE SERVICE INVOICING BY UCS

CUSTOMER

**ADR File Checklist**

**SR Number: 71-540107616**

**BBB Case: CHV0748253**

**Customer:** [REDACTED]

**VIN: 1G1ZT52835F** [REDACTED]

**Make/Model/Year: Chevrolet/Malibu/2005**

**In Service: 9/30/2005 Mileage: 22,900**

**Received Date: 7/23/2007**

**Day 15 Date: 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: /**

☒ **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 Date (7-10 days):**

☒ **Settlement / Goodwill Offered Date:**

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

☒ **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**

**DVM: Paul Aardal**

**Node/Box: 216-337-0996**

**Service Dealer: LAKESHORE CHEVROLET**

**Svc Mgr:**

**Selling Dealer: BASS CHEVROLET**

**Contact:**

**NOTES: \*\*CUSTOMER AWARDED A REPAIR IN ARBITRATION BUT DID NOT RETURN FORM\*\***

Privileged and Confidential Information

Case Assessment By: Laura Connor		Siebel/CARS Request #: 71-540107616	
Customer Name: [REDACTED]			
Veh year: 2005	Make: Chevrolet	Model: Malibu	Current mileage: 22,000
Veh ID #: 1G1ZT52835F3 [REDACTED]	In Service Date: 9/30/2005	Purchased: New-09/30/05	If used: n/a
What is the customer seeking? Repurchase			

VEHICLE REPAIR HISTORY

**CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Front end problems (shaking)**

Date: RO#: Mileage: Days Out: Description 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**

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

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: Description 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: 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:

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:

Date:

Privileged and Confidential Information

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:

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

ATA Days Out of Service:   6  

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: ☐

**\*\*CUSTOMER AWARDED A REPAIR IN ARBITRATION BUT DID NOT RETURN FORM\*\***

Team Manager Approval:

Date:

# 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**

**\*VIN:** 1G1ZT52805F [REDACTED]

**Year:** 2005

**MSRP:** 21970.0

**Make:** Chevrolet

**\*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

**Vehicle Owner(s)**

**Entity Type** Person

**\* Names(s) on Title:** [REDACTED]

**\* Primary Owner:** [REDACTED]

**\* Address** [REDACTED]

**\* City** FT Lauderdale

**\* Day Phone:** [REDACTED]

**\* E-mail:** [REDACTED]

**\* Title State:** FL

**\* State** FL

**\* Home Phone:** [REDACTED]

**\* Fax Phone:** [REDACTED]

**\* ZIP Code:** [REDACTED]

**\* Cell Phone:** [REDACTED]

**UCC Codes**

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5  
M0110

**Vehicle Lien Holder**

**Type of Secured Interest:** No Lien

**Contact or Attention:** [REDACTED]

**Address** [REDACTED]

**City** [REDACTED]

**Day Phone:** [REDACTED]

**\* Company:** [REDACTED]

**Account #:** [REDACTED]

**State** [REDACTED]

**Fax:** [REDACTED]

**ZIP Code:** [REDACTED]

**E-mail:** [REDACTED]

**Original Selling Dealer**

**\* Dealer #:** 158644

**Region:** 30

**\* Phone:** (954) 567-7000

**\* Contact Name:** Paul Bradshaw

**Dealer Name:** MAROONE CHEVROLET OF FORT LAUDERDALE

**District:** 1152

**Fax:** (954) 567-7346

**\* Contact Title:** Sales Manager

**E-Mail:** [REDACTED]

**Repurchasing Dealer:** -

**Repair**

**\* Contact Name:** Brad Heine

**\* Contact Title:** Service Manager

**Vehicle Location:** -



**Repurchase**

\* **Reason** Steering shaft noise

**Transaction****Details:**

**Siebel Request #:** 71-541336113      \* **Disposition:** Auction  
**State:** FL      \* **Type:** Trade - New Finance  
**Source:** ADR BBB Mediated  
**Replacement VIN:** 2G1WT58K489 [REDACTED]      Year: 2008 Make: Chevrolet Model: Impala  
**Order #:**  
**MSRP:** 22945.0

**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>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<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 Amount	Does Not Apply	NA	Over Allowance	0



CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN ~~Oldsmobile~~

October 16, 2007

MAROONE CHEVROLET OF FORT LAUDERDALE  
Paul Bradshaw  
1300 N FEDERAL HWY  
FORT LAUDERDALE, FL 33304

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase  
Customer: [REDACTED]

Vehicle: 2005 Chevrolet Malibu  
VIN: 1G1ZT52805H [REDACTED]  
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 [REDACTED]
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.

\_\_\_\_\_  
ARTHUR NOVAK GEN MGR  
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,





CHEVROLET PONTIAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~Pontiac~~  
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
<u>Upgrade</u>	<u>\$975.00</u>
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  
Saginaw, MI 48603





**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Wednesday August 8<sup>th</sup>, 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

General Motors Corp. - CARS - Legal, c/o MSX International, MC 336-105-000  
1426 Pacific Drive, Auburn Hills, MI 48326



**GMC**

**HUMMER**

## 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 x11708  
 E-mail:

**cc:**

---

**NOTES:**

# 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  
www.maroone.com

2805955

217142

\*ACCOUNTING\*

FORT LAUD, FL  
HOME: [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 9182 BRIAN CRYSTAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805E		24650/24650		
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN05	IS		WAIT 02AUG07		0.00	CASH	03AUG07
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

15:18 01AUG07 15:33 03AUG07

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL  
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.

8495	CPC	0	0	0.00	0.00
------	-----	---	---	------	------

24650 NORMAL OPERATION 8495 N/C

B CUST STATES GROWLING NOISE AND BAD VIBRATION

117 SEE STORY

8495	CPC	0	0	0.00	0.00	
1	15243254 PAD KIT	4850	9700	0	97.00	97.00

24650 REAR PADS BAD 8495 N/C R&R REAR PADS, RESURFACE ROTORS, TEST  
OK AT THIS TIME

C ENTERPRISE RENTAL CAR

Z7903 COMP 3 DAYS

4763	CPC	0	0	0.00	0.00
------	-----	---	---	------	------

D 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

8495	CPC	0	0	0.00	0.00
------	-----	---	---	------	------

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

IF YOU ARE NOT 100% SATISFIED PLEASE CALL

YOUR SERVICE ADVISOR

954 567-7200

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
261/500C	0	0		261/480C	9700	4850	
261/324	582	0		261/225S	10282	*****	

COST, SALE, & COMP TOTALS 4850 9700 0

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.403.718), and a \$1.00 fee to be collected for each new  
or replaced motor vehicle sold in the state (s.403.718).

X

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

2805955

216861

**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  
www.maroone.com

\*ACCOUNTING\*

PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		24517/24517		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05 IS			11:36 27JUL07		0.00	CASH	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 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
1 22687711 SHAFT KIT		9403	13164	0	164.97	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 R&R INTERMEDIATE SHAFT TEST  
OK AT THIS TIME

B VIB / SHAKING IN VEHICLE WHEN BRAKING. ADVISE

17R RESURFACE 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

C 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

8495 CPC	0	0		0.00	0.00
----------	---	---	--	------	------

24517 8495 N/C SAFETY INSPECTION

SHOP SUPPLYS &amp; 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

IF YOU ARE NOT 100% SATISFIED PLEASE CALL

YOUR SERVICE ADVISOR

954 567-7200

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

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.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

2805955

2 1 1 2 4 5

**Maroone Chevrolet**

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
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FL. REG. #MV-32026

www.maroone.com

\*ACCOUNTING\*

FORT LAUD, FL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		19641/19641		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN05 IS			13:54 29MAR07		0.00	CASH	29MAR07
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

07:31 29MAR07 11:10 29MAR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A THUMP FEEL (NOISE) IN STEERING WHEN TURNING. SEE HISTORY

CAUSE: BULL # 06-02-32-007A

E9448 BULL #06-02-32-007A REPOSITION I SHAFT TO

CORRECT NOISE

8495	W94	0.30	585	2765		27.65	27.65
------	-----	------	-----	------	--	-------	-------

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

0 0 TPARTS

585 2765 TLABOR

19641 INTERMEDIATE SHAFT NOT POSITION CORRECTLY 8495 E9448 FOUND

BULLITEN #06-02-32-007A FOR CUST. CONCERN FOLLOWED BULLITEN, FOUND

INTERMEDIATE SHAFT NOT POSITION CORRECTLY, REPOSITION INTERMEDIATE

SHAFT AS PER BULLITEN, TEST OK AT THIS TIME

B LIGHT RATTLE NOISE IN LEFT CENTER DASH AREA DRIVING 40-50 MPH

CAUSE: COWL AREA RATTILING

C0010 COWL AREA - RESEAL

8495	W94	0.40	780	3686		36.86	36.86
------	-----	------	-----	------	--	-------	-------

FC: 2K PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NQ

0 0 TPARTS

780 3686 TLABOR

19641 COWL AREA RATTILING 8495 W FOUND #PIC4337 TO RESEAL COWL AREA FOR

CUST CONCERN, RESEALED COWL AREA, TEST DROVE VEHICLE TEST OK AT THIS

TIME

C LOF-CHANGE OIL AND FILTER

LOF LOF-CHANGE OIL AND FILTER

8495	CPC	585	1720		17.20	17.20
1	25010792 FILTER	340	550	0	6.80	5.50
5	1100 MOTOR OIL	575	725	0	1.45	7.25

19641 8495 .3 LOF

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 \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED





2805955

204515

**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

www.maroone.com

\*ACCOUNTING\*

FORT LAUD FL

HOME: [REDACTED] BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805E		15101/15101		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05 IS			19:06 13NOV06		0.00	CASH	13NOV06
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

07:55 13NOV06 16:53 13NOV06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	SLIP / CLICK	TYPE SOUND WHILE DRIVING & TURNING	TECH#8495	SEE HISTORY							
CAUSE: STEERING GEAR INTERNAL FAILURE											

E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE

8495 W94

1.40

2940

12439

124.39

124.39

1 15858368 GEAR

15524

21734

0

272.35

217.34

217.34

FC: 1D

PART#: 15858368

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

15524 21734 TPARTS

2940 12439 TLABOR

15101 STEERING GEAR INTERNAL FAILURE 8495 W FOUND THAT STEERING GEAR WAS MAKING THE SOUND THE CUST STATED WITH THE CHASSIS EARS, R&amp;R STEERING GEAR AND SET TOE, TEST OK AT THIS TIME

B FLUTTER / TICKING NOISE WHEN DRIVING 45-50 MPH &amp; UP DASH AREA

CAUSE: OUTSIDE WIPER COWL COVER FLAPPING AT THE WIND

C0010 COWL AREA - RESEAL

8495 W94

0.40

840

3554

35.54

35.54

FC: 6C PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

0 0 TPARTS

840 3554 TLABOR

15101 OUTSIDE WIPER COWL (COVER) FLAPPING AT THE WIND 8495 W TEST DROVE VEHICLE FOUND WIPER ARM COWL COVER FLAPPING IN THE WIND SECURED COWL COVER VEHICLE TEST OK AT THIS TIME

C 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

8495 CPC

0

0

0.00

0.00

15101 8495 N/C SAFETY INSPECTION

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 (b) (h))

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.7181), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

2805955

202596

**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

www.maroone.com

\*ACCOUNTING\*

FORT LAUD, FL

PAGE 2

HOME: BUS:

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		13675/13675		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05 IS			15:30 05OCT06		0.00	CASH	06OCT06
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

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 - R&R 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
			PC: 01R01								
			PARTH: 15243254								
			COUNT: 1								
			CLAIM TYPE:								
			AUTH CODE:								
			OJ								

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 PREMATURE WEAR, RESURFACE REAR ROTORS AND R&R REAR PADS, TEST OK AT THIS TIME

SHOP SUPPLYS &amp; ENVIRONMENTAL WAST 0 652 6.52

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-05-06	16:08	17:01	0.89	DW	8495	A B	
10-06-06	08:06	09:21	1.25	DW	8495	G	
	09:49	09:49	0.00	W	8495	A B F G	

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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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].

X

CUSTOMER SIGNATURE

PAYMENT METHOD  
CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
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	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

2805955

202596

**Maroone Chevrolet**

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FL. REG. #MV-32026

www.maroone.com

\*ACCOUNTING\*

FORT LAUD. FL

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805E		13675/13675		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
16JUN05 IS			15:30 05OCT06		0.00	CASH	06OCT06
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

09:13 05OCT06 13:20 06OCT06

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

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 0 0.00 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 2666 26.66 26.66

FC: 9Z PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

OJ

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

C IM1- CHANGE OIL &amp; FILTER

IM1 IM1- CHANGE OIL &amp; FILTER

8495 CPC 690 1520 15.20 15.20

1 25010792 FILTER 340 550 0 5.50 5.50 5.50

5 1100 MOTOR OIL 510 625 0 1.25 1.25 6.25

13675 8495 .3 LOF

D IM3 - FOUR TIRE ROTATION

IM3 IM3 - FOUR TIRE ROTATION

8495 CPC 690 1995 19.95 19.95

13675 8495 .3 FOUR TIRE ROTATION

E CK SLOW LEAK RR TIRE PER CUST

FFR FLAT REPAIR/INSIDE PATCH

8495 CPC 1150 3000 30.00 30.00

13675 NAIL IN R/R TIRE 8495 .5 CP PATCH R/R TIRE TEST OK AT THIS TIME

F 99P-COURTESY MULTI-POINT INSPECTION

PLEASE SEE THE LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

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X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED



2805955

192768

**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

www.maroone.com

\*ACCOUNTING\*

PAGE 1

FORT LAUD, FL

HOME: BUS:

SERVICE ADVISOR: 7437 ERIC RICHARDSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		77704/77704		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05 IS			16:36 20MAR06		0.00	CASH	20MAR06
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

10:40 20MAR06 15:27 20MAR06

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A IM1 - CHANGE OIL &amp; FILTER

IM1 IM1 - CHANGE OIL &amp; FILTER

5485 CPT

810

1595

15.95

15.95

1 25010792 OIL FLTR

340

550

0

5.50

5.50

5.50

5 1100 MOTOR OIL

450

550

0

1.10

1.10

5.50

77704 LOF #5485 0.30 LOF

B IM3 - FOUR TIRE ROTATION

IM3 IM3 - FOUR TIRE ROTATION

5485 CPT

810

1995

19.95

19.95

77704 TIRE ROTATION #5485 0.30

C 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

5485 CPT

0

0

0.00

0.00

77704

D 05094 SUN VISOR MIRROR COVER NONFUNCTIONAL/BREAKAGE \*IN EFFECT UNTIL

DEC. 31,

CAUSE: CAMPAIGN

VI427 05094 REPLACE BOTH SUNVISOR MIRROR

ASSEMBLIES

5485 W94

0.30

810

2666

26.66

26.66

1 15803238 F-MIRROR

1665

2331

0

28.20

23.31

23.31

1 15803234 F-MIRROR

1135

1589

0

19.91

15.89

15.89

FC: 96

PART#: 15803238

COUNT: 2

CLAIM TYPE:

AUTH CODE:

MA

2800

3920 TPARTS

810

2666 TLABOR

77704 REPLACE SUNVISOR PER CAMPAIGN #5485 REPLACE 1 LIGHTED AND 1 NON

LIGHTER VISOR

SHOP SUPPLYS &amp; ENVIRONMENTAL WAST

0

359

3.59

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)]

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X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

FILE COPY

Aug 10 2007 03:58pm P010

Fax: 9545677348

MAROONE CHEVROLET

# 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

www.maroone.com

2805955

183029

\*ACCOUNTING\*

PAGE 1

FORT LAUD, FL

HOME: BUS:

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		2018/2018		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05	IS		14:06 07SEP05		0.00	CASH	06SEP05
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CK	ENG	LITE	ON							
CAUSE: P0455 PURGE VALVE CONNECTION LOOSE											
J6400 VALVE, EVAPORATIVE EMISSION CANISTER PURGE											
CONTROL SOLENOID VALVE - REPLACE											
	5485	W94		0.60		1650	5135			51.35	51.35
FC: P0455											
PART#:											
COUNT: 0											
CLAIM TYPE:											
AUTH CODE: E											
WG											

			0	0	TPARTS					
			1650	5135	ILABOR					
2018 P0455 STORED LOOSE CONNECTION AT PURGE VALVE #5485 CLOCK 0.60										
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										
B IM1- CHANGE OIL & FILTER										
IM1 IM1- CHANGE OIL & FILTER										
	5485	CPC	825	1650				16.50	16.50	
	1	25010792 OIL FLTR	340	550	0	5.50		5.50	5.50	
	5	1100 MOTOR OIL	395	495	0	0.99		0.99	4.95	
2018 LOP #5485 0.30 LOP										
C ESTIMATE SCRATCHES & DING RR DOOR.										
117 EST GIVEN										
	89298	CPC	0	0				0.00	0.00	
2018 ESTIMATE RR DOOR \$286.20										
SHOP SUPPLYS & ENVIRONMENTAL WAST										
			0	165					1.65	

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 insure 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 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 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 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 complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

CUSTOMER SIGNATURE

X

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

FILE COPY

Aug 10 2007 03:59pm P011

Fax: 9545677348

MAROONE CHEVROLET

2805955

182501

**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

www.maroone.com

\*ACCOUNTING\*

FORT LAUD, FL

HOME:

BUS:

PAGE 1

SERVICE ADVISOR: 5998 DEBORAH GILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		1810/1810		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05 IS			13:24 23AUG05		0.00	CASH	23AUG05
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

07:41 23AUG05 14:29 23AUG05

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	RECALL	05548									
CAUSE: CAMPAIGN 05548											
Y0042 RECALL 5548 ENGINE HARMONIC BALANCER NOT SEATED											
	89301	W94		0.30		600	2567			25.67	25.67
FC: 96 PART#: COUNT: 0											
CLAIM TYPE:											
AUTH CODE:											
MA											
0 0 TPARTS											
600 2567 TLABOR											
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	0			0.00	0.00
1810	SAFETY	89301	SAFETY								

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

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
261/515	2567	600		261/500C	0	0	
261/263	2567	*****		261/225S	0	*****	
COST, SALE, & COMP TOTALS				600	2567	0	

**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 insure 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 that they are helping to pay for a cleaner environment.

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CUSTOMER SIGNATURE

X

DESCRIPTION

TOTALS

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

FILE COPY

Aug 10 2007 04:00pm P012

Fax: 9545677348

MAROONE CHEVROLET



2805955

212705

**Maroone Chevrolet**

OF FORT LAUDERDALE

1300 NORTH FEDERAL HIGHWAY  
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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

SERVICE ADVISOR: 4763 MISC SUBLET

FORT LAUD, FL

HOME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		19641/19641		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05 IS			13:24 02MAY07		0.00	CASH	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	COST	SALE	COMP	LIST	NET	TOTAL
A	DEFLAG	TECH 8495	.4	FOR RO	211245						
CAUSE: DEFLAG											
117	DEFLAG	TECH 8495	.4	FOR RO	211245						
		8495	W94			-0.40	-800	-3686		-36.86	-36.86
						0	0	TPARTS			
						-800	-3686	TLABOR			

THANK YOU FOR SERVICING YOUR VEHICLE AT  
MAROONE CHEVROLET FORT LAUDERDALEWE ARE COMMITTED TO BEING  
#1 IN CUSTOMER SATISFACTIONIF YOU ARE NOT 100% SATISFIED PLEASE CALL  
YOUR SERVICE ADVISOR

954 567-7200

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-28-07	11:58	11:58	0.00	W	8495	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
261/515	-3686	-800		261/263	-3686	*****	

COST, SALE, &amp; COMP TOTALS -800 -3686 0

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.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, (s.403.7185).

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED



# 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

www.maroone.com

176702

\*ACCOUNTING\*

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		2/5		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			09:54 07MAY05		0.00	CASH	06MAY05
R.O. OPENED		READY	OPTIONS: STK:5F292650 ENG:3.5 LITER SFI				

14:31 06MAY05 16:40 06MAY05

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL  
A PDI - WALK AROUND VEHICLE AND INSPECT FOR DAMAGE BEFORE VEHICLE IS  
MOVED. YOU ARE RESPONSIBLE FOR ANY DAMAGE ON VEHICLE THAT IS  
NOT REPORTED.

Z7000 PRE-DELIVERY INSPECTION - BASE TIME

4627 INC 1.00 1300 5563 55.63 55.63

4763 INC 0.30 0 5562 55.62 55.62

5 PDI 4627 INC PDI COMPLETE

B DI- INSTALL DEALER INSTALLED ACCESSORIES AS LISTED ON WINDOW STICKER.

DI DOES NOT APPLY

4627 INC 0.00 0 0 0.00 0.00

5 4627 W DOESNT APPLY

C NEW VEHICLE PRE DELIVERY PREP

NCAR NEW VEHICLE PRE DELIVERY PREP

4955 IGNC 1.00 1000 6000 60.00 60.00

MISC SUPPLIES

IGNC 0 4000 40.00 40.00

MISC PDI

I103 0 2500 25.00 25.00

5

D PAINT, FABRIC, LEATHER APPLICATION WITH PDI ONLY

PP PAINT, FABRIC, LEATHER APPLICATION WITH PDI ONLY

4955 IGNC 0.40 400 1000 10.00 10.00

5

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-06-05	14:34	14:35	0.01	W	4627	B A	

**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 insure 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 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 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 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 complaint. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first.

CUSTOMER SIGNATURE

X

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

FILE COPY

Aug 10 2007 04:02pm P014

Fax: 9545677348

MAROONE CHEVROLET

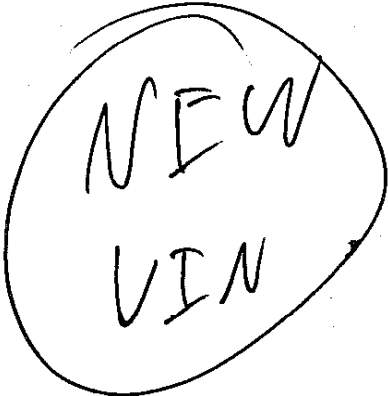
2008 IMPALA LT SEDAN  
 51U GOLD MIST METALLIC /V6G  
 52C NEUTRAL  
 ORDER NO. KZTW0D/TRE STOCK NO.  
 VIN 2G1 WT58 K4 89

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD09385195

\*\*\*\*\*13\*26202S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
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
LZE ENGINE, 3.5L V6	0.00	0.00	PRC EFF 06/28/07
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  
 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



**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 [REDACTED] vs Chevrolet Motor Division 1G1ZT52805F [REDACTED]

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,

Rhonda Eakins at Extension 240



**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

Start Date: 08/08/07

Customer Name: [REDACTED]

State: FL

VIN: 1G1ZT52805F [REDACTED]

Probable Hearing Location: Pembroke Pines

This claim is ☐ IN Warranty ☐ OUT of Warranty

Has the customer contacted you regarding the claim?

☒ YES ☐ NO

Is the VIN listed above correct?

☐ YES ☐ NO

If you checked NO, please indicate the correct VIN: \_\_\_\_\_

Customer Contact Info:

### SETTLEMENT INFORMATION

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

Has this offer been communicated to the customer?

☐ YES ☐ NO

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

☐ The customer accepted the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer rejected the offer on \_\_\_\_/\_\_\_\_/\_\_\_\_

☐ The customer has not indicated a response to the offer.

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

### ARBITRATION INFORMATION

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

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

Please indicate the decision you request the arbitrator to render:

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

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

Return this form as soon as possible

To:

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

BBB AUTO LINE

Future contact: \_\_\_\_\_

Fax: 703.247.9700

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

## Customer Claim Form

Contact Date: 08/08/07

Start Date: 08/08/07

Case Number : CHV0749928

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

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 business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Malibu Model Year: 2005 Current Mileage: 25000

Vehicle Identification Number: 1G1ZT52805F \_\_\_\_\_

Servicing Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD,

Selling Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD, FORT LAUDERDALE, FL

Insurance Carrier : Allstate Insurance Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

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

Purchase Date: 06/15/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

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

The customer would like the manufacturer to replace the vehicle with one that operates correctly.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

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

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

Customer Name: [REDACTED]

Case Number: 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 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				

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 : CHV0749928

Have you contacted the mfr regarding your claim? ☒ YES ☐ NO

Have you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

### Titled Owner(s) Name&Address

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 business that appear on vehicle title: \_\_\_\_\_

Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Malibu Model Year: 2005 Current Mileage: 25000

Vehicle Identification Number: 1G1ZT52805F \_\_\_\_\_

*Servicing* Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD,

*Selling* Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD, FORT LAUDERDALE, FL

Insurance Carrier : Allstate Insurance Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

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

Purchase Date: 06/15/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ Demo

Leased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

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

The customer would like the manufacturer to replace the vehicle with one that operates correctly.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date: \_\_\_\_\_

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

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

Customer Name: [REDACTED]

Case Number: 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 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				

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





## BBB AUTO LINE PROGRAM SUMMARY

### *General Motors*

General Motors has agreed to arbitrate claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

### LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable state lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable state lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law. In some states this may include reasonable attorney's fees if they can be recovered in a state-run arbitration program or, if no state-run program exists, in court. However, an arbitrator may not award any penalties or multiple damages.

Please note:

- ♦ The award will be reduced for the customer's use of the vehicle in accordance with the applicable state lemon law.
- ♦ The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- ♦ The arbitrator will decide whether the applicable state lemon law permits an adjustment to the award for any trade-in over-allowance or debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

### WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

A claim that does not meet all standards of the applicable state lemon law must meet certain conditions. Please see the attached description of "non-lemon law" warranty claims that may be resolved through BBB AUTO LINE.

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty. A

claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles -- whichever comes first -- from the date the vehicle was first put into use.

## **CUSTOMER RESPONSIBILITIES**

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered. The customer will be responsible for turning over the vehicle with all of the original equipment and without abnormal wear or damage evident on the vehicle. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

## **CLAIMS THAT WILL NOT BE ARBITRATED**

- ♦ Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- ♦ Claims alleging that an airbag failed to deploy or deployed when it should not have.
- ♦ Claims covered by insurance or by warranties of other manufacturers.
- ♦ Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused an accident or fire that resulted in damage to any vehicle or damage to property.
- ♦ Claims involving a vehicle defect if the customer alleges -- either as part of the BBB AUTO LINE claim or at any other time -- that the vehicle defect has caused bodily injury.
- ♦ Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- ♦ Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- ♦ Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.

## **OTHER IMPORTANT INFORMATION**

- ♦ The customer must own or lease the vehicle throughout the entire arbitration process.
- ♦ If the customer files suit or a state administrative action against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- ♦ A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

**The BBB will let the parties know if other restrictions apply.**

# **WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW**

## **Time Period for Filing Claims**

A claim seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

A claim seeking **repurchase** or **replacement** must be received by BBB AUTO LINE within two years or 24,000 miles -- whichever comes first -- from the date the vehicle was first put into use.

## **Eligible Claims**

Claims must be based on a defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

## **Eligible Vehicles**

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.; and GM chassis or chassis cabs in motor homes up to 21,000 pounds G.V.W.R.

The customer's vehicle must be:

- ♦ Owned or leased in the name of an individual or owned or leased by a business that owns or leases no more than three vehicles;
- ♦ Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- ♦ Covered by a United States warranty.

## **Remedies for Warranty Claims**

The arbitrator may award the following remedies:

- ♦ Repairs.
- ♦ Reimbursement for money the customer paid to repair the vehicle.
- ♦ Repurchase of the vehicle.
- ♦ Replacement of the vehicle if it was purchased or leased new.

## **Repairs/Reimbursement for Repairs**

The arbitrator may award repairs to, or reimbursement for money paid for the repair of, defects in material or workmanship. If repairs are awarded, the arbitrator may not order a change in the vehicle's options or its design.

## **Repurchase or Replacement**

If a repurchase or replacement is awarded in a claim that does not meet all standards of the applicable state lemon law, the arbitrator may award up to the following remedies:

- ♦ **Owned vehicle repurchase** – The actual amount paid for the vehicle. This will not include taxes, fees, and finance charges.
- ♦ **Leased vehicle repurchase** – To the lessor: pay-off amount pursuant to the lease. To the lessee: any trade-in allowance/downpayment and all base monthly payments actually paid, excluding all collateral charges (e.g., taxes, fees, and finance/lease charges).
- ♦ **Replacement of a vehicle purchased or leased new** -- The customer will receive a new and substantially identical vehicle (not including modifications or additions after the vehicle's purchase/lease) from the same model year or, if one is not available, from the next model year. If a replacement vehicle from the same or next model year is not available, the customer may receive a replacement vehicle from subsequent model years but will be required to pay the difference between the Manufacturer's Suggested Retail Price (M.S.R.P.) of the current vehicle and the M.S.R.P. of the replacement vehicle.

**Important:** Replacement is not an available remedy if the current customer purchased or leased a used vehicle.

#### **Deductions/Exclusions from a Repurchase or Replacement Award**

- ♦ The repurchase or replacement award will be reduced for the customer's use of the vehicle using the following formula:

$$\begin{array}{lcl} \text{Use} & & \text{\# miles attributable to the customer} \\ \text{Deduction/} & = & \text{at the time of the arbitration hearing} \\ \text{Payment} & & 100,000 \end{array} \times \begin{array}{l} \text{Vehicle purchase} \\ \text{price or gross} \\ \text{capitalized cost} \end{array}$$

- ♦ The award may be reduced based on damage to the vehicle exceeding normal wear and tear.
- ♦ The award will not include debt from a previous transaction.
- ♦ The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a downpayment or capitalized cost reduction.

## **STANDARDS OF THE 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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Florida

## **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.

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Florida

## **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:

1. 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

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Florida

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:
  - a. 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:

$$\begin{array}{rcl} \text{use} & & \text{vehicle} \\ \text{deduction} & = & \text{purchase} \\ & & \text{price} \\ & & \text{-----} \\ & & 120,000* \end{array} \quad \times$$

\*For recreational vehicles purchased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.

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Florida

## 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:

$$\begin{array}{rcl} \text{use} & & \text{vehicle} \\ \text{deduction} = & \frac{\text{number of miles attributable to a consumer}}{\text{up to the date of the arbitration hearing}} & \times \text{purchase price} \\ & \frac{120,000^*}{120,000^*} & \end{array}$$

\*For recreational vehicles leased on or after October 1, 1997, the denominator is 60,000 (not 120,000).

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## 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:

1. *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****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLYWednesday August 8<sup>th</sup>, 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****HUMMER****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:**

**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

www.maroone.com

2805955

217142

\*ACCOUNTING\*

FORT LAUD, FL

HOME

BUS

PAGE 1

SERVICE ADVISOR: 9182 BRIAN CRYSTAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		24650/24650	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
16JUN05 IS			WAIT 02AUG07		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER_SFI				

15:18 01AUG07	15:33 03AUG07	LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
---------------	---------------	------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A POPPING SOUND (FUEL) IN STEERING WHEN TURNING / TECH#8495  
101 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED  
AND FOUND NO CONDITION THAT MERITED A  
REPAIR.

8495	CPC	0	0	0.00	0.00
------	-----	---	---	------	------

24650 NORMAL OPERATION 8495 N/C

B CUST STATES GROWLING NOISE AND BAD VIBRATION

117 SEE STORY

8495	CPC	0	0	0.00	0.00
------	-----	---	---	------	------

1 15243254 PAD KIT

4850	9700	0	97.00	97.00	97.00
------	------	---	-------	-------	-------

24650 REAR PADS BAD 8495 N/C R&R REAR PADS, RESURFACE ROTORS, TEST  
OK AT THIS TIME

C ENTERPRISE RENTAL CAR

Z7903 COMP 3 DAYS

4763	CPC	0	0	0.00	0.00
------	-----	---	---	------	------

D 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

8495	CPC	0	0	0.00	0.00
------	-----	---	---	------	------

24650 8495 N/C SAFETY INSPECTION

THANK YOU FOR SERVICING YOUR VEHICLE AT  
MAROONE CHEVROLET FORT LAUDERDALEWE ARE COMMITTED TO BEING  
#1 IN CUSTOMER SATISFACTIONIF YOU ARE NOT 100% SATISFIED PLEASE CALL  
YOUR SERVICE ADVISOR

954 567-7200

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
261/500C	0	0		261/480C	9700	4850	
261/324	582	0		261/225S	10282	*****	

COST, SALE, &amp; COMP TOTALS 4850 9700 0

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.403.718), and a \$1.00 fee to be collected for each new  
or recharged battery sold in the state (s.403.7185).

CUSTOMER SIGNATURE

PAYMENT METHOD	
CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER
STATE OF FLORIDA REGISTRATION NUMBER #MV - 32026 AR1190	

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

**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

www.maroone.com

2805955

216861

\*ACCOUNTING\*

PORT LAUD. FL.  
HOME [REDACTED]

BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805E		24517/24517		
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
16JUN05 IS			11:36 27JUL07		0.00	CASH	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 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
1	22687711	SHAFT KIT	9403	13164	0	164.97	131.64

PC: 2E

PART#: 22687711

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NE

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 RESURFACE 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

C 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

8495	CPC	0	0		0.00	0.00
------	-----	---	---	--	------	------

24517 8495 N/C SAFETY INSPECTION

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

IF YOU ARE NOT 100% SATISFIED PLEASE CALL

YOUR SERVICE ADVISOR

954 567-7200

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

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.403.718], and a \$1.50 fee to be collected for each new  
or remanufactured battery sold in the state. [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

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OF FORT LAUDERDALE

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SAT. 8:00 AM TO 3:00 PM

FL. REG. #MV-32026

www.maroone.com

2805955

2 1 1 2 4 5

\*ACCOUNTING\*

PAGE 1

FORT LAUD, FL

HOME: [REDACTED] BUS [REDACTED]

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		19641/19641		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16JUN05 IS			13:54 29MAR07		0.00	CASH	29MAR07
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

07:31 29MAR07 11:10 29MAR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	THUMP FEEL (NOISE) IN STEERING WHEN TURNING. SEE HISTORY										
CAUSE:	BULL # 06-02-32-007A										

E9448 BULL #06-02-32-007A REPOSITION I SHAFT TO  
CORRECT NOISE

8495 W94 0.30 585 2765 27.65 27.65

FC: 93 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MA

0 0 TPARTS  
585 2765 TLABOR

19641 INTERMEDIATE SHAFT NOT POSITION CORRECTLY 8495 E9448 FOUND  
BULLITEN #06-02-32-007A FOR CUST. CONCERN FOLLOWED BULLITEN, FOUND  
INTERMEDIATE SHAFT NOT POSITION CORRECTLY, REPOSITION INTERMEDIATE  
SHAFT AS PER BULLITEN, TEST OK AT THIS TIME  
B LIGHT RATTLE NOISE IN LEFT CENTER DASH AREA DRIVING 40-50 MPH  
CAUSE: COWL AREA RATTILING

C0010 COWL AREA - RESEAL

8495 W94 0.40 780 3686 36.86 36.86

FC: 2K PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

NQ

0 0 TPARTS  
780 3686 TLABOR

19641 COWL AREA RATTILING 8495 W FOUND #PIC4337 TO RESEAL COWL AREA FOR  
CUST CONCERN, RESEALED COWL AREA, TEST DROVE VEHICLE TEST OK AT THIS  
TIME

C LOF-CHANGE OIL AND FILTER

LOF LOF-CHANGE OIL AND FILTER

8495 CPC 585 1720 17.20 17.20

1 25010792 FILTER 340 550 0 6.80 5.50 5.50

5 1100 MOTOR OIL 575 725 0 1.45 1.45 7.25

19641 8495 .3 LOF

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.403.718], and a \$1.50 fee to be collected for each new  
or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
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	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED



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2 1 1 2 4 5

\*ACCOUNTING\*

FORT LAUD, FL

HOME:

BUS:

PAGE 2

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		19641/19641		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN05 IS			13:54 29MAR07		0.00	CASH	29MAR07
R.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI				

07:31 29MAR07 11:10 29MAR07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
D	IM3		FOUR TIRE ROTATION								
		IM3	IM3 - FOUR TIRE ROTATION								
		8495	CPC			585	1995			19.95	19.95
		19641	8495 .3 FOUR TIRE ROTATION								
E	99P		COURTESY MULTI-POINT INSPECTION								
		99P	99P-COURTESY MULTI-POINT INSPECTION								
		8495	CPC			0	0			0.00	0.00
		19641	8495 N/C SAFETY INSPECTION								
		SHOP	SUPPLYS & ENVIRONMENTAL WAST			0	372				3.72

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

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
261/515	6451	1365		261/500C	3715	1170	
261/480C	550	340		261/492G	725	575	
261/150S	372	0		261/324	322	0	
261/263	6451	*****		261/225S	5684	*****	

COST, SALE, &amp; COMP TOTALS 3450 11813 0

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 (f) (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].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

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 THIS AMOUNT

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

**Voluntary/ Mandatory Repurchase**

☐ **BBB Case**                      **Trade**

**COMPLIANCE DATE** \_\_\_\_\_ **N/A** \_\_\_\_\_

**ADR REQUEST NUMBER** \_\_\_\_\_ **71-541336113** \_\_\_\_\_

**CUSTOMER NAME** \_\_\_\_\_ **William Chalan** \_\_\_\_\_

**LAST SIX OF VIN** \_\_\_\_\_ **292650** \_\_\_\_\_

**ADR CRS** \_\_\_\_\_ **Nick Sennema** \_\_\_\_\_ **EXT.** \_\_\_\_\_ **11706** \_\_\_\_\_

**DVM** \_\_\_\_\_ **Odell Garrett** \_\_\_\_\_ **PHONE** \_\_\_\_\_ **615-390-9894** \_\_\_\_\_

**DATE ACCEPTANCE RECEIVED** \_\_\_\_\_ **9/17/2007** \_\_\_\_\_

**NUMBER OF DAYS FOR COMPLIANCE** \_\_\_\_\_ **N/A** \_\_\_\_\_

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

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

**COMMENTS/REASON FOR EXCEPTION:**

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

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

By: Nick Sennema State: Florida

Customer Name: [REDACTED]

Service Request: 71-  
541336113

BBB Case No.: CHV0749928

Vehicle ID No. [REDACTED]  
1G1ZT52805FIn Service  
Date:  
6/16/2005

Vehicle is: New

BAC Code: 158644

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing (25,000)Vehicle Purchased Used on: {n/a or mm/dd/yy}  
at odometer {odometer}Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐ :  
{Type}

DVM Name: Odell Garrett

CAM Name: {Name}

Phone/Cell Number: 404082 8157

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.

☐ **Noise From Engine Area**

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/23/05	182501	1	1,810	- Recall#05548, engine harmonic balancer not seated. Torque balancer
03/20/06	192768	1	7,704	- Recall #05094, replace sunvisor per campaign #5485. Replace 1 lighted, and 1 non-lighted visor

☐ Other

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

<b>Vehicle Meets Presumption of Lemon Law    YES</b>
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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

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

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

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

# STANDARD TRADE REPURCHASE WORKSHEET

**File Number**

71-541336113

**Customer Name**

[REDACTED]

**Worksheet filled out by:**

J.Robertson

**Old Vehicle VIN:**

1G1ZT528051 [REDACTED]

**New Vehicle VIN:**

2G1WT58K489 [REDACTED]

**Date:**

October 10, 2007

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$21,007.48	G		
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$0.00	N	6%	
Additional Tax	\$0.00	E		
Reg./Lic./Title Fees (opt)	\$150.00	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
Tire & Battery	\$6.50	M		
<b>Items below not shown on new Bill of Sale</b>		O		
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			
<b>Total Replacement Price</b>			<b>\$21,163.98</b>	
State Sales Tax	\$321.70		\$5,361.66 * 6%	
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
<b>Items below contribute to trade-in allowance</b>		O		
Usage/Depreciation	\$4,386.66	M		
Damage	\$0.00	E		
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			
<b>Total Customer Cost</b>			<b>\$5,683.36</b>	
<b>Trade Repurchase Amount</b>			<b>\$15,802.32</b>	
Attorney Fees	\$0.00			
<b>Total Repurchase Amount</b>			<b>\$15,802.32</b>	
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$0.00		No lien	
<i>Good Through (mm/dd/yy)</i>				
<b>Dealer Due to GM</b>			<b>NA</b>	
<b>GM Due to Dealer</b>			<b>\$15,802.32</b>	
NADA (Legal Only)	\$0.00		<b>**This is a "work in process" until approved by a Authorized Representative**</b> (Repurchase Group Only)	
<b>Est. Auction Price (Legal Only)</b>	<b>\$0.00</b>			
<b>Projected (Loss)</b>	<b>-\$15,802.32</b>			

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

By: Nick Sennema State: Florida

Customer Name: [REDACTED]

Service Request: 71-  
541336113

BBB Case No.: CHV0749928

Vehicle ID No.:  
1G1ZT52805F [REDACTED]In Service  
Date:  
6/16/2005

Vehicle is: New

BAC Code: 158644

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing (25,000)Vehicle Purchased Used on: {n/a or mm/dd/yy}  
at odometer {odometer}Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐:  
{Type}

DVM Name: Odell Garrett

CAM Name: {Name}

Phone/Cell Number: 404082 8157

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.

☐ **Noise From Engine Area**

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

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ 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
03/20/06	192768	1	7,704	- 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}
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

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

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

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

CHEVROLET PONTIAC BUICK *Cadillac* GMC Oldsmobile SATURN ~~Hummer~~

October 16, 2007

MAROONE CHEVROLET OF FORT LAUDERDALE  
Paul Bradshaw  
1300 N FEDERAL HWY  
FORT LAUDERDALE, FL 33304

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**  
Customer: [REDACTED]

Vehicle: 2005 Chevrolet Malibu  
VIN: 1G1ZT52805H [REDACTED]  
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 [REDACTED]
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.

\_\_\_\_\_  
ARTHUR NOVAK GEN MGR  
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,





CHEVROLET PONTIAC BUICK ~~Cadillac~~ GMC Oldsmobile SATURN ~~Pontiac~~  
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
<u>Upgrade</u>	<u>\$975.00</u>
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  
Saginaw, 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)
- ☒ 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 #

**GMC****HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLYWednesday August 8<sup>th</sup>, 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

ETER ACCEPTED TO AS "SELLER") RETAIN ORDER FOR A MOTOR VEHICLE

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☐ NEW ☐ USED ☐ DEMO ☐ PREVIOUSLY LEASED ☐ EXECUTIVE VEHICLE ☐ OTHER

DATE: 16 JUN 2005 DEAL # 58279 SALESPERSON #1 VALBRUN, MARYSE

STOCK# 5F292650 CUSTOMER# 2805955 SALESPERSON# 2

Purchaser	DL#	OUT-OF-STATE	09/13/63	SSA
-----------	-----	--------------	----------	-----

Co-Purchaser	DL#	DOB	SS#
--------------	-----	-----	-----

Street Address [REDACTED] City FORT LAUD State FL Zip [REDACTED]

Home Phone		Bus. Phone		Cell Phone	
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E-Mail Address	TPP Number
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Year	05	Make/Model	CHEVROLET ALIBU SD	Body Type	Vehicle Identification Number	1G1ZT52805F			
No. Cyl	A	Engine Size	3-5 LITER SD	Transmission	6	Color	BLACK	Mileage	181

VEHICLE TRADE IN #1 CURRENTLY EQUIPPED AS FOLLOWS

YEAR	MAKE	MODEL	BODY TYPE	SELLING PRICE	1953
STOCK #	MILEAGE	<input type="checkbox"/> ACTUAL <input type="checkbox"/> INACCURATE		SELLER INSTALLED EQUIPMENT: The following options which have been provided through your dealer, are not products of the manufacturer. Please note that any warranty on these items is not through the	
COLOR/TRIM	PLATE#	DECAL #			
VIN #					

## VEHICLE TRADE IN 1/2

YEAR	MAKE	MODEL	BODY TYPE	OPTIONAL ACCESSORIES/PRODUCTS/SERVICES*	+		
STOCK #	MILEAGE	<input type="checkbox"/> ACTUAL <input type="checkbox"/> INACCURATE			+		N/A
COLOR/TRIM	PLATE#	DECAL #			+		N/A
VIN #					+		

#### MEMBER / PAYOFF INFORMATION

OWNER			+	N/A
ADDRESS			+	N/A
			+	N/A
PHONE	ACCOUNT #		+	N/A
PAYOFF	ESTIMATE #	TOTAL BILLING PRICES INCLUDING ACCESSORIES	+	19589.1
GOOD TILL	VERIFIED BY	LESS DISCOUNTS AND TRADE IN ALLOWANCE	=	N/A

The balance owed on your trade-in vehicle is based on the information you have provided to us. This balance is only an estimate. We have not been able to confirm the exact balance as of the date of this Agreement. If we tender payment to pay off the remaining balance(s) owed, you authorize the lender(s) to release the title and lien to us. If the actual amount of the balance owed on the trade-in vehicle is more than the amount of the balance owed as listed in this Agreement, we will pay the difference to you within 48 hours of our demand. If you fail to pay the difference to us on this vehicle, if the actual amount of the balance owed is more than the amount listed, we will pay the difference to you.

100

\***OPTIONAL ACCESSORIES/PRODUCTS/SERVICES:** You have elected to purchase the optional items listed. The Seller does not warrant the quality or condition of these items. The amount for these items is reflected in the amount of the Total.

**\*\*DEALER SERVICE FEE:** This charge represents compensation to the dealer for items such as inspecting, cleaning and adjusting vehicle and preparing documents related to the sale.

## WARRANTY STATEMENT

WE ARE SELLING THIS VEHICLE TO YOU AS-IS AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS OTHERWISE INDICATED BELOW. NO WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR OWN, ARE THERE, NOT OURS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER'S WARRANTY, IF ANY, COULD BE ENFORCED UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED GOODS AND SERVICES. IF WE SELL A SERVICE CONTRACT ON OUR OWN BEHALF, ANY IMPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED IN THE SERVICE CONTRACT. CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

☐ **USED VEHICLE LIMITED WARRANTY APPLIES.** We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Used Vehicle 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 the list of goods on the reverse side (which I agree to the same as if they were printed above my signature) and hereby acknowledge that this Agreement is complete and accurately reflects the negotiations and agreements between the Seller and myself. If I did not understand any of the above, I have had my own representative read and explain to me the foregoing language and I have had the opportunity to do so all of the above and foregoing.

**IMPORTANT ADDITIONAL TERMS AND CONDITIONS ON BACK**

BUYER ACKNOWLEDGES HE OR SHE HAS READ ALL OF THE FOREGOING AND HAS RECEIVED A TRUE COPY OF THIS ORDER.  
NO REPRESENTATIONS HAVE BEEN MADE THAT ARE NOT SET OUT HEREIN.



0358

Jackson Heights, N.Y.

DATE 06-16-05

AY TO THE ORDER OF MAROONE Chev of Fe. Landerdale 19,553.31

Nineteen Thousand Five Hundred Fifty Three dollars & 31/100

WASHINGTON MUTUAL  
WASHINGTON MUTUAL BANK  
JACKSON HEIGHTS FINANCIAL CENTER  
37-70 3RD STREET 12TH FLOOR  
JACKSON HEIGHTS, NY 11375

VIN 1612752805

FOR

Metropolis & Company, Inc.


 5005  
 DEAL # 58279

# General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: CHLAN E WILLIAM

VIN: 1 6 1 7 T 5 2 8 0 5 F [REDACTED] (or see attached list\*)

### CUSTOMER INCENTIVE(S)

#### 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
GMS FOR EVERYONE	\$ _____	
SE REGION REBATE	\$ 2000.00	
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

#### 2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_  
 in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

### CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06/16/05. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [REDACTED]

Date: 06 / 16 / 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 # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature:

Date: 06 / 16 / 05

Dealership Name:

MAROONE CHEVROLET FT. LAUDERDALE INC Dealer Code: 26-202

\*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 Number : CHV0749928

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

**Titled Owner(s) Name&Address**

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 business that appear on vehicle title:** \_\_\_\_\_Vehicle Use: ☒ Personal ☐ Business ☐ Both Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet Model: Malibu Model Year: 2005 Current Mileage: 25000

Vehicle Identification Number: 1G1ZT52805F \_\_\_\_\_

Servicing Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD,

Selling Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD, FORT LAUDERDALE, FL

Insurance Carrier : Allstate Insurance Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes ☐ No ☒ Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

**Purchase/Lease Information** *(Complete left side if vehicle was purchased or right side if vehicle was leased)*

Purchase Date: 06/15/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☐ New ☐ Used ☐ DemoIs the vehicle in your possession? yes ☒Is the vehicle in your possession? ☐

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct # : \_\_\_\_\_

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

The customer would like the manufacturer to replace the vehicle with one that operates correctly.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date \_\_\_\_\_

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

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

Customer Name:

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 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				

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

09/12/2007 18:25 9545677346

MAROONE CHEVROLET

PAGE 01

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$33.10	\$	\$3.00	\$0.65	\$0.00	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
	07/27/06	\$0.00	\$	\$36.75	

## FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/27/06

DL#:

TAG# R924ZH DECH# 10315833 EXP: 09/13/07

VIN: 1G1ZT5280SF

TC: 93465465 YR/MK: 2005 CHEV

FT LAUDERDALE, FL

L#: 3003687 T#: 465702704 B#: 2480495 R#: 465702704

CASE # 71541336113

Attention Nick S.

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

By: Nick Sennema State: Florida

Customer Name: [REDACTED]

Service Request: 71-  
541336113

BBB Case No.: CHV0749928

Vehicle ID No.:  
1G1ZT52805F [REDACTED]In Service  
Date:  
6/16/2005

Vehicle is: New

BAC Code: 158644

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing (25,000)Lien holder: GMAC ☐ Other ☐: {Name}DVM Name: Odell Garrett  
Phone/Cell Number: 404082 8157Vehicle Purchased Used on: {n/a or mm/dd/yy}  
at odometer {odometer}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.

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

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

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

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

☐ Other

**Date:**      **RO #:**      **Days 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 }

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

{ # of Days }

<b>Vehicle Meets Presumption of Lemon Law    YES or    NO</b>
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### PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

### RECOMMENDATION AND RATIONALE

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

{TEXT}

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

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

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

2008 IMPALA LT SEDAN			GENERAL MOTORS CORPORATION
51U GOLD MIST METALLIC	/V6G		& SUBSIDIARIES
52C NEUTRAL			RENAISSANCE CENTER
ORDER NO. KZTW0D/TRE	STOCK NO.		DETROIT MI 48243-1114
VIN 2G1 WT58 K4 89			VEHICLE INVOICE 1AD09385195
*****			*****13*26202S
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
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
LZE ENGINE, 3.5L V6	0.00	0.00	PRC EFF 06/28/07
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
			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



Thursday, October 11, 2007

FT Lauderdale, FL

**BBB Arbitration Decision - Trade**

Subject: Repurchase of 2005 Chevrolet Malibu  
VIN: 1G1ZT52805F  
Ref SR: 71-541336/3 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
<b>Total Responsibility of Customer</b>	<b>\$5,683.36</b>

**\*\*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 x1237 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.





**CHEVROLET**

- ⇒ **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



REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$33.10	\$	\$3.00	\$0.65	\$0.00	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
	07/27/06	\$0.00	\$	\$36.75	

## FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/27/06

DL#: C450925633330

TAG#: [REDACTED] DECAL#: 10315833 EXP: 09/13/07

VIN: 1G1ZT52805F [REDACTED] TC: 93465465 YR/HK: 2005 CHEV

[REDACTED]  
FT LAUDERDALE, FL [REDACTED]

L#: 3003687 T#: 465702704 B#: 2480495 R#: 465702704

CASE # 71541336113

Attention Nick S.

IDENTIFICATION NUMBER <b>1G1ZT52805F</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>4D</b>	WT-L-BHP <b>3157</b>	VESSEL REGIS. NO.	TITLE NUMBER
REGISTERED OWNER <b>FT LAUDERDALE FL</b>						DATE OF ISSUE <b>07/01/2005</b>	

LIEN RELEASE  
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

BY \_\_\_\_\_  
TITLE \_\_\_\_\_ DATE \_\_\_\_\_

MAIL TO:

FT LAUDERDALE FL



## CERTIFICATE OF TITLE

SATISFACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/328.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE OR VESSEL DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER <b>1G1ZT52805F</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>4D</b>	WT-L-BHP <b>3157</b>	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE <b>N</b>	COLOR <b>BLK</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	USE <b>PVT</b>	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OH USE <b>181 MILES 06/18/2005 ACTUAL</b>				HULL MATERIAL	PROP	DATE OF ISSUE <b>07/01/2005</b>	

REGISTERED OWNER

LIEN RELEASE  
INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

BY \_\_\_\_\_  
TITLE \_\_\_\_\_ DATE \_\_\_\_\_

1ST LIENHOLDER

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

DEPARTMENT OF HIGHWAY SAFETY  
AND MOTOR VEHICLES

*Carl A. Ford*  
CARL A. FORD  
DIRECTOR

Control Number

73059009

*Fred O. Dickinson*  
FRED O. DICKINSON  
EXECUTIVE DIRECTOR

ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.  
This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Purchaser: \_\_\_\_\_ Address: \_\_\_\_\_

I/We state that this ☐ 5 or ☐ 8 digit odometer now reads         (no tenths) Selling Price \$ \_\_\_\_\_ Date Sold: \_\_\_\_\_  
miles, date read \_\_\_\_\_ and to the best of my knowledge  
that it reflects the actual mileage of the vehicle described herein, unless  
one of the odometer statement blocks is checked.

CAUTION:  
DO NOT CHECK  
BOX IF ACTUAL  
MILEAGE

- I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- I hereby certify that the odometer reading is not the actual mileage.  
WARNING - ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of  
Purchaser: \_\_\_\_\_  
Signature of  
Co-Purchaser: \_\_\_\_\_  
Signature of  
Seller: \_\_\_\_\_  
Signature of  
Co-Seller: \_\_\_\_\_  
(When Applicable)  
Selling Dealer's License Number: \_\_\_\_\_

Printed Name of  
Purchaser: \_\_\_\_\_  
Printed Name of  
Co-Purchaser: \_\_\_\_\_  
Printed Name of  
Seller: \_\_\_\_\_  
Printed Name of  
Co-Seller: \_\_\_\_\_

Tax No. \_\_\_\_\_

Tax Collected: \$ \_\_\_\_\_

Auction Name: \_\_\_\_\_

License Number: \_\_\_\_\_

# STANDARD TRADE REPURCHASE WORKSHEET

**File Number**

71-541336113

**Customer Name**

[REDACTED]

**Worksheet filled out by:**

J.Robertson

**Old Vehicle VIN:**

1G1ZT528051 [REDACTED]

**New Vehicle VIN:**

2G1WT58K489 [REDACTED]

**Date:**

October 10, 2007

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$21,007.48	G		
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$0.00	N	6%	
Additional Tax	\$0.00	E		
Reg./Lic./Title Fees (opt)	\$150.00	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
Tire & Battery	\$6.50	M		
<b>Items below not shown on new Bill of Sale</b>		O		
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			
<b>Total Replacement Price</b>			<b>\$21,163.98</b>	
State Sales Tax	\$321.70		\$5,361.66 * 6%	
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
<b>Items below contribute to trade-in allowance</b>		O		
Usage/Depreciation	\$4,386.66	M		
Damage	\$0.00	E		
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			
<b>Total Customer Cost</b>			<b>\$5,683.36</b>	
<b>Trade Repurchase Amount</b>			<b>\$15,802.32</b>	
Attorney Fees	\$0.00			
<b>Total Repurchase Amount</b>			<b>\$15,802.32</b>	
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$0.00		No lien	
Good Through (mm/dd/yy)				
<b>Dealer Due to GM</b>	<b>NA</b>			
<b>GM Due to Dealer</b>	<b>\$15,802.32</b>		Authorized Signature	Date
NADA (Legal Only)	\$0.00		<b>**This is a "work in process" until approved by a Authorized Representative**</b>	
<b>Est. Auction Price (Legal Only)</b>	<b>\$0.00</b>		<b>(Repurchase Group Only)</b>	
<b>Projected (Loss)</b>	<b>-\$15,802.32</b>			

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

By: Nick Sennema State: Florida

Customer Name: [REDACTED]

Service Request: 71-  
541336113

BBB Case No.: CHV0749928

Vehicle ID No.:  
1G1ZT52805F [REDACTED]In Service  
Date:  
6/16/2005

Vehicle is: New

BAC Code: 158644

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing (25,000)Vehicle Purchased Used on: {n/a or mm/dd/yy}  
at odometer {odometer}Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐:  
{Type}

DVM Name: Odell Garrett

CAM Name: {Name}

Phone/Cell Number: 404082 8157

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.

☐ **Noise From Engine Area**

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

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

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
08/23/05	182501	1	1,810	- Recall#05548, engine harmonic balancer not seated. Torque balancer
03/20/06	192768	1	7,704	- Recall #05094, replace sunvisor per campaign #5485. Replace 1 lighted, and 1 non-lighted visor

☐ Other

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

<b>Vehicle Meets Presumption of Lemon Law    YES</b>
--

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}

Date & Offer/Result: {TEXT}

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

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

## RECOMMENDATION AND RATIONALE

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

DVM has offered to replace the customers vehicle for him.

<b>CRS FINAL OFFER:</b>	Trade:	<b>DATE:</b> 9/17/07	<b>CUST Accepted</b>
<b>Goodwill: Trade</b>	<b>Attorney Fees (if applicable):</b> \${Amount}		

<b>TEAM LEAD APPROVING:</b>	Bridget Cazabon	Date: 9/17/07
-----------------------------	-----------------	---------------

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

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

09/12/2007 18:25 9545677346

MAROONE CHEVROLET

PAGE 02

STATE OF FLORIDA

IDENTIFICATION NUMBER <b>1G1ZT52805F</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>4D</b>	WT-L-BHP <b>3157</b>	VESSEL REGIS. NO.	TITLE NUMBER
---	-------------------	---------------------	-------	-------------------	-------------------------	-------------------	--------------

REGISTERED OWNER

DATE OF ISSUE

FT LAUDERDALE FL

07/01/2005

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

BY

MAIL TO:

FT LAUDERDALE FL

TITLE

DATE



# CERTIFICATE OF TITLE

FACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23/319.03, FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE  
DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED  
FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER <b>1G1ZT52805F</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>4D</b>	WT-L-BHP <b>3157</b>	VESSEL REGIS. NO.	TITLE NUMBER
PREV STATE <b>N</b>	COLOR <b>BLK</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	PVT USE	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OF USE <b>181 MILES 08/18/2005 ACTUAL</b>				HULL MATERIAL	PROP.	DATE OF ISSUE <b>07/01/2005</b>	

REGISTERED: FINANCED

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

BY

TITLE

DATE

1ST LIENHOLDER

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

CARL A. FORD  
DIRECTOR

Control Number: 73059009

DEPARTMENT OF HIGHWAY SAFETY  
AND MOTOR VEHICLESFRED O. JICKSON  
EXECUTIVE DIRECTOR

ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to  
complete or providing a false statement may result in fines and/or imprisonment.  
This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Address \_\_\_\_\_

I/We state that the \_\_\_\_\_ odometer now reads \_\_\_\_\_ (no units) \_\_\_\_\_  
miles, date read \_\_\_\_\_ and to the best of my knowledge  
that it reflects the actual mileage of the vehicle described herein, unless  
one of the odometer statement blocks is checked:

CAUTION  
DO NOT CHECK  
BOX IF ACTUAL  
MILEAGE

1. I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
2. I hereby certify that the odometer reading is not the actual mileage.

WARNING - ODOMETER DISCREPANCY  
UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of  
Purchaser:  
Signature of  
Co-Purchaser:  
Signature of  
Seller:  
Signature of  
Co-Seller:  
Selling Dealer's License Number: \_\_\_\_\_

Printed Name of  
Purchaser:  
Printed Name of  
Co-Purchaser:  
Printed Name of  
Seller:  
Printed Name of  
Co-Seller:

Tax No. \_\_\_\_\_

Tax Collected: \$ \_\_\_\_\_

Auction Name \_\_\_\_\_

License Number: \_\_\_\_\_

STATE OF FLORIDA



**GMC**

**HUMMER**

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

Wednesday August 8<sup>th</sup>, 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: [REDACTED]  
Siebel Request: 71-541336113  
2005 Chevrolet Malibu  
VIN # 1G1ZT52805F [REDACTED]

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



2805955

218558

# Maroone Chevrolet Buick Pontiac GMC Ft. Lauderdale Saturn Fort Lauderdale

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.  
SAT. 8:00 AM TO 3:00 PM  
www.maroone.com

FORT LAUD, FL

HOME: [REDACTED] BUS: [REDACTED]

## INVOICE

DUPLICATE 1

PAGE 3

SERVICE ADVISOR: 4450 JAY KIER

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		26013/26013		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16JUN05 IS			07:54 29AUG07		0.00	VISA	04SEP07
R.O. OPENED	READY	OPTIONS:					
		STK:5F292650 DLR:26202 ENG:3.5 LITER SFI					

09:00 28AUG07 13:40 29AUG07

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	FC: 98	PART#:	COUNT:	0			
	CLAIM TYPE:						
	AUTH CODE:						
	MJ						

## SUBLENTAL

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	(N/C)
							0.00

26013 WARR 4763 WARR 2 DAYS

\*\*\*\*\*  
SHOP SUPPLYS & ENVIRONMENTAL WASTE DISPOSAL 7.17

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

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.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state. [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH	AMERICAN EXPRESS
CHECK	VISA
DISCOVER	MASTERCARD
INTERNAL	OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

DESCRIPTION	TOTALS
LABOR AMOUNT	71.70
PARTS AMOUNT	13.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.17
TOTAL CHARGES	91.87
LESS INSURANCE	0.00
SALES TAX	5.51
PLEASE PAY THIS AMOUNT	97.38

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

2805955

218558

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SAT. 8:00 AM TO 3:00 PM  
www.maroone.com

FORT LAUD, FL

HOME: [REDACTED] BUS: [REDACTED]

## INVOICE

DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 4450 JAY KIER

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805E		26013/26013		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16JUN05	IS		07:54 29AUG07		0.00	VISA	04SEP07
R.O. OPENED	READY	OPTIONS:					
		STK:5F292650 DLR:26202 ENG:3.5 LITER SFI					

09:00 28 AUG 07 13:40 29 AUG 07

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

PART#: 15926870

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

26013 INTERNAL STEERING COLUMN MALFUNCTION #5485 CLOCK 0.30 + E7680  
DIAGNOSE TO FIND STEERING WHEEL SHAKING WHEN REVERSING DUE TO INTERNAL  
MALFUNCTION IN COLUMN UNIT--REPLACE WITH UPDATED STEERING COLUMN--ROAD  
TEST

\*\*\*\*\*

D LOF-CHANGE OIL AND FILTER

LOF LOF-CHANGE OIL AND FILTER

5485 CPC

1 25010792 FILTER

17.20 17.20

5 1100 MOTOR OIL

6.80 5.50 5.50

1.50 1.50 7.50

PARTS: 13.00 LABOR: 17.20 OTHER: 0.00 TOTAL LINE D: 30.20

26013 LOF #5485 0.30

\*\*\*\*\*

E 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

5485 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

26013

\*\*\*\*\*

F ENTERPRIZE RENTAL CAR

CAUSE: 2 DAYS RENTAL

Z7902 2 DAY CAR RENTAL

4763 WR

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)]

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X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD

INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

(N/C)

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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED



2805955

218558

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www.maroone.com

FORT LAUD, FL  
HOME: [REDACTED] BUS: [REDACTED]

INVOICE  
DUPLICATE 1  
PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
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R.O. OPENED	READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER_SFI				

09:00 28AUG07 13:40 29AUG07

LINE OPCODE TECH TYPE HOURS

A CLUNK IN STEERING / SEE HISTORY.

LIST NET TOTAL

CAUSE: EXCESSIVE STEERING SHAFT PLAY - NOISE

E7700 SHAFT, STEERING INTERMEDIATE - REPLACE

5485 W94

1 22687711 SHAFT KIT

(N/C)

FC: 93

(N/C)

PART#: 22687711

COUNT: 1

CLAIM TYPE:

AUTH CODE: BE

MA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

26013 EXCESSIVE STEERING SHAFT PLAY-NOISE #5485 CLOCK 0.50 + E7700  
PERFORM INSPECTION AND ROAD TEST PERFORM OPERATIONS AS PER BULLETIN  
#06-02-32- 007B--NOISE STILL PRESENT WHEN WHEEL TURNED REPLACE STEERING  
SHAFT

\*\*\*\*\*

B HIGH SPEED VIB 70 MPH &amp; UP.

RBT RBT - ROTATE &amp; BALANCE 4 TIRES

5485 CPC

PARTS: 0.00 LABOR: 54.50 OTHER: 0.00 TOTAL LINE B: 54.50

26013 PERFORM TIRE BALANCE #5485 0.80 BALANCE TIRES WITH HIGH SPEED  
BALANCER

\*\*\*\*\*

C WHILE BACKING UP STEERING WHEEL SHAKES.

CAUSE: INTERNAL STEERING COLUMN MALFUNCTION

E7680 COLUMN ASSEMBLY, STEERING - REPLACE

5485 W94

1 15926870 COLUMN

(N/C)

FC: 1D

(N/C)

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.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state, [s.403.7185].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED




---

**Manufacturer's Case Lookup System**


---

☐ **CHV0749928**


---

**Details For Case: CHV0749928**

**Case Number** CHV0749928 / 71-541336113  
**VIN** 1G1ZT52805F [REDACTED]  
**Name** [REDACTED]  
**City-State-Zip** Fort Lauderdale, FL [REDACTED]  
**Phone #** [REDACTED]  
**Specialist** Rhonda Eakins [reakins@cbbb.bbb.org](mailto: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**

Select	Type	Description	Date
<input type="checkbox"/>	FLSET	Florida Settlement Letter	08/22/07
<input type="checkbox"/>	m09	Updated CCF/Documentation Letter	08/08/07
<input type="checkbox"/>	mrf	Manufacturer Response Form	08/08/07
<input type="checkbox"/>	ccf	Customer Claim Form	08/08/07
<input type="checkbox"/>	ccf	Customer Claim Form	08/08/07
<input type="checkbox"/>	prgm	Program Summary	08/08/07

View Selected Documents

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[Help](#) | [Contact Us](#)


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2005 MALIBU LS SEDAN  
 41U BLACK  
 14E GRAY CUSTOM CLOTH  
 ORDER NO. JCBRW1/TRE  
 VIN 1G1 ZT52 80 5F

/V6G

STOCK NO.

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD64162034

\*\*\*\*\*13\*26202S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	21265.00	19457.48	INVOICE 04/26/05
B37 FLOOR MATS	80.00	72.00	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
MX0 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

OLD  
VIN

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
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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

09/12/2007 18:25 9545677346

MAROONE CHEVROLET

PAGE 02

STATE OF FLORIDA

IDENTIFICATION NUMBER <b>1G1ZT52805F</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>4D</b>	WT-L-BHP <b>3157</b>	VESSEL REGIS. NO.
---	-------------------	---------------------	-------	-------------------	-------------------------	-------------------

REGISTERED OWNER

DATE OF ISSUE

07/01/2005

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

BY

MAIL TO:

TITLE

DATE

FT LAUDERDALE FL



# CERTIFICATE OF TITLE

FACTORY PROOF OF OWNERSHIP HAVING BEEN SUBMITTED UNDER SECTION 319.23, F.S., FLORIDA STATUTES, TITLE TO THE MOTOR VEHICLE  
DESCRIBED BELOW IS VESTED IN THE OWNER(S) NAMED HEREIN. THIS OFFICIAL CERTIFICATE OF TITLE IS ISSUED  
FOR SAID MOTOR VEHICLE OR VESSEL.

IDENTIFICATION NUMBER <b>1G1ZT52805F</b>	YR <b>2005</b>	MAKE <b>CHEV</b>	MODEL	BODY <b>4D</b>	WT-L-BHP <b>3157</b>	VESSEL REGIS NO.	TITLE NUMBER
PREV STATE <b>N</b>	COLOR <b>BLK</b>	PRIMARY BRAND	SECONDARY BRAND	NO OF BRANDS	PVT USE	PREV ISSUE DATE	
ODOMETER STATUS OR VESSEL MANUFACTURER OR OF USE <b>181 MILES 08/18/2005 ACTUAL</b>				HULL MATERIAL		DATE OF ISSUE <b>07/01/2005</b>	

REGISTERED OWNER

FT LAUDERDALE FL

LIEN RELEASE

INTEREST IN THE ABOVE DESCRIBED VEHICLE IS  
HEREBY RELEASED

BY

TITLE

DATE

1ST LIENHOLDER

NONE

DIVISION OF MOTOR VEHICLES

TALLAHASSEE

FLORIDA

CARL A. FORD  
DIRECTOR

Control Number: 73059009

DEPARTMENT OF HIGHWAY SAFETY  
AND MOTOR VEHICLESFRED O. JICKSON  
EXECUTIVE DIRECTOR

ODOMETER CERTIFICATION - Federal and state law require that you state the mileage in connection with the transfer of ownership. Failure to  
complete or providing a false statement may result in fines and/or imprisonment.  
This title is warranted and certified to be free from any liens except as noted on the face of this certificate and the motor vehicle or vessel described is hereby transferred to:

Address: \_\_\_\_\_

Address

I/We state that the \_\_\_\_\_ odometer now reads \_\_\_\_\_ (no units) \_\_\_\_\_

\_\_\_\_\_ and to the best of my knowledge  
it reflects the actual mileage of the vehicle described herein, unless  
one of the odometer statement blocks is checked:

CAUTION  
DO NOT CHECK  
BOX IF ACTUAL  
MILEAGE

- I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- I hereby certify that the odometer reading is not the actual mileage.

WARNING - ODOMETER DISCREPANCY  
UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of  
Purchaser:  
Signature of  
Co-Purchaser:  
Signature of  
Seller:  
Signature of  
Co-Seller:  
Selling Dealer's License Number: \_\_\_\_\_

Printed Name of  
Purchaser:  
Printed Name of  
Co-Purchaser:  
Printed Name of  
Seller:  
Printed Name of  
Co-Seller:

Auction Name

Tax No.

Tax Collected: \$

License Number:

STATE OF FLORIDA

**FLORIDA : 8/1/2005**  
**Overallowance / Incentives / Negative Equity Form**

Customer [REDACTED]

Request # **71-541336113**

BBB # **CHV0749928**

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) <b>19,589.13</b>
<b>MSRP:</b> <i>(From BARS Invoice)</i>	(-) <b>21,970.00</b>
<b>DIFFERENCE:</b>	(=) <b>-2,380.87</b>

<b>TRADE ALLOWANCE:</b> <i>(from dealer Bill of Sale)</i>	(+) <b>0.00</b>
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE:	
ACCESSORIES:	(-) <b>0.00</b>
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	(=) <b>0.00</b>

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) <b>0.00</b>
--	-----------------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) – (before tax, tag, etc.)</i>	(+) <b>19,589.13</b>
<b>GM CARD POINTS:</b>	<b>DO NOT INCLUDE</b>
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i> 1: 2: 3: <b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	(-) <b>2,000.00</b>
<b>OVERALLOWANCE:</b> <i>(From above)</i>	(-) <b>0.00</b>
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	(-) <b>0.00</b>

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	(=) <b>17,589.13</b>
--	----------------------

2005 MALIBU LS SEDAN		CHEVROLET MOTOR DIVISION
41U BLACK	/V6G	GENERAL MOTORS CORPORATION
14E GRAY CUSTOM CLOTH		100 RENAISSANCE CENTER
ORDER NO. JCBRW1/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1G1 ZT52 80 5F		VEHICLE INVOICE 1AD64162034
*****		*****13*26202S
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	21265.00	19457.48 INVOICE 04/26/05
B37 FLOOR MATS	80.00	72.00 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
MX0 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.  
 \*\*\*\*\*  
 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



Thursday, October 11, 2007

FT Lauderdale, FL

**BBB Arbitration Decision - Trade**

Subject: Repurchase of 2005 Chevrolet Malibu  
VIN: 1G1ZT52805F  
Ref SR: 71-54133613 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
<b>Total Responsibility of Customer</b>	<b>\$5,683.36</b>

**\*\*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 x1237 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.





**CHEVROLET**

- ⇒ **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: [REDACTED]

Service Request: 71-  
541336113

BBB Case No.: CHV0749928

Vehicle ID No.:  
1G1ZT52805F [REDACTED]In Service  
Date:  
6/16/2005

Vehicle is: New

BAC Code: 158644

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing (25,000)Vehicle Purchased Used on: {n/a or mm/dd/yy}  
at odometer {odometer}Lien holder: GMAC ☐ Other ☐: {Name}Sale Type: Purchase ☐ Lease ☐ Other ☐:  
{Type}

DVM Name: Odell Garrett

CAM Name: {Name}

Phone/Cell Number: 404082 8157

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.

☐ **Noise From Engine Area**

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

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

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
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☐ 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
03/20/06	192768	1	7,704	- 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}

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}

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

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

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

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

#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 #



Reacquired Vehicle Disclosure Center

**Case Number:** 140557**Originator Name:** Nick Sennema 866-790-5600 11706 sennemni@gmexpert.com**Created Date:** 09/18/2007**Vehicle Info****\*VIN:** 1G1ZT52805F [REDACTED]**\*MSRP:** 21970.0**\*TAC #:** N/A**Year:** 2005**\*Make:** Chevrolet**\*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**\*Repurchase Mileage:** 26872**Original Purchase Date:** 06/16/2005**\* Original Purchase Condition:** New**Vehicle Owner(s)****Entity Type** Person**\* Names(s) on Title:** [REDACTED]**\* Title State:** FL**\* Primary Owner:** [REDACTED]**\* Address****\* City**

FT Lauderdale

**\* State** FL**\* Day Phone:** [REDACTED]**\* Home Phone:****\* ZIP Code:** [REDACTED]**\* E-mail:****\* Fax Phone:****\* Cell Phone:** [REDACTED]**UCC Codes**UCC 1 UCC 2 UCC 3 UCC 4 UCC 5  
M0110**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 #:** 158644**Dealer Name:** MAROONE CHEVROLET OF FORT LAUDERDALE**Region:** 30**District:** 1152**\* Phone:** (954) 567-7000**Fax:** (954) 567-7346**\* Contact Name:** Paul Bradshaw**\* Contact Title:** Sales 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      **\* Disposition:** Auction  
**State:** FL      **\* Type:** Trade - New Finance  
**Source:** ADR BBB Mediated  
**Replacement VIN:** 2G1WT58K489 [REDACTED]      Year: 2008 Make: Chevrolet Model: Impala  
**Order #:**  
**MSRP:** 22945.0

**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.

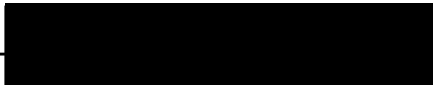
**\* Processing**  
**Instructions:**

**Disposition:** N/A

**\* Processing**  
**Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<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 Amount	Does Not Apply	NA	Over Allowance	0

**Voluntary/ Mandatory Repurchase**☐ **BBB Case****Trade****COMPLIANCE DATE** \_\_\_\_\_ **N/A** \_\_\_\_\_**ADR REQUEST NUMBER** \_\_\_\_\_ **71-541336113** \_\_\_\_\_**CUSTOMER NAME** \_\_\_\_\_  \_\_\_\_\_**LAST SIX OF VIN** \_\_\_\_\_ **292650** \_\_\_\_\_**ADR CRS** \_\_\_\_\_ **Nick Sennema** \_\_\_\_\_ **EXT.** \_\_\_\_\_ **11706** \_\_\_\_\_**DVM** \_\_\_\_\_ **Odell Garrett** \_\_\_\_\_ **PHONE** \_\_\_\_\_ **615-390-9894** \_\_\_\_\_**DATE ACCEPTANCE RECEIVED** \_\_\_\_\_ **9/17/2007** \_\_\_\_\_**NUMBER OF DAYS FOR COMPLIANCE** \_\_\_\_\_ **N/A** \_\_\_\_\_**TEAM LEAD'S SIGNATURE** \_\_\_\_\_ **Bridget Cazabon** \_\_\_\_\_**ADR Exceptions that need to be paid i.e. over allowance and negative equity.****COMMENTS/REASON FOR EXCEPTION:****File will be returned without all information above completed.**



2005 MALIBU LS SEDAN  
 41U BLACK /V6G  
 14E GRAY CUSTOM CLOTH  
 ORDER NO. JCBRW1/TRE STOCK NO.  
 VIN 1G1 ZT52 80 5F

CHEVROLET MOTOR DIVISION  
 GENERAL MOTORS CORPORATION  
 100 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD64162034  
 \*\*\*\*\*13\*26202S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZT69 MALIBU LS SEDAN	21265.00	19457.48	INVOICE 04/26/05
B37 FLOOR MATS	80.00	72.00	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
MX0 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

OLD  
VIN

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.

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 /V6G  
 52C NEUTRAL  
 ORDER NO. KZTW0D/TRE STOCK NO.  
 VIN 2G1 WT58 K4 89

GENERAL MOTORS CORPORATION  
 & SUBSIDIARIES  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE 1AD09385195

\*\*\*\*\*13\*26202S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
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
LZE ENGINE, 3.5L V6	0.00	0.00	PRC EFF 06/28/07
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  
 HP: 34.7  
 GMS: 21157.48  
 SUPPLR: 22102.82  
 MRM: 22945.00  
 DAN: LT1BS  
 MEMO 963.00

NEW  
VIN

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
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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

5005  
DEAL# 58279

# General Motors Corporation

## CUSTOMER INCENTIVE ACKNOWLEDGMENT AND/OR ASSIGNMENT

CUSTOMER NAME: CHLAN E WILLIAM

VIN: 1 6 1 7 T 5 2 8 0 5 E

(or see attached list\*)

### CUSTOMER INCENTIVE(S)

#### 1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ where permissible by law, as a price reduction (Bill of Sale indicates pre-rebate price, amount of rebate and final price with rebate applied), or (c) \_\_\_\_\_ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
GMS FOR EVERYONE	\$	
SE REGION REBATE	\$ 2000.00	
	\$	
	\$	
	\$	
Total Incentive Amount Received	\$	

#### 2. Other Program Selection (Which may or may not be in lieu of customer incentive programs; for example, Division supported financing/leasing, etc.)

- a. I elect to receive \_\_\_\_\_  
in lieu of \_\_\_\_\_ and/or \_\_\_\_\_
- b. I elect to receive \_\_\_\_\_

### CUSTOMER AND DEALER ACKNOWLEDGMENT

I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number which was sold/leased to me by the Dealer named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery of this vehicle on 06/16/05. I acknowledge receipt of incentive(s) as described in Item # \_\_\_\_\_ and release the GM Division from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: \_\_\_\_\_

Date: 06 / 16 / 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 # \_\_\_\_\_ have been provided to the said purchaser/lessee who has taken delivery of referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: \_\_\_\_\_

Date: 06 / 16 / 05

Dealership Name: \_\_\_\_\_

MAROONE CHEVROLET FT. LAUDERDALE INC Dealer Code: 26-202

\*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

**Marooneo**

**RETAIL PURCHASE AGREEMENT**  
**MAROONE CHEVROLET-FT. LAUDERDALE INC.**  
 1300 N FEDERAL HWY  
 FT LAUDERDALE, FL 33304 (954) 564-5271

Fax: 9545677348

Aug 15 2007 03:40pm P002

(HEREINAFTER REFERRED TO AS "SELLER") RETAIL ORDER FOR A MOTOR VEHICLE.

PLEASE ENTER MY ORDER FOR THE FOLLOWING: ☐ NEW ☐ USED ☐ DEMO ☐ PREVIOUSLY LEASED ☐ EXECUTIVE VEHICLE ☐ OTHER

DATE: 16 JUN 2005 DEAL # 58279 SALESPERSON #1 VALBRUN, MARYSE

STOCK # 5F292650 CUSTOMER # 2805955 SALESPERSON #2

Purchaser [REDACTED] DL# OUT-OF-STATE 09/13/63 S [REDACTED]  
 Co-Purchaser [REDACTED] DL# DOB SS# [REDACTED]  
 Street Address [REDACTED] City FORT LAUD State FL Zip [REDACTED]  
 Home Phone [REDACTED] Bus. Phone [REDACTED] Cell Phone [REDACTED]

E-Mail Address [REDACTED] TPP Number [REDACTED]

Year 05 Make/Chevrolet Model LIBU SD Body Type [REDACTED] Vehicle Identification Number 1G1ZT52805F [REDACTED]  
 No. Cyl A Engine Size 3.5 LITER S Displacement 6 Color BLACK Mileage 181

VEHICLE TRADE IN #1 CURRENTLY EQUIPPED AS FOLLOWS

YEAR MAKE MODEL BODY TYPE

STOCK # MILEAGE ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM PLATE# DECAL#

VIN#

VEHICLE TRADE IN #2

YEAR MAKE MODEL BODY TYPE

STOCK # MILEAGE ☐ ACTUAL ☐ INACCURATE

COLOR/TRIM PLATE# DECAL#

VIN#

LENDER / PAYOFF INFORMATION

LENDER

ADDRESS

PHONE

ACCOUNT#

PAYOFF

GOOD TILL

ESTIMATED PAYOFF

VERIFIED PAYOFF

The balance owed on your trade-in vehicle is based on the information you have provided to us. This balance is an estimate. We have not been able to confirm the exact balance as of the date of this Agreement. If we tender payment to release the vehicle(s) owed, you authorize the lender(s) to release the vehicle(s) to us. If the actual amount of the balance owed on the trade-in vehicle is more than the amount of the balance owed as stated in this Agreement, you agree to pay the difference to us within 48 hours of our demand. If you fail to do so, we will pay the difference to the lender. If the actual amount of the balance owed is less than the amount stated, we will pay the difference to you.

X [REDACTED] X [REDACTED]

\*OPTIONAL ACCESSORIES/PRODUCTS/SERVICES: [REDACTED]

\*DEALER SERVICE FEE: This charge represents the cost of the dealer's services for items such as inspecting, cleaning and adjusting the vehicle and preparing documents related to the sale.

\*WARRANTY STATEMENT

WE ARE SELLING THIS VEHICLE TO YOU "AS-IS" AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS OTHERWISE INDICATED BELOW. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND RELATED GOODS AND SERVICES. IF WE SELL A SERVICE CONTRACT ON OUR OWN BEHALF, ANY IMPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED IN THE SERVICE CONTRACT. CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

☐ USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Used Vehicle 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 reverse side (which I agree to the same as if they were printed above my signature) and hereby acknowledge that this Agreement is complete and accurately reflects the negotiations and agreements between the Seller and myself. If I did not understand any of the above, I have had my own representative and agent read and explain 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

BUYER ACKNOWLEDGES HE OR SHE HAS READ ALL OF THE FOREGOING AND HAS RECEIVED A TRUE COPY OF THIS ORDER. NO REPRESENTATIONS HAVE BEEN MADE THAT ARE NOT SET OUT HEREIN.

FACTORY CASH / REBATE ASSIGNED TO SELLER

DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT

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DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT

DEPOSIT / PARTIAL PAYMENT



09/12/2007 18:25 9545677346

MAROONE CHEVROLET

PAGE 01

REG. TAX	INIT REG.	COUNTY FEE	MAIL FEE	SALES TAX	TITLE FEE
\$33.10	\$	\$3.00	\$0.85	\$0.00	\$
PLATE ISSUED	DATE ISSUED	INTERNET KIOSK FEE	VOLUNTARY CONT. TOTAL	GRAND TOTAL	
	07/27/06	\$0.00	\$	\$36.75	

## FLORIDA VEHICLE REGISTRATION

DATE ISSUED: 07/27/06  
DL#: C450925633330  
TAG#: R924ZH DECEN #: 10315833 EXP: 09/13/07  
VIN: 1G1ZT52805F [REDACTED] TC: 83465465 YR/MK: 2005 CHEV

[REDACTED]  
[REDACTED]  
FT LAUDERDALE, FL [REDACTED]

L#: 3003687 T#: 465702704 B#: 2480495 R#: 465702704

CASE # 7154133 6113

Attention Nick S.

MAROONE CHEVROLET

Fax:9545677348

Aug 10 2007 03:46pm P004/014

2805955

216861

**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

www.maroone.com

\*ACCOUNTING\*

PAGE 1

SERVICE ADVISOR: 4450 JAY KIER

FORT LAUD, FL  
HOME

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		24517/24517	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
16JUN05 IS			11:36 27JUL07		0.00	CASH
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 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

1 22687711 SHAFT KIT

9403

13164

0

164.97

131.64

131.64

PC: 2F

PART#: 22687711

COUNT: 1

CLAIM TYPE:

AUTH CODE:

NE

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 RESURFACE 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

C 99P-COURTESY MULTI-POINT INSPECTION

99P 99P COURTESY MULTI-POINT INSPECTION

8495 CPC

0

0

0.00

0.00

24517 8495 N/C SAFETY INSPECTION

SHOP SUPPLYS &amp; 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

IF YOU ARE NOT 100% SATISFIED PLEASE CALL

YOUR SERVICE ADVISOR

954 567-7200

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

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 (h) (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].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARDINTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

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

## TOTALS

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

MAROONE CHEVROLET

Fax:9545677348

Aug 10 2007 03:45pm P003/014

2805955

217142

\*ACCOUNTING\*

PAGE 1

FORT LAUD, FL  
HOME

BUS

SERVICE ADVISOR: 9182 BRIAN CRYSTAL

**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

www.maroone.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805E		24650/24650		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
16JUN05	IS		WAIT 02AUG07		0.00	CASH	03AUG07
H.O. OPENED		READY	OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER_SF1				

15:18 01AUG07 15:33 03AUG07

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A DOPPING SOUND (RHEE) IN STEERING WHEN TURNING / TECH#8495

101 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED

AND FOUND NO CONDITION THAT MERITED A

REPAIR.

8495 CPC

0

0

0.00

0.00

24650 NORMAL OPERATION 8495 N/C

B CUST STATES GROWLING NOISE AND BAD VIBRATION

117 SEE STORY

8495 CPC

0

0

0.00

0.00

1 15243254 PAD KIT

4850

9700

0

97.00

97.00

97.00

24650 REAR PADS BAD 8495 N/C R&amp;R REAR PADS, RESURFACE ROTORS, TEST

OK AT THIS TIME

C ENTERPRISE RENTAL CAR

Z7903 COMP 3 DAYS

4753 CPC

0

0

0.00

0.00

D 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

8495 CPC

0

0

0.00

0.00

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

IF YOU ARE NOT 100% SATISFIED PLEASE CALL

YOUR SERVICE ADVISOR

954 567-7200

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
261/500C	0	0		261/480C	9700	4850	
261/324	582	0		261/225S	10282	*****	

COST, SALE, &amp; COMP TOTALS 4850 9700 0

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 (1) (h))

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in this 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)

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS

CHECK VISA

DISCOVER MASTERCARD

INTERNAL OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER

#MV - 32026

AR1190

## 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

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED



MAROONE CHEVROLET

Fax:9545677348

Sep 4 2007 12:08pm P003

2805955

218558

# Maroone Chevrolet Buick Pontiac GMC Ft. Lauderdale Saturn Fort Lauderdale

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.  
SAT. 8:00 AM TO 3:00 PM  
www.maroone.com

INVOICE

DUPLICATE 1

PAGE 1

FORT LAUD., FL.

HOME:

BUS

SERVICE ADVISOR: 4450 JAY KIER

SERVICE ADVISOR: 4450 JAY KIER									
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN/OUT		TAG
BLACK	05	CHEVROLET MALIBU		1G1ZTS2805E			26013/26013		
DEL DATE	PROD DATE	WARR EXP	PROMISED		PO NO	DATE	PAYMENT	INV DATE	
16JUN05	IS		07:54 29AUG07			0.00	VISA	04SEP07	
R.O. OPENED		READY		OPTIONS: STK:5F292650 DLR:26202 ENG:3.5 LITER SFI					

09:00 28AUG07 13:40 29AUG07

LINE OPCODE TECH TYPE HOURS

A-CLUNK IN STEERING / SEE HISTORY

CAUSE: EXCESSIVE STEERING SHAFT PLAY - NOISE

E7700 SHAFT, STEERING INTERMEDIATE REPLACE

5485 W94

1 22687711 SHAFT KIT

FC: 93

PART#: 22687711

COUNT: 1

CLAIM TYPE:

AUTH CODE: BE

MA

LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

26013 EXCESSIVE STEERING SHAFT PLAY-NOISE #5485 CLOCK 0.50 + E7700

PERFORM INSPECTION AND ROAD TEST PERFORM OPERATIONS AS PER BULLETIN

#06-02-32- 007B- NOISE STILL PRESENT WHEN WHEEL TURNED REPLACE STEERING

SHAFT

\*\*\*\*\*

B-HIGH SPEED VIB 70 MPH &amp; UP

RBT RBT - ROTATE &amp; BALANCE 4 TIRES

5485 CDC

PARTS: 0.00 LABOR: 54.50 OTHER: 0.00 TOTAL LINE B: 54.50

26013 PERFORM TIRE BALANCE #5485 0.80 BALANCE TIRES WITH HIGH SPEED

BALANCER

\*\*\*\*\*

C-WHILE BACKING UP STEERING WHEEL SHAKES

CAUSE: INTERNAL STEERING COLUMN MALFUNCTION

E7680 COLUMN ASSEMBLY, STEERING REPLACE

5485 W94

1 15926870 COLUMN

FC: 1D

(N/C)

(N/C)

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 (h) (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].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD

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	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

MAROONE CHEVROLET

Fax:9545677348

Sep 4 2007 12:05pm P002

2805955

218558

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INVOICE

DUPLICATE 1  
PAGE 2

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		26013/26013	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
16JUN05 IS			07:54 29AUG07		0.00	VISA
REG. OPENED	READY	OPTIONS:		STK:5F292650	DLR:26202	ENG:3.5 LITER SPI
09:00 28AUG07	13:40 29AUG07					

LINE OPCODE TECH TYPE HOURS

PART# 15926970

COUNT: 1

CLAIM TYPE:

AUTH CODE:

VB

LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

26013 INTERNAL STEERING COLUMN MALFUNCTION #5485 CLOCK 0.30 + B7680  
DIAGNOSTIC TO FIND STEERING WHEEL SHAKING WHEN BRAKING DUE TO INTERNAL  
MALFUNCTION IN COLUMN UNIT--REPLACE WITH UPDATED STEERING COLUMN-ROAD  
TEST

\*\*\*\*\*

D LOF-CHANGE OIL AND FILTER

LOF LOF-CHANGE OIL AND FILTER

5485 CPC

1 25010792 FILTER

17.20 17.20

5 1100 MOTOR OIL

6.80 5.50 5.50

PARTS: 13.00 LABOR: 17.20 OTHER: 0.00 TOTAL LINE D: 30.20

26013 LOF #5485 0.30

\*\*\*\*\*

E 99P-COURTESY MULTI-POINT INSPECTION

99P 99P-COURTESY MULTI-POINT INSPECTION

5485 CPC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

26013

\*\*\*\*\*

F ENTERPRISE RENTAL CAR

CAUSE: 2 DAYS RENTAL

27902 2 DAY CAR RENTAL

4763 WR

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.659.905 (1) (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].

X

CUSTOMER SIGNATURE

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER  
STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

DESCRIPTION	(N/C)
LABOR AMOUNT	TOTAL
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

MAROONE CHEVROLET

Fax:9545677348

Sep 4 2007 12:04pm P001

2805955

218558

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INVOICE

DUPLICATE 1  
PAGE 3

SERVICE ADVISOR: 4450 JAY KIER

FORT LAUD, FL

HOME:

BUS

SERVICE ADVISOR: 4450 JAY KIER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	CHEVROLET MALIBU	1G1ZT52805F		26013/26013		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PE. NO.	RATE	PAYMENT	INV. DATE
16JUN05	IS		07:54 29AUG07		0.00	VISA	04SEP07
E.O. OPENED		READY		OPTIONS:			
				STK:5F292650 DLR:26202 ENG:3.5 LITER SFI			

09:00 28AUG07 13:40 29AUG07

LINE OPCODE TECH TYPE HOURS

FC: 98 PART#: COUNT: 0

CLAIM TYPE:

AUTH CODE:

MJ

LIST NET TOTAL

SUBL RENTAL

WR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE P: (N/C) 0.00

26013 WARR 4763 WARR 2 DAYS

\*\*\*\*\*

SHOP SUPPLIES &amp; ENVIRONMENTAL WASTE DISPOSAL

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

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.569.905 (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].

X

CUSTOMER SIGNATURE

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED

## PAYMENT METHOD

CASH AMERICAN EXPRESS  
CHECK VISA  
DISCOVER MASTERCARD  
INTERNAL OTHER

STATE OF FLORIDA  
REGISTRATION NUMBER  
#MV - 32026  
AR1190

## DESCRIPTION

## TOTALS

LABOR AMOUNT	71.70
PARTS AMOUNT	13.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.17
TOTAL CHARGES	91.87
LESS INSURANCE	0.00
SALES TAX	5.51
PLEASE PAY THIS AMOUNT	97.38

**FLORIDA : 8/1/2005**  
**Overallowance / Incentives / Negative Equity Form**

Customer



Request #

71-541336113

BBB #

CHV0749928

<b>PURCHASE PRICE:</b> <i>(From dealer Bill of Sale) -- (Selling Price)</i>	(+) 19,589.13
<b>MSRP:</b> <i>(From BARS Invoice)</i>	(-) 21,970.00
<b>DIFFERENCE:</b>	(=) -2,380.87

<b>TRADE ALLOWANCE:</b> <i>(from dealer Bill of Sale)</i>	(+) 0.00
<i>Include vehicle retail, accessories and mileage adjustment figures, and attach NADA pages to file.</i>	
<b>NADA Retail Value for:</b>	
VEHICLE:	
ACCESSORIES:	(-) 0.00
MILEAGE ADJUSTMENT:	
<b>OVER ALLOWANCE:</b> <i>(Trade more than NADA)</i>	(=) 0.00

<b>PAYOFF:</b> <i>(If dealer added negative equity into contract, do not subtract)</i>	(=) 0.00
--	----------

<b>PURCHASE PRICE</b> <i>(From dealer Bill of Sale) -- (before tax, tag, etc.)</i>	(+) 19,589.13
<b>GM CARD POINTS:</b>	DO NOT INCLUDE
<b>INCENTIVES (from BARS):</b> <i>(Do not include fuel fill credit, dealer incentives or GM card credited back to customer)</i>	
1:	
2:	
3:	
<b>TOTAL INCENTIVES</b> <i>(Not included in Purchase Price)</i>	(-) 2,000.00
<b>OVERALLOWANCE:</b> <i>(From above)</i>	(-) 0.00
<b>NEGATIVE EQUITY:</b> <i>(If NOT shown in contract))</i>	(-) 0.00

<b>Actual price of Vehicle that should be presented to BBB for ATA</b>	(=) 17,589.13
--	---------------

**Customer Claim Form**

Contact Date: 08/08/07

Start Date: 08/08/07

Case Number : CHV0749928

Have you contacted the mfr regarding your claim? ☒ YES ☐ NOHave you previously filed a claim on this vehicle with the BBB or another dispute resolution provider? ☐ YES ☒ NO

If yes, name of provider: \_\_\_\_\_ Date: \_\_\_\_\_ Case Number: \_\_\_\_\_

**Titled Owner(s) Name&Address**

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 business that appear on vehicle title:** \_\_\_\_\_Vehicle Use: ☒ Personal ☐ Business ☐ Both

Percentage of time vehicle used for business purposes: \_\_\_\_\_

Transmission Type: Automatic

Number of vehicles owned or leased by the business: \_\_\_\_\_

Make: Chevrolet

Model: Malibu

Model Year: 2005

Current Mileage: 25000

Vehicle Identification Number: 1G1ZT52805F \_\_\_\_\_

Servicing Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD,

Selling Dealer/City/State : MAROONE CHEVROLET OF FORT LAUD, FORT LAUDERDALE, FL

Insurance Carrier : Allstate Insurance

Policy Number: \_\_\_\_\_

Has vehicle been in an accident/had body damage? Yes \_\_\_ No X Date of accident: \_\_\_\_\_

Description of Damage : \_\_\_\_\_

**Purchase/Lease Information** *(Complete left side if vehicle was purchased or right side if vehicle was leased)*

Purchase Date: 06/15/05 Mileage at purchase: \_\_\_\_\_

Lease Date: \_\_\_\_\_ Mileage at lease: \_\_\_\_\_

Purchased As : ☒ New ☐ Used ☐ DemoLeased As : ☐ New ☐ Used ☐ Demo

Is the vehicle in your possession? yes

Is the vehicle in your possession? \_\_\_\_\_

Lienholder's Name: \_\_\_\_\_

Leasing Company's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Phone: ( ) - \_\_\_\_\_

Phone: \_\_\_\_\_

Lienholder Acct # : \_\_\_\_\_

Leasing Company's Acct #: \_\_\_\_\_

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

The customer would like the manufacturer to replace the vehicle with one that operates correctly.

Signature of Titled Owner(s)/Lessee(s): \_\_\_\_\_ Date \_\_\_\_\_

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

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

Customer Name: XXXXXXXXXX

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 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				

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



Grapevine, TX

FORT WORTH TX 761

13 AUG 2007 PM 2 T

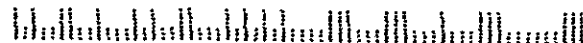


AUG 16 2007

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

*Chevrolet Customer Assistance Ctr.  
P.O. Box 33170  
Detroit, MI 48232-5170*

48232+5170



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 [REDACTED]

Who am I and why would I take the time to write this letter?

I 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.

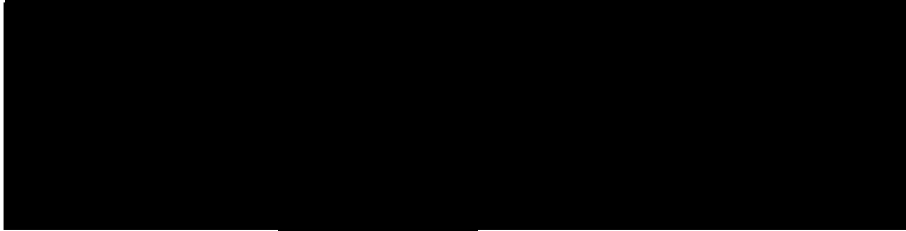
When growing up in rural Northern Missouri, my father would usually purchase the family vehicles from Peterson Chevrolet. The question was put to him, "Why buy from them?" His answer was that "Yes, there are other dealers with cheaper priced cars but I know that Peterson's will stand by the product."

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 ✓

December 29, 2010

[REDACTED]  
[REDACTED]  
Grapevine, TX [REDACTED]

Service Request: 71-548303570  
Customer Relationship Specialist: Rinny Smith

Dear [REDACTED]

Chevrolet is pleased to provide service coverage for the steering on your 2005 Chevrolet Malibu, Vehicle Identification Number 1G1ZT54805F [REDACTED]. 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.

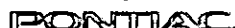
Sincerely,

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.



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

Powder Springs GA

\_\_\_\_\_

Please make any corrections to your name, address, or telephone number here:

Home telephone:

Change to: ( )

**Please provide us with your preferred email address:**

Dear

Our records indicate that you had your **2005 G6 serviced at Lou Sobh Pontiac on July 9, 2007**. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. If you prefer, you can respond to this survey online by going to [www.gmdealershipsurvey.com](http://www.gmdealershipsurvey.com) and entering your personal **User ID:** [redacted] and **Password:** [redacted]. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for having your vehicle serviced at Lou Sobh Pontiac.

left car for service then was  
because parts had to be ordered.  
received a card in the mail that  
to make appointment.

Sincerely,

Sincerely, called to come get car  
About 10-14 days later  
for parts were in. Called  
Scott Lawson, General Director  
Customer and Relationship Services

## Instructions

**Please use a dark pen or pencil (preferably black) when filling out this survey.**

☐ Please check this box if you no longer own/lease this 2005 G6, and return the questionnaire.

**\*\* PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JULY 9, 2007, COMPLETE THIS SURVEY. \*\***

## About Your Pontiac Dealership's Service Department

- |  | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied                            | Not At All Satisfied   |
|--|--------------------------|-------------------------------------|-----------------------------|---|--|
| 1. How satisfied were you with the convenience of the Service Department's hours?.....                                   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>                      | <input checked="" type="checkbox"/>  |
|  | Yes                      | No                                  | Does Not Apply/Not Required | Don't Know                                    |  |
| 2. Were services available to you on both an appointment and non-appointment basis?.....                                 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/>                      |  |
| 3. When arriving for service, were you greeted promptly?.....  | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | Service Rep never looked up from h's computer |  |
|  | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied                            | Not At All Satisfied   |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? ..... | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/>                      | <input checked="" type="checkbox"/> when I handed him the keys he said "I have walk-ins, it will be a while" |
- About Your Service Consultant/Advisor

### About Your Service Consultant/Advisor

- |   | Completely Satisfied     | Very Satisfied                      | Satisfied                   | Somewhat Satisfied       | Not At All Satisfied                |
|---|--------------------------|-------------------------------------|-----------------------------|--------------------------|-------------------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?..... | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Yes                      | No                                  | Does Not Apply/Not Required | Don't Know               | Not at first                        |
| 6. Were you <u>offered</u> transportation options?.....   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |                                     |
|   | Yes                      | No                                  | Does Not Apply/Not Required | Don't Know               |                                     |
| 7. How satisfied were you that you were kept informed about the status of your service request? .....                       | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>    | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|   | Yes                      | No                                  | No Time Promised            |                          |                                     |
| 8. Was your vehicle ready by the original time promised?.....   | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>    |                          |                                     |
|   | Yes                      | No                                  | No Time Promised            |                          | told by another service rep when    |

1G2ZG528454 [REDACTED] 18153

022727022687 00000167240 091544

2101

CS| 020850

July 30 Appointment at 9:00 AM arrived at 8:45

About Your Service Consultant/Advisor (continued)

- When I arrived for appointment was told that walk-ins (several) were in front of me, after 2 hr wait almost 3 hr I asked for Rental car! was told "I don't know about that" Told (Jeff) "Well I'll talk to someone else" 15 min later was told "enterprise will be here in 10 min" Never given explanation it was on the invoice.
9. How satisfied were you with the explanation you were given of all services performed? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
10. Overall, how satisfied were you with your Service Consultant? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- |   | Completely Satisfied     | Very Satisfied           | Satisfied                | Somewhat Satisfied                  | Not At All Satisfied     |
|---|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| - The time it took to complete the transaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| - The ease of getting your vehicle?             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| - The condition in which it was returned?       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
- Yes No
12. Were ALL of your service concerns corrected on this service visit? ☒ Yes ☐ No
- IF NO, why not? (check all that apply)
- |   |   |
|---|---|
| <input type="checkbox"/> Condition explained - repair not necessary     | <input type="checkbox"/> Parts not available    |
| <input type="checkbox"/> Work performed did not correct the problem     | <input type="checkbox"/> I declined repair      |
| <input type="checkbox"/> Service Department could not duplicate problem | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Service Department was too busy                | <input type="checkbox"/> Don't know             |
13. How satisfied are you that your vehicle was fixed right on this service visit? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☐ Not At All Satisfied
14. Were you given a copy of the completed repair order/invoice? ☒ Yes ☐ No
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service? ☐ Yes ☒ No ☐ Don't Know/Not Sure

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Lou Sobh Pontiac? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
17. Would you recommend this dealership for service? ☐ Definitely Would ☐ Probably Would ☐ Might/Might Not ☐ Probably Not ☒ Definitely Not
18. Overall, how satisfied are you with your 2005 G6? ☐ Completely Satisfied ☐ Very Satisfied ☐ Satisfied ☐ Somewhat Satisfied ☒ Not At All Satisfied
19. Are you... ☐ Male ☒ Female
20. Your age... ☐ Under 25 ☐ 25 - 34 ☐ 35 - 44 ☒ 45 - 54 ☐ 55 - 64 ☐ 65 or older
21. May we include your name when providing this survey information to your dealership? ☒ Yes ☐ No
22. Do you have any other comments/recommendations about Lou Sobh Pontiac?

MC Because of my experience at the service dept alone. I will not be trading my car at another pontiac or GM Dealership. I number 1. Should not have had this many defects with this vehicle. If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Pontiac Customer Assistance Center: 1-800-762-2737 Number 2. Had to deal with such Nasty Service Reps who had the nerve to remind me to give him (Jeff) a good survey because his raise depends on it. Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

PONTIAC, P.O. BOX 10054, TOLEDO, OH 43699-0054

1G2ZG528454 18153

022727022687 7709442844 091544

Also Rental vehicle provided to me was a crew cab pick-up truck, I was not at all pleased with having to drive a truck so I went straight home. They said that is all they had GM.

December 29, 2010

[REDACTED]

Powder Springs, GA [REDACTED]

Service Request: 71-548410033

Customer Relationship Specialist: Jane Miller

Dear [REDACTED]:

We would like to discuss your request for assistance regarding your 2005 Pontiac G6, but we have been unsuccessful in our attempts to contact you.

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

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

Sincerely,

Pontiac Customer Assistance Center

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

December 29, 2010

[REDACTED]  
White Bear Lake, MN [REDACTED]

Service Request: 71-548894553

Customer Relationship Specialist: Christopher Carter

Dear [REDACTED]:

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

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

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

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

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

Thank you for the opportunity to review this matter.

Sincerely,

Chevrolet Customer Assistance Center

**THANE HAWKINS**  
**POLAR CHEVROLET MAZDA**



BEAR FAX

TO: Angelina

FROM: Dee Schroeder

PHONE: 651-653-5555 FAX: 651-653-5540

NUMBER OF PAGES:(including cover) 14

NOTES: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

POLAR CHEVROLET MAZDA: 651-429-7791 SALES FAX: 651-426-9267  
1801 EAST COUNTY ROAD F, WHITE BEAR LAKE, MN 55110





CUSTOMER # \_\_\_\_\_ DEAL NUMBER \_\_\_\_\_ SALES CONSULTANT 1/1m # \_\_\_\_\_

Buyers Name \_\_\_\_\_ D.L. # \_\_\_\_\_ DOB \_\_\_\_\_

Co-Buyers Name \_\_\_\_\_ D.L. # \_\_\_\_\_ DOB \_\_\_\_\_

Buyers Soc. Sec. # \_\_\_\_\_ Co-Buyers Soc. Sec. # \_\_\_\_\_

Street Address \_\_\_\_\_ County **1** W. Phone \_\_\_\_\_

City, State Zip \_\_\_\_\_ H. Phone \_\_\_\_\_

Insurance Co. \_\_\_\_\_ Policy # \_\_\_\_\_ e-mail address \_\_\_\_\_

Insurance Agent Name \_\_\_\_\_ Agents Phone \_\_\_\_\_ Date of Glass Loss 7/1/05

Agent Address \_\_\_\_\_ ☐ First Time Buyer ☐ Commercial Account ☐ College Grad

Customer(s) authorizes dealership to obtain a consumer credit report in connection with the sale/delivery of this vehicle. Yes ☐ No ☐

Customer(s) Signature \_\_\_\_\_ Date \_\_\_\_\_

Term of Requested Loan/Lease? 2 Total Cash Down \_\_\_\_\_

### Purchase Vehicle

Stock # \_\_\_\_\_ Year \_\_\_\_\_ Make \_\_\_\_\_ Model **3** Color \_\_\_\_\_ Mileage \_\_\_\_\_

### Trade In Information

Year 94 Make Buick Model LeSabre Vin 1G4HR5ZL1RH4

Trim Level LTD Color GREEN

Body Type 4DR Reg Ext Crew Short Box Long Box Plate # \_\_\_\_\_ Expiration 8/31/05 State MN

Appraised Miles 93109 Act Over Unk Lien Holder \_\_\_\_\_ Amt Owed \_\_\_\_\_

Purchased: ☒ New ☐ Demo ☐ Rental ☐ Used Thru: ☒ Dealer ☐ Private Warranty Start: 1/1

Engine Size V6 Displacement 3.8 Tranny Manual 4 5 6 Auto 3 4 8 6 4x4 AWD Z71/Off Road

Power Features: ☒ Steering ☒ Brakes ☒ ABS(R/A) ☒ Air Cond. ☒ PDL ☒ PW ☒ PW DRS SEAT ☒ PW PAS SEAT ☐ Sun/Moon Roof ☐ PWR or Man

Additional Features: ☒ Tilt ☒ Cruise ☒ Split ☒ Buckets ☒ Quad ☒ Leather ☒ Heated ☒ Remote Keyless ☒ Alloys ☐ Assist Steps ☐ Bedliner

Sound System: ☒ AM/FM ☒ Cass ☒ CD ☐ CD Changer/MP3 DVD Factory or After Mkt Trailering Pkg

Protection Options: ☒ Service Contract ☐ Rustproof ☐ Sealant ☐ Fabric ☐ Alarm ☐ Transferable/Warranties?

Additional Options/Comments \_\_\_\_\_

Recent Repairs: \_\_\_\_\_ Preliminary: ☐ GM Cert ☐ Gold ☐ Silver ☐ Bronze ☐ Wholesale / Re-cycle

EQUIPMENT	CONDITION	RECON \$	EQUIPMENT	CONDITION	RECON \$
Tires/Covers			Exhaust/Muffler		
Body/Panels			Engine		
Paint/Finish			Transmission		
Windshield/Top	<u>2494441 4/19</u>	<u>300</u>	Steering		
Upholstery			Radio/Electrical/Horn		
Brakes			Power Options/Cruise		
Emissions			Detail/Fluids/Inspect		<u>350</u>
Air Condition			Low/High Miles		
Local Market Adj.			Undetected Reconditioning		

\*\*\*THIS APPRAISAL IS VALID FOR SEVEN DAYS\*\*\*

Equipment/Mileage Adjustment \$ \_\_\_\_\_ Reconditioning Estimate \$ 1090 Current Market Value \$ 1700 Appraised By #1 [Signature] #2 [Signature]

☐ 60/2,500 ☐ 30/1,000 ☐ 90/4,000 ☐ As Is Date 2-8-05 Department \_\_\_\_\_

Estimated Arrival \_\_\_\_\_ ☐ Stock ☐ Locate ☐ Future ☐ In-Transit

APPRAISER COMMENTS ONLY

10/08/2007  
07:40:13

## SUMMARY HISTORY DISPLAY

3010  
PAGE 1

CUSTOMER NAME

SERIAL NO. 1G1ZS52F65F

TOTAL R/O'S

11

TOTAL SERV. DAYS 31

MAKE CV CHEVROLET

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	533265	10/03/2007	29523	A				
				T				
				T	200	1	W 04CVZ	STEER
				T	223	2	W 25CVZ	COURTESY TRANS/R
2	529359	08/18/2007	28026	A				
				T	200	1	W 04CVZ	STEER
3	527502	07/28/2007	37382	A				
				T	501	1	W 16CVZ	DRIVEABILITY
				T	223	2	W 25CVZ	COURTESY TRANS/R
4	521556	05/25/2007	26656	A				
				T	200	1	W 04CVZ	STEER
				T	223	2	W 25CVZ	COURTESY TRANS/R
5	520141	05/11/2007	26165	A				
				T	501	1	W 04CVZ	STEER
6	514561	03/13/2007	23270	A				
				T	200	1	W 04CVZ	STEER
				T	223	2	W 25CVZ	COURTESY TRANS/R
				T	200	3	C 05CVZ	WHEELS
7	468865	11/04/2005	7766	A				
				T	425	1	W 02CVZ	QUICK LUBE
				T	425	2	C 33CVZGWINS	GOODWRENCH INSP
8	458256	07/20/2005	4175	A				
				T	746	1	C 02CVZ	QUICK LUBE
				T	746	2	C 33CVZGWINS	GOODWRENCH INSP
9	447354	04/08/2005	1520	A				
				T	652			
				T	797	1	I 02CVZ	QUICK LUBE
				T	797	2	C 33CVZGWINS	GOODWRENCH INSP
10	441596	02/09/2005	12	A				
				T	910			
				T	774	1	I 96CVZ	RE-CLEAN
11	428959	10/11/2004	8	A				
				T	359			
				T	113	1	W 99CVZ	NEW CAR GET READ
				T	113	2	W 97CVZ	WASH & CLEAN PDI
				T	113	3	I 82CVZPNTSLNT	PAINT SEALANT



# POLAR


**MAZDA**

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

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

CUSTOMER NO.	603791	NAME	MICHAEL PATTEN	716 TAG	DATE	10/03/07	INVOICE NO.	CVS533265	
		LABOR RATE		MILEAGE	29,523	COLOR	BLACK/GRAY	STOCK	68430
WBL, MN		YEAR MAKE MODEL	05/CHEVROLET/MALIBU/MALIBU			DATE	02/09/05	DELIVERY MILES	42
		VEHICLE I.D. NO.	1G1ZS52F65F			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		DATE	10/03/07		
		COMMENTS							
MO: 29523									

### LABOR & PARTS

INSPECT FOR NOISE HEARD FROM THE FRONT END.  
CAN ALSO BE FELT THROUGH THE STEERING AND FLOOR. IT IS  
GETTING HARD TO TURN.  
ROAD TEST. REPROGRAM POWER STEERING CONTROL MODULE  
E7631

JOB # 1 TOTAL LABOR & PARTS 0.00

COURTESY TRANS/RIDE  
COURTESY TRANS/RIDE  
COURTESY TRANS/RIDE

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 2		RNTL RENTAL CHARGE		
TOTAL - MISC				0.00

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

COMMENTS  
RENTAL

### TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

TOTAL INVOICE \$ 0.00

### QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC Oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

**GM Goodwrench Service**

**AN AMERICAN  
REVOLUTION**

**mazda**  
**ZOOM-ZOOM**

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE



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

CUSTOMER NO. <b>603791</b>	INVOICE # <b>MICHAEL PATTEN 716</b>	DATE <b>08/20/07</b>	INVOICE NO. <b>CVC5529359</b>
LABOR RATE <b>28.026</b>	MILEAGE <b>28,026</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
YEAR/MAKE/MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>	DATE OF SALE <b>08/09/05</b>	DELIVERY MILES <b>42</b>	
VEHICLE I.D. NO. <b>1G1ZS52F65F</b>	SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	F.O. NO.	DATE <b>08/18/07</b>	
COMMENTS			MO: 28026

### LABOR & PARTS

CHECK FOR HEAVY CLUNK NOISE FROM THE STEERING WHILE TURNING  
ALSO THE WHEEL STICKS AT TIMES WHILE TURNING  
LUBE AND REPOSITION INTERMEDIATE SHAFT PER BULLETIN  
06-02-32-007B  
E9448

JOB # 1 TOTAL LABOR & PARTS 0.00

### COMMENTS

RENTAL

### TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

TOTAL INVOICE \$ 0.00

### QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

**GM Goodwrench Service**

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**X**

Signature

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WHITE BEAR LAKE, MN 55110

CUSTOMER NO. <b>603791</b>	NAME <b>MICHAEL PATTEN</b>	716 TAG NO. [REDACTED]	INVOICE DATE <b>07/26/07</b>	INVOICE NO. <b>527502</b>
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>27,382</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
WBL, MN [REDACTED]	VEHICLE MAKE/MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>	DATE OF SALE <b>02/09/05</b>	DELIVERY MILES <b>42</b>	
	VEHICLE I.D. NO. <b>1G1ZS52F65F [REDACTED]</b>	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>07/28/07</b>	
	COMMENTS			MO: <b>37382</b>

### LABOR & PARTS

CUST STATES VEHICLE HAD HARD START... WHEN STARTED THE SES LAMP CAME ON... VEHICLE DIES WHILE DRIVING  
DIAGNOSTIC CODE P0335. REPROGRAM PCM FOR P0335 AND LONG CRANK ISSUES.  
J6354

JOB # 1 TOTAL LABOR & PARTS 0.00

RENTAL #17877  
COURTESY TRANS/RIDE  
1612751FX6F [REDACTED]

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.	WARRANTY
JOB # 2	RNTL	RENTAL CHARGE		0.00
TOTAL - MISC				0.00

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

COMMENTS  
RENTAL

### TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

TOTAL INVOICE \$ 0.00

### QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC or filter
- Chassis Lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4 wheel drive)
- Transmission fluid
- Windshield washer fluid

Goodwrench Service

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Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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

CUSTOMER NO. <b>100</b>	ADVISOR <b>CALVIN M SAXBY</b>	359 TAG N	INVOICE DATE <b>09/27/07</b>	INVOICE NO. <b>MACP532556</b>
THANE HAWKINS POLAR CHEVROLET I 1801 EAST COUNTY ROAD F WHITE BEAR LAKE, MN 55110-3882	LABOR RATE	LICENSE NO.	MILEAGE <b>8</b>	CAUSE <b>VOLCANIC RE</b>
	YEAR/MAKE/MODEL <b>08/MAZDA/MAZDA6 SDN/MAZDA6 4-DOOR</b>	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. <b>1YVHP80CX85</b>	SELLING DEALER NO.		PRODUCTION DATE
	F.T.E. NO. <b>3191744</b>	F.O. NO.	R.O. DATE <b>09/25/07</b>	
RE	COMMENTS			MO: <b>8</b>

## LABOR &amp; PARTS

PDI HRS 1.0

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

10.00 PER APP

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

## TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

## QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis Lube
- Inspection
- Drive belts
- Flares
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4-wheel drive)
- Transmission fluid
- Windshield washer fluid

Goodwrench Service

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Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

CUSTOMER NO. <b>603791</b>	<b>MICHAEL PATTEN</b>	716 TAG NO. <b>9234</b>	INVOICE DATE <b>05/14/07</b>	INVOICE NO. <b>CVCS520141</b>
LABOR RATE		MILEAGE <b>25,165</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
VEHICLE MAKE/MODEL	<b>05/CHEVROLET/MALIBU/MALIBU</b>		DATE <b>02/09/05</b>	DELIVERY MILES <b>42</b>
VEHICLE D.O. NO.	<b>1G1ZS52F65F</b>		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	<b>05/11/07</b>		
COMMENTS				MO: <b>26165</b>

### LABOR & PARTS

CHECK FOR RUBBING NOISE FROM THE FRONT END WHILE DRIVING  
CLUNK NOISE OVER BUMPS  
REPLACE FRONT STABILIZER BAR BUSHINGS. STILL HAS NOISE.  
FOUND RIGHT LOWER BALL JOINT WORN. CAUSING RF STEERING  
KNUCKLE TO WEAR. REPLACE RF LOWER CONTROL ARM AND KNUCKLE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		22670300	LINK 7.240	
JOB # 1	1		22730776	ARM 6.168	
JOB # 1	1		15225210	KNUCKLE 6.020	
JOB # 1	1		628051	ROSEDALE	

JOB # 1 TOTAL PARTS

WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

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

COMMENTS  
RENTAL

TOTALS

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE - ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

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

TOTAL INVOICE \$ 0.00

### QUICK LUBE plus

- Oil Change (up to 8 quarts)
- GM Goodwrench quality oil
- AC oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- Rear wheel drive
- Transfer case fluid
- 4 wheel drive
- Transmission fluid
- Windshield washer fluid

**GM Goodwrench Service**

**AN AMERICAN  
REVOLUTION**

**mazda**  
**ZOOM-ZOOM**

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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





# POLAR

CHEVROLET **mazda**

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

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

CUSTOMER NO. <b>603791</b>	NAME <b>MICHAEL PATTEN</b>	716 TAG NO. <b>3915</b>	INVOICE DATE <b>03/13/07</b>	INVOICE NO. <b>CVC5514561</b>
ADDRESS [REDACTED]	LABOR RATE [REDACTED]	MILEAGE <b>23,270</b>	COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
WBL, MN [REDACTED]	YEAR MAKE MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>	DATE OF SALE <b>02/09/05</b>	DELIVERY MILES <b>42</b>	
	VEHICLE I.D. NO. <b>1G1ZS52F65F [REDACTED]</b>	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. NO.	DATE <b>03/13/07</b>	
	COMMENTS			MO: <b>23270</b>

### LABOR & PARTS

C/S: CHECK FOR CLUNK NOISE FROM THE STEERING WHILE TURNING  
REPLACE STEERING GEAR  
ADJUST VEHICLE TOE IN TO SPECS  
E9740

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		15858368	GEAR 6.508		
JOB # 1	-1		15858368	CORE RETURN		
JOB # 1 TOTAL PARTS					0.00	
JOB # 1 TOTAL LABOR & PARTS					0.00	

RENTAL #17901  
COURTESY TRANS/RIDE  
2G1WT55K469 [REDACTED]  
Z7901

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

ROTATE TIRES  
MAINTENANCE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS					0.00	
JOB # 3 TOTAL LABOR & PARTS					19.00	

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 2	RNTL	RENTAL CHARGE		0.00
TOTAL - MISC				0.00

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

COMMENTS  
RENTAL CREATED 2007-03-12 08:49:00AM CST TAKEN BY MIKE P  
ATTEN

### QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AC/Oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4 wheel drive)
- Transmission fluid
- Windshield washer fluid

**GM Goodwrench Service**

**CHEVROLET AN AMERICAN REVOLUTION**

**mazda ZOOM-ZOOM**

Thank You!  
WE APPRECIATE YOUR BUSINESS

X

Signature

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



# POLAR


**MAZDA**

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TOLL FREE WATTS: (800) 326-2145  
www.polarchevmazda.com

CUSTOMER NO. <b>603791</b>	NAME <b>MICHAEL PATTEN</b>		716 TAG # <b>[REDACTED]</b>	INVOICE DATE <b>09/13/07</b>	INVOICE NO. <b>EVCS514561</b>
<b>[REDACTED]</b> WBL, MN <b>[REDACTED]</b>	LABOR RATE <b>[REDACTED]</b>	MILEAGE <b>23,270</b>		COLOR <b>BLACK/GRAY</b>	STOCK # <b>60430</b>
	YEAR / MAKE / MODEL <b>05/CHEVROLET/MALIBU/MALIBU</b>			DATE OF SALE <b>02/09/05</b>	DELIVERY MILES <b>42</b>
	VEHICLE I.D. NO. <b>1G1ZS52F65F [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		R.O. NO.	R.O. DATE <b>09/13/07</b>	
COMMENTS			MO: 23270		

**TOTALS**

THANK YOU FOR SERVICING YOUR VEHICLE AT POLAR CHEVROLET  
MAZDA  
\* SIGNIFIES PARTS WITH LIFETIME GUARANTEE ASK YOUR SERVICE  
CONSULTANT FOR DETAILS

TOTAL LABOR	19.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00

**TOTAL INVOICE \$ 19.00**

## QUICK LUBE plus

- Oil Change (up to 5 quarts)
- GM Goodwrench quality oil
- AG oil filter
- Chassis lube
- Inspection
- Drive belts
- Hoses
- Air Filter
- Tire pressure
- Fluid level checks
- Brake fluid
- Differential fluid
- (rear wheel drive)
- Transfer case fluid
- (4 wheel drive)
- Transmission fluid
- Windshield washer fluid

CUSTOMER SIGNATURE

DUPLICATE INVOICE



**Goodwrench Service**



**AN AMERICAN**

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

By: Angelina Moncivais State: MN

Customer Name: [REDACTED] Service Request: 71- BBB Case No.: CHV0755134  
548894553

Vehicle ID No.: 1G1ZS52F65F [REDACTED] In Service Date: 2/9/2005 Vehicle is: New BAC Code: 111544

Year, Make & Model: 2005 Chevrolet Malibu  
Mileage at Time of BBB Filing 29,000

Lien holder: GMAC ☐ Other ☒: {Name}

DVM Name: Tice Barry  
Phone/Cell Number: 630092 8170

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

Sale Type: Purchase ☒ Lease ☐ Other ☐ :  
Financed  
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.

☒ **Steering**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
3/13/07	514561	1	23,270	C/S check for clunk noise from the steering while turning. Replace steering gear adjust vehicle toe in to specs.
<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
5/11/07	520141	4	25,165	Check for rubbing noise from the front end while driving clunk noise over bumps. Replace front stabilizer bar bushings, still has noise. Found right lower ball joint worn, causing RF steering knuckle to wear. Replace RF lower control arm and knuckle.
<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
8/18/07	529359	3	28,026	Check for heavy clunk noise from the steering while turning also the wheel sticks at times while turning lube and repostion intermediate shaft per bulletin 06-02-32-007B.
<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
10/3/07	533265	1	29,523	Inspect for noise heard from the front end. Can also be felt through the steering and floor. It is getting hard to turn. Road test reprogram power steering control module.

☐ **No start**

<u>Date:</u>	<u>RO #:</u>	<u>Days Out:</u>	<u>Mileage:</u>	<u>Description of Complaint and Repair Performed:</u>
7/28/07	527502	3	27,382	Cust states vehicle had hard start... When started the SES lamp came on... Vehicle dies while driving diagnostic code po335 reprogram pcm for P0335 and long crank issues. J6354.

## THE STATE LEMON LAW READS:

**Days out of service: 30**

**Repairs: 4 or more.**

**Time period: 2 years following the date of original delivery of the vehicle to a consumer.**

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

**If applicable, safety-related repairs N/A**

**Safety-related time period N/A**

**Number of repair attempts in the presumption period: 4**

**Total days out of service during the presumption period: 12**

**Total days out of service during customer's ownership: 12**

<b>Vehicle Meets Presumption of Lemon Law YES</b>
---

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

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

Concern: {TEXT}

Date & Offer/Result: {TEXT}

## RECOMMENDATION AND RATIONALE

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

Crs just rec'd the ro's from the dlr and performed the case assessment and the cust has 4 repair attempts to the steering concern and could possibly meet presumption based on the # of repair attempts. Crs will call the dvm for his input.

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

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

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