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

CDR File Information

Vehicle Identification Number	1G1ZU64805F[redacted]
Investigator	Daniel T. Riley
Case Number	71-586286682
Investigation Date	Monday, February 11 2008
Crash Date	Tuesday, November 13 2007
Filename	1G1ZU64805F[redacted].CDR
Saved on	Monday, February 11 2008 at 11:01:59 AM
Collected with CDR version	Crash Data Retrieval Tool 2.900
Reported with CDR version	Crash Data Retrieval Tool 2.900
Event(s) recovered	None

SDM Data Limitations

SDM Recorded Crash Events:
There are two types of SDM recorded crash events. The first is the Non-Deployment Event. A Non-Deployment Event is an event severe enough to “wake up” the sensing algorithm but not severe enough to deploy the air bag(s). It can contain Pre-Crash and Crash data. The SDM can store up to one Non-Deployment Event. This event can be overwritten by an event that has a greater SDM recorded vehicle forward velocity change. This event will be cleared by the SDM after the ignition has been cycled 250 times.
The second type of SDM recorded crash event is the Deployment Event. It also can contain Pre-Crash and Crash data. The SDM can store up to two different Deployment Events, if they occur within five seconds of one another. Deployment Events cannot be overwritten or cleared from the SDM. Once the SDM has deployed the air bag, the SDM must be replaced.
The data in the Non-Deployment Event file will be locked after a Deployment Event, if the Non-Deployment Event occurred within 5 seconds before the Deployment Event unless a Deployment Level Event occurs within 5 seconds after the Deployment Event, then the Deployment Level Event will overwrite the Non-Deployment Event file.

SDM Data Limitations:
-SDM Recorded Vehicle Forward Velocity Change reflects the change in forward velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Forward Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. This data should be examined in conjunction with other available physical evidence from the vehicle and scene when assessing occupant or vehicle forward velocity change. For Deployment Events and Deployment Level Events, the SDM will record 220 milliseconds of data after deployment criteria is met and up to 70 milliseconds before deployment criteria is met. For Non-Deployment Events, the SDM will record up to the first 300 milliseconds of data after algorithm enable. The minimum SDM Recorded Vehicle Forward Velocity Change, that is needed to record a Non-Deployment Event, is 5 MPH.
-Maximum Recorded Vehicle Velocity Change is the maximum recorded velocity change in the vehicle’s combined “X” and “Y” axis.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected if the vehicle has had the tire size or the final drive axle ratio changed from the factory build specifications.
-Brake Switch Circuit Status indicates the status of the brake switch circuit.
-Pre-Crash Electronic Data Validity Check Status indicates “Data Invalid” if the SDM receive an invalid message from the module sending the pre-crash data.
-Driver’s and Passenger’s Belt Switch Circuit Status indicates the status of the seat belt switch circuit. The Passenger Belt Switch Circuit Status for 2005 vehicles is only available on the Cadillac STS. Also, the Passenger Belt Switch Circuit Status for 2006 Chevrolet Cobalt Sport Coupe (AP) model vehicles, with the option package that includes Recaro brand seats (RPO ALV), will always report a default value of “Buckled”.
-The Time Between Non-Deployment and Deployment Events is displayed in seconds. If the time between the two events is greater than 5 seconds, “N/A” is displayed in place of the time. If the value is negative, then the Deployment Event occurred first. If the value is positive, then the Non-Deployment Event occurred first.
-If power to the SDM is lost during a crash event, all or part of the crash record may not be recorded.
-The ignition cycle counter relies upon the transitions through OFF->RUN->CRANK power-moding messages, on the GMLAN communication bus, to increment the counter. Applying and removing of battery power to the module will not increment the ignition counter.
-Steering Wheel Angle data is displayed as a positive value, when the steering wheel is turned to the right, and a negative value, when the steering wheel is turned to the left.
SDM Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted to the SDM, by various vehicle control modules, via the vehicle’s communication network.
-The Belt Switch Circuit is wired directly to the SDM.

Hexadecimal Data

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$0F  41 4A 36 35 32 39 52 34 32 33 38 31 47 4D 36 37
$10  01 59 D3 B3
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$43  00 00 8C 80
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$B1  FD FE 00
$B2  FF FF FF FF FF
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$B7  50 AA 01 0F 01
$B8  54 41 68 02 11
$C1  30 46 30 31
$CA  30 46 30 31
$CB  01 5A 8E 8A
$CC  01 5A 8E 8A
$D1  00 00
$DB  00 00
$DC  00 00
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$04	02	00	00	00	00	00	00
$05	00	00	00	00	00	00	00
$06	00	0A	00	00	0A	19	46
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$DC  00 00
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PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: {[redacted] Inspection Date: {{__02/11/2008_____

Vehicle Brand: {__Chevrolet_____ Model: {_Malibu Maxx_____

File # {__71-586286682_____VIN: {_1G1ZU64805F[redacted] _____

Mileage at Inspection: {_49,971_ Inspection Location: {_Pellegrino Chevrolet, Westville, NJ

Inspector's phone number: {__215-460-6282__ Inspected By: {__Daniel T. Riley

Section 1 INSPECTION SUMMARY

Briefly describe the customer's allegation concerning the brakes/abs:

{[redacted] stated that she depressed the brake pedal, the vehicle did not stop and she collided into the rear of another vehicle.

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Following the inspection, summarize the facts and observations: {_All body damaged that resulted from the incident was repaired prior to the inspection. [redacted] stated that there has been no repairs or maintenance performed on the brake system during or since the body repairs. A body damage estimate is included with this file. The mileage documented on the estimate indicates that the vehicle has travelled 1,627 miles since the incident. [redacted] stated that she drove the vehicle from Florida to New Jersey and she has not experienced the brake problem since the incident.

A road test of four miles through stop and go traffic and over long grades where speeds of 50 mph were reached was conducted during the inspection. The brake system operated normally throughout the road test. All brake components were inspected and appeared to be in proper operating condition. The steering felt tight for about one minute at the beginning of the road test and then felt normal thereafter. All steering components, including the electric power assist, were inspected and appeared normal. An OnStar operator was contacted during the inspection and accurately stated the vehicle's location. The adjustable pedals raised and lowered normally.

The driver's seat belt extended, latched, released and retracted normally. There were no marks, stretching of the webbing or transfer of component material found on any of the driver's seat belt components. The retractor locked when the belt was pulled quickly. The seat belt light went out when the belt was latched. A Vetronix download was conducted and is included with this file. Also included are images of the body repair estimate and the police report. [redacted] requested to be contacted at the following address and phone number with the results of the inspection: [redacted] Virginia Beach, VA [redacted] Cell Phone # [redacted]

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Section 2 INTERVIEW - INCIDENT DETAILS

Provide a complete description of the incident according to the DRIVER / CLAIMANT

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: **{_[redacted]__** Inspection Date: **{{__02/11/2008_____**
Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**
File # **{__71-586286682_____** VIN: **{_1G1ZU64805F[redacted]_____**

Interview mode: ☒ By Telephone ☐ In Person Incident Date and Time: **{_11/13/2007 @ 11:00am**

Interview date: **{__02/05/2008_____**

Provide a complete description of the incident according to the driver. Include information concerning the length of the drive immediately preceding the incident, the type of driving conditions, how many brake stops had occurred during this drive and, if the vehicle was pulling a trailer at the time of the incident, the estimated total weight of the cargo and trailer. Determine whether driver has experienced this type of behavior before. If so, how often? If so, has a dealer been contacted previously concerning the issue?

{_[redacted] stated that she was on Rt. A1A in West Palm Beach, FL at about 25-35 mph. She had her seat belt fastened and there were no other occupants in the vehicle. She was approaching a traffic light and began to apply the brakes. The vehicle did not slow down. She applied more pressure to the brake pedal and then used both feet to apply pressure. The vehicle did not stop and she collided into the rear of another vehicle that was stopped for the traffic light.

[redacted] stated that body repairs were completed in Florida sometime in late November or early December of 2007. She has been driving the vehicle daily since the repairs were completed including a drive from Florida to New Jersey. There were no brake repairs performed during or since the collision repairs. The steering has intermittently felt hard to turn since the body repairs. She brought the vehicle to the body shop to complain about the steering but no repairs were performed. She has not brought the vehicle to a GM dealership for the steering complaint.

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Also have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. Complete the table below.

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION

BRAKE & ABS SYSTEMS

Customer's Name: {[redacted]__ Inspection Date: {{__02/11/2008_____

Vehicle Brand: {__Chevrolet_____ Model: {_Malibu Maxx_____

File # {__71-586286682_____VIN: {_1G1ZU64805F[redacted]_____

	Before the Incident	At the Beginning* and During the Incident
Brake operation (normal, fade, pull, grab, etc.)	{___Normal_____ _____ {_____ {_____	{__The vehicle did not stop with both feet depressing the pedal _____ {_____ {_____
Brake pedal feel (normal, hard, spongy, etc.)	{____Normal_____ _____ {_____ {_____	{__Unknown_____ _____ {_____ {_____
Warning lights/messages displayed. Describe	{___None_____ ____ {_____ {_____	{_____None_____ ____ {_____ {_____
Unusual odors (from where?)	{_____None_____ ____ {_____ {_____	{___None_____ ____ {_____ {_____
Other {_____	{_____N/A_____ __ {_____ {_____	{_____N/A_____ __ {_____ {_____

* The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Estimated vehicle speed: **{_25-35**_____ MPH at the beginning of the incident according to the driver.

Describe what the driver did during the incident (pump brakes, steer, etc.)? Describe: **{_Applied steady pressure as hard as possible.** _____
{_____

Has the driver ever experienced this condition before? Describe. **{__No**_____

Surface where incident occurred:

Type: **C**oncrete, **A**sphalt, **G**ravel, Crushed **R**ock, **D**irt or **O**ther? ___ Describe:
{___Asphalt_____
{_____

Condition: **W**et, **D**ry, **I**cy or **O**ther? {___ If other, specify:
{_____Dry_____

Other comments or observations that have not been covered? **{___N/A**
_____
{_____
{_____

Section 3	INTERVIEW - VEHICLE HISTORY

Did the owner purchase the vehicle ☒ New or ☐ Used? Purchase Date: **{_07/2005**__

Source of information (name, address, phone number, & relationship if other than claimant):

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: **{_[redacted]__** Inspection Date: **{{__02/11/2008_____**
Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**
File # **{__71-586286682_____** VIN: **{_1G1ZU64805F[redacted]_____**

{_____Claimant_____

Comments:
{_____

Note to the inspector: In questions 3-5 below, document only the information which relates to the incident/allegation.

Prior collision damage? (date, description, etc.)
{_None_____
{_____
{_____

Repaired by: **{**_____
{_____

Describe ***existing vehicle conditions*** at the time of the incident(e.g. warning lights "On", engine miss, etc.):
{___Ms. Aruta stated that the vehicle and brake operation was normal prior to the incident
_____
{_____

Repairs outside of warranty (what, when, by whom?):
{__None_____
{_____
{_____

Other ***vehicle history*** information (from person being interviewed or GM Warranty History)? **{**_____
{_____
{_____

Last brake maintenance (date, description, by whom?):
{__Unknown_____
{_____

Section 4 **VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. By recording your observations in the following section, you will be following a methodical inspection format. You will also be directing the GM representative's attention to the areas of the photos that you see as being significant to the allegation or customer concern.

Take color photographs of the following: (include overview and closeup photos of damaged areas)

A. Exterior:

Front	VIN
Right side	Left side
Rear	

Comments: **{__There was no visible damage**
_____
{_____
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: **{_[redacted]__** Inspection Date: **{{__02/11/2008_____**
Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**
File # **{__71-586286682_____** VIN: **{_1G1ZU64805F1[redacted]_____**

B. Brakes:
Front assemblies with calipers removed
Rear assemblies with drums/calipers removed

Comments: **{_All brake components appeared to be in proper operating condition.**
_____
{_____
{_____

C. Interior:
Instrument panel & odometer
{_____
{
_____
{_____

Comments: **{___There was no visible damage**
_____
{_____
{_____

D. Underhood:
Engine compartment
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator

Comments: **{_There was no visible damage**
_____
{_____
{_____

E. Underbody:
Scrapes or impact damage on the following:
Fuel tank
Tires/Wheels

Comments: **{There was no visible damage**
_____
{_____
{_____

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market:
{_No_____
{_____

Anything on vehicle which is a modification:
{No_____
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: **{_[redacted]__** Inspection Date: **{{__02/11/2008_____**
Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**
File # **{__71-586286682_____**VIN: **{_1G1ZU64805F[redacted]_____**

Other relevant information: **{___N/A**
_____
{_____
{_____

Section 5	**BRAKES**

Use the following table to identify what you did and what you found during the inspection of the brake system. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Record all diagnostic trouble codes found, the description of each current or history code and any other relevant data obtained using a scan tool.

	OBSERVATIONS/TEST RESULTS
Red brake warning light-**note the operation of the light when the ignition key is turned "ON", also with park brake applied and released.**	**{_The light came on for several seconds when the ignition was turned on then went out and remained out. The light illuminated when the parking brake was applied and went out when it was released.** _____ **{**_____ **{**_____ **{**_____
Yellow ABS light-**note the operation of the light when the ignition key is turned "ON"**	**{_ the light came on for several seconds when the ignition was turned on then went out and remained out.**_____ _ **{**_____ **{**_____
Brake fluid level and condition-**comment on the level, color, contamination, and smell**	**{_The fluid level was 3/8 inch below the full line. The appearance, odor and feel of the fluid was normal.** _____ **{**_____ **{**_____
Boost/booster/master cylinder-**with engine "off", deplete the booster and hold the brake pedal, start engine and note pedal behavior. Turn the engine "off" and note the number of pedal applies required to deplete the booster. If engine operation is not possible, check the booster for proper vacuum hose connection.**	**{_The brake pedal held firm after the engine was started. The booster was depleted during the 3rd brake application. The brake pedal felt normally power assisted when the engine was running.** _____ **{**_____ **{**_____ **{**_____ **{**_____ **{**_____ **{**_____ **{**_____ **{**_____
External leakage? **Check all hydraulic lines, connections, wheel cylinders (if any), and ABS modulator connections.**	**{__None found** _____ **{**_____ **{**_____ **{**_____
Pedal travel, check per service manual. A pedal force gage is necessary for	**{_A pedal force gauge was not available. The pedal travel felt normal.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: **{_[redacted]__** Inspection Date: **{{__02/11/2008_____**
Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**
File # **{__71-586286682_____**VIN: **{_1G1ZU64805F[redacted]_____**

proper check of pedal travel.	_____ {_____ {_____
Front brakes-**note condition of calipers, rotors as to whether they are grooved, corroded, leaking, etc.**	**{_All front brake components appeared normal**_____ {_____ {_____
Rear brakes describe the condition of the rotors or drums (scored, smooth, corroded)	**{_All rear brake components appeared normal** _____ {_____ {_____
Pads and linings-measure and record lining thickness in inches or millimeters. Note condition.	**{_L/F: 8/32 R/F: 8/32** **L/R: 4/32 R/R 3/32** _____ {_____ {_____
ABS/TCS/SES system-check for codes, current and history	**{__Code "C0561 System Disabled Information Stored Invalid Serial Data Received' was found stored as a history code. There were no current codes.** _____ {_____ {_____
Other(scan tool results, description of codes, etc.) {_____	**{_There were four other history codes detected:** **Vehicle Comm. Interface Module: B2476 Cellular Select Service Switch** **Radio Module: U2100 Controller Area Network (Can) Bus Communication** **Body Control Module: U2125 Lost Communications with Mobile Communications Control System** **Radio and DVE Control Modules: B1325 Device Power 1 Circuit Voltage Below Threshold** _____ {_____ {_____

Other Comments: {_____
{_____
{_____

BRAKE SYSTEM PERFORMANCE WHILE STOPPING ON A DRY LEVEL ROAD:
OBSERVATIONS: **{__A road test of four miles through stop and go traffic and over long grades where speeds of 50 mph were reached was conducted. The brake system operated normally.**
_____
{_____
{_____

PRODUCT ALLEGATION RESOLUTION

PRELIMINARY INSPECTION

BRAKE & ABS SYSTEMS

Customer's Name: [redacted] Inspection Date: **{{__02/11/2008_____**

Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**

File # **{__71-586286682_____**VIN: **{_1G1ZU64805F[redacted] _____**

ABS/TCS SYSTEM PERFORMANCE ON A WET OR GRAVEL ROAD:
OBSERVATIONS: **{_Neither a wet nor a gravel road was available.**

_____

{_____

{_____

If vehicle is not driveable, conduct a brake torque test if possible. Start the engine, place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results. Is the brake able to hold the vehicle stationary? If not, at what throttle position does the vehicle begin to move. **The engine achieved 2300 RPM and the vehicle did not move.**

Conduct a parking brake test. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results. If the vehicle begins to move, note the throttle position that causes the vehicle to move.
The vehicle began to move forward at approximately 2002 RPM.

Section 6 **TIRES**

1. **TIRE IDENTIFICATION**:
Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration and note the findings.

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch	DOT NUMBERS *
LF	**{Bridgestone**	**{Insignia**	**{_215/60R16**	**{22**	**{5/32**	**{_OBX8 E20 4204**
RF	**{Bridgestone**	**{_{Insignia**	**{_{_215/60R16**	**{20**	**{5/32**	**{__OBX8 E20 4204**
LR	**{Bridgestone**	**{_{Insignia**	**{_{_215/60R16**	**{24**	**{7/32**	**{__OBX8 E20 4204**
RR	**{Bridgestone**	**{_{Insignia**	**{_{_215/60R16**	**{20**	**{5/32**	**{__OBX8 E20 4204**

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

Describe and photograph any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.
{__There was no visible damage

_____

{_____

{_____

{_____

2. **TIRE PLACARD DATA**:
Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)
TIRES	**{_215/60R16**	**{30**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: [redacted]__ Inspection Date: **{{__02/11/2008_____**
Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**
File # **{__71-586286682_____**VIN: **{_1G1ZU64805F[redacted] _____**

Section 7 WHEELS

WHEEL CONDITION:
Note and photgraph any damage to wheels and mountings, such as bent rims, impact marks, etc.
{__There was no visible damage. All wheels appeared normal

_____
{_____
{_____
{_____

Section 8 SITE INSPECTION (If applicable)

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.
{_The incident occurred almost three months prior to the inspection and approximately two thousand miles from the inspection site.

_____
{_____
{_____
{_____
{_____
{_____
{_____
{_____
{_____
{_____
{_____

Section 9 Comment Overflow Sheet

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

{_____
{_____
{_____
{_____
{_____
{_____
{_____
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
BRAKE & ABS SYSTEMS

Customer's Name: [redacted]__ Inspection Date: **{{__02/11/2008_____**
Vehicle Brand: **{__Chevrolet_____** Model: **{_Malibu Maxx_____**
File # **{__71-586286682_____** VIN: **{_1G1ZU64805F[redacted] _____**

Section 10	**Other Report Information**

☐ **Check here if there was evidence of a "Fire-Related" event.**
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)
☒ **Photographs** ☒ **Data Downloads** ☒ **Other Records**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name: **{_[redacted]__** Inspection Date: **{_02/11/2008_____**
Vehicle Brand: **{_Chevrolet _____** Model: **{__ Malibu Maxx _____**
File # **{_71-586286682_____** VIN: **{_1G1ZU64805F[redacted] _____**

Inspector Daniel T. Riley

Neg.#	Description
1.	Information label from the left front door jam
2.	Exterior, front
3.	Exterior, left front
4.	Exterior, left side
5.	Exterior, left rear
6.	Exterior, rear
7.	Exterior, right rear
8.	Exterior, right side
9.	Exterior, right front
10.	Close up, front exterior
11.	Close up, left side front exterior
12.	Close up, right side front exterior
13.	Odometer before the road test
14.	Odometer after the road test
15.	Brake and accelerator pedals
16.	Measurment of the distance from the floor to the brake pedal when the pedals were raised completely (Measurement approximately 7 inches)
17.	Measurment of the distance from the floor to the brake pedal when the pedals were lowered completely (Measurement approximately 5 inches)
18.	Interior, left front
19.	Interior, left front
20.	Left front knee bolster area
21.	Interior, right front
22.	Interior, right front
23.	Right front knee bolster area
24.	Steering wheel, side view from the right
25.	Steering wheel, side view from the left
26.	Left side of the dashboard
27,	Right side of the dashboard
28.	Headliner and visor area
29.	Rear interior
30.	Rear interior
31.	Driver's seat belt, stowed
32.	Driver's seat belt, latched
33.	Driver's seat belt latchplate
34.	Driver's seat belt latchplate, opposite side
35.	Driver's seat belt latchplate pass-through
36.	Driver's seat belt latchplate pass-through, opposite side
37.	Driver's seat belt D-Ring
38.	Driver's seat belt D-Ring, underside
39.	Driver's seat belt buckle
40.	Tachometer, speedometer and transmission gear indicator during the brake torque test
41.	Engine compartment, view from the front
42.	Engine compartment, view from the left
43.	Engine compartment, view from the right
44.	Brake fluid reservoir
45.	Brake fluid reservoir, cap removed

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name: **{_[redacted]** Inspection Date: **{_02/11/2008_____**
Vehicle Brand: **{_Chevrolet _____** Model: **{__ Malibu Maxx _____**
File # **{_71-586286682_____** VIN: **{_1G1ZU64805[redacted] _____**

46-51	Left front brakes and components
52-56	Right front brakes and components
57-61	Left rear brakes and components
62-66	Right rear brakes and components
67	Left front tire
68	Right front tire
69	Left rear tire
70	Right rear tire
71	Left front steering and suspension components
72	Left front steering and suspension components
73	Right front steering and suspension components
74	Right front steering and suspension components
75	Underbody, view from the front
76	Underbody, view from the rear
77	Scan tool depicting trouble code B2476
78	Scan tool depicting trouble code U2100
79	Scan tool depicting trouble code U2125
80	Scan tool depicting trouble code B1325
81	Scan tool depicting trouble code B1325
82	Scan tool depicting trouble code C0561
83	Scan tool depicting the number of trouble codes in the first 6 of 12 modules
84	Scan tool depicting the number of trouble codes in the last 6 of 12 modules
85	Electric steering assist assembly
86	Electric steering assist assembly

GM

MFD BY GENERAL MOTORS CORP

DATE	GVWR	GAWR FRT	GAWR RR
11/04	2047 KG	1077 KG	970 KG
	4512 LB	2373 LB	2139 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZU64805F[redacted]

TYPE: PASS CAR

YOUR AD
HERE!!
856 881-4300
532

532

NO PARKING
FIRE LANE

NO PARKING
FIRE LANE
Delcrest
sign company

RK
LT V6
CleanHarbors
POOLSCAPE DESIGN

RED BA
BEYO

STOP

532

FIRE
LANE

10
130
140
PRNDL
4997 MI

140
PRNDL
49975 MI

6
8

8
7
6

532
MPH
RPM x1000
PRNDL
MALIBU
SEEK
BAND
RES
SET
SPICE
AIRBAG
11:06AM 18°F
DOOR AJAR
INFO
MENU
ENTER
LOAD
P-TYPE
BAND
SPICE
BAF

MRLIEL
MSG
CLOCK
EJECT
TONE
RPT
RDM
AIRBAG

Delcrest
sign company

A222

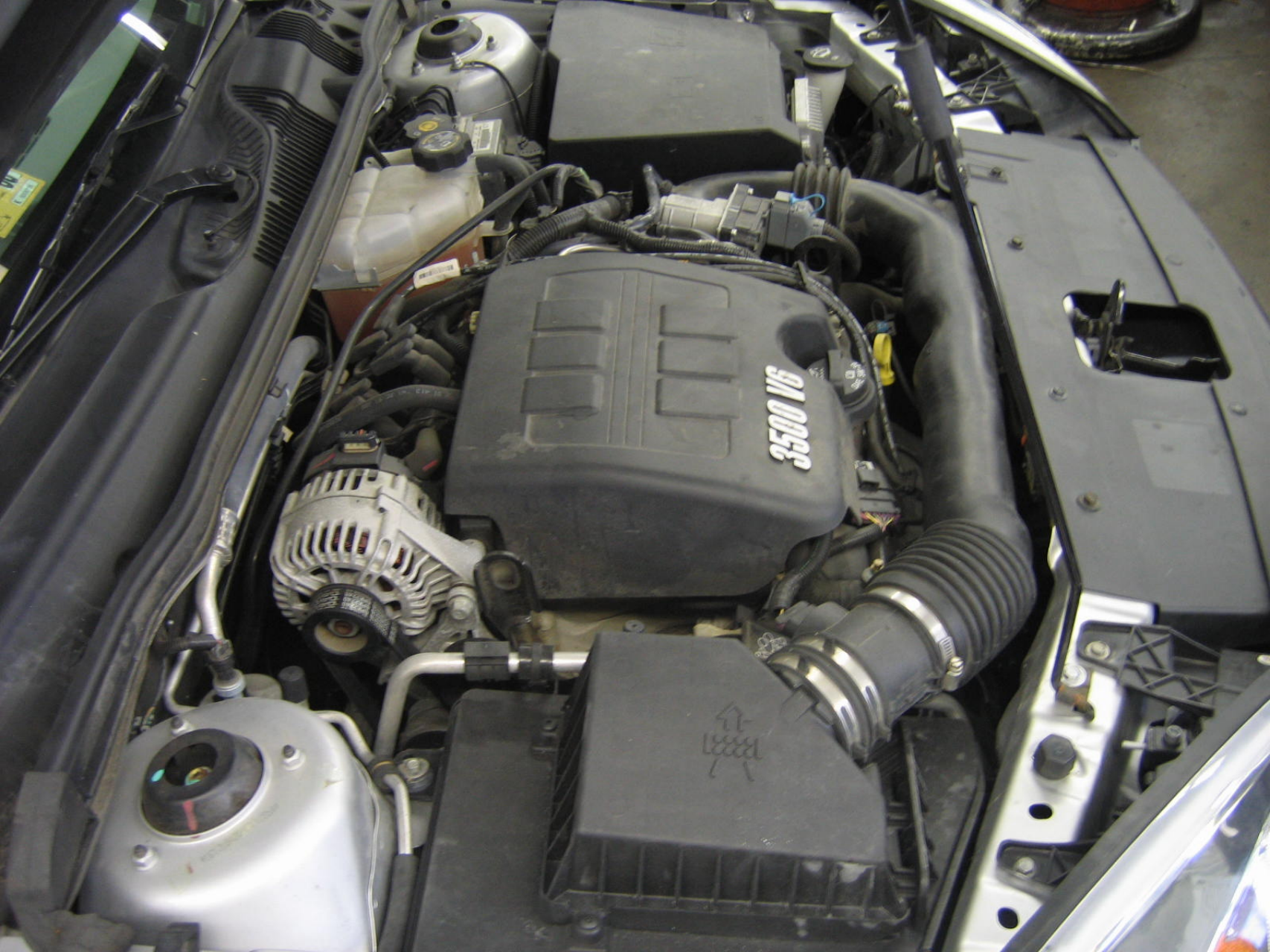
2

6005081 H >PA6<

RPM
x1000
0
1
2
3
4
5
6
7
MPH
0
10
20
30
40
50
60
70
80
90
100
110
120
130
140
PRNDL
49975MI

3500 V6

3.6 V6


3500 V6

DOT 3
ACA
LR RF
GM ASM PN 10383964
LF RR
GM ECU PN 10383965
ET
22716553

LF

LF

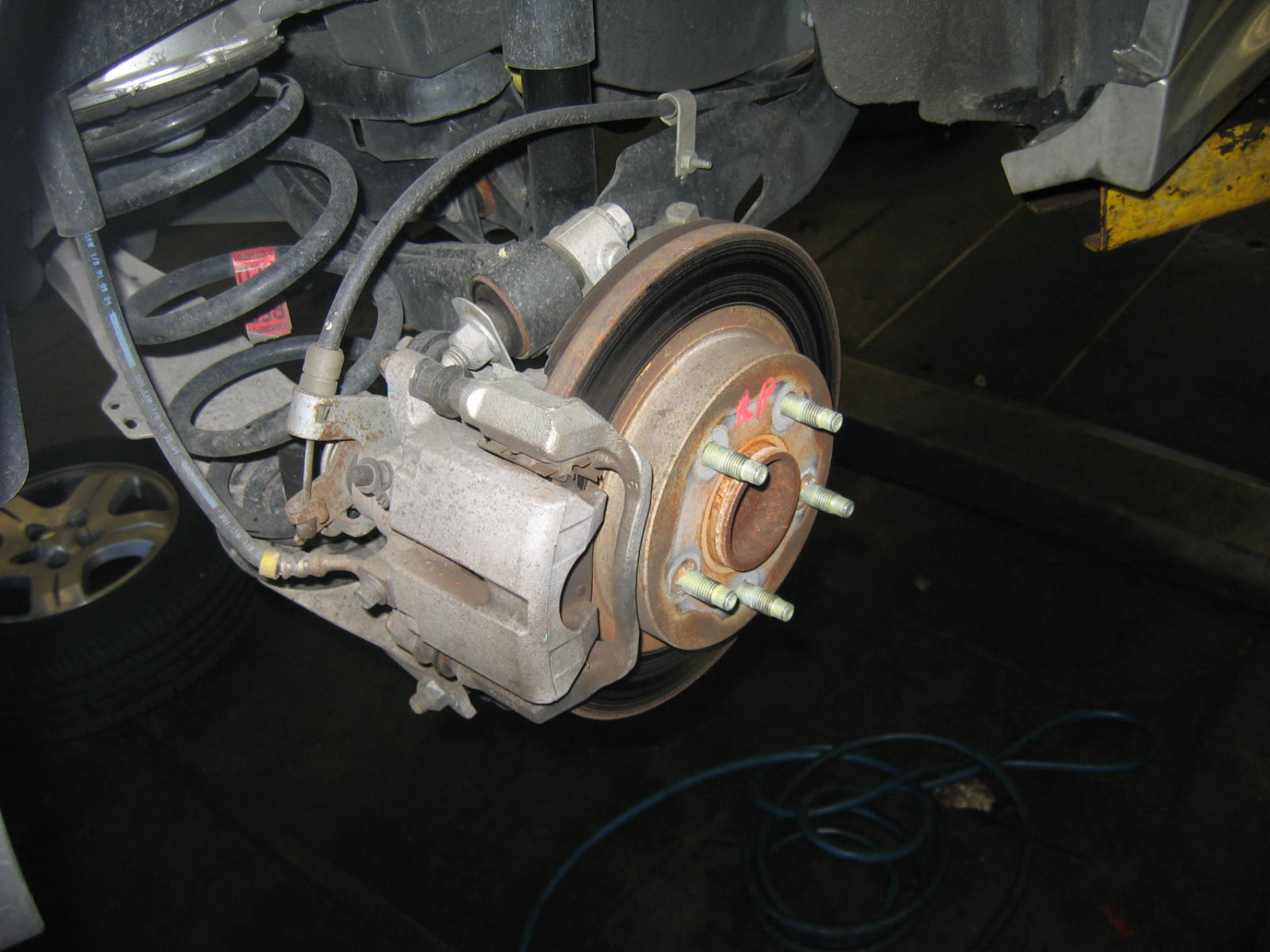
RF

RF

LR

RED
300838PCT
RED
300838PCT

RP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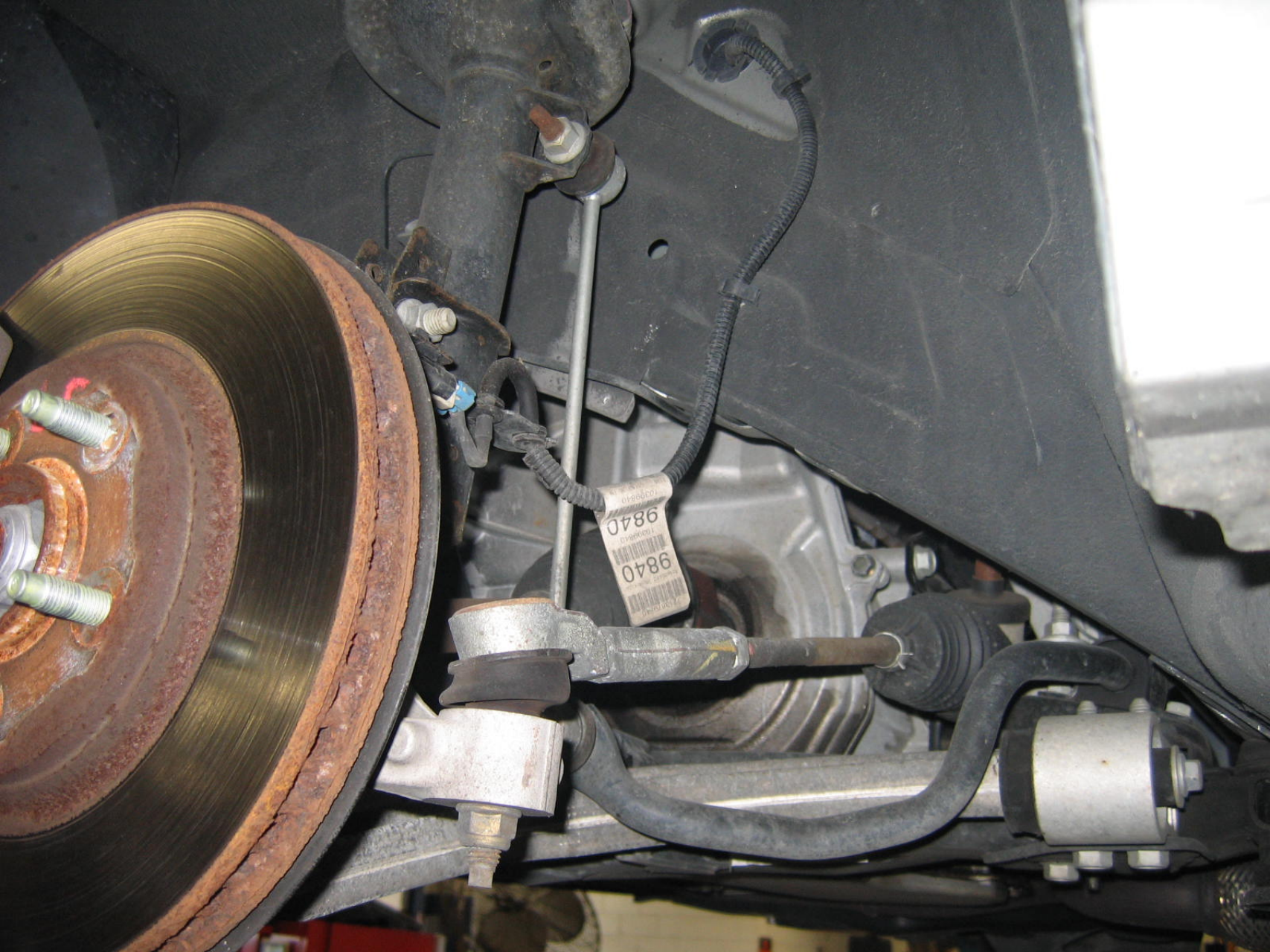
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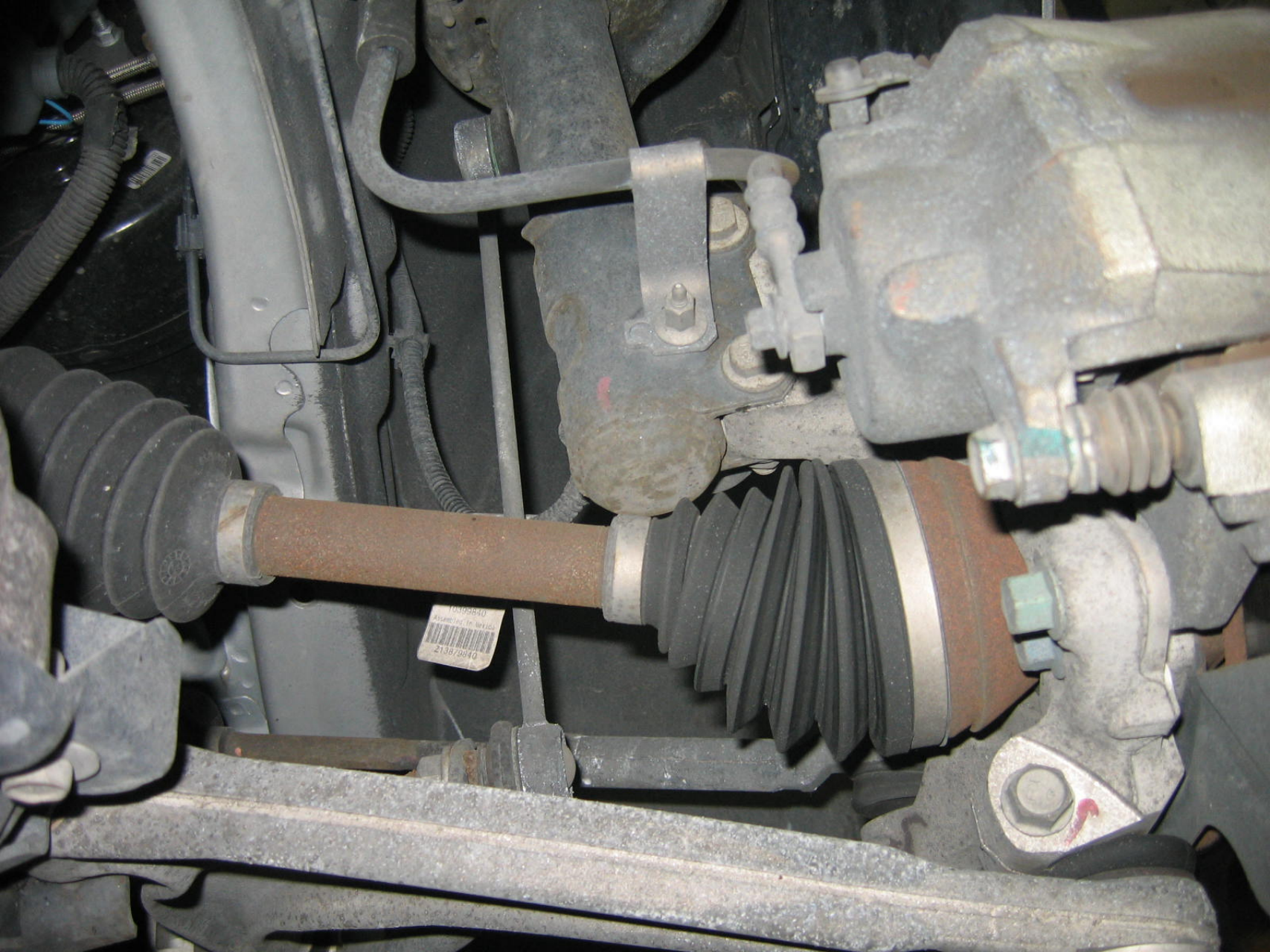
9840



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9840

GMC

DTCs Sorted By Priority

Vehicle Comm. Interface Module
B2476 Symptom 00
Cellular Phone Select Service Switch

Last Test:

Since Cleared:

History
1 / 6

Clear DTCs

TECH 2
DTCs Sorted By Priority
Radio
U2100
Symptom 00
Controller Area Network (CAN) Bus
Communication
Last Test:
Passed
This Ignition:
Passed
Since Clear:
Passed
History
2 / 6
Clear
DTCs

DTCs Sorted By Priority

Body Control Module
U2125 Symptom 00
Lost Communications With Mobile
Communications Control System

Last Test: Passed

This Ignition: Passed

Since Clear: Passed
History
3 / 6

Clear
DTCs

TECH 2

DTCs Sorted By Priority

Radio
B1325 Symptom 03
Device Power 1 Circuit Voltage Below Threshold

Last Test: Passed

This Ignition: Passed

Since Clear: Passed
History
4 / 6

Clear DTCs

DTCs Sorted By Priority

DVD
B1325
Symptom 03
Device Power 1 Circuit Voltage Below Threshold

Last Test: Passed

This Ignition: Passed

Since Clear: Passed
History
5 / 6

Clear DTCs

DTCs Sorted By Priority

EBCM
C0561 Symptom 71
System Disabled Information Stored
Invalid Serial Data Received

Last Test: Passed

This Ignition: Passed

Since Clear: Passed
History
6 / 6

Clear DTCs

DTC Information

ECU Name	Status
Radio	2
Body Control Module	1
DVD	1
EBCM	1
Vehicle Comm. Interface M	1
Digital Radio Receiver	0

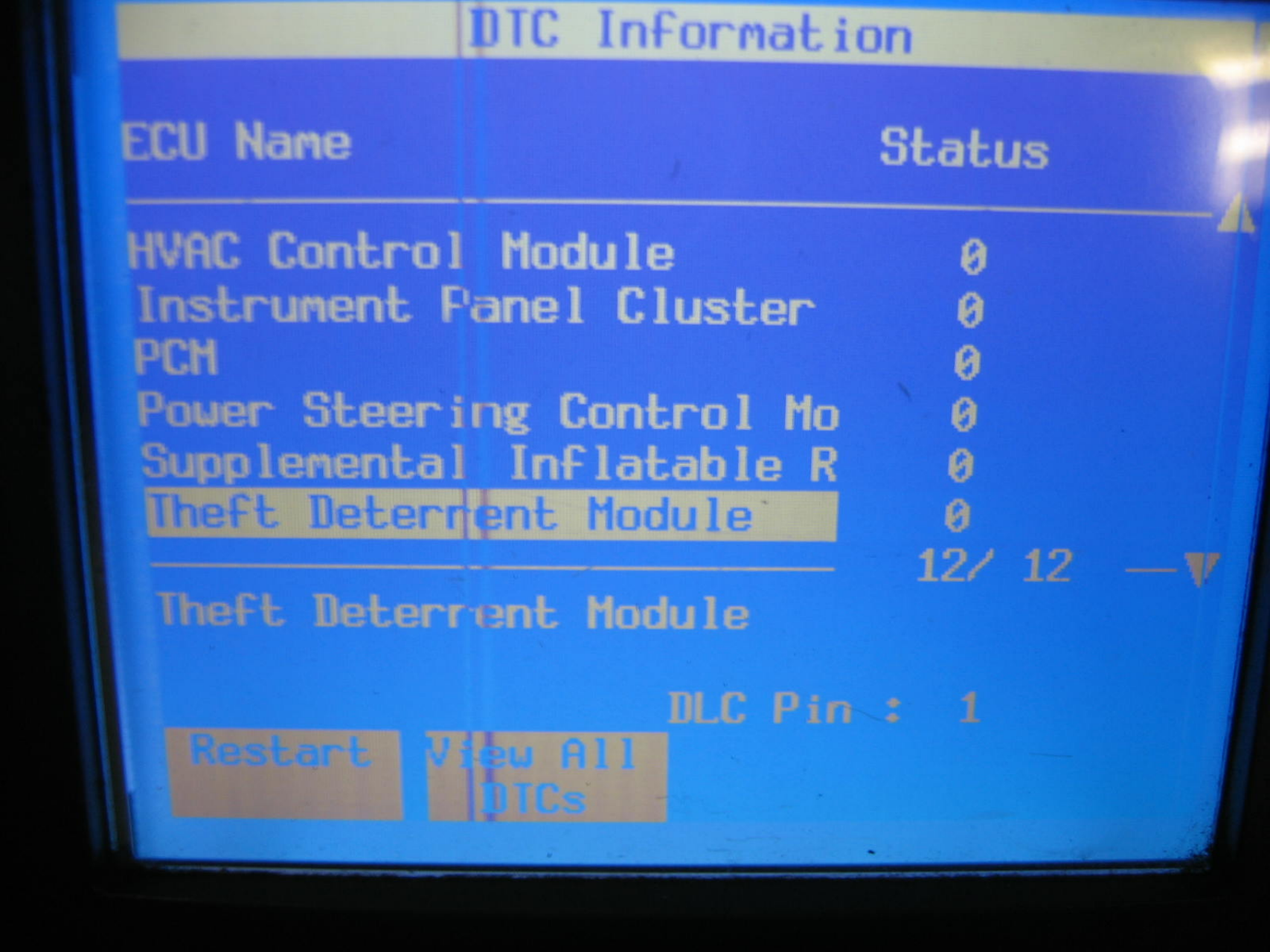
1 / 12

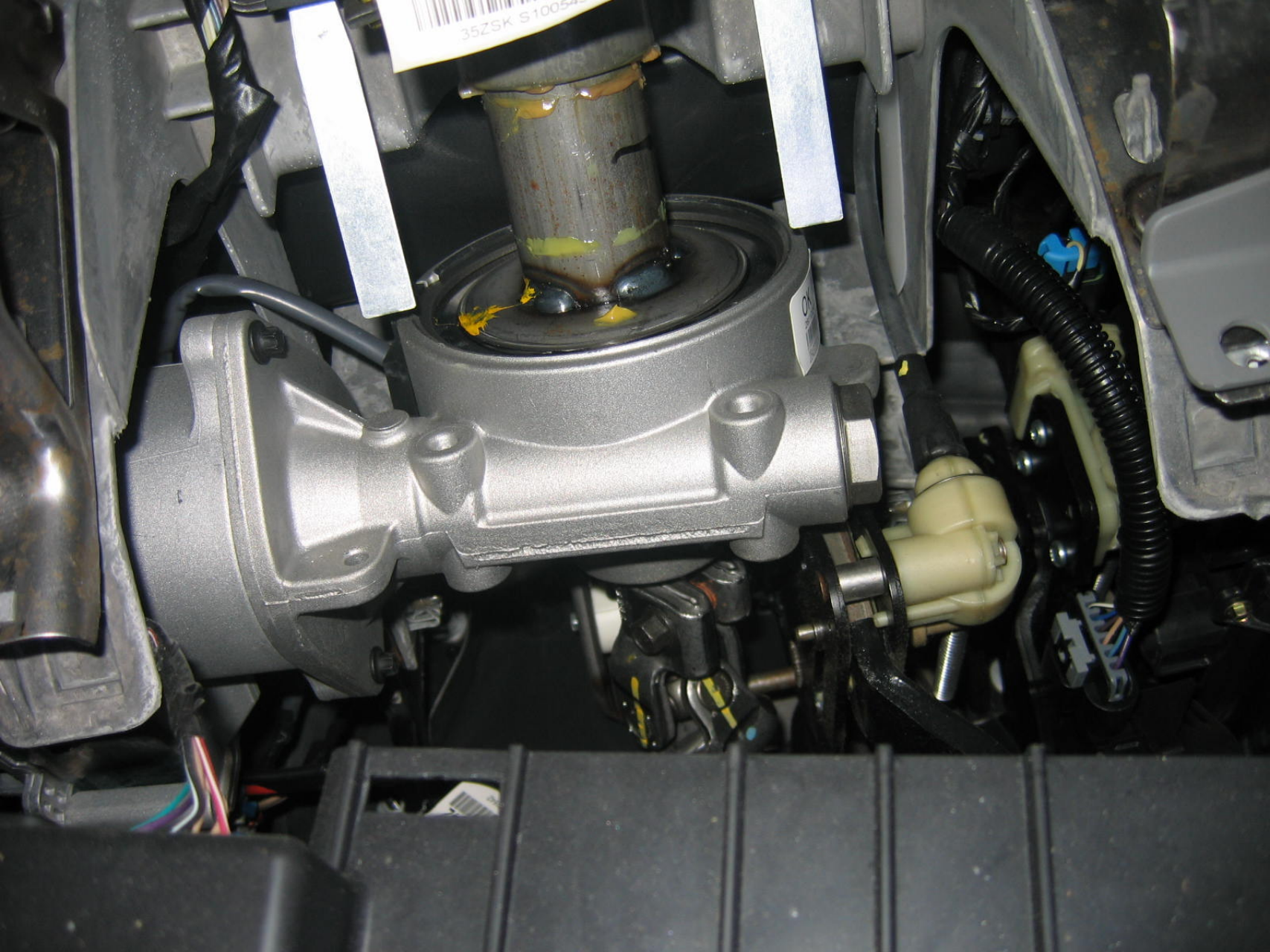
Radio

DLC Pin : 1

Restart

View All DTCs


DTC Information
ECU Name
Status
HVAC Control Module 0
Instrument Panel Cluster 0
PCM 0
Power Steering Control Mo 0
Supplemental Inflatable R 0
Theft Deterrent Module 0
12/ 12
Theft Deterrent Module
DLC Pin : 1
Restart
View All DTCs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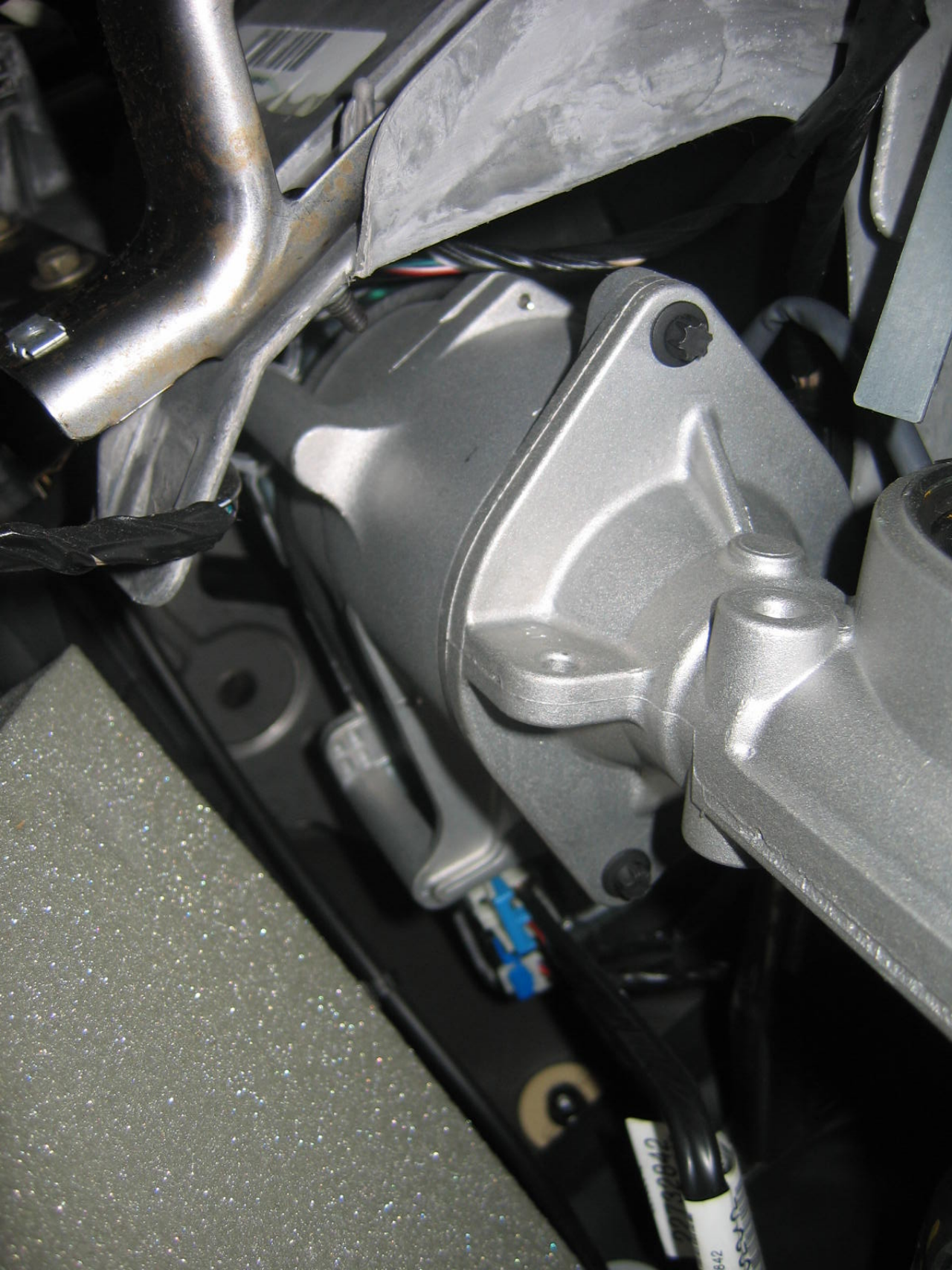


INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

January 31, 2011

[redacted]
Wauconda, IL [redacted]

Service Request: 71-590083082
Customer Relationship Specialist: Beau Casset

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the column assembly that you had repaired. 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 $745.96.

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

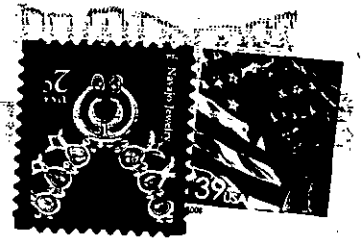
Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]
Wauconda, IL [redacted]

PALATINE IL 600



REIMBURSEMENT DEPT.
PO BOX 33170
DETROIT, MICH. 48232-5170

DEC 19 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/14/07

17-Digit Vehicle Identification Number (VIN): 1G12T62855F[redacted]

Mileage at Time of Repair: 44646 Date of Repair: 1/24/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: WAUCONDA State: ILL. ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: $ 759.19

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).

MASTER AUTO REPAIR KLINIC INC.
330 S. MAIN STREET
Wauconda, IL. 60084
Phone - 847-526-9800 Fax - 847-526-9855

INVOICE
010103

INVOICE

Work Completed Date : 01/09/2007 Print Date : 01/24/2007

[redacted]
Wauconda, IL [redacted]
Home [redacted]
Cust ID : 1995

2005 Chevrolet - Malibu
3.5
Lic # : [redacted] Odometer In : 44646
Unit # :
Vin # : 1G1ZT62855F[redacted]
Hat # : Ref # :

Part Description / Number	Qty	List	Extended
SENSOR AND COLUMN ASSY.			
15926870	1.00	389.25	389.25
LIGHT BULB			
3157	1.00	2.95	2.95

Labor Description	Extended
CK. STEERING	N/C
TORQUE SENSOR - Remove & Replace - w/Adjustable Foot Pedals - [Includes: R&I Steering Column Assembly.]	256.50
REPROGRAM NEW MOTOR MODULE ASSY. SUBLET	75.00
CK. LIGHTS REPLACE L/F TURN SIGNAL BULB.	10.00

ORIGINAL

[Technicians : REITER, JEFF 9]

Org. Estimate $590.49 Revisions $0.00 Current Estimate $ 590.49 Additional Cost Revised Estimate

Labor:	$266.50
Parts:	$392.20
Sublet:	$75.00
Sub:	$733.70
Tax:	~~$25.49~~
Total:	$759.19
Bal Due:	$759.19

Paid Cash. 1/9/07

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..[redacted]..... Date....1/24/07..... Time.....
DAVIS, MARK

11.09.00 invoic1

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/09/08	××××××××××××745 DOLLARS	××××96 CENTS	××××××××××××745.96

PAY TO THE ORDER OF

[redacted]
WAUCONDA IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 01/09/08

VENDOR DUNS NO. BB 000000498 1

VENDOR NAME [redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62855F[redacted]	01/08/08 .71-590083082.1-9RIY7A	VM 1-9RIY7A	00.0000	745.96	.00	745.96
			TOTAL	745.96	.00	745.96

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

H3

APSSCK

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/09/08

**************490 DOLLARS ****29 CENTS

AMOUNT **************490.29

PAY TO THE ORDER OF

[redacted]
ROCKFORD IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000245 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/09/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU64885F[redacted]	01/08/08	VM 1-9RBRY0 71-590094406.1-9RBRY0	00.0000	490.29	.00	490.29
			TOTAL	490.29	.00	490.29

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

W3

AP53X

January 31, 2011

[redacted]
Rockford, IL [redacted]

Service Request: 71-590094406
Customer Relationship Specialist: Katrina Blake

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the column kit 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 $490.29.

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

Sincerely,

Chevrolet Customer Assistance Center

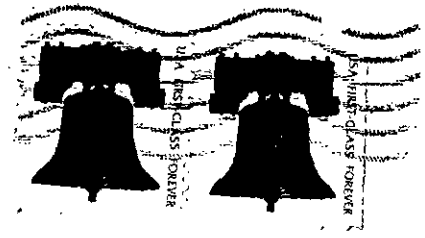
For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

[redacted]

Rockford IL [redacted]

CAROL STREAM IL 601

14 DEC 2007 PM 1 L



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

DEC 19 2007

48232+3170

DEC 19 2007

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/13/07

17-Digit Vehicle Identification Number (VIN): 1G1ZU64885F[redacted]

Mileage at Time of Repair: 59,794 Date of Repair: 9/12/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Rockford State: IL ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 490.29

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)

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Claimant's Signature: [redacted]

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

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1-800-204-0261

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- 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.

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LOU BACHRODT AUTOMALL

CHEVROLET • JEEP • VOLKSWAGEN • BMW

(7070 CHERRYVALE N. BLVD.) P.O. Box 5647 - ROCKFORD, IL 61125
(815) 332-3000 • FAX: (815) 332-6913
www.bachrodt.com

CUSTOMER NO. 151103	ADVISOR DON PAGANO 5130	TAG [redacted]	INVOICE DATE 09/15/07	INVOICE NO. CVCS388537
[redacted]	LABOR RATE [redacted]	MILEAGE 59,794	COLOR WHT/	STOCK NO.
ROCKFORD, IL [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU		DELIVERY DATE 05/30/06	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZU64885F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.	R.O. DATE 09/12/07	
	COMMENTS			MO: 59841

MISC-----CODE-------DESCRIPTION----------CONTROL NO----------
JOB # A SM HAZZARDOUS WASTE/SHOP SUPPLIES 27.83
TOTAL - MISC 27.83

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $169.95 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $690.00 (+TAX) ON 09/15/07 AT 02:08pm
BY NICK COMMENTS
COMMENTS----------
DROP OFF
SPOKE WITH NICK ---EXPLAINED THE STEERING IS NOT ACTING UP
GOT OK FOR VEHICLE TO BE DRIVEN OVERNITE 9/13/07 @ 3:10

TECHNICIAN CERTIFICATION----------
4780 STEVE R MILLER AC

TOTALS----------

At Lou Bachrodt Automall we strive to Completely Satisfy our customers. If you feel for any reason that you cannot give us your highest satisfaction rating,please contact the department manager. Our goal to be your number one provider.

We want to ensure that you understand your repairs. Please do not hesitate to ask for clarification. Your signature acknowledges that the repairs have been explained to you.

TOTAL LABOR....	562.45
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	27.83
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**590.28**

462.46
27.83
490.29

ORIGINAL

CUSTOMER SIGNATURE

PAID
SEP 17 2007
By mlc

Reynolds and Reynolds Company ERAINTINVE CC625385 Q (10/04)

 CUSTOMER COPY [END OF INVOICE] 02:08pm

LOU BACHRODT AUTOMALL

CHEVROLET • JEEP • VOLKSWAGEN • BMW

(7070 CHERRYVALE N. BLVD.) P.O. Box 5647 - ROCKFORD, IL 61125

(815) 332-3000 • FAX: (815) 332-6913

www.bachrodt.com

CUSTOMER NO. 151103	ADVISOR DON PAGANO 5130	TAG [redacted]	INVOICE DATE 09/15/07	INVOICE NO. CVCS388537
[redacted]	LABOR RATE [redacted]	MILEAGE 59,794	COLOR WHT/	STOCK NO.
ROCKFORD, IL [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU		DELIVERY DATE 05/30/06	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1G1ZU64885F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 09/12/07	
	COMMENTS			MO: 59841

JOB# 1 CHARGES

LABOR

J# 1 11CVZ300 STEERING TECH(S):4780 WARRANTY

OWNER STATES THAT INTERMITTANTLY POWER STEERING WILL GO OUT
READS POWER STEERING ON MESSAGE CENTER/ ALSO NOTES
THAT IF YOU SHUT OFF VEHICLE AND RESTART IT IT MAY BE FINE
C0545 STEERING WHEEL TORQUE INPUT SENSOR INTERM FAILING
R/R COLUMN E7680 N/C 6D

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518		WARRANTY
				TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 07CVZ ELECTRICAL TECH(S):4780 99.99

OWNER STATES THAT REMOTE START IS INOPERATIVE/ BEEN LIKE THA
T FOR A WHILE
TRACED PROBLEM TO BE SWITCH ON HOOD LATCH
DECLINED REPAIR

Not Claiming Job#2

JOB# 2 TOTALS

LABOR 99.99

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 99.99

JOB# 3 CHARGES

LABOR

J# 3 01CVZCOURTINS COURTESY INSPECTION TECH(S):4780 0.00

CUSTOMER REQUEST FREE COURTESY INSPECTION.
COMPLETED
COMPLETED INSPECTION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4+07CVZ900 OTHER ELECTRICAL TECH(S):4780 462.46

OWNER TO PARTISAPATE IN INSTALLATION CHARGES
DIAG STEERING INPUT TORQUE SENSOR INTERM FAILING
R/R COLUMN

JOB# 4 TOTALS

LABOR 462.46

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 462.46

Reynolds and Reynolds Company ERAINTINVE CC625385 Q (10/04)

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:08pm

LOU BACHRODT AUTOMALL

7070 CHERRYVALE N. BLVD.
ROCKFORD, IL 61112
(815) 332-3000

Customer Name

9/12/07 — Date

1630 — Repair Order#

Courtesy Inspection

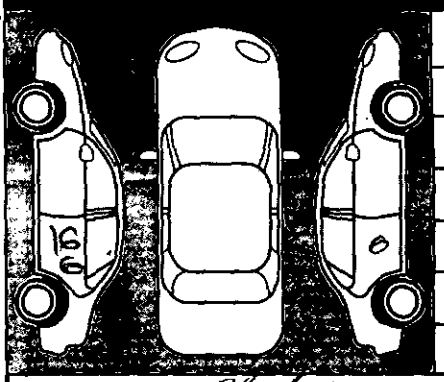
916 9764

1G12U64885F[redacted] — Vehicle Identification Number

59794 — Mileage

CHECKED and OKAY	MAY REQUIRE FUTURE ATTENTION	REQUIRES IMMEDIATE ATTENTION	
●		●	Radiator, heater and air conditioning hoses for leaks and damage
●	○	●	Oil and/or fluid leaks
●	○	●	Constant velocity (CV) boots (if equipped)
●	○	●	Exhaust system (leaks, damage, loose parts)
●	○	●	Drive Shaft, transmission, u-joint and shift linkage
●	○	●	Steering and steering linkages and lubricate
●	○	●	Inspect suspension
●	○	●	Brake system (lines, hoses, parking brake & wheel bearings)
●	○	●	Engine cooling system (hoses & clamps)
●		●	Accessory drive belt(s)
●		●	Check battery terminals
●		●	Clutch operation
●		●	Evaporative fuel system hoses and tubes

BODY DAMAGE



Signature:

●		●	Window washer spray, wiper operation and wiper blades
●		●	Windshield for cracks, chips and pitting
●		●	Operation of horn, interior lights and exterior lights
●		●	Other

BRAKES

● = OVER 50%
○ = 20% - 50%
● = LESS THAN 20%
⊗ = Brake Measurements Not Taken This Visit

LF	●	○	●
LR	●	○	●
RF	●	○	●
RR	●	○	●

Comments:

CHECK TIRES

TREAD DEPTH

LF	● 7/32 or greater	○ 4/32 to 6/32	● 3/32 or less
LR	● 7/32 or greater	○ 4/32 to 6/32	● 3/32 or less
RF	● 7/32 or greater	○ 4/32 to 6/32	● 3/32 or less
RR	● 7/32 or greater	○ 4/32 to 6/32	● 3/32 or less

Tire Pressure Set to Factory Recommended _____ PSI

FLUID SERVICES

OK	ADD	SVC	
●	●		Window washer fluid level
●	●	●	Brake Fluid
●	●	●	Coolant (Dexcool)
●	●	●	(Front / Rear) Differential
●	●	●	Fuel Induction / Injectors
●	●	●	Power Steering Fluid
●	●	●	Transfer Case (4WD Only)
●	●	●	Transmission Fluid

ORIGINAL

This Courtesy Inspection Completed by Your Bachrodt Service Team!

RECOMMENDED SERVICES

● _____ Mile Service

○ Next Scheduled Maintenance

Date_____ Time_____

Reason For Maintenance_____

(08/05)

L BACHROUT CHV
7070 CHERRYVALE N BLVD
ROCKFORD IL 61112
815-332-3000

Term ID.0001
Ref#: 0014

Sale

[redacted]

Entry Method: Swiped
Batch #: 185
MASTERCARD
09/17/07 16:46:28

Inv#: 388537
Appr Code: 07[illegible]

Total: $ 598.28

Customer Copy
THANK YOU!

[redacted]
Lodi, CA [redacted]

STOCKTON/STKN
CA 952 1 T
14 JAN 2008 PM

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

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

JAN 17 2008

48232$5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 01-02-2008

17-Digit Vehicle Identification Number (VIN): 1G1ZT54835F[redacted]

Mileage at Time of Repair: 49,946 Date of Repair: 07-24-2007

Claimant Name (please print): [redacted]

Street Address or PO Box Num[redacted]

City: LODI State: CALIF ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 149.95

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.
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- 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)

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Claimant's Signature: [redacted]

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5F199649

195635

INVOICE

CHASE CHEVROLET

P.O. BOX 8349, STOCKTON, CA 95208
6441 HOLMAN ROAD * STOCKTON, CA 95212
(209) 475-6630 * (800) 242-4273
BAR # AB 005007 EPA # CAD 000117545

[redacted]

LODI, [redacted]
HOME: [redacted] BUS:

PAGE 1

SERVICE ADVISOR: 831 DAVID GIBBONS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET MALIBU	1G1ZT54835F[redacted]		49946/49946	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD		01JAN2005	WAIT 25JUL07		0.00	CASH	28JUL07

R.O. OPENED	READY	OPTIONS:
18:27 24JUL07	13:43 28JUL07	DLR:06124 ENG:3.5_Liter_SFI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE VEHICLE LOOSES POWER STEERING ASSISTANCE-GETS
VERY HARD TO TURN
G1 ADVISED CUSTOMER OF UNSAFE TO DRIVE CUSTOMER
DECLINED REPAIRS AT THIS TIME
87 CCC 149.95 149.95
49946 scan test dtc c0545. performed diag, checked connections. battery is weak and needs to be replaced . performed diag for c0545, intermittent problem. recommend new module and column.
****

352

EST: 100.00 24JUL07 18:27 SA: 831

VEHICLE UNSAFE TO DRIVE

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

THANK YOU

CHEV

ORIGINAL

PAID
JUL 28 2007

ORIGINAL ESTIMATE $

DATE	TIME	PHONE #

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

FINAL REVISED ESTIMATE $

AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

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 [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	149.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	149.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	149.95

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

January 31, 2011

[redacted]
Lodi, CA [redacted]

Service Request: 71-590245710
Customer Relationship Specialist: Joey Bravo

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 vehicle that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle was reported as salvaged by the State of California.

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

Sincerely,

Chevrolet Customer Assistance Center

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

February 1, 2011

[redacted]
Cincinnati, OH[redacted]

Service Request: 71-590575786
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 power steering motor that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 9-4-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52835F[redacted]

Mileage at Time of Repair: 53,879 Date of Repair: 9-4-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Cincinnati State: OHIO ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 213.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

[redacted]

Cinti. Ohio [redacted]

CINCINNATI, OH
PM
15 DEC

USA

DEC 19 2007

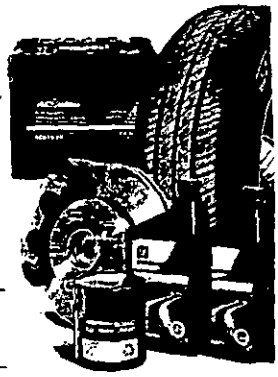
Reimbursement Department
P.O Box 33170
Detroit, MI 48232-5170

48232$5170 B050

Goodwrench

8/20/08
65715
200

MULTI-POINT VEHICLE INSPECTION



Name: [redacted] Year/Model: MALIBU Date: 9-1-07

1G1ZT52835F

Repair Order #: 453613 VIN (last 8 digits): [redacted] Odometer: 53879 MI:____ MII:____

☐ *Checked and OK* *May Require Attention Soon* ☐ *Requires Immediate Attention*

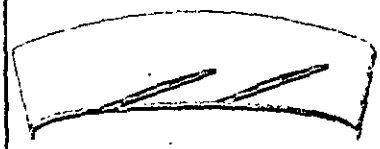
INTERIOR

OnStar Subscription activated by GM

Remaining engine oil life:_____% Reset:_____ N/A:_____

Air Conditioning Performance

WIPER BLADES



LF RF

Rear (if applicable)

Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

RF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

LR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

RR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

PSI@:_____set to:_____PSI

(Check lamps)

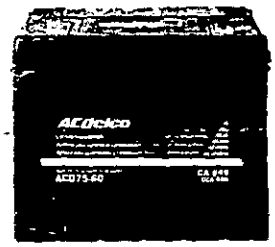
Lowest Tread Depth: _____/32

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

☐ Rotation performed ☐ Alignment performed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY



Battery condition

Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
	Engine oil	
	Brake fluid reservoir	
	Transmission (if equipped w/dipstick)	
	Coolant recovery reservoir	
	Power steering	
	Windshield washer	

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF / RF: 7 mm (9/32) or greater; 6 mm (8/32) to 4 mm (5/32); 3 mm (4/32) or less

LR / RR: 4 mm (5/32) or greater; 3 mm (4/32); 2 mm (3/32) or less

Lowest Front Lining _____ Lowest Rear Lining _____

☐ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

COMMENTS

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed MII ☐ Required ☐ Performed

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GLENWAY CHEVROLET
3015 Glenhills Way
CINCINNATI, OH 45238
513-251-5555
www.glenwaychevrolet.com

SERVICE DEPARTMENT HOURS:
Monday and Wednesday
7:00AM - 7:00PM
Tuesday, Thursday, Friday
7:00AM - 6:00PM
Saturday
8:00AM - 1:00PM

Glenway CHEVROLET

The Only Sure Way. Glenway.

Goodwrench Service

BODY SHOP
2300 Ferguson Rd.
CINCINNATI, OH 45238
513-347-2680
Fax 513-347-2688
Body Shop Hours:
Monday - Friday
8:00 AM - 5:00 PM

CUSTOMER NO 57945	PHILIP E PURKISER 37	TAG NO 473	INVOICE DATE 09/04/07	INVOICE NO CVCS453613
[redacted]	LABOR RATE 81.00	LICENSE NO	MILEAGE 53,879	COLOR WHITE/	STOCK NO
CINCINNATI, OH [redacted]	YEAR MAKE MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE 07/22/04	DELIVERY MILE
	VEHICLE ID NO I G 1 Z T 5 2 8 3 5 F [redacted]		SELLING DEALER NO MC CLUSKEY	PRODUCTION DATE
	F.T.E. NO	P.O. NO	09/01/07	
[redacted]	BUSINESS PHONE	COMMENTS		

TOTALS

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

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	200.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	13.00
TOTAL INVOICE $	**213.00**

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

NOTE. YOU MAY RECEIVE A SURVEY ABOUT THIS SERVICE VISIT. IF YOU CAN NOT ANSWER ALL QUESTIONS "COMPLETELY SATISFIED" PLEASE CALL PHIL PURKISER AT (513)244-5349. OUR GOAL IS TO "FIX IT RIGHT THE FIRST TIME".

CUSTOMER SIGNATURE

COPY

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED
- OUR SERVICE TEAM IS EVALUATED BASED ON COMPLETELY SATISFIED RESPONSES.

COMPLETELY SATISFIED

- IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY

CUSTOMER COPY

[END OF INVOICE] 02:53pm

GLENWAY CHEVROLET
3015 Glenhills Way
CINCINNATI, OH 45238
513-251-5555
www.glenwaychevrolet.com

SERVICE DEPARTMENT HOURS:
Monday and Wednesday
7:00AM - 7:00PM
Tuesday, Thursday, Friday
7:00AM - 6:00PM
Saturday
8:00AM - 1:00PM

Glenway CHEVROLET

The Only Sure Way. Glenway.

Goodwrench Service

BODY SHOP
2300 Ferguson Rd.
CINCINNATI, OH 45238
513-347-2680
Fax 513-347-2688
Body Shop Hours:
Monday - Friday
8:00 AM - 5:00 PM

CUSTOMER NO 57945	ADVISOR PHILIP E PURKISER 37	TAG NO 473	INVOICE DATE 09/04/07	INVOICE NO CVCS453613
[redacted]	LABOR 81.00	LICENSE NO	MILEAGE 53,879	COLOR WHITE/	STOCK NO
CINCINNATI, OH [redacted]	YEAR MAKE MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE 07/22/04	DELIVERY MILES
	VEHICLE I.D. NO I G 1 Z T 5 2 8 3 5 F [redacted]		SELLING DEALER NO MC CLUSKEY	PRODUCTION DATE
	FILE NO		09/01/07	
[redacted]	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR
J# 1 45CVZ01 STEERING CONCERN HOURS: 2.10 TECH(S):31 WARRANTY
STEERING QUITS WORKING, NO ASSIST, MESSAGE CAME ACCROSS
IS WORKING OK NOW
DIAGNOSED TROUBLE CODE C0545, ROADTEST SEVERAL TIMES TO GET
FAIL--BAD P/S MOTOR MODULE
REPLACED FAILED MODULE AND REPROGRAM
ROADTEST OK
"E" REQUIRED FOR ROADTEST AND DIAGNOSES TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	15775370	MOTOR 6.605		WARRANTY
				TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	C2	CUSTOMER DEDUCTABLE	453613	200.00
			TOTAL - MISC	200.00

JOB# 1 TOTALS
MISC 200.00
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 200.00

JOB# 2 CHARGES

LABOR
J# 2+00CVZTIRE3 TREAD DEPTH 3/32 HOURS: TECH(S):31 WARRANTY
INSPECT TIRE CONDITION
REGULAR MAINTENANCE
TIRE THREAD DEPTH IS 3/32 OF AN INCH OR LESS
REQUIRED REPLACEMENT SOON

JOB# 2 TOTALS
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

The Seller, GLENWAY CHEVROLET, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and GLENWAY CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the item/items

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED
- OUR SERVICE TEAM IS EVALUATED BASED ON COMPLETELY SATISFIED RESPONSES.

COMPLETELY SATISFIED

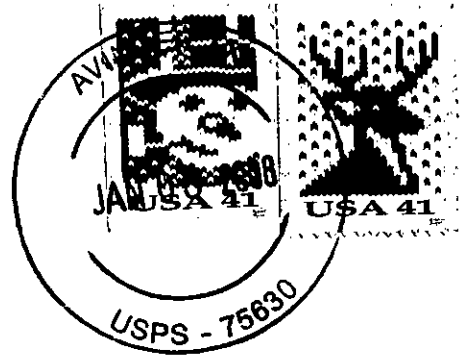
- IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY

COPY

[CONTINUED ON NEXT PAGE] 02:53pm

[redacted]

Longview,



JAN 11 2008

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

48232+5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1-7-08

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F95F[redacted]

Mileage at Time of Repair: 67,538 Date of Repair: 12-06-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Longview, State: Texas ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code) [redacted]

Amount of Reimbursement Requested: $ 554.77

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

CROWN KIA ISUZU

2001 West Loop 281
Longview, TX 75604
903/759-4667 Fax: 903/295-6823

Mailing Address: P.O. Box 1529
Tyler, TX 75710

ORIGINAL

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
9657	MELISSA WAGES 83181	[redacted]	12/06/07	K1CS33903

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		67,538	/	

[redacted]
LONGVIEW, TX [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/4 DOOR SEDAN		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z S 5 2 F 9 5 F [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		11/30/07

[redacted]

COMMENTS

MO: 67546

JOB# 1 CHARGES----------

LABOR----------
J# 1 45K1Z STEERING/SUSPENSION TECH(S):81401 0.00
CUSTOMER STATES POWER STEERING LIGHT CAME ON DASH--P/S
LOCKED UP WOULD NOT TURN
UNABLE TO DUPLICATE CONCERN

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX K1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 10K1Z DRIVEABILITY TECH(S):81401 180.00
BUMP IN FRONT WHEN TURNING--SLACK IN STEERING--
FOUND STEERING RACK LEAKING
REPLACED STEERING RACK AND SENT OUT FOR ALIGNMENT

PARTS------QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
1	15858368	STEERING RACK	272.35	272.35	272.35
				TOTAL - PARTS	272.35

MISC------CODE	DESCRIPTION	CONTROL NO	
EX	EXTENDED WARRANTY	33903	-454.77
		TOTAL - MISC	-454.77

JOB# 2 TOTALS----------

LABOR	180.00
PARTS	272.35
MISC	-454.77

JOB# 2 JOURNAL PREFIX K1CS JOB# 2 TOTAL -2.42

JOB# 3 CHARGES----------

LABOR----------
J# 3 85K1Z ACCESSORIES TECH(S):81401 0.00
AT SAME TIME OF ALL THIS CD PLAYER QUIT WORKING
UNABLE TO DUPLICATE THIS CONCERN

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX K1CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------
J# 4+00K1Z QUICK SERVICE TECH(S):81430 0.00
SUBLET TO DISCOUNT WHEEL AND TIRE FOR ALIGNMENT
FRONTEND

SUBLET-----PO#	VEND INV#	INV.DATE	DESCRIPTION	
002820	69102	12/06/07	FRONT END ALIGNMENT	79.95
			TOTAL - SUBLET	79.95

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. 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."

PURCHASER

If you are happy let your neighbor know. If you are unhappy call your authorized representative at once.

Our Goal: "No unhappy owners."

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

Reynolds and Reynolds ERALZRINVE GQ26532 Q (09/01)

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 05:35pm

CROWN KIA ISUZU

2001 West Loop 281
Longview, TX 75604
903/759-4667 Fax: 903/295-6823

Mailing Address: P.O. Box 1529
Tyler, TX 75710

ORIGINAL

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
9657	MELISSA WAGES 83181	[redacted]	12/06/07	K1CS33903

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		67,538	/	

[redacted]
LONGVIEW, TX [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN

VEHICLE I.D. NO.: 1 G 1 Z S 5 2 F 9 5 F [redacted]

DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE

F. T. E. NO.	P. O. NO.	R. O. DATE
		11/30/07

RE [redacted]

COMMENTS: MO: 67546

JOB# 4 TOTALS----------

SUBLET	79.95
JOB# 4 JOURNAL PREFIX K1CS JOB# 4 TOTAL	79.95

COMMENTS----------
WESTERN GENERAL CONTRACT
ADJUSTER - JUNG
AUTH # HC88531
AUTH $ 454.77
CUSTOMER HAS 100.00 DED ..

TOTALS----------

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

TOTAL LABOR....	180.00
TOTAL PARTS....	272.35
TOTAL SUBLET...	79.95
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-454.77
TOTAL TAX.....	22.47
TOTAL INVOICE $	**100.00**

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. 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."

_____ PURCHASER

THANK YOU FOR YOUR BUSINESS!!

_____
CUSTOMER SIGNATURE

If you are happy let your neighbor know. If you are unhappy call your authorized representative at once.

Our Goal: "No unhappy owners."

THANK YOU

FOR BRINGING YOUR CAR TO US FOR SERVICE

Reynolds and Reynolds ERAL7RNVE G026532 O (09/01)

CUSTOMER COPY

[END OF INVOICE] 05:35pm

February 1, 2011

[redacted]
Longview, TX [redacted]

Service Request: 71-590603706
Customer Relationship Specialist: Pinkie Smith

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering rack that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

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

February 1, 2011

[redacted]

Big Sandy, TX [redacted]

Service Request: 71-590731515
Customer Relationship Specialist: Jasmine Cooper

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

Big Sandy, TX. [redacted]

EAST TEXAS PSDC
TX 757
13 DEC 2007 PM 3 1

DEC 19 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: 12-13-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT548X5F[redacted]

Mileage at Time of Repair: 59,456 Date of Repair: 10-10-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Big Sandy State: Texas ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

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).

SERVICE INVOICE

CHEVROLET PONTIAC BUICK

McKAIG
Chevrolet • Pontiac • Buick

1110 E. Broadway
P. O. Box 1797
Gladewater, TX 75647
Phone 903-845-2132
Toll Free 800-259-2438
www.mckaig.net

R/O 00413	VIN 1 G 1 Z T 5 4 8 X 5 F [redacted]	[redacted]		DATE IN 09/25/07
YEAR 2005	MAKE CHEVROLET	MODEL MALIBU	COLOR BROWN	TIME IN 09:28
MILES IN 59456	MILES OUT 59457	FIRST DATE 00/00/00	LISC. [redacted]	CLOSED 10/10/07
			BIG SANDY TX [redacted]	8189
SEE ALSO			H: [redacted] W: ( ) -	WRITER DOYLE

(1) POWER STEERING HARD TO TURN AT TIMES
REPLACE COLUMN

E7680	6C	OJ	T03	14	95.51
(F)15926870	(COLUMN)			1	286.48
Total Labor					95.51
Total Parts					286.48
Total Repair (Warranty).....					381.99

(Tech:03) A

ORIGINAL

Next Service DAN -08 Lube-Oil-Filter

	W/C	INT.		CUSTOMER
	95.51	.00	Labor	.00
	286.48	.00	Parts	.00
	.00	.00	Sublet	.00
	.00	.00	Shop Supplie	.00
	.00	.00	Oil/Grease	.00
	381.99	.00	Sub Total	.00
	.00	.00	Tax	.00
	381.99	.00	Total	.00

DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

Page 1 of 1 Job 00413 Reprint (1)

00413 Customer Copy Labor Rate 70.00

AUTOSOFT FORMS 1-877-427-4367

McKAIG

Chevrolet • Pontiac • Buick
P.O. Box 1797
Gladewater, TX 75647

200744 CASH [redacted] 11/15/07
17:23:02
C/D 2

Cash Receipt [redacted]

Received (Check) $ 100.00 Check No.: 5003

Total Received $ 100.00

220G	200744	00413	[redacted]	.00	100.00
201	200744	200744	Check No. 5003	100.00	.00

200744 Accounting Copy

[redacted]

5003

SEC SANDY, TEXAS [redacted]

DATE 11-15-07

PAY TO THE ORDER OF McKaig $ 100.00

One hundred dollars 00/100 DOLLARS

CITY NATIONAL BANK

[redacted]

MEMO

11/16/2007 - $100.00

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/11/08

**********100 DOLLARS ****00 CENTS

AMOUNT
**********100.00

PAY TO THE ORDER OF

[redacted]
BIG SANDY TX [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000304 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT548X5F[redacted].71-590731515.1-9RYKDH	01/10/08	VH 1-9RYKDH	00.0000	100.00	.00	100.00
			TOTAL	100.00	.00	100.00

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

W3

AP3 3CX

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

GM

CHECK No [redacted] 50-937 / 213

DATE 01/17/08 | ********** 574 DOLLARS | **** 64 CENTS | AMOUNT ********** 574.64

PAY TO THE ORDER OF [redacted]
GLENN MI [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000090 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/17/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528554[redacted].71-590755107.1-9SYINZ	01/16/08	VM 1-9SYINZ	00.0000	574.64	.00	574.64
			TOTAL	574.64	.00	574.64

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

M3

AP33CX

EXTREMELY URGENT Please Rush To Addressee

Schedule package pickup right from your home or office at usps.com/pickup

Print postage online - Go to usps.com/postage

Recycled Paper

PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY

EXPRESS MAIL
UNITED STATES POSTAL SERVICE

Flat Rate Mailing Envelope
For Domestic and International Use
Visit Us at usps.com

EQ966737042US

EQ966737042US

ORIGIN (POSTAL SERVICE USE ONLY)

PO ZIP Code: 38	Day of Delivery: ☐ Next ☐ 2nd ☐ 3rd Del. Day	Postage: $ 11.25
Date Accepted: 12.17.07	Scheduled Date of Delivery: Month 12 Day 19	Return Receipt Fee: $
Time Accepted: 1:47 ☐ AM ☐ PM	Scheduled Time of Delivery: ☐ Noon	COD Fee: $ / Insurance Fee: $
Flat Rate ☐ or Weight: lb. oz.	Military: ☐ Next ☐ 2nd ☐ 3rd Del. Day	Total Postage & Fees: $ 11.25
	Int'l Alpha Country Code:	Acceptance Emp. Initials

FROM: (PLEASE PRINT) PHONE ( )

[redacted] DEC 19 2007

[redacted] MS [redacted]

EXPRESS MAIL
UNITED STATES POSTAL SERVICE

Addressee Copy
Label 11-B, March 2004

Post Office To Addressee

DELIVERY (POSTAL USE ONLY)

Delivery Attempt: Mo. 12 Day 19	Time: ☐ AM ☐ PM	Employee Signature: 10
Delivery Attempt: Mo. Day	Time: ☐ AM ☐ PM	Employee Signature:
Delivery Date: Mo. 12 Day 19	Time: ☐ AM ☐ PM	Employee Signature:

CUSTOMER USE ONLY

TO: (PLEASE PRINT) PHONE ( )

[redacted]

P.O. Box 33110

Point Mt

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)

4 6 2 3 2 + 5 7 5 0

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

FOR PICKUP OR TRACKING
Visit www.usps.com
Call 1-800-222-1811

EMS

USPS DEC. 17.07 GLEN, MS

#:00000011907

U.S. POSTAGE 0000 POSTALIA Z98081

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Jesus said, "I am the way, the truth, and the life."
- JOHN 14:6

[redacted]

Glen, MS[redacted]

DEC 19 2001

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/17/07

17-Digit Vehicle Identification Number (VIN): 1G2ZH528554[redacted]

Mileage at Time of Repair: 52,132 Date of Repair: 8/31/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Glen State: MS ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 574,64

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.

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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).

CVCS6192

FRANKIE BLACKMON OF CORINTH

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

CVCS6192

COPY

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
6247	CRAIG FARLEY	9805	08/31/07	CVCS6192

[redacted]
GLEN, MS [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		52,132	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/4 DOOR SEDAN		

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/31/07

[redacted] BUSINESS PHONE

COMMENTS

MO: 52132

LABOR & PARTS----------
J# 1 45CVZ STEERING/SUSPENSION TECH(S):3751 190.00
SERVICE POWER STEERING LIGHT COMES ON
TECH FOUND SENSOR IN FRAME OF COLUM FAULTY.
TECH REPLACED STEERING COLUM ASSEMBLY AND TESTED.

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-	
JOB # 1	1	15926870	COLUMN 6.518	409.26	341.73	341.73
				JOB # 1 TOTAL PARTS		341.73
				JOB # 1 TOTAL LABOR & PARTS		531.73

MISC------CODE--------DESCRIPTION----------CONTROL NO---------
JOB # A SS SHOP SUPPLIES 5.32
TOTAL - MISC 5.32

COMMENTS----------
CELL 415-3459

TOTALS----------

TOTAL LABOR....	190.00
TOTAL PARTS....	341.73
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.32
TOTAL MISC DISC	0.00
TOTAL TAX.....	37.59
TOTAL INVOICE $	**574.64**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

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.

Reynolds and Reynolds ERAINTINVE SF639318 Q (12/06)

STATEMENT OF ACCOUNT

CITIZENS BANK-MAIN OFFICE
PO BOX 910
RUSSELLVILLE AL 35653

TELEPHONE:256-332-1710

PAGE: 2
ACCOUNT: [redacted] 09/14/2007

RANDY EUGENE SAINT
SHEREDA SAINT
POD ANGEL RENCHER

PLATINUM ACCOUNT [redacted]

- - - - - - - - - OTHER DEBITS - - - - - - - - -

DESCRIPTION	DATE	AMOUNT
PURCHASE 08/14 CHEVRON 0209305 CORINTH MS 351992	08/15	25.02
PURCHASE 08/14 EXXONMOBIL 45607Q19 RIPLEY MS 345691	08/15	36.75
DDA POS 08/16 13:51 WAL Wal-Mart Sup 0105 WAL-SAMS CORINTH MS	08/16	113.58
DDA POS 08/16 13:19 WAL Wal-Mart Sup 0105 WAL-SAMS CORINTH MS	08/16	181.36
PURCHASE 08/16 EXXONMOBIL 45680Q19 CORINTH MS 210020	08/17	39.29
DDA POS 08/20 13:57 WAL-MART #0105 2301 HARPER ROAD CORINTH MS	08/20	9.34
DDA POS 08/19 10:45 WAL Wal-Mart Sup 0105 WAL-SAMS CORINTH MS	08/20	54.95
PURCHASE 08/20 EXXONMOBIL 45607Q19 RIPLEY MS 019627	08/21	4.85
PURCHASE 08/20 EXXONMOBIL 45607Q19 RIPLEY MS 019759	08/21	20.00
NORTHEAST MISSI PURCHASE 2201 CORIMS	08/22	20.00
PURCHASE 08/24 EXXONMOBIL 45680Q19 CORINTH MS 751150	08/27	8.22
PURCHASE 08/24 KRYSTAL 00004Q01 CORINTH MS 751624	08/27	21.97
PURCHASE 08/24 EXXONMOBIL 45680Q19 CORINTH MS 750594	08/27	40.49
PURCHASE 08/27 EXXONMOBIL 45607Q19 RIPLEY MS 026673	08/28	6.08
PURCHASE 08/27 EXXONMOBIL 45662Q19 CORINTH MS 173374	08/28	15.33
PURCHASE 08/27 CHEVRON 0209305 CORINTH MS 035371	08/28	20.00
DDA POS 08/28 12:41 WAL Wal-Mart Sup 0105 WAL-SAMS CORINTH MS	08/28	37.54
WAL-MART STORES PURCHASE 2207 CORIMS	08/28	225.61
PURCHASE 08/28 EXXONMOBIL 45680Q19 CORINTH MS 290479	08/29	20.00
STATE FARM RO 08 SFPP 09 S 1033868209	08/29	76.74
PURCHASE 08/29 EXXONMOBIL 45680Q19 CORINTH MS 552287	08/30	13.54
PURCHASE 08/29 EXXONMOBIL 45680Q19 CORINTH MS 550816	08/30	30.00
DDA POS 08/31 14:42 WAL-MART #0105 2301 HARPER ROAD CORINTH MS	08/31	44.80
PURCHASE 09/01 YAHOO *SPORTS 866-562-7228 CA 759095	09/04	4.95
PURCHASE 09/01 SONIC DRIVE IN #174Q63 CORINTH MS 793091	09/04	5.43
PURCHASE 09/01 EXXONMOBIL 45680Q19 CORINTH MS 790477	09/04	6.29
PURCHASE 09/01 EXXONMOBIL 45662Q19 CORINTH MS 606459	09/04	19.12
PURCHASE 09/01 EXXONMOBIL 45680Q19 CORINTH MS 789252	09/04	30.00
CAPITAL ONE ONLINE PMT 724639960155865	09/04	61.27
PURCHASE 09/04 CHEVRON 0209305 CORINTH MS 072443	09/05	15.00
NORTHEAST MISSI PURCHASE 2218 CORIMS	09/05	20.00
AT&T CARE CELLULAR 2128748500121	09/05	155.06
PURCHASE 09/04 FRANKIE BLACKMON OF CO CORINTH MS 069659	09/05	574.64

CONTINUED

PLEASE EXAMINE AND RECONCILE AT ONCE. IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFERS PHONE US AT 256-332-1710 OR WRITE US AT P.O. BOX 910, RUSSELLVILLE, AL 35653

February 1, 2011

[redacted]

Glenn, MI [redacted]

Service Request: 71-590755107
Customer Relationship Specialist: CJ Parker

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 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 $574.64.

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

Sincerely,

Pontiac Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/23/08

**************989 DOLLARS ****14 CENTS

AMOUNT
**************989.14

PAY TO THE ORDER OF

[redacted]
FREDERICK MD [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 01/23/08

VENDOR DUNS NO BB 000000233 1

VENDOR NAME [redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54835F[redacted]	01/22/08	VM 1-9RV28I 71-590769774.1-9RV28I	00.0000	989.14	.00	989.14
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				H3		
		TOTAL		989.14	.00	989.14

February 1, 2011

[redacted]

Frederick, MD [redacted]

Service Request: 71-590769774
Customer Relationship Specialist: Jane West

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the power steering 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 $989.14.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]
Frederick MD [redacted]

FREDERICK MD 217
17 DEC 2007 PM 1 T

USA First-Class

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

DEC 19 2007

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/15/07

17-Digit Vehicle Identification Number (VIN): 1G1ZU54835F[redacted]

Mileage at Time of Repair: 41280 38195 Date of Repair: 7/18/07 5/25/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Frederick State: Md. ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 989.14

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

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Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966

CHEVROLET Cadillac SUZUKI mazda SAAB

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL

COPY

Visit us at our website: www.FitzMall.com

CUSTOMER NO 100640	ADVISOR KEVIN BINDEL	546 TAG NO. 367	INVOICE DATE 05/25/07	INVOICE CVCS622967
[redacted]	LABOR RATE 98.00	LICENSE NO	MILEAGE 38,195	COLOR DARK BLUE M
FREDERICK, MD [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LT SEDAN		DATE OF SALE 08/20/05	STOCK F107436
	VEHICLE I.D. NO. 1G1ZU548 35F [redacted]		SELLING DEALER NO. FAM	DELIVERY MILES 197
	F.T.E. NO.	P.O. NO	PROMISE DATE 05/24/07	PRODUCTION DATE
[redacted]	COMMENTS LOANER YES			MO: 38208

LABOR & PARTS

J# 1 10CVZLOANER LOANER CAR UNITS: 0.00 TECH(S):99638 INTERNAL

OWNER REQUESTED FITZGERALD LOANER CAR
NEEDED TRANSPORTATION
PROVIDED TRANSPORTATION

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 19CVZ1 STEERING UNITS: 1.50 TECH(S):99638 147.00

CUSTOMER STATES THE POWER STEERING
SERVICE POWER STEERING LIGHT IS COMING ON
RECALIBRATED STEERING POSITION SENSOR AND TORQUE SENSOR

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 147.00

J# 3 55CVCAMPAIGNS CAMPAIGN UNITS: 0.00 TECH(S):99638 0.00

WE CHECKED FOR OPEN RECALLS AND THERE ARE NONE OPEN
AT THIS TIME.
NO WORK REQUIRED AT THIS TIME

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+02CVZ1 FRONT SUSP/AXLES UNITS: 2.00 TECH(S):99638 180.00

C/S CHECK FOR MAINT
RIGHT FRONT AXLE SEAL IS LEAKING
REPLACED RIGHT FRONT AXLE SEAL

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 4	1	24203910	SEAL KIT 6.061 6	32.25 32.25

JOB # 4 TOTAL PARTS 32.25

JOB # 4 TOTAL LABOR & PARTS 212.25

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A SS SHOP SUPPLIES/ENVIRONMENTAL CHG 10.95

TOTAL - MISC 10.95

COMMENTS----------

APP 380.00 5-25-07 KB
LM ON CELL DONE 215 5-25-07 KB

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended

Full payment is due immediately upon completion of work

We reserve the right to require a reasonable deposit for parts and labor

We charge interest at .05% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of $45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

You understand that we do not accept any responsibility for damage or loss to any non-original equipment personal property or equipment left in or attached to the vehicle while it is in our possession.

You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express or implied warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER PAYMENT

( ) CASH ( ) CHECK NO

( ) CHARGE ( ) CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____/____/____

CUSTOMER CALLED BY _____

DATE _____ TIME _____

SF634839 O (08/06)

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:14pm

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966

CHEVROLET Cadillac SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1800 AUTOMALL

mazda SAAB

Visit us at our website www.FitzMall.com

COPY

CUSTOMER NO 100640	ADVISOR KEVIN BINDER 6546	TAG NO 665	INVOICE DATE 07/18/07	INVOICE NO CVCS630562
[redacted]	LABOR RATE 98/00	LICENSE NO.	MILEAGE 41,280	COLOR DARK BLUE M	STOCK NO F107436
FREDERICK, MD [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LT SEDAN			DELIVERY DATE 08/20/05	DELIVERY MILES 197
	VEHICLE I.D. NO 1G1ZU5483 5F [redacted]			SELLING DEALER NO FAM	PRODUCTION DATE
	F.T.E. NO	P.O. NO		R.O. DATE 07/17/07	
[redacted]	COMMENTS E# LOANER YES				MO: 41282

LABOR & PARTS

J# 1 19CVZ STEERING UNITS: 4.20 TECH(S):734 411.60

CUSTOMER STATES; POWER STEERING LIGHT COMING ON. STEERING FEELING TIGHT
LIKE NO POWER STEERING
DIAGNOSTIC FOUND CODES C0460.C0565.C0176 INTERNAL FAILURE AT STEERING COLUMN
REPLACED STEERING COLUMN AND RESET CODES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15926870	COLUMN 6.518	402.08	402.08

JOB # 1 TOTAL PARTS 402.08

JOB # 1 TOTAL LABOR & PARTS 813.68

J# 2 10CVZLOANER LOANER CAR UNITS: 0.00 TECH(S):734 INTERNAL

OWNER REQUESTED FITZGERALD LOANER CAR
NEEDED TRANSPORTATION
PROVIDED TRANSPORTATION

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL CHG		7.95
			TOTAL - MISC	7.95

COMMENTS
APP PER MRS ZEMBOWER 830.00 7-18-07 OK TO HOLD FOR PARTS KB
LM AT WORK 204PM 7-18-07 DONE KB

TOTALS

CUSTOMER PAYMENT....
( ) Cash.... ( ) Check (Ck#)
( ) Charge.. ( ) Credit Card(.....)

CASHIER SIGNATURE.....

PAYMENT DATE.....

TOTAL LABOR....	411.60
TOTAL PARTS....	402.08
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	20.51
TOTAL INVOICE $	**842.14**

******ATTENTION ALL CUSTOMERS******
For Customer Convience We Offer A Night Drop / Early Bird Service. The Night Drop Box Is Located Right Outside The Service Entrance.
Parts Designated With An Asterick (*) Indicates Lifetime Guarantee Applies For Customer Pay Repairs.

CUSTOMER SIGNATURE

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .05% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of $45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

You understand that we do not accept any responsibility for damage or loss to any non-original equipment personal property or equipment left in or attached to the vehicle while it is in our possession.

You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express or implied warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER PAYMENT

( ) CASH ( ) CHECK NO.
( ) CHARGE ( ) CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED BY _____

DATE _____ TIME _____ SF634839 Q (08/06)

 CUSTOMER COPY [END OF INVOICE] 02:05pm

Fitzgerald AUTO MALLS
FitzMall.com
SINCE 1966

CHEVROLET Cadillac SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 1-800-4AUTOMALL

mazda SAAB

COPY

Visit us at our website: www.FitzMall.com

CUSTOMER NO 100640	ADVISOR KEVIN BINDEL 6546	TAG NO 367	INVOICE DATE 05/25/07	INVOICE NO CVCS622967
[redacted]	LABOR RATE 98.00	LICENSE NO	MILEAGE 38,195	COLOR DARK BLUE M	STOCK F107436
FREDERICK, MD [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/LT SEDAN		DELIVERY DATE 08/20/05	DELIVERY MILES 197
	VEHICLE I.D. NO. 1 G 1 Z U 5 4 8 3 5 F [redacted]		SELLING DEALER NO FAM	PRODUCTION DATE
	F.T.E. NO	P.O. NO	R 05/24/07	
R [redacted]	COMMENTS E# LOANER YES			MO: 38208

TOTALS

CUSTOMER PAYMENT....
( ) Cash.... ( ) Check (Ck#)
( ) Charge.. ( ) Credit Card(.....)

CASHIER SIGNATURE.....

PAYMENT DATE.....

TOTAL LABOR....	327.00
TOTAL PARTS....	32.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.16
TOTAL INVOICE $	**372.36**

******ATTENTION ALL CUSTOMERS******
For Customer Convience We Offer A Night Drop / Early Bird Service. The Night Drop Box Is Located Right Outside The Service Entrance.
Parts Designated With An Asterick (*) Indicates Lifetime Guarantee Applies For Customer Pay Repairs.

CUSTOMER SIGNATURE

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .05% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of $45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

You understand that we do not accept any responsibility for damage or loss to any non-original equipment personal property or equipment left in or attached to the vehicle while it is in our possession.

You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express or implied warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

X _____
CUSTOMER'S SIGNATURE
NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

_____
CUSTOMER'S E-MAIL ADDRESS

CUSTOMER PAYMENT
( ) CASH ( ) CHECK NO
( ) CHARGE ( ) CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE __/__/__

CUSTOMER CALLED BY _____

DATE _____ TIME _____ SF634839 O (08/06)

CUSTOMER COPY

[END OF INVOICE] 02:14pm

FITZGERALD AUTO MALL FRE
114 BAUGHMAN'S LANE
FREDERICK,MD 21702

C O P Y
07/18/2007 18:03:43
Sale:

Transaction # 45
Card Type: Disc/NOVUS
Acc: [redacted]
Entry: Swiped
Invoice # 630562
Total: 842.14

Reference No.: 719921508010
Auth.Code: 018168
Response:APPROVAL 018168
Sequence Number: 0045
Merchant_Number: 829992565300
Terminal_ID: 72144906
Terminal_Number: 0004

CUSTOMER COPY

FITZGERALD AUTO MALL FRE
114 BAUGHMAN'S LANE
FREDERICK,MD 21702

C O P Y
05/25/2007 18:38:29
Sale:

Transaction # 62
Card Type: MasterCard
Acc: [redacted]
Entry: Swiped
Invoice # 622967
Total: 372.36

Reference No.: 714522001538
Auth Code: 649667
Response APPROVAL 649667
Sequence Number: 0063
Merchant_Number: 829992565300
Terminal_ID: 72144906
Terminal_Number 0004

CUSTOMER COPY

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

February 2, 2011

[redacted]
Argenta, IL [redacted]

Service Request: 71-590801432
Customer Relationship Specialist: Jerry Robinson

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the power steering 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 $709.44.

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

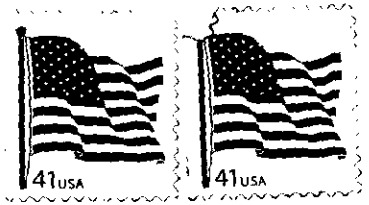
Sincerely,

Pontiac Customer Assistance Center

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

[redacted]

Argenta, IL [redacted]



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

DEC 19 2007

48232+5170-70 B030

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/15/07

17-Digit Vehicle Identification Number (VIN): 1G2ZH54805[redacted]

Mileage at Time of Repair: (1) 58,036 (2) 60,932 Date of Repair: 6/6/07 / 8/28/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Argenta State: IL ZIP Code [redacted]

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

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

Amount of Reimbursement Requested: $ 1352.27

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

December 2007

[redacted]

Argenta, IL [redacted]

Dear [redacted]

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

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

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

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

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

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

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

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

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

HPR AUTOMOTIVE SUPERSTORE OF SULLIVAN
1320 West Jackson
Sullivan, Illinois 61951
(217) 728-4366

CHRYSLER Jeep Dodge BUICK GMC PONTIAC

CUSTOMER NO. 16643	ADVISOR JEFF BRANDENBURG 640	TAG NO.	INVOICE DATE 06/06/07	INVOICE NO. PNCS82707
[redacted] ARGENTA, IL [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 58,036		COLOR /	STOCK NO. T120088
	YEAR / MAKE / MODEL 05/PONTIAC/G6/GT 4 DOOR SEDAN		DELIVERY DATE 02/17/05	DELIVERY MILES 344
	VEHICLE I.D. NO. 1 G 2 Z H 5 4 8 0 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/05/07	
[redacted]	COMMENTS			MO: 58036

LABOR & PARTS

J# 1 45PNZ02 STEERING CONCERN HOURS: 3.00 TECH(S):91 — 253.38

CUSTOMER STATES AT TIMES CAR HAS NO POWER STEERING AND THE ICON FOR POWER STEERING COMES ON DISPLAY
DIAGNOSIS FOUND CODE C0550 PERFORMANCE INTERNAL ELECTRICAL FAILURE C0564 CONFRIG ERROR C0545 TORQUE INPUT NOT LEARNED INTERNAL FAILURE IN STEERING CONTROL MODULE REPALCED MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	25805894	MOTOR 6.605	353.78	343.74	343.74
				JOB # 1 TOTAL PARTS		343.74
				JOB # 1 TOTAL LABOR & PARTS		597.12

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		22.50
			TOTAL - MISC	22.50

TOTALS

IT IS OUR SINCEREST DESIRE TO OFFER SERVICE BEYOND OUR CUSTOMERS EXPECTATIONS....
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE SERVICE YOU RECEIVED TODAY.

PLEASE TAKE THE TIME TO READ AND COMPLETE THE SURVEY AND RETURN TO THE MANUFACTURER

TOTAL LABOR....	253.38
TOTAL PARTS....	343.74
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	22.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	22.31
TOTAL INVOICE $	**642.93**

IF YOU HAVE ANY COMMENTS, PLEASE CONTACT OUR
SERVICE DIRECTOR, BOB FREEMAN AT 217-728-4366
SERVICE MANAGER, JEFF BRANDENBURG AT 217-728-4366
SERVICE CONSULTANT, DAN SEARS AT 217-728-4366

WE CERTAINLY APPRECIATE YOUR BUSINESS!!!

[redacted]

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

COPY

[redacted]

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 11:37am

DISCLAIMER OF WARRANTIES

The Seller, herein 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 this vehicle or product.

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1½% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorneys' fees, shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

Ck # 1375

Copyright © 1998 The Reynolds and Reynolds Company ERAINTHVE

CHRYSLER Jeep Dodge

HPR AUTOMOTIVE SUPERSTORE OF SULLIVAN
1320 West Jackson
Sullivan, Illinois 61951
(217) 728-4366

BUICK GMC PONTIAC

A 1375
6/6 642.83

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
16643	JEFF BRANDENBURG 640		08/28/07	PNCS84278
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 60,932		COLOR /	STOCK NO. T120088
ARGENTA, IL [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/GT 4 DOOR SEDAN		DELIVERY DATE 02/17/05	DELIVERY MILES 344
	VEHICLE I.D. NO. 1 G 2 Z H 5 4 8 0 5 4 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO / P. O. NO.		R. O DATE 08/21/07	
[redacted]	COMMENTS			MO: 60932

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

J# 1 45PNZ01 STEERING CONCERN HOURS: 4.00 TECH(S):91 328.00

CUSTOMER STATES SERIVE STEERING COMES ON DISPLAY AND CHECK
ENGINE LITE AND STEERING GETS STIFFER WHEN LITES ARE ON
DIAGNOSIS FOUND INTERNAL ELECTRICAL FAILURE IN STEERING
WHEEL POSTION SENSOR REPLACED STEERING COLUMN ASSY

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00	359.00
				JOB # 1 TOTAL PARTS		359.00
				JOB # 1 TOTAL LABOR & PARTS		687.00

TOTALS----------

IT IS OUR SINCEREST DESIRE TO OFFER SERVICE BEYOND OUR CUSTOMERS EXPECTATIONS....
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE SERVICE YOU RECEIVED TODAY.

PLEASE TAKE THE TIME TO READ AND COMPLETE THE SURVEY AND RETURN TO THE MANUFACTURER

TOTAL LABOR....	328.00
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	22.44
TOTAL INVOICE $	**709.44**

IF YOU HAVE ANY COMMENTS, PLEASE CONTACT OUR
SERVICE DIRECTOR, BOB FREEMAN AT 217-728-4366
SERVICE MANAGER, JEFF BRANDENBURG AT 217-728-4366
SERVICE CONSULTANT, DAN SEARS AT 217-728-4366

WE CERTAINLY APPRECIATE YOUR BUSINESS!!!

[redacted]

CUSTOMER SIGNATURE

COPY

DISCLAIMER OF WARRANTIES

The Seller, herein 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 this vehicle or product.

TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

I hereby authorize all such repair work, including installation of necessary parts, materials and equipment as may be reasonably necessary to alleviate the complaint set forth herein. I hereby agree that I shall pay your customary price for such labor, parts, materials and equipment. All sums due you shall be paid immediately upon completion of the necessary repairs; any unpaid balance shall bear interest at the rate of 1½% per month (which is an annual percentage rate of 18%) computed from the date of such repairs. In the event I fail to pay any such amount due you, I agree that your costs of collection, including court costs and reasonable attorneys' fees, shall be recoverable from me. I hereby 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 purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs.

PPCK 1727

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ERAINTINVE SF610521 (03/03)

[redacted]

1375

70-1140-711

June 6 2007

Argenta, Il. [redacted]

PAY TO THE ORDER OF HPR Automative $ 642.83

Six hundred and forty-two and 83/100 DOLLARS

EXECUTIVE GRAY

THE GERBER STATE BANK
ARGENTA, ILLINOIS 62501

[redacted]

FOR

[redacted]

Account Number	Check Number	Date	Amount
[redacted]	1375	6/8/2007 12:00:00 AM	642.83

00732 000000000103 5 05 05 060707

1214203681
06082007
0710-0030-1
ENT=4069 TRC=4054 PK=18

For Deposit Only
HPR Automotive
Superstore - Sullivan

ENDORSE HERE

COPY

[redacted]

[redacted]

70-1140-711 1727

Aug 28 2007

Argenta, IL [redacted]

PAY TO THE ORDER OF HPR $ 709.44

Seven hundred and nine and 44/100 DOLLARS

THE GERBER STATE BANK
ARGENTA, ILLINOIS 62501

[redacted]

FOR

[redacted]

Account Number	Check Number	Date	Amount
[redacted]	1727	8/30/2007 12:00:00 AM	709.44

00707 000000236687 5 05 05 082907

0218302268
08302007
0710-0030-1
ENT=3568 TRC=3563 PK=18

07110550
07110550

For Deposit Only
HPR Automotive
Superstore – Sullivan

COPY

[redacted]

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

GM

CHECK **No.** [redacted] 50-937 / 213

DATE 01/11/08 **********709 DOLLARS ****44 CENTS AMOUNT **********709.44

PAY TO THE ORDER OF [redacted]
ARGENTA IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000130 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH548054[redacted]71-590801432.1-9RVG59	01/10/08	VM 1-9RVG59	00.0000	709.44	.00	709.44
			TOTAL	709.44	.00	709.44

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

W3

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

February 2, 2011

[redacted]

Harrisburg, PA [redacted]

Service Request: 71-590929994
Customer Relationship Specialist: Katrina Blake

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the column kit 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 $545.54.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]
Harrisburg, PA [redacted]

U.S. POSTAGE
$0.58
FCM LETTER
17106
Date of sale
12/14/07
02 1P00 APC
FC0045600303634 02314734

DEC 19 2007

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

48232-5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/14/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54805F[redacted]

Mileage at Time of Repair: 51,148 Date of Repair: 9/13/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Harrisburg State: PA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ See attached sheet

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).

To Whom It May Concern:

I've included copies of the work orders for my repair work. I wasn't sure if the light socket replacements are tied in with the steering column and therefore am not sure how much reimbursement I am due. I have also included copies of the work I had done before my warranty expired. I've had problems with the lights right after I bought the car and have replaced them often. I haven't had to replace any since the work was done on 9/13/07.

Thank you.

26709

66197

INVOICE

PAGE 1

TURNER BUICK COMPANY
"We take care of you"
4201 CHAMBERS HILL ROAD
HARRISBURG, PA 17111
PHONE (717) 564-2240 · Fax (717) 564-2473
www.turnerbuick.com

[redacted]
LEWISBERRY, PA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 107 JOSEPH M CONDELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZT54805F[redacted]	[redacted]	35410/35410	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17NOV04 IS					0.00	CASH	29NOV06

R.O. OPENED	READY	OPTIONS:
06:55 29NOV06	11:04 29NOV06	STK:104654 DLR:35630 ENG:3.5_Liter_SFI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S THUMPING NOISE HEARD TURNING STEERING RIGHT OR LEFT CHECK & ADV
CAUSE: INTERMEDIATE STEERING SHAFT IS CORRODED
E7700 SHAFT, STEERING INTERMEDIATE REPLACE
171 W (N/C)
1 22687711 SHAFT KIT (N/C)
FC: 5W
PART#: 22687711
COUNT: 1
CLAIM TYPE:
AUTH CODE:
NE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE INTERMEDIATE STEERING SHAFT
****

DUPLICATE COPY

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
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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

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26709 65041

INVOICE

PAGE 1

TURNER BUICK COMPANY
"We take care of you"
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HARRISBURG, PA 17111
PHONE (717) 564-2240 · Fax (717) 564-2473
www.turnerbuick.com

[redacted]
LEWISBERRY, PA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 175 ED C CLAPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZT54805F[redacted]	[redacted]	31444/31444	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17NOV04 IS					0.00	CASH	19OCT06

R.O. OPENED	READY	OPTIONS:
06:50 19OCT06	09:50 19OCT06	STK:104654 DLR:35630 ENG:3.5_Liter_SFI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CLIENT STATES RIGHT TURN SIGNAL/STOP LAMP IS INOPERATIVE
CAUSE: R/R TURN SIGNAL LIGHT BULB BURNED OUT
N0760 BULBS, STOP, TAIL, AND TURN LAMP (RIGHT)
REPLACE
136 W (N/C)
1 9441839 BULB LP (N/C)
FC: 6S
PART#: 9441839
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE R/R TURN SIGNAL BULB
****

B CLIENT STATES LEFT HEADLAMP IS LOOSE
CAUSE: LEFT HEADLAMP IS LOOSE
B7289 HEADLAMP/COMPOSITE ASSEMBLY LEFT REPLACE
136 W (N/C)
FC: 2W PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON

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

R AND I HEADLAMP TO INSTALL GROMMETS
****

C CLIENT STATES LEFT SUNSHADE MIRROR LIGHTS ARE INOPERATIVE
CAUSE: SUNSHADE LIGHT CONNECTOR IS LOOSE

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

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PAGE 2

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HARRISBURG, PA 17111
PHONE (717) 564-2240 · Fax (717) 564-2473
www.turnerbuick.com

[redacted]
LEWISBERRY, PA [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 175 ED C CLAPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZT54805F[redacted]	[redacted]	31444/31444	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
17NOV04 IS					0.00	CASH	19OCT06

R.O. OPENED	READY	OPTIONS:
06:50 19OCT06	09:50 19OCT06	STK:104654 DLR:35630 ENG:3.5_Liter_SFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	N6614	WIRING AND/OR CONNECTOR INTERIOR/REAR COMPARTMENT LIGHTING REPAIR OR REPLACE					
		136	W				(N/C)

FC: 6N PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
OJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

TIGHTEN LOOSE VANITY LIGHT CONNECTOR
****

COPY

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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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

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PHONE (717) 564-2240 · Fax (717) 564-2473
www.turnerbuick.com

[redacted]

LEWISBERRY, PA [redacted]
HOME [redacted] BUS:

SERVICE ADVISOR: 175 ED C CLAPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZT54805F[redacted]		29237/29237	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17NOV04 IS					0.00	CASH	08SEP06

R.O. OPENED	READY	OPTIONS:
08:14 08SEP06	15:35 08SEP06	STK:104654 DLR:35630 ENG:3.5_Liter_SFI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A OWNER STATES BRAKES MAKE A GRINDING SOUND AND PULSATE AT TIMES
CAUSE: FRONT ROTORS OUT OF ROUND, REAR ROTORS CORRODED
H0127 ROTOR ASSEMBLY FRONT BOTH R&R OR REPLACE
171 W (N/C)
FC: 01R01
PART#:
COUNT: 0
CLAIM TYPE:
AUTH CODE:
OR
H0137 ROTOR ASSEMBLY REAR BOTH R&R OR REPLACE
171 W (N/C)
2 22705356 ROTOR (N/C)
2 WARR-DIFF WARR-DIFF (N/C)
FC: 00R00
PART#: 22705356
COUNT: 4
CLAIM TYPE:
AUTH CODE: B
OR

COPY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

RESURFACE FRONT ROTORS REPLACE REAR ROTORS
****
B OWNER STATES LEFT SUNSHADE MIRROR COVER CAME OFF
57 WE SPECIAL-ORDERED THIS PART FOR YOU AND WILL
CALL YOU WHEN IT ARRIVES
171 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

ORDERED PARTS
****

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	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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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www.turnerbuick.com

[redacted]
LEWISBERRY, PA
HOME [redacted] BUS:

SERVICE ADVISOR: 175 ED C CLAPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZT54805F[redacted]		29312/29312	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
17NOV04 IS					0.00	CASH	13SEP06

R.O. OPENED	READY	OPTIONS:
06:38 13SEP06	08:19 13SEP06	STK:104654 DLR:35630 ENG:3.5_Liter_SFI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CLIENT STATES LEFT SUNSHADE MIRROR COVER CAME OFF - PART HERE
CAUSE: SUNSHADE BROKEN AT LID AREA
C2021 SUNSHADE AND/OR SUPPORT LEFT R&R OR REPLACE
171 W (N/C)
1 10381583 SUNSHADE (N/C)
FC: 1D
PART#: 10381583
COUNT: 1
CLAIM TYPE:
AUTH CODE:
VB

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE LEFT SIDE SUNSHADE
****

COPY

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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

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Sutliff

SUTLIFF CHEVROLET CO.
Box 1307/13th & Paxton Sts.
Harrisburg, PA 17105
(717) 234-4444

[redacted]

SERVICE INVOICE

FED. I.D. #23-1610030

SO# 551765 DATE/TIME IN: 9/13/2007 7:18 DATE/TIME OUT: 9/13/2007 12:48
SA: LEE HOKE DOC COUNT: 2 PAGE: 1

[redacted] 05 1G1ZT54805F[redacted]
2005 CHEVROLET MALIBU LS BLUE
HARRISBURG PA [redacted] ENGINE: 3.5L V6 LIC.NO: [redacted]
[redacted] MILES IN/OUT 51148 / 51149

RATE:

LINE 1 REPLACE STEERING COLUMN
REPLACE STEERING COLUMN

REPAIR 1 REPLACE STEERING COLUMN
OPCODE: CPA SALE TYPE: CUSTOMER PA $156.60
PRIMARY TECH: 046

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	15926870	COLUMN	N	1	359.000	CUSTOMER PAY	$359.00

LINE TOTAL $515.60

LINE 2 REPLACE LIGHT SOCKETS
REPLACE LIGHT SOCKETS

REPAIR 1 REPLACE R REAR BRAKE LIGHT SOCKET ORDERED R FRONT
OPCODE: CPA SALE TYPE: CUSTOMER PA $34.80
PRIMARY TECH: 046

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	15873724	SOC ASM	N	1	7.000	CUSTOMER PAY	$7.00
GM	9441839	BULB LP	N	1	2.860	CUSTOMER PAY	$2.86
GM	19168446	SPLICE KT	N	3	8.290	CUSTOMER PAY	$24.87
GM	19168447	SPLICE KT	N	1	9.010	CUSTOMER PAY	$9.01

LINE TOTAL $78.54

COPY

THANK YOU FOR CHOOSING SUTLIFF CHEVROLET

LABOR	$191.40
LABOR DISCOUNT	$19.14
PARTS	$402.74
TAX (Pennsylvania St)	$34.50
CUSTOMER TOTAL	$609.50
PAYMENT (Customer)	($609.50)

CUSTOMER SIGNATURE _____

SERVICE DEPARTMENTS
CAR - 13th & Paxton Streets 234-4444
TRUCK - Cameron & Paxton Streets 232-0033
COLONIAL PARK - 4949 Queen Ave. 541-5111

Sutliff

SUTLIFF CHEVROLET CO.
Box 1307/13th & Paxton Sts.
Harrisburg, PA 17105
(717) 234-4444

SERVICE INVOICE

FED. I.D. #23-1610030

SO# 553196 DATE/TIME IN: 9/25/2007 15:50 DATE/TIME OUT: 9/25/2007 16:49
SA: GAY LEWIS DOC COUNT: 1 PAGE: 1

[redacted] 05 1G1ZT54805F[redacted]
2005 CHEVROLET MALIBU LS BLUE
HARRISBURG PA [redacted] ENGINE: 3.5L V6 LIC.NO: GGZ9582

[redacted] MILES IN/OUT 51583 / 51584

RATE:

LINE 1 INSTALL SOCKET PART HERE

REPAIR 1 REMOVE HEADLIGHT AND RR AND SOCKET AND REPLACE
OPCODE: CPA SALE TYPE: CUSTOMER PA $87.00
PRIMARY TECH: 163

PARTS		DESC	FP	QTY	PRICE	SALE TYPE	
GM	15945363	SOCKET	N	1	9.800	CUSTOMER PAY	$9.80
GM	19168446	SPLICE KT	N	3	8.290	CUSTOMER PAY	$24.87

LINE TOTAL $121.67

THANK YOU FOR CHOOSING SUTLIFF CHEVROLET

LABOR	$87.00
PARTS	$34.67
TAX (Pennsylvania St)	$7.30
CUSTOMER TOTAL	$128.97
PAYMENT (Customer)	$128.97

CUSTOMER SIGNATURE _____

COPY

SERVICE DEPARTMENTS
CAR - 13th & Paxton Streets 234-4444
TRUCK - Cameron & Paxton Streets 232-0033
COLONIAL PARK - 4949 Queen Ave. 541-5111

SUTLIFF CHEVROLET
13TH AND PAXTON STREETS
HARRISBURG, PA 17105
(717)234-4444

Sale

Merchant ID: 54292980265677 7

Term ID: LK493049

09/13/07 12:56:57
Batch#: 000398 Inv #: 000019
Ticket: 551765

VISA Entry Method: K

[redacted]

Seq.#: 0019 Appr Code: 012553

Total: $ 609.50

AVS Code: Z CVV2 Code:

APPROVED

Customer Copy

COPY

SUTLIFF CHEVROLET
13TH AND PAXTON STREETS
HARRISBURG, PA 17105
(717)234-4444

Sale

Merchant ID: 542929802656777

Term ID: LK493049

09/25/07 16:56:50

Batch#: 000407 Inv #: 000031

Ticket: 553196

VISA Entry Method: S

[redacted]

Seq.#: 0031 Appr Code: 016551

Total: $ 128.97

APPROVED

Customer Copy

COPY

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

GM

CHECK **No.** [redacted] 50-937 / 213

DATE 01/11/08 **********545 DOLLARS ****54 CENTS AMOUNT **********545.54

PAY TO THE ORDER OF

[redacted]
HARRISBURG PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000124 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54805F[redacted]	01/10/08 71-590929994.1-9RUGI3	VM 1-9RUGI3	00.0000	545.54	.00	545.54
			TOTAL	545.54	.00	545.54

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

W3

AP3SCX

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

January 19, 2011

[redacted]
Crofton, MD [redacted]

Service request: 71-587969876
Vehicle Identification Number: 1G2ZG558264[redacted]
Customer Relationship Specialist: Ryan Smith

Dear [redacted]:

Thank you for allowing us the opportunity to review the claim you filed with the BBB involving your 2006 Pontiac G6. Unfortunately, our attempts to reach you by phone on 1/7/08 at 1:58pm, 1/8/08 at 1:18pm and 1/9/08 at 9:08 am were unsuccessful.

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

Please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above when calling.

Sincerely,

General Motors Corporation

PA0005
V05112006

BBB AUTO LINE

December 27, 2007

RYAN SMITH
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Re:m01 PGM0761864:[redacted] vs Pontiac/GMC Division

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

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
Customer Claim Form

Case number: PGM0761864
Contact Date: 12/27/07
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: crofotn State: MD Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: G6 Year: 2006 Current mileage: 45000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: , ,

Primary Servicing dealer/city/state: walker pontiac,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 11/09/06 Mileage at purchase/lease:

First repair attempt date: 11/12/06 First repair attempt mileage: 25400

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☐ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

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

To get out from under this defective car.

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

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
tire		1		no
brakes		2		no
Steering rack		4		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 PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain 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 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 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 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 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 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 one year or 12,000 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 one year or 12,000 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:

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

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

STANDARDS OF THE MARYLAND LEMON LAW

The following is a brief explanation of most relevant provisions of the Maryland lemon law. The complete text of the lemon law can be found at Maryland Com. Law Code Ann. Sections 14-1501 *et seq*. and 14-2001 *et seq*.

VEHICLES COVERED

The Maryland lemon law covers vehicles registered in Maryland as a Class A passenger vehicle; Class D motorcycle; Class E truck with a 3/4 ton or less manufacturer's rated capacity; or Class M multipurpose vehicle.

The lemon law covers used vehicles, but does not cover motor homes or motor vehicles that are part of a fleet purchase or fleet lease of five or more motor vehicles.

CONSUMERS COVERED

The lemon law covers consumers who fall into any one of the following categories:

1. The purchaser, other than for purposes of resale, or the lessee of a new motor vehicle;

2. Any person to whom a new motor vehicle is transferred during the duration of the vehicle's warranty; or

3. Any other person who is entitled to enforce the warranty.

The rights available to a consumer under the lemon law inure to a subsequent transferee of a new motor vehicle for the duration of the applicable warranties. If a lessor permits the lessee to assign any interest in the lease or the motor vehicle, upon such assignment the rights available to a lessee under the lemon law inure to an assignee of the lessee's rights under the lease or a subsequent transferee of the motor vehicle.

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

LEMON LAW COVERAGE PERIOD

The lemon law defines a "manufacturer's warranty period" that extends until the earlier of the first 15,000 miles of vehicle operation or 15 months following the date of the motor vehicle's original delivery to the consumer.

PROBLEMS COVERED

The lemon law covers any defect or condition that substantially impairs the use and market value of the motor vehicle to the consumer. This is referred to as a *nonconformity*.

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The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a motor vehicle does not conform to all applicable warranties during the "manufacturer's warranty period", the consumer must report the nonconformity during the "manufacturer's warranty period" by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer's receipt of the consumer's written notification, even if repairs are made after the expiration of the "manufacturer's warranty period".

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer or factory branch, its agent or authorized dealer, or the lessor is unable to repair or correct any nonconformity after a reasonable number of repair attempts within the "manufacturer's warranty period", the manufacturer must, at the option of the consumer, either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Maryland lemon law creates a *presumption* that a manufacturer has had a reasonable number of repair attempts if any of the following occurs within the "manufacturer's warranty period":

1. The same nonconformity has been subject to repair by the manufacturer or factory branch, its agent or authorized dealer four or more times but continues to exist;

2. The vehicle was out of service by reason of repair of one or more nonconformities for a cumulative total of 30 or more days; or

3. A nonconformity resulting in a braking or steering system failure has been subject to the same repair at least once, the manufacturer has been notified and given the opportunity to cure the nonconformity, and the repair does not bring the vehicle into compliance with the motor vehicle safety inspection laws.

The term of any warranty, the "manufacturer's warranty period", and the 30 day out-of-service period are extended by any time during which repair services are not available to the consumer by reason of war, invasion, strike, or fire, flood, or other natural disaster.

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NOTICE AND OPPORTUNITY TO REPAIR

The consumer must report the nonconformity during the "manufacturer's warranty period" by sending written notice to the manufacturer, factory branch, or lessor by certified mail, return receipt requested. Notice of this procedure must be conspicuously disclosed to the consumer in writing at the time of sale or delivery of the motor vehicle.

The consumer must provide the manufacturer or factory branch, its agent or authorized dealer, or the lessor with an opportunity to cure the nonconformity. The manufacturer or factory branch, its agent or authorized dealer, or the lessor must correct the nonconformity at no charge to the consumer within 30 days of the manufacturer's receipt of the consumer's written notification.

The dealer must notify the manufacturer of the existence of a nonconformity within 7 days when the motor vehicle is delivered to the same dealer for a fourth repair attempt of the same nonconformity, or when the vehicle has been out of service for repair of one or more nonconformities for a cumulative total of 20 days. The failure of a dealer to give such notice does not affect the consumer's rights under the lemon law.

DISPUTE RESOLUTION

If the manufacturer has established an informal dispute settlement procedure that complies with 16 C.F.R. Part 703, the consumer may but need not resort to that procedure before the provisions requiring refund or replacement apply. A consumer who has resorted to an informal dispute settlement procedure may not be precluded from seeking the rights or remedies available by law.

TIME PERIOD FOR FILING CLAIMS

An action on an owned vehicle must be commenced within three years of the date of the vehicle's original delivery to the consumer. An action on a leased vehicle must be commenced within one year after termination of the lease.

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REMEDIES UNDER THE MARYLAND LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. The full purchase price; and
2. All license and registration fees, and any similar governmental charges;
3. Less a reasonable allowance for the consumer's use of the vehicle not to exceed 15% of the purchase price;
4. Less a reasonable allowance for damage not attributable to normal wear and not including damage resulting from a nonconformity.

Refunds must be made to the consumer and lienholder, if any, as their interests appear on the records of ownership maintained by the Motor Vehicle Administration.

The consumer may recover from the Motor Vehicle Administration the excise taxes originally paid by the consumer for the returned vehicle. The excise taxes that the consumer is entitled to recover are calculated based on the amount of the purchase price or any portion of the purchase price of the motor vehicle that is refunded to the consumer.

REPURCHASE OF A LEASED VEHICLE

The Maryland lemon law provides that a manufacturer must pay the following amounts when it repurchases a leased vehicle under the lemon law:

To the lessee:

The lemon law provides that it shall be construed to provide a mechanism through which the lessor and lessee are made whole for losses incurred as a result of a motor vehicle's nonconformity, defect, or condition. The Maryland Attorney General's Office has determined that an award making the lessee whole could include lease payments made by the lessee. The lemon law also requires that the manufacturer refund to the lessee:

1. All money paid during the period in which the vehicle was not available due to the defect, condition or nonconformity;
2. All sums paid by the lessee to repair the defect, condition or nonconformity;
3. All excise tax, license and registration fees and similar governmental charges;
4. Less a reasonable allowance for the lessee's unimpaired use of the vehicle.

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To the lessor:

1. All amounts due to the lessor under the terms of the lease.

The lessor may not assess the lessee any prepayment penalty, early termination fees, or other charges resulting from return of the vehicle.

REPLACEMENT

When replacing a vehicle under the Maryland lemon law, the manufacturer must provide a comparable motor vehicle acceptable to the consumer. The reasonable allowance for use does not apply to a replacement.

When a leased vehicle is replaced, provided that the lessee meets the lessor's then current credit criteria with respect to the lease, the lessor must transfer the title of the defective motor vehicle to the manufacturer; accept title to the comparable replacement motor vehicle; transfer possession of the comparable motor vehicle to the lessee; and execute a lease agreement with the lessee with the same time period, terms and conditions of the original lease.

The Motor Vehicle Administration will allow a credit to the consumer against the excise tax imposed for the replacement vehicle in the amount of the excise taxes originally paid by the consumer for the returned vehicle. If the excise tax on the replacement vehicle exceeds the excise tax credit for the returned vehicle, the dealer will collect only that portion of excise tax due. If the excise tax credit on the returned vehicle exceeds the excise tax on the replacement vehicle, the consumer is entitled to recover a refund from the Motor Vehicle Administration of that excess.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 28, 2007

David Lantz
OURISMAN S WHEATON PLAZA CHEVROLET, INC.
11180 VIERS MILL RD
WHEATON, MD 20902-2553

Re: [redacted]
Siebel Request: 71-587969876
2006 Pontiac G6
VIN # 1G2ZG558264[redacted]

Dear Mr. David Lantz:

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,

Ryan Smith

Ryan Smith
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11638
FAX# 866-259-4612

2006 G6 - 6CYL SEDAN PONTIAC/GMC DIVISION
41U BLACK /V6G GENERAL MOTORS CORPORATION
19B EBONY 100 RENAISSANCE CENTER
ORDER NO. HZZN5S/FDR STOCK NO. DETROIT MI 48243-1114
VIN 1G2 ZG55 82 64[redacted] VEHICLE INVOICE 2AD51402269
**********16*03202S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
2ZG69 G6 - 6CYL SEDAN	20930.00	18523.05	INVOICE 05/20/05
C1U FLT-ENTERPRISE RENT A CAR	0.00	0.00	SHIPPED 05/20/05
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 05/30/05
F83 AXLE RATIO 3.05	N/C	N/C	INT COM 05/31/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	PRC EFF 01/01/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	KEYS G2548 G2548
PCH PREMIUM VALUE PACKAGE INCLUDES	1475.00	1268.50	WFP-F QTR OPT-1
* (4) 16" PAINTED ALLOY WHEELS			FAN: 000805331
*AM/FM STEREO 6 DISC CD PLAYER			BANK: GMAC - 020
(REPLACES STD/OPT/PKG RADIO)			CHG-TO 03-202
* SUNROOF, POWER TILT & SLIDE			
VQ2 FLEET ORDERING AND ASSISTANCE	0.00	0.00	SHIP WT: 3357
VX7 LONG TERM DAILY RENTAL PROGRAM	0.00	500.00-	HP: 32.9
V2G CREDIT IN LIEU OF FUEL	0.00	24.99-	MRM: 23030.00
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	430.00-	CUST PO NUMBER:
			17040706
			DAN: 00006
			MEMO 1095.25

TOTAL MODEL & OPTIONS	21905.00	18836.56	ACT 231 19461.56
DESTINATION CHARGE	625.00	625.00	
TOTAL	22530.00	19461.56	PAY 310 19461.56

****

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

****

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

REMIT TO GMAC NO. 020
FAULKNER PONTIAC BUICK GMC VIN 1G2ZG558264[redacted]
$ 19461.56 INV 2AD51402269
DUE 05/31/05 DEALER 03-202

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 28, 2007

Lyle Etzwiler
WIN KELLY PONTIAC, BUICK, GMC, LLC
12421 AUTO DR
CLARKSVILLE, MD 21029-1266

Re: [redacted]
Siebel Request: 71-587969876
2006 Pontiac G6
VIN # 1G2ZG558264[redacted]

Dear Mr. Lyle Etzwiler:

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,

Ryan Smith

Ryan Smith
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11638
FAX# 866-259-4612

Case Assessment By:Ryan Smith		Siebel/CARS Request #: 71-587969876	
Customer Name:[redacted]			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:45,000
Veh ID #:1G2ZG558264[redacted]	In Service Date:5/21/2005	Purchased:Used	If used:
What is the customer seeking?To get out of the vehicle.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

CUSTOMER'S PRIMARY SYMPTOM/CONCERN:

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

OTHER SYMPTOM/CONCERN:

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

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

Total Days Out of Service: ____(excluding days for customer pay reasons such as; Maintenance and Collision Repairs)

VEHICLE MEETS PRESUMPTION LEMON LAW? YES: NO:

What is customer eligible for (based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption)?

DVM and/or DEALER RECOMMENDATION(s):

CRS RECOMMENDATION & RATIONALE (EXPLAIN):

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

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

Case Assessment By:Ryan Smith		Siebel/CARS Request #: 71-587969876	
Customer Name:[redacted]			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:45,000
Veh ID #:1G2ZG558264[redacted]	In Service Date:5/21/2005	Purchased:Used	If used:
What is the customer seeking?To get out of the vehicle.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
11/20/06	**209792**	**25,468**	**4**	**C/S steering is excessively noisy and making clunk noise when turning. Found Excessive clearance in left front outer tie rod and thumping in steering rack due to a loose pinion. Replaced tie rod and rack performed alignment test drove ok at this time.**
8/28/07	**191477**	**39,477**	**2**	**C/S clunking noises from steering, turning left right, same as before. Tech found knocking noise from steering rack. Replaced steering rack. Tech found right rim bent.**

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Noise

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
4/20/08	**188021**	**31,980**	*****	**C/S car makes a loud noise when driving cause Noise. Replaced Hub Bearing.**

OTHER SYMPTOM/CONCERN: **Wiper**

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
4/20/08	**188021**	**31,980**	*****	**Wiper blade replaced.**

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

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)?

Customer ineligible based on age and mileage.

DVM and/or DEALER RECOMMENDATION(s):i have no problem goodwilling the repair no expense. Beyond the parts warranty we would offer them OLC. We need to know if he will take the vehicle into the dlr for repairs with the repairs he will get a 12/12 parts warranty. I would give him both the OLC and the repairs but there is nothing more we will be doing beyond that. We will not repurchase the vehicle back.

CRS RECOMMENDATION & RATIONALE (EXPLAIN): Customer was offered and received an OLC from CAC. CRS is not offering any goodwill to Customer. UTC letter sent out 1/9/2008. Customer has not contacted CRS back. Case closed with BBB on 1/8/2008 and CRS will be closing case out on 1/21/2008.

Decision reached by CRS: Arbitrate case: [ ] Settle case: [X]

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 28, 2007

Lance Dawson
WALKER PONTIAC-BUICK-GMC
2404 CRAIN HWY S
BOWIE, MD 20716-344

Re: [redacted]
Siebel Request: 71-587969876
2006 Pontiac G6
VIN # 1G2ZG558264[redacted]

Dear Mr. Lance Dawson:

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,

Ryan Smith

Ryan Smith
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11638
FAX# 866-259-4612

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 28, 2007

Lyle Etzwiler
WIN KELLY PONTIAC, BUICK, GMC, LLC
12421 AUTO DR
CLARKSVILLE, MD 21029-1266

Re: [redacted]
Siebel Request: 71-587969876
2006 Pontiac G6
VIN # 1G2ZG558264[redacted]

Dear Mr. Lyle Etzwiler:

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).

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Sincerely,

Ryan Smith

Ryan Smith
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11638
FAX# 866-259-4612

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 28, 2007

David Lantz
OURISMAN S WHEATON PLAZA CHEVROLET, INC.
11180 VIERS MILL RD
WHEATON, MD 20902-2553

Re: [redacted]
Siebel Request: 71-587969876
2006 Pontiac G6
VIN # 1G2ZG558264[redacted]

Dear Mr. David Lantz:

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).

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Sincerely,

Ryan Smith

Ryan Smith
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11638
FAX# 866-259-4612

ADR File Checklist

SR Number:71-587969876 **BBB Case:** PGM0761864
Customer:[redacted] **VIN:1G2ZG558264**[redacted]
Make/Model/Year: Pontiac/G6 /2006 **In Service**: 5/21/2005 **Mileage**: 45,000
Received Date: 12/27/2007 **Day 15 Date:** **Goes Active:**
Primary Concern: Tires, Batter, Steering Rack

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

☐ **Initial Calls** (72 hrs):
- ☒ **Customer** **Completion Date/Time:** 12/27/2007 / 2:03
- ☒ **Dealer Svc Mgr** **Completion Date/Time:** 12/28/2007 / 10:46
- ☐ **Dealer Finance Mgr** **Completion Date/Time:** /
- ☒ **AVM** **Completion Date/Time: 12/28/2007** / 11:00

☒ **Repair Orders Requested:** **Received:** 1/8/08

☐ **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: 1/21/08** / 9:23
- **Executive Summary** **Completion Date/Time:** 1/21/08 / 9:22
- **Close Siebel** **Completion Date/Time:** 1/21/08 / 9:30

AVM: Zach Winters **Node/Box:** 914055 8065
Service Dealer: OURISMAN S WHEATON PLAZA CHEVROLET, INC **Svc Mgr: David Lantz**
Selling Dealer: **Contact:**

NOTES:

BBB AUTO LINE

January 8, 2008
Re:CC2 PGM0761864: Hromada vs Pontiac/GMC Division
1G2ZG558264117776

[redacted]
CROFOTN MD [redacted]

Dear Madam/Sir:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the mileage requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

John Ryan at Extension 529

CC: Ryan Smith

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

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

December 28, 2007

Lance Dawson
WALKER PONTIAC-BUICK-GMC
2404 CRAIN HWY S
BOWIE, MD 20716-344

Re: [redacted]
Siebel Request: 71-587969876
2006 Pontiac G6
VIN # 1G2ZG558264[redacted]

Dear Mr. Lance Dawson:

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:

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- 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).

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Sincerely,

Ryan Smith

Ryan Smith
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11638
FAX# 866-259-4612

WIN KELLY
Automotive Super Stores

CHEVROLET PONTIAC BUICK GMC KIA ISUZU

12421 AUTO DRIVE • CLARKSVILLE, MARYLAND 21029
www.winkelly.com (301) 854-CHEV 1-800-458-6640 (410) 908-6522
CHEVROLET • PONTIAC • BUICK • GMC • KIA • ISUZU • Collision Center

CUSTOMER NO. 66281	ADVISOR CONNIE HILLEGASS 69044	TAG NO. 5840	INVOICE DATE 11/24/06	INVOICE NO. PNCS209792
OURISMAN CHRYSLER JEEP DODGE 12430 AUTO DRIVE CLARKSVILLE, MD 21029	LAST VISIT	LICENSE NO.	MILEAGE 25,468	COLOR BLACK/	STOCK NO.
	YEAR MAKE MODEL 06/PONTIAC/G6/4 DOOR SEDAN			SALES CODE	DELIVERY DATE
	VEHICLE I.D. NO. 1G2ZG558264[redacted]			FIRST DATE OF SERVICE	PROMISED EN DATE
	EMAIL				11/20/06
RESIDENCE PHONE [redacted]	COMMENTS				MO: 25471

LABOR & PARTS

J# 1 15CVS STEERING INSPECTION TECH 32 WARRANTY

CUSTOMER STATES STEERING IS EXCESSIVELY NOISEY AND MAKING
CLUNK NOISE WHEN TURNING
FOUND EXCESSIVE CLEARANCE IN LEFT FRONT OUTTER TIE ROD
AND THUMPING IN STEERING RACK DUE TO A LOOSE PINION
REPLACED TIE ROD AND RACK PERFORMED ALIGNMENT TEST
DROVE OK AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	22687089	ROD KIT 6.233			WARRANTY
JOB # 1	1	15858368	GEAR 6.508			WARRANTY
JOB # 1	-1	15858368	CORE RETURN			WARRANTY
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 NO INSPECTION NEEDED TECH 32 0.00

NO INSPECTION NEEDED AT THIS TIME
NO INSPECTION PERFORMED, NOT NEEDED OR JUST DONE

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

COMMENTS
DROPOFF

TOTALS

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS

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

****
* [] CASH [] CHARGE [] CREDIT CARD [] CHECK *
****

PAYMENT FOR ALL SERVICES IS DUE UPON COMPLETION OF THE WORK. ALL SERVICES NOT PAID WITHIN 30 DAYS WILL ACCRUE SIMPLE INTEREST AT 1.5% PER MONTH. IN THE EVENT THAT IT BECOMES NECESSARY TO PLACE THIS BILL WITH AN ATTORNEY FOR COLLECTION, THE CUSTOMER AGREES TO PAY REASONABLE ATTORNEY FEES OF NOT LESS THAN 25% OF THE BALANCE DUE.

CUSTOMER SIGNATURE

LABOR CHARGES ARE COMPUTED BY FLAT RATE MEASURE AND ARE BASED ON INDUSTRY ACCEPTED SOURCES. REPAIRS CHARGED FOR WERE NEEDED AND PERFORMED. THIS VEHICLE HAS BEEN TESTED AND IN MY OPINION THE WORK WAS PERFORMED SATISFACTORILY.

X

ALL PARTS LISTED ARE NEW UNLESS IDENTIFIED USED OR RE-REBUILT

THANK YOU

THIS COPY MUST BE RETURNED FOR ANY ADJUSTMENTS

1001510

188021

INVOICE

DUPLICATE 1

Page 1

WALKER PONTIAC-GMC TRUCK, INC.

2404 Crain Highway South
Bowie, Maryland 20716
(301) 249-1000

24 HR TOWING
(301) 249-6213

PONTIAC

GMC TRUCKS

[redacted]

CROFTON [redacted]
HOME: BUS:

SERVICE ADVISOR: 236 YVETTE TENNASSEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	06	PONTIAC G6	1G2ZG558264[redacted]		31980/31980	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06			21:00 20APR07		0.00	CASH	23APR07

R.O. OPENED	READY	OPTIONS:
14:25 20APR07	14:25 23APR07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CAR MAKES A LOUD NOISE WHEN DRIVING.
CAUSE: NOISE
GENR E2320....REPLACE RIHGT FRONT HUB BEARING.
461 WP
1 22706425 HUB (N/C) (N/C)
FC: 4Q
PART#: 22706425
COUNT: 1
CLAIM TYPE: W
AUTH CODE:
NJ

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B CUSTOMER STATES WHEN TURNING STEERING WHEEL IT MAKES A CLINKING NOISE.
CAUSE: .
GENR E7700....REMOVE STEERING SHAFT LUBE AND REINSTALL.
461 WP
1 12346241 LUBRICANT (N/C) (N/C)
FC: 2N
PART#: 12346241
COUNT: 1
CLAIM TYPE: W
AUTH CODE:
NM

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

****

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.
I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.
Manager's Initials

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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. No Refunds after 10 days. No returns on Electrical or Special Order Parts. There will be a 10% charge on all returned parts.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE, TIRES	
SUBLET, TOWING, STORAGE	
MISC., HAZ. WASTE, SHOP MAT.	
TOTAL CHARGES	
LESS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ALL PARTS ARE NEW UNLESS INDICATED.

CUSTOMER COPY

1001510

188021

INVOICE

DUPLICATE 1

Page 2

WALKER PONTIAC-GMC TRUCK, INC.

2404 Crain Highway South
Bowie, Maryland 20716
(301) 249-1000

PONTIAC

24 HR TOWING
(301) 249-6213

GMC TRUCKS

[redacted]

CROFTON [redacted]
HOME: BUS:

SERVICE ADVISOR: 236 YVETTE TENNASSEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	06	PONTIAC G6	1G2ZG558264[redacted]		31980/31980	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06			21:00 20APR07		0.00	CASH	23APR07

R.O. OPENED	READY	OPTIONS:
14:25 20APR07	14:25 23APR07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DEAR VALUED CUSTOMER,
WE WANT YOU TO BE "COMPLETELY SATISFIED"
IF YOU HAVE ANY QUESTIONS-OR-CONCERNS,PLEASE
FEEL FREE TO CALL ME.WE VALUE YOUR CONTINUED
PATRONAGE.THANK YOU ALWAYS FOR YOUR BUSINESS!
CHRIS MALONEY
(301)249-1000 X325

We appreciate your business!

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.

I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.
Manager's Initials

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE, TIRES	0.00
SUBLET, TOWING, STORAGE	0.00
MISC., HAZ. WASTE, SHOP MAT.	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS INDICATED.

CUSTOMER COPY

1001510

191477

INVOICE

Page 1

WALKER PONTIAC-GMC TRUCK, INC.
2404 Crain Highway South
Bowie, Maryland 20716
(301) 249-1000

24 HR TOWING
(301) 249-6213

[redacted]
CROFTON, MD [redacted]
HOME: BUS:

SERVICE ADVISOR: 216 DANIEL STOKES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	06	PONTIAC G6	1G2ZG558264[redacted]		39477/39477	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06			21:00 28AUG07		0.00	CASH	29AUG07

R.O. OPENED	READY	OPTIONS:
07:59 28AUG07	16:18 29AUG07	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A STATES CLUNKING NOISE FROM STEERING, TURNING LEFT RIGHT, SAME AS BEFORE

CAUSE: TECH FOUND KNOCKING NOISE FROM STEERING RACK, REPLACED STEERING RACK

E9740 GEAR ASSEMBLY, POWER STEERING REPLACE
461 WP (N/C)
1 15858368 GEAR (N/C)
FC: 2W
PART#: 15858368
COUNT: 1
CLAIM TYPE: W
AUTH CODE:
NE

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

,,,,TECH FOUND RIGHT REAR RIM BENT, AND UNDERCARRIA GE DAMAGE. ALL WORK
,,,,IS GUARANTEED 12 MONTHS/ 12K MILES

****

C REQUEST WIPER BLADE REPLACE
GENR NO WORK PERFORMED
461 IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

DEAR VALUED CUSTOMER,
WE WANT YOU TO BE "COMPLETELY SATISFIED"
IF YOU HAVE ANY QUESTIONS-OR-CONCERNS,PLEASE
FEEL FREE TO CALL ME.WE VALUE YOUR CONTINUED
PATRONAGE.THANK YOU ALWAYS FOR YOUR BUSINESS!
KEN SNYDER
(301)249-1000 X325

CUSTOMER PAY DEDUCTIBLE FOR LINE A 100.00

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.
I certify that this vehicle has been tested or test driven when needed and that the mechanic's work was performed satisfactorily.
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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE, TIRES	0.00
SUBLET, TOWING, STORAGE	0.00
MISC., HAZ. WASTE, SHOP MAT.	100.00
TOTAL CHARGES	100.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

ALL PARTS ARE NEW UNLESS INDICATED.

CUSTOMER COPY

OURISMAN'S CARY JEEP INC.
12430 AUTO DRIVE
CLARKSVILLE MD 21029
(410)988-8100

DATE 11/09/06
STOCK NO. A1
DEAL NO. 25223

CHEVROLET DODGE Jeep Ford VW HONDA

STATE OF MARYLAND VEHICLE SALES CONTRACT

BUYERS FULL NAME FIRST [redacted]	MIDDLE	LAST	D.O.B. 05/14/67
CO-BUYERS FULL NAME [redacted]	MIDDLE	LAST	D.O.B. 01/13/74
STREET [redacted] NEW WINDSOR CT	CITY CROFTON	STATE MD	ZIP 21114
BUYERS PHONE HOME [redacted]	DAY [redacted]	CELL ( )	LIC. NO. [redacted] STATE
CO-BUYERS PHONE HOME ( )	DAY ( )	CELL ( )	LIC. NO. [redacted] STATE

INSURANCE CO. ALLSTATE
POLICY NO. 301882503 PHONE NO. (301)464-1500
EFFECTIVE DATE AGENT OR BROKER
AGENT'S REX ANTHONY FAW
ADDRESS 4369 NORTHVIEW DR BOWIE MD 20716

PLEASE ENTER MY ORDER FOR ONE ☐ NEW ☒ USED ☐ DEMONSTRATOR ☐ SHORT TERM RENTAL

MAKE	MODEL	COLOR	TYPE	YEAR
PONTIAC	G6		4 DOOR SEDAN	2006
SERIAL NUMBER 1G2ZH558264 [redacted]		STOCK NUMBER G1	MILEAGE 24226	DATE 11/09/06

BASE PRICE OF VEHICLE (FOR NEW VEHICLES, INCLUDING ADDITIONAL MANUFACTURER ITEMS AS SHOWN ON WINDOW LABEL)	17238.11
FREIGHT CHARGE (INCLUDED IN MSRP)	
DEALER INSTALLED ITEMS AND CHARGES:	
DEALER PROCESSING CHARGE (NOT REQUIRED BY LAW)	99.00
TIRE RECYCLING FEE	N/A
TOTAL	17337.11
5 % TAX	867.51
TITLE FEES 23.00 SECURITY INTEREST 20.00 REGISTRATION FEES 128.00 TEMPORARY TAGS 15.00 TOTAL TITLE FEES	186.00
ELECTRONIC REGISTRATION FEE	20.00
TOTAL CASH DELIVERED PRICE	18390.62
SERVICE CONTRACT	1125.00
TOTAL PURCHASE PRICE	20065.62

CREDITS	
TOTAL CASH SUBMITTED WITH ORDER	
REBATES (RECEIPT IN LIEU OF SPECIAL FINANCING)	N/A
ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED	N/A
LESS BALANCE OWING TO -	N/A
CASH TO BE PAID AT TIME OF DELIVERY	N/A
	1500.00
TOTAL CREDITS	1500.00
BALANCE DUE	18565.62

DESCRIPTION OF TRADE-IN

MAKE	MODEL	TYPE	YEAR

CURRENT MILEAGE SERIAL NO. COLOR

AGREEMENT TO ARBITRATE DISPUTES

Purchaser(s) (also referred to as "you") and Dealer agree that if any Dispute (See paragraph 13 on the reverse) will be resolved by binding arbitration by a single arbitrator under the applicable rules of the alternative dispute resolution agency named below, with that arbitrator rendering a written decision with separate findings of fact and conclusion of law. An award by the arbitrator shall be final and binding on all parties to the proceeding. The arbitrator shall apply the substantive law of the State of Maryland and the arbitration shall take place in the county in which Dealer is located. All arbitration costs and expenses shall be borne as determined by the arbitrator. The arbitrator may not award punitive damages. You agree that class-wide arbitration of a Dispute may not be undertaken and that no claim arising from a Dispute (known or unknown) may be adjudicated in or be the basis for compensation as a result of any class action proceeding. Judgement on an award may be entered by either party in the highest local, state, or federal court, or before any administrative body.

THE PARTIES UNDERSTAND THAT THEY ARE WAIVING THEIR RIGHTS TO JURY TRIAL AND CLASS CONSIDERATION OF ALL DISPUTES BETWEEN THEM NOT SPECIFICALLY EXEMPTED FROM ARBITRATION IN THIS ARBITRATION AGREEMENT.

Alternative Dispute Resolution Agency Name and Address

NATIONAL ARBITRATION FORUM
P.O. BOX 50191
MINNEAPOLIS, MINNESOTA 55405
1-877-655-7755

This front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this purchase. No oral agreements or understandings shall be binding. Purchaser(s) acknowledges that he/she has been given the opportunity to review all documents prior to signing them and that he/she has not signed any documents in blank. By executing this Order, Purchaser(s) acknowledges he/she has read all of its terms and has received a fully completed copy. Purchaser(s) certifies he/she is 18 years of age or older. Until made effective, this order is not binding and Purchaser(s) may cancel and recover deposit. THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER'S AUTHORIZED REPRESENTATIVE.

SIGNED [redacted] PURCHASER

SIGNED [redacted] CO-PURCHASER

Dealer Number _____ Contract Number _____

Buyer (and Co-Buyer) Name and Address (Including County and Zip Code)	Creditor - Seller (Name and Address)
[redacted] CROFTON MD [redacted] ANNE ARUNDEL	OURISMAN CHEV JEEP INC. 12430 AUTO DRIVE CLARKSVILLE MD 21029

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 Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
USED	2006	PONTIAC G6	1G2ZG558264[redacted]	☒ personal, family or household ☐ business ☐ 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 $ 1500.00 is
5.99 %	$ 4783.18	$ 18609.72	$ 21892.80	$ 23392.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
60	364.88	Monthly beginning 12/09/2006

Or As Follows:

Late Charge. If payment is not received in full within 15 days after it is due, you will pay a late charge of $ 5 or 10 % 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

1 Cash Price

A Cash Price of Motor Vehicle and Accessories $ 17733.11 (A)

1. Cash Price Vehicle

2. Cash Price Accessories

B Sales Tax $ 691.62 (B)

C Service Contract (optional) $ 1125.00 (C)

(Seller may keep part of this amount)

*See Service Contract Box below

D Debt Cancellation Agreement (optional) $ N/A (D)

E Dealer Processing Charge (not required by law) $ 99.00 (E)

F Freight Charge $ N/A (F)

G Other $ N/A (G)

To Whom Paid N/A

H Other $ N/A (H)

To Whom Paid N/A

Total Cash Price $ 19648.73 (1)

2 Total Downpayment =

Trade-in _____ (Year) (Make) (Model)

Gross Trade-In Allowance $ N/A

Less Pay Off Made By Seller $ N/A

Equals Net Trade In $ N/A

+ Cash $ 1500.00

+ Other N/A $ N/A

(If total downpayment is negative, enter "0" and see 4H below) $ 1500.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 18148.73 (3)

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 unless the box indicating Vendor's Single Interest is required is checked below. Your decision to buy or not to 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 to buy credit life insurance or 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

N/A _____ Type of Insurance N/A _____ Term

Premium $ N/A

Insurance Company Name _____

Home Office Address _____

I want the insurance checked above.

X _____ Buyer Signature _____ Date

X _____ Co-Buyer Signature _____ Date

4 Other Charges including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.
Life $ N/A
Disability $ N/A — $ N/A

B Vendor's Single Interest Insurance Paid to Insurance Company — $ 55.00

C Other Insurance Paid to the Insurance Company — $ N/A

D Official Fees Paid to Government Agencies — $ N/A

E Taxes Not Included in Cash Price — $ N/A

F Government License and/or Registration Fees
LIC/E-FILING/LIEN/TEMP TAG — $ 153.00

G Government Certificate of Title Fees — $ 23.00

H Other Charges (Seller must identify who is paid and describe purpose)
to N/A for Prior Credit or Lease Balance — $ N/A
to for N/A — $ N/A
to N/A for N/A — $ N/A
to N/A for N/A — $ N/A
to N/A for N/A — $ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf — $ 231.00 (4)

5 Amount Financed (3 + 4) — $ 38643.72 (5)

X ☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is** $ 55.00 and is also shown in Item 4B of the ITEMIZATION OF AMOUNT FINANCED. The coverage is for the initial term of the contract.

GAP PROTECTION: Optional Guaranteed Auto Protection (GAP) is not required to obtain credit. GAP protection will not be provided under this Contract unless you sign for it below and agree to pay the additional cost shown below and in item 4(C) of the ITEMIZATION OF AMOUNT FINANCED. You may obtain optional GAP protection from a person of your choice that is authorized to sell such coverage and is acceptable to us. The GAP contract issued by the provider of the protection will describe the terms and conditions of coverage in further detail. If you want GAP protection, sign below.

Cost: $ N/A Term: N/A Provider: N/A

X Buyer Date X Co-Buyer 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 of $ 15.00 if any check you give us is dishonored on the second presentment.

You Request an optional Debt Cancellation Agreement to be provided by someone other than the Seller. The purchase of a Debt Cancellation Agreement is not required to obtain credit. The cost of the Debt Cancellation Agreement (also shown in item 1D of the Itemization of Amount Financed) is $ N/A

X Date Buyer

X Date Co-Buyer

***SERVICE CONTRACT:** (Optional) You request a service contract written with the following company for the term below. The cost is shown in item 1C of the Itemization of Amount Financed.

Company FIDELITY WARRANTY SERVIC

Term 60 Months

Buyer X

Co-Buyer X

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 [redacted] Co-Buyer Signs X _____ If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
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 11/09/06 Co-Buyer Signs X _____ Date 11/09/06

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

Other owner signs here X _____ Addre[redacted]

Seller signs _____ Date _____ By X [redacted] Title _____

Seller assigns its interest in this contract to _____ (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

OURISMAN'S CHRY JEEP INC.
Seller By Title

MARYLAND STATE POLICE

PURCHASER'S COPY

NO. 0537081

INSPECTION CERTIFICATE

THIS IS TO CERTIFY THAT THE FOLLOWING DESCRIBED VEHICLE

MAKE	YEAR	TYPE	VEHICLE IDENTIFICATION NUMBER	MILEAGE
[illegible]			[redacted]	[illegible]

HAS BEEN INSPECTED BY A DULY AUTHORIZED REPRESENTATIVE OF THE INSPECTION STATION NAMED HEREON AND SUCH STATION HOLDS A CURRENT, VALID LICENSE, PURSUANT TO THE APPLICABLE PROVISIONS OF TRANSPORTATION ARTICLE, ANNOTATED CODE OF MARYLAND. IT HAS BEEN DETERMINED THAT THE SAFETY EQUIPMENT OF THE DESCRIBED VEHICLE, AS SPECIFIED BY LAW, MEETS WITH OR EXCEEDS THE MINIMUM SAFETY STANDARDS.

STATION STAMP

STATION #[illegible]
Quelleman's Wheaton Plaza Chevrolet
11180 Veirs Mill Road
Wheaton, Maryland 20902

Date of Certification [illegible]
MONTH/DAY/YEAR

Signature of Registered Inspection Mechanic

JEFF[redacted] YARMAS
Printed Name

ANY ERASURE, STRIKE OVER OR STRIKE OUT NOT AUTHORIZED BY THE AUTOMOTIVE SAFETY ENFORCEMENT DIVISION OF THE MARYLAND STATE POLICE OR M.V.A. WILL VOID THE CERTIFICATE

MSP 23-63 (3/98)

SEE REVERSE SIDE FOR IMPORTANT INSTRUCTIONS

MVA
Motor Vehicle Administration

Maryland Motor Vehicle Administration
6601 Ritchie Highway, N.E.
Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE

TAG NUMBER — UNIT # — STICKER NUMBER

TITLE NUMBER: 7C1 M83 — MAKE AND BODY STYLE OF VEHICLE: CHR

YEAR: 05 — CLASS: 3 — EXCLP1: 7746195 — VEHICLE IDENTIFICATION NUMBER: 2C3AG55 — EXPIRATION DATE: [redacted]

BR. VEH. WT.: 4 — BR. COMB. WT.: N/A — TEF: 16 — EXPIRATION DATE: [redacted]

OWNER'S DRIVER LICENSE/SOUNDEX NO.: 3200 00062 — CO-OWNER'S DRIVER LICENSE/SOUNDEX NO.: 12/31/200[illegible]

[redacted]

CROFTON MD

[redacted]

IMPORTANT NOTICE:

Maryland Law requires this vehicle be insured at all times. Tags must be returned PRIOR to any cancellation of insurance on this vehicle.

Failure to comply will result in suspension of registration and penalty of up to $2,500 per vehicle, per year.

BBB AUTO LINE
Customer Claim Form

Case number: PGM0761864
Contact Date: 12/27/07
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: crofotn State: MD Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: G6 Year: 2006 Current mileage: 45000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: , , OURISMAN, CLARKSVILLE MD → according to paperwork although car was purchased from Ourisman, Bowie, MD

Primary Servicing dealer/city/state: walker pontiac,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 11/09/06 Mileage at purchase/lease: 25226

First repair attempt date: 11/12/06 First repair attempt mileage: ~~25400~~ 25468

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

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

To get out from under this defective car.

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

VEHICLE INDENTIFICATION NUMBER 1G2ZG558264 [redacted]

Lienholder/Leasing Company Citizens automobile finance **Phone Number** 1-877-265-3278

Account Number [redacted]

Case Number: PGM0761864

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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?
[redacted]				
tire		1	11/16/06 25468 23 days	no
brakes		2	11/16/06 25468 23 days	no
Steering rack		X3	11/16/06 25468 23 days 4/20/07 81980 3 days 8/23/07 89477 1 day	yes

Total days out of service for all problems: 27 days

Signature of Titled Owner(s) [redacted] Date 1-6-08

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

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

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

Case Assessment By:Ryan Smith		Siebel/CARS Request #: 71-587969876	
Customer Name:[redacted]			
Veh year:2006	Make:Pontiac	Model:G6	Current mileage:45,000
Veh ID #:1G2ZG558264[redacted]	In Service Date:5/21/2005	Purchased:Used	If used:
What is the customer seeking?To get out of the vehicle.			

VEHICLE REPAIR HISTORY

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Steering

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
11/20/06	**209792**	**25,468**	**4**	**C/S steering is excessively noisy and making clunk noise when turning. Found Excessive clearance in left front outer tie rod and thumping in steering rack due to a loose pinion. Replaced tie rod and rack performed alignment test drove ok at this time.**
8/28/07	**191477**	**39,477**	**2**	**C/S clunking noises from steering, turning left right, same as before. Tech found knocking noise from steering rack. Replaced steering rack. Tech found right rim bent.**

CUSTOMER'S PRIMARY SYMPTOM/CONCERN: Noise

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
4/20/08	**188021**	**31,980**	*****	**C/S car makes a loud noise when driving cause Noise. Replaced Hub Bearing.**

OTHER SYMPTOM/CONCERN: **Wiper**

Date:	RO#:	Mileage:	Days Out:	Description of Repair:
4/20/08	**188021**	**31,980**	*****	**Wiper blade replaced.**

Team Lead Approval: **Date:**

Revised by c.mallett 09/07/06

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)?

Customer ineligible based on age and mileage.

DVM and/or DEALER RECOMMENDATION(s):i have no problem goodwilling the repair no expense. Beyond the parts warranty we would offer them OLC. We need to know if he will take the vehicle into the dlr for repairs with the repairs he will get a 12/12 parts warranty. I would give him both the OLC and the repairs but there is nothing more we will be doing beyond that. We will not repurchase the vehicle back.

CRS RECOMMENDATION & RATIONALE (EXPLAIN): Customer was offered and received an OLC from CAC. CRS is not offering any goodwill to Customer.

Decision reached by CRS: Arbitrate case: [ ] Settle case: [X]

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

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

February 2, 2011

[redacted]
Rockaway, NJ [redacted]

Service Request: 71-590967516
Customer Relationship Specialist: Lance Evans

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. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $604.57.

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

Sincerely,

Pontiac Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/14/08

**************604 DOLLARS ****57 CENTS

AMOUNT
**************604.57

PAY TO THE ORDER OF

[redacted]
ROCKAWAY NJ [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000243 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH548X54[redacted]	01/11/08	VM 1-9RMKT1 71-590967516.1-9RMKT1	00.0000	604.57	.00	604.57
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	604.57	.00	604.57

UNITED STATES POSTAL SERVICE

0000

48232

U.S. POSTAGE
PAID
ROCKAWAY, NJ
07866
DEC 15 '07
AMOUNT
$0.41
00021828-36

DEC 19 2007

REIMBURSEMENT DEPARTMENT
PO BOX 33170
DETROIT MI 48232-5170

48232\$5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/15/07

17-Digit Vehicle Identification Number (VIN): 1G2ZH548X54[redacted]

Mileage at Time of Repair: 46441 Date of Repair: 12/10/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: ROCKAWAY State: NJ ZIP Code [redacted]

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

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

Amount of Reimbursement Requested: $ 728.47

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

Repair was done @ JIM SALVERNO AUTOMOTIVE 718.47
ENTERPRISE (ELRAC, INC) 10.00
728.47

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

Jim Salerno Automotive
★ *A Breed Apart* ★
PONTIAC-BUICK-GMC
1005 ROUTE 10
RANDOLPH, NEW JERSEY 07869
TELEPHONE(973) 584-0808
FOR APPT.(973) 584-2700

COPY

CELL: [redacted]

CUSTOMER NO.	ADVISOR		BIG NO.	INVOICE DATE	INVOICE NO.
14182	ROBERT DECKER JR	652	44GF	12/10/07	PNCS690882
[redacted] ROCKAWAY, NJ [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 46,441	COLOR BLUE/	STOCK NO. P6573I
	YEAR / MAKE / MODEL 05/PONTIAC/G6 GT/4DR			DELIVERY DATE 09/03/07	DELIVERY MILES 42,664
	VEHICLE I.D. NO. 1 G 2 Z H 5 4 8 X 5 4 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 12/10/07	REPRINT# 1
R[redacted]	COMMENTS				MO: 46443

LABOR & PARTS

J# 1 06PNZ STEERING/SUSPENSION TECH(S):164 312.00
CUSTOMER STATES CAR HAD NO POWER STEERING.
CUSTOMER AUTHORIZES 1 HOUR DIAGNOSTIC FEE $95.00
TECH PERFORMED SYSTEM CHECK AND NOTED INTERNAL
FAILURE OF THE STEERING COLUMN. TECH REPLACED
THE STEERING COLUMN. TECH CLEARED CODES AND
ROAD TESTED CAR - OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00
			JOB # 1 TOTAL PARTS		359.00
			JOB # 1 TOTAL LABOR & PARTS		671.00

J# 2 02PNZ02 SES LAMP ON TECH(S):164
CUSTOMER STATES SES LIGHT WAS ON WHEN IT HAD NO POWER
STEERING.
SEE JOB #1 FOR REPAIRS.

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

J# 3+01PNZ02-B CAR LUBE OIL FILTER TECH(S):164 16.60
PERFORM LUBE OIL AND FILTER SERVICE
INCLUDES 24 PNT INSPECTION
REQUESTED BY CUSTOMER
SERVICE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	25010792	FILTER 1.836	7.00	7.00
			JOB # 3 TOTAL PARTS		7.00
			JOB # 3 TOTAL LABOR & PARTS		23.60

J# 4+90PNZ03 COURTESY TRANS. RENT TECH(S):164 0.00
GAVE CUSTOMER RENTAL - NO CHARGE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5+01PNZ40-AF ALIGN FRONT END TECH(S):164 98.00
CUSTOMER STATES:ALIGN FRONT END
FRONT END OUT OF ALIGNMENT
PERFORM FRONT END ALIGNMENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		98.00

WE OFFER:

- Shuttle Service
- Low Cost Rentals
- We Gladly Accept:
  - ☐ Mastercard
  - ☐ Visa
  - ☐ American Express
  - ☐ Discover
  - ☐ Checks
  - ☐ Cash

EARLY BIRD NITE OWL DROP OFF SERVICE AVAILABLE

The Reynolds and Reynolds Company ERAINTS14E CC211786 Q (08/07)

[CONTINUED ON NEXT PAGE] 03:37pm

Jim Salerno Automotive
★ *A Breed Apart* ★
PONTIAC-BUICK-GMC
1005 ROUTE 10
RANDOLPH, NEW JERSEY 07869
TELEPHONE(973) 584-0606
FOR APPT.(973) 584-2700

COPY

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
14182	ROBERT DECKER JR 652	44GP	12/10/07	PNCS690882

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		46,441	BLUE/	P6573I

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6 GT/4DR	09/03/07	42,664

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/10/07

REPRINT# 1

[redacted]
ROCKAWAY, NJ [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 46443

G.O.G. & SUPPLIES----------

JOB # 3	5.0	1995 COUPON MOTOR OIL	@ 1.870 /UNIT	9.35
			TOTAL - GOG	9.35

MISC------	CODE--------	DESCRIPTION----------	CONTROL NO---------	
JOB # A	GHW	MATERIAL/HAZARDOUS WASTE REMOVAL		3.00
JOB # A	SS	SHOP SUPPLIES		9.00
JOB # 1	GLD15	GM LABOR DISCOUNT 15%		-46.80
JOB # 1	P15C	15% PART DISCOUNT CAR/RO		-53.85
JOB # 3	GLD15	GM LABOR DISCOUNT 15%		-2.49
JOB # 3	P15C	15% PART DISCOUNT CAR/RO		-1.05
JOB # 5	GLD15	GM LABOR DISCOUNT 15%		-14.70
			TOTAL - MISC	-106.89

TOTALS----------

****
GM PARTS DESIGNATED WITH AN (*) INDICATES LIFETIME GUARANTEE
APPLIES FOR GENERAL MOTORS CUSTOMER PAY REPAIRS ONLY
****

TOTAL LABOR....	426.60
TOTAL PARTS....	366.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	9.35
TOTAL MISC CHG.	12.00
TOTAL MISC DISC	-118.89
TOTAL TAX.....	48.66
TOTAL INVOICE $	**743.72**

CASHIER SIGNATURE ----------

VEHICLE PICKED UP TIME DATE

CUSTOMER SIGNATURE

WE OFFER:

- Shuttle Service
- Low Cost Rentals
- We Gladly Accept:
  - ☐ Mastercard
  - ☐ Visa
  - ☐ American Express
  - ☐ Discover
  - ☐ Checks
  - ☐ Cash

EARLY BIRD NITE OWL

DROP OFF SERVICE AVAILABLE

nd Reynolds Company ERAINT3114E CC211786 G (08/07)

Customer Copy

JIM SALERNO AUTOMOTIVE
1005 ROUTE 10
RANDOLPH, NJ 07869
973-584-0606

****

Card Type:	MasterCard
Acct #:	[redacted]
Trans ID:	1653591716
Auth Code:	210116
Date:	10-DEC-2007
Time:	03:40:52 PM
Invoice:	690882
Total Amount:	$743.72

****

I AGREE TO PAY THE ABOVE TOTAL ACCORDING
TO MY CARD ISSUER AGREEMENT.

enterprise

INVOICE

OWNER OF VEHICLE: [redacted]
BRANCH ADDRESS: LEDGEWOOD NJ [redacted] 244L

MO 7:30A- 6:00P TU 7:30A-
WE 7:30A- 6:00P TH 7:30A-
FR 7:30A- 6:00P SA 9:00A-1
SU CLOSED

RENTAL TYPE D | SOURCE # F40742 | I.D. # 999 | RENTAL AGREEMENT NO. D 47

DATE OUT 07E7 AM 12/10/07 | DATE IN

START CHARGES IF DIFFERENT

RENTER [redacted]

DAY = 24 HOUR PERIOD
NO CHARGE FOR MILES

ORIGINAL VEHICLE

COLOR [illegible] | LICENSE NO.
MODEL [illegible] | ECAR# [illegible]
MILEAGE IN [illegible] OUT [illegible]
DRIVEN [illegible]

BILL TO: Y COMPANY SALERNO PONTIAC - 4L##
ATTN: JM SALERNO-OWNER/GM PHONE 973-584-2700 EXT.
REFERENCE NUMBER: [illegible]

HOURS @ 10.00/HOUR
DAYS @ 34.00/DAY
34

CONDITION AND FUEL LEVEL AGREED TO X RENTER

NO DAMAGE WAS NOTED ON CONDITION CHECKED

X= DENT —= SCRATCH O= MISSING

CONDITION SAME ON RETURN Yes No

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
I REQUEST OWNER'S PERMISSION TO ALLOW NO OTHER DRIVER PERMITTED

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF T[redacted] USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFE[redacted]IS AGREEMENT.

PER[redacted]LY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S):

NJ NY CT ONLY

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

OPTIONAL PRODUCTS NOTICE: WE OFFER FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE WAIVER; PERSONAL ACCIDENT INSURANCE; AND SUPPLEMENTAL LIABILITY PROTECTION. BEFORE DECIDING WHETHER TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE OR CREDIT CARD PROVIDES YOU COVERAGE DURING THE RENTAL PERIOD. THE PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT VEHICLE

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2. [redacted] Declines DW	RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. DW IS NOT INSURANCE. RENTER: X Accepts DW
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). [redacted] Declines PAI	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 18. RENTER: X Accepts PAI
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIAB[redacted]ON (SLP). SEE PAGE 2. PAR[redacted] Declines SLP	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PAGE 3, PARAGRAPH 17. RENTER: X Accepts SLP

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4.
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

RENTE[redacted] DATE 12/10/07
OWNER REP [redacted] EMPL. # B10CN

FUEL @ 3.60/GALLON
5.0
DOMSECFE 5.00/DAY
TAX 7.0 % 2.3

REPLACEMENT VEHICLE

DATE OUT | DATE IN
COLOR | LICENSE NO.
MODEL | ECAR#
MILEAGE IN | OUT
DRIVEN

I WILL RETURN CAR BY: | DEPOSIT(S):

DATE	TIME	AMOUNT	PAID BY
12/11/07	2	60.00	[redacted] CAUTH

ADDITIONAL INFORMATION
MYM $500!

CONDITION AND FUEL LEVEL AGREED TO X RENTER

NO DAMAGE WAS NOTED ON CONDITION CHECKED

X= DENT —= SCRATCH O= MISSING

CONDITION SAME ON RETURN Yes No

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

TOTAL CHARGES 46.38
DEPOSITS 10 Cash
REFUNDS
AMOUNT DUE 0

CLOSED BY

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

OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

© EI PAC

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

February 2, 2011

[redacted]
Ginter, PA [redacted]

Service Request: 71-590967795
Customer Relationship Specialist: Lance Evans

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 instrument panel cluster that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $472.79.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/11/08

**********472 DOLLARS **79 CENTS

AMOUNT
**********472.79

PAY TO THE ORDER OF

[redacted]
GINTER PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000193 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52885F [redacted]	01/10/08	VM 1-9RUHTC 71-590967795.1-9RUHTC	00.0000	472.79	.00	472.79
			TOTAL	472.79	.00	472.79

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

M3

[redacted]

Ginter, PA [redacted]

ALTOONA PA 166

14 DEC 2007 PM 2 T

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

DEC 19 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-14-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52885F[redacted]

Mileage at Time of Repair: 67455 Date of Repair: 7-2-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

* City: Houtzdale State: PA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 780.10

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

or * Ginter, PA 16651 (zip is the same for both towns)

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

[redacted]

HOUTZDALE PA [redacted]

ORIGINAL

BUTLER AUTOMOTIVE, INC.

ROUTE 879 WEST · P.O. BOX 1455 · CLEARFIELD, PA 16830-1455 · PHONE: (814) 765-9656
FED ID # 251858750

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/02/07	05	CHEVROLET	MALIBU	1G1ZT52885F[redacted]	17932	67455	67458	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	07/10/07	84	00:00		59.00	01	07/10/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
67382		[redacted]		SILVER 1

========== REPAIR LINE 001 ==========

CUSTOMER STATES SERVICE STEERING MESSAGE ON VEHICLE HARD TO STEER.
SCANNED SYSTEM FOUND CODE C0545 STORED DAIG FOUND FAULTY MOTOR AND COLUM WAS NECC TO REMOVE AND REPLACE STEERING COLUM AND MOTOR REASSEMBLE CHECKED OPERATION OK REPAIR COMPLETE RELEASE VEHICLE

Bill Code - "C"

99	STEERING MESSAGE	19% M A		177.00
		Total Labor		177.00
GM	15926870	COLUMN	1	269.25
GM	25805894	MOTOR	1	289.69
		Total Parts		558.94
		Total Line		735.94

Payment Type - 01 780.10

THANK YOU FOR BRINGING YOU CAR TO US FOR SERVICE.
OUR CONTINUED SUCCESS DEPENDS ON YOUR SATISFACTION.

IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS.
IF NOT, PLEASE TELL US IMMEDIATELY.

THANK YOU!

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE
>

LABOR AMOUNT	177.00
PARTS AMOUNT	558.94
MISC. SALES	
MATERIALS	
TOTAL CHARGE	735.94
DEDUCTIBLE	
SALES TAX	44.16
OTHER PAY	
CUSTOMER PAY	780.10

Copyright 2003 ADP, Inc.

[redacted] 0150

2005 08/08 K

[redacted]

EXPIRATION DATE CHECKED

28100014
BUTLER AUTOMOTIVE
CLEARFIELD PA
2376220315
601100102002714

SIGN HERE

[redacted]

The issuer of the card identified on this form is authorized to pay the amount shown as TOTAL upon proper presentation. I promise to pay such TOTAL (together with any other charges due thereon) subject to and in accordance with the agreement governing the use of such card.

QTY.	CLASS	DESCRIPTION	PRICE	AMOUNT
		Service		
DATE 7-10-07		AUTHORIZATION AK 038228	SUB TOTAL	
REFERENCE NO. 67382		SERVER	TAX	
ID-FOLIO / CHECK NO. / LIC. NO. STATE	REG./DEPT	CLERK	TIP / MISC.	
VISA MasterCard 5267274			TOTAL	780 10

SALES SLIP COPY

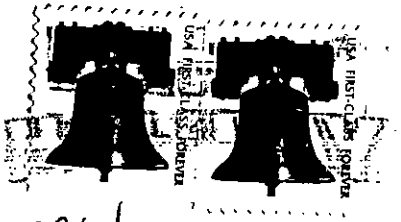
RETAIN THIS COPY FOR YOUR RECORDS

[redacted]

Sidney OH [redacted]

DAYTON OH 454

17 DEC 2007 PM 1 T



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

DEC 19 2007

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

48232335170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: August 22, 07

17-Digit Vehicle Identification Number (VIN): 1G2ZH528554[redacted]

Mileage at Time of Repair: 51854 Date of Repair: Aug 22, 07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Sidney State: OH ZIP Code [redacted]

Daytime Telephone Number (include Area Code) [redacted]

Evening Telephone Number (include Area Code) [redacted]

Amount of Reimbursement Requested: $ 218.40

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

9374978157 [redacted] 2 6 7 6 3 9

INVOICE

[redacted]

SIDNEY OH [redacted]

HOME: [redacted] BUS:

PAGE 2

Dave ARBOGAST
BUICK-PONTIAC-GMC TRUCK
TROY, OH
3540 South County Rd. 25-A
Troy, Ohio 45373
Sales: (937) 335-0068 * Service: (937) 335-0068
Parts: (937) 440-5773 * Toll Free: 800-860-6673

SERVICE ADVISOR: 485 CHRIS TRABERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/OUT	TAG
FUSION ORA	05	PONTIAC G6	1G2ZH528554[redacted]		51854/51854	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21APR05 DD			17:00 20AUG07		78.00	CASH	22AUG07

R.O. OPENED	READY	OPTIONS:
07:25 20AUG07	14:16 22AUG07	STK:22432 DLR:41381

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 19153328 F-SENSOR FU			(N/C)
MISC PO#			
WP94			(N/C)
FC: 01			
MISC OVN CHG PO#			
WP94			(N/C)
FC: 01			

ORIGINAL

51854 3.20 FOUND A BULLETIN FOR THIS CONCERN. DRAIN GAS TANK AND REMOVED PER BULLETIN. CHECKED RESISTANCE ON GROUND AND GOT 249.5 OHMS. THEN FLIPPED TANK UPSIDE DOWN AND MEASURED RESISTANCE AGAIN AND GOT 65 OHMS. REMOVED SENDING UNIT AND RECHECKED AND GOT 249.5 AND 55. THIS IS OUT OF SPEC. INSTALLED NEW SENDING UNIT AND REMEASURED OUT OF TANK AND GOT 248 AND 40. REINSTALLED INTO TANK AND MEASURED ON GROUND AND GOT 248 OHMS, THEN FLIPPED OVER AND STILL READ 65 OHMS. REMOVED SENDING UNTI AND INSTALLED INTO NEW GAS TANK. REMEASURED AND GOT THE CORRECT READING OF 248 AND 40. ALL CHECKS GOOD AT THIS TIME.

****

MISC. MATERIALS CHARGE 10.00

BUICK PONTIAC GMC TRUCK

By Ck#2507

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR ____ (__) MONTHS OR ____ THOUSAND(__ .000), WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR ____ (__) DAYS OR ____ THOUSAND (__ .000) MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP. EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR 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 PARTS OR THIS REPAIR.

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER HEREBY DISCLAIMS ALL WARRANTIES 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 ANY PARTS OR THIS REPAIR. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR OTHER SUPPLIERS WARRANTIES.

SHOP SUPPLIES COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $10.00 to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	468.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	10.00
TOTAL CHARGES	478.00
LESS INSURANCE	0.00
SALES TAX	31.07
PLEASE PAY THIS AMOUNT	509.07

CUSTOMER COPY

9374978157 [redacted] 267639

INVOICE

PAGE 1

Dave ARBOGAST
BUICK-PONTIAC-GMC TRUCK
TROY, OH
3540 South County Rd. 25-A
Troy, Ohio 45373
Sales: (937) 335-0068 * Service: (937) 335-0068
Parts: (937) 440-5773 * Toll Free: 800-860-6673

[redacted]
SIDNEY, OH [redacted]
HOME [redacted] BUS:

SERVICE ADVISOR: 485 CHRIS TRABERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	ODOMETER IN/OUT	TAG
FUSION ORA	05	PONTIAC G6	1G2ZH528554[redacted]		51854/51854	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21APR05 DD			17:00 20AUG07		78.00	CASH	22AUG07

R.O. OPENED	READY	OPTIONS:
07:25 20AUG07	14:16 22AUG07	STK:22432 DLR:41381

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE CHECK STEERING LIGHT CAME ON AND THE VEHICLE WAS
VERY HARD TO TURN,ADVISE
CAUSE: C0550, C0460, C0545
100 REPAIR
621 LESTER,MARK LIC#: [redacted]
CPC 218.40 218.40
C8835 MODULE, INFLATABLE RESTRAINT STEERING WHEEL
REPLACE
621 LESTER,MARK LIC#: [redacted]
WP94 (N/C)
1 25805894 MOTOR (N/C)
E7680 COLUMN ASSEMBLY, STEERING REPLACE
621 LESTER,MARK LIC#: [redacted]
WP94 (N/C)
1 15926870 COLUMN (N/C)
51854 C0550, C0460, C0545 2.80 2 DIFFERENT PROBLEMS DIAGNOSED FROM CODES. DIAGNOSED CODES AND FOUND THAT THE C0550 WAS BEING SET BY A FAULTY STEERING WHEEL CONTROL MODULE. REPLACED MODULE AND RECHECKED. CODES C0460 AND C0545 WERE STILL SETTING DUE TO A FUALYT SENSOR IN THE STEERING COLUMN. REPLACED COLUMN ASM AND RELEARNED POSITIONS. ALL CHECKS GOOD AT THIS TIME.

charged me this for labor

ORIGINAL

****

B CUSTOMER STATES THE GAS GAUGE IS STICKING AND WONT GO TO FULL,ADVISE
CAUSE: FAULTY
100 REPAIR
621 LESTER,MARK LIC#: 6000
CPC 249.60 249.60
L1260 TANK, FUEL REPLACE
621 LESTER,MARK LIC#: 6000
WP94 (N/C)
1 15779886 F-TANK (N/C)
L1197 SENSOR, FUEL LEVEL (TANK UNIT) REPLACE
621 LESTER,MARK LIC#: 6000
WP94 (N/C)

GOODYEAR
GMC TRUCK
PONTIAC

WARRANTY STATEMENT AND DISCLAIMER: THE DEALER WARRANTS ALL NEW PARTS FROM THE ORIGINAL EQUIPMENT MANUFACTURER AND LABOR PERFORMED IN CONJUNCTION WITH REPAIRS COVERED BY THE VEHICLE MANUFACTURER'S WARRANTY FOR ____ (___) MONTHS OR ____ THOUSAND(___ .000), WHICHEVER COMES FIRST. ALL OTHER REPAIRS ARE WARRANTED FOR ____ (___) DAYS OR ____ THOUSAND (___ .000) MILES WHICHEVER COMES FIRST. IF ANY PART OR LABOR FAILS IN NORMAL SERVICE WITHIN THE STATED PERIOD THE DEALER WILL REPLACE THE DEFECTIVE PARTS AND/OR REPAIR ANY DEFECT IN WORKMANSHIP. EXCEPT FOR THE LIMITED WARRANTY GIVEN ABOVE THE DEALER DISCLAIMS ALL WARRANTIES. EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR 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 PARTS OR THIS REPAIR.

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SHOP SUPPLIES COSTS: We have added a charge equal to 5% of the cost of labor, not to exceed $10.00 to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/11/08

**********237 DOLLARS **90 CENTS

AMOUNT
**********237.90

PAY TO THE ORDER OF

[redacted]
SIDNEY OH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000409 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528554[redacted]	01/10/08	VM 1-9S1ASK 71-591055925.1-9S1ASK	00.0000	237.90	.00	237.90
			TOTAL	237.90	.00	237.90

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

M3

January 31, 2011

[redacted]
Sidney, OH [redacted]

Service Request: 71-591055925
Customer Relationship Specialist: Al Dorsey

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column assembly that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of $237.90.

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

Sincerely,

Pontiac Customer Assistance Center

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

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

February 2, 2011

[redacted]
Birmingham, AL [redacted]

Service Request: 71-591115312
Customer Relationship Specialist: Jane West

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $699.58.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

B'ham, AL

BIRMINGHAM AL 352

17 DEC 2007 PM 4 L

DEC 2 0 2007

Reimbursment Dept
P.O. Box 33170
Detroit, MI 48232-5170

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec 17, 2008

17-Digit Vehicle Identification Number (VIN): 1G1ZU54805F [redacted]

Mileage at Time of Repair: 53700 Date of Repair: Nov 28, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Birmingham State: AL. ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): Same As Above

Amount of Reimbursement Requested: $ 700.00

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 Chevrolet Customer Assistance Center at 1.800.630.2438 (TTY 1.800.833.2438).

[redacted]

BHAM, AL[redacted]

COPY

EDWARDS CHEVYMAN

EDWARDS
Downtown Since 1916

1400 3rd Avenue North Ph: 205-716-3300
BIRMINGHAM, ALABAMA 35203
Service Dept. Fax: 205-716-3266
Body Shop Phone: 205-716-3269
Body Shop Fax: 205-716-3227
e-mail: martyp@chevyman.com

SERVICE ADVISOR DELMAR W HOVIES

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
28NOV07	28NOV07		1G1ZU54805F[redacted]	[redacted]	T2627		28NOV07	417487

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:21	13:32	05	CHEVROLET MALIBU		0.00	31DEC04	553	222

MILEAGE IN	MILEAGE OUT	LICENSE NO.
53700	53700	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A C/S HAS NOISE IN STEERING					
ST REPLACED STEERING COLUMN					
220CSCR1				314.83	314.83
1 15926870 COLUMN			359.00	359.00	359.00
,,,,53700 CS HAS NOISE IN STEERING FOUND THE STEERING COLUMN WAS MAKING NOSIE REPLACED THE STEERING COLUMN 3.5HRS ST 220					
B GM OR AAA MULTIPOINT VEHICLE INSPECTION					
M25 GM OR AAA MULTIPOINT VEHICLE INSPECTION					
220CSCR1				0.00	0.00
HAZARDOUS WASTE DESPOSAL AND SHOP SUPPLIES					25.00

EDWARDS
Downtown Since 1916

ALTERNATIVE DISPUTE RESOLUTION (ARBITRATION) AGREEMENT

As an inducement to Edwards Chevrolet Co., Inc. to accept the Customer's vehicle for repair, Customer agrees that any dispute, claim or controversy of any kind arising out of this repair, shall be submitted to final and binding arbitration in the county of the Customer's residence, before a single arbitrator of the American Arbitration Association pursuant to the Consumer Due Process Protocol Statement of Principles of the National Consumer Disputes Advisory Counsel; provided, however, the parties shall first seek to resolve any dispute through good faith negotiation and/or mediation; and provided, further, the Customer may seek remedies at law for any amount in controversy within the jurisdictional limit of the Small Claims Division of the district courts of Alabama. Edwards Chevrolet Co., Inc. shall provide a copy of the Consumer Due Process Protocol to the Customer at the request of the Customer.

DESCRIPTION	TOTALS
LABOR AMOUNT	314.83
PARTS AMOUNT	359.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	698.83
LESS INSURANCE	83.70
SALES TAX	34.56
PLEASE PAY THIS AMOUNT	649.69

I hereby authorize the repair or service work herein set forth to be done by Edwards Chevrolet Co., Inc. (Edwards) and I agree to pay for the parts, labor, and other charges. I agree that Edwards is not responsible for any delays caused by the unavailability of parts or delays in the shipment of parts by suppliers or transporters. I hereby grant Edwards' employees permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection. I acknowledge your mechanic's lien in the vehicle to secure the payment for repairs to the vehicle. Edwards makes NO WARRANTIES, either expressed or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE with respect to parts. Any warranty covering parts shall be that of the manufacturer. For Body Shop repair work, labor is warranted for one year as described in the Edwards Chevrolet Co., Inc., Body Shop Limited Warranty. For Service Department mechanical work, labor is warranted for one year or 12,000 miles, whichever occurs first.

CUSTOMER SIGNATURE

Veda

LET US KNOW HOW WE ARE
DOING..THANK YOU,
RICK, BILL,CHUCK
DAVID AND CHARLIE
YOUR SATISFACTION IS
OUR #1 PRIORITY. WE
APPRECIATE YOUR BUSINESS.

[redacted]

BHAM, AL [redacted]

COPY

EDWARDS CHEVYMAN

EDWARDS
Downtown Since 1916

1400 3rd Avenue North Ph: 205-716-3300
BIRMINGHAM, ALABAMA 35203
Service Dept. Fax: 205-716-3266
Body Shop Phone: 205-716-3269
Body Shop Fax: 205-716-3227
e-mail: martyp@chevyman.com

SERVICE ADVISOR DELMAR W HOVIES

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
7NOV07	27NOV07		1G1ZU54805F[redacted]	[redacted]	T2610		27NOV07	417406

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
07:19	09:00	05	CHEVROLET MALIBU		0.00	31DEC04	553	222

MILEAGE IN	MILEAGE OUT	LICENSE NO.
53622	53622	

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
C/S HAS POPPING IN STEERING WHEN TURNING					
ST REPAIRS DECLINED					
220CSCR3				44.98	44.98
,,,53622 CS HAS POPPING IN STEERING WHEN					
URNING FOUND THE STEERING COLUM WAS MAKING					
OIS CUSTOMER DECLINED ALL REPAIR .5HRS TS 220					
EST. ON REPAIR TO PASS SIDE SUNSHADE					
ST REPAIRS DECLINED					
220CSCR1				0.00	0.00
,,,53622 CUSTOMER DECLINED ALL REPAIR 220					
C/S FOG LIGHT NOT WORKING W/ SWITCH					
NPF COULD NOT DUPILCATE CONCERN AT THIS TIME,OPERATING AS DESIGNED AT THIS TIME					
220CSCR3				0.00	0.00
,,,53622 CS FOG LIGHT NOT WORKING WITH SWITCH					
C FOUND NO PROBLEM AT THIS TIME NC 220					
GM OR AAA MULTIPOINT VEHICLE INSPECTION					
M25 GM OR AAA MULTIPOINT VEHICLE INSPECTION					
220CSCR1				0.00	0.00
AZARDOUS WASTE DESPOSAL AND SHOP SUPPLIES					4.50

DESCRIPTION	TOTALS
LABOR AMOUNT	44.98
PARTS AMOUNT	0.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.50
TOTAL CHARGES	49.48
LESS INSURANCE	0.00
SALES TAX	0.41
PLEASE PAY THIS AMOUNT	49.89

ALTERNATIVE DISPUTE RESOLUTION (ARBITRATION) AGREEMENT

As an inducement to Edwards Chevrolet Co., Inc. to accept the Customer's vehicle for repair, Customer agrees that any dispute, claim or controversy of any kind arising out of this repair, shall be submitted to final and binding arbitration in the county of the Customer's residence, before a single arbitrator of the American Arbitration Association pursuant to the Consumer Due Process Protocol Statement of Principles of the National Consumer Disputes Advisory Counsel; provided, however, the parties shall first seek to resolve any dispute through good faith negotiation and/or mediation; and provided, further, the Customer may seek remedies at law for any amount in controversy within the jurisdictional limit of the Small Claims Division of the district courts of Alabama. Edwards Chevrolet Co., Inc. shall provide a copy of the Consumer Due Process Protocol to the Customer at the request of the Customer.

I hereby authorize the repair or service work herein set forth to be done by Edwards Chevrolet Co., Inc. (Edwards) and I agree to pay for the parts, labor, and other charges. I agree that Edwards is not responsible for any delays caused by the unavailability of parts or delays in the shipment of parts by suppliers or transporters. I hereby grant Edwards' employees permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection. I acknowledge your mechanic's lien in the vehicle to secure the payment for repairs to the vehicle. Edwards makes NO WARRANTIES, either expressed or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE with respect to parts. Any warranty covering parts shall be that of the manufacturer. For Body Shop repair work, labor is warranted for one year as described in the Edwards Chevrolet Co., Inc., Body Shop Limited Warranty. For Service Department mechanical work, labor is warranted for one year or 12,000 miles, whichever occurs first.

CUSTOMER SIGNATURE

PAID
NOV 27 2007
☐ CASH ☐ CHECK

LET US KNOW HOW WE ARE
DOING..THANK YOU,
RICK, BILL,CHUCK
DAVID AND CHARLIE
YOUR SATISFACTION IS
OUR #1 PRIORITY. WE
APPRECIATE YOUR BUSINESS.

EDWARDS CHEVROLET DOWN
1400 THIRD AVE NORTH
BRIMINGHAM, AL 35203
2057163300
MID #8788290068756

Sale

ID: 088290068756 09:00:48
11/27/07
Batch #: 0550

DEBIT
4999
Appr Code: 100592 InvoiceN: 000003
Total: $ 49.89

Customer Copy
NO SIGNATURE REQUIRED

EDWARDS CHEVROLET DOWN
1400 THIRD AVE NORTH
BRIMINGHAM, AL 35203
2057163300
MID #8788290068756

Sale

ID: 088290068756
11/28/07 17:03:29
Batch #: 0552

DEBIT
4999
Appr Code: 100270 Invoice#: 000021
Total:— $ 649.69

Customer Copy
NO SIGNATURE REQUIRED

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/11/08

**********699 DOLLARS ****58 CENTS

AMOUNT
**********699.58

PAY TO THE ORDER OF

[redacted]
BIRMINGHAM AL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000278 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/11/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54805F[redacted].71-591115312.1-9RXNI0	01/10/08	VM 1-9RXNI0	00.0000	699.58	.00	699.58
		TOTAL		699.58	.00	699.58

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

W3

AP33CK

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

RFS 6224

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer Name: [redacted]

Service Request: 71-591122075 BBB Case No.: PGM0830542

Vehicle ID No.: 1G2ZF55B664[redacted]

In Service Date: 3/28/2006

Vehicle is: New

BAC Code: 117455

Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing 36000

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

Lien holder: GMAC☐ Other☐: {Name}
DVM Name: Mike Manzo
Phone/Cell Number: **952-913-5499**

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}
CAM Name: Rob Johnson
Phone Number: **630-961-6817**

VEHICLE REPAIR HISTORY

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

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

X Power Steering Gear

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/07	146315	3	35741	Customer states there is a clunk in both sides in front over bumps. Can hear it backing out of driveway even worse when cold. Can hear it all the time though. Caused: Installed I shaft and extra padding around coolant reservoir. E7700 shaft, steering intermediate replace.

X Strut and Bearing

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	*	19921	Customer states there is a clunk in left front. Failure in mount. Mount assembly, front strut bearing left replace.
09/28/07	144421	*	31988	Customer states, check struts. Struts OK.

X Remote Start

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	7	19921	Customer states the remote start will turn engine over but will not start. Not all the time. Cause: Started every time. Customers concern not duplicated

X Front Door

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/06/06	137470	2	1500	Customer states the left front door makes a clunking noise when opening and closing. Door link not tightened properly. Link or spring, front door hold open left replace

x Caliper Mounts

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/06/06	137470	*	1500	Customer states there is a clunking noise coming from the left front underside of vehicle. Cause: lubed caliper pins. Pin and or boot, caliper mounting front left replace
01/14/07	139264	*	19921	Customer states there is a clunking noise all the time when going over bumps. Lubed caliper pins and noise never went away. Bad strut. Replaced left front strut.

x Hub Bearing

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/28/07	144421	1	31988	Customer states he has a howling noise in the front right and it vibrates. Found failure in RF hub bearing replaced hub, tests OK. Bearing and hub assembly front wheel right replace

x Blower Motor

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	5	143278	Customer states there is a humming noise coming from the blower motor. Failure in motor. Motor and /or fan, blower A/C R&R or replace.

x Molding

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer states the exterior trim on the passenger rear door is pulling away from the body.

x Starter

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/05/06	134076	1	4956	Customer states the car would no shut off, the engine was rocking and all kinds of noises and after about 15 minutes it shut off but he has burnt wires and it smells like it was on fire. Starter burned up internally. Motor assembly, starter replace.

x Tie Rod Ends

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/07	145892	2	34976	Customer states there in the front when going over bumps. Rod end loose. Tie rod end and or adjuster sleeve left replace.

x Radiator - Rattle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/07	145892	*	34976	Customer states the radiator rattles. Needed padding. Install foam and 2 sided tape behind cool. reservoir.

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

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

x Fuel Mileage

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	*	19921	Customer states the vehicle gets 23-25 on highway driving all the time. Normal.

x Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer states a shake felt in the vehicle when stopping / slowing down from highway speed. Also felt when slightly turning and on the brake. Rotors out of round. Pads. Disc brakes front R&R or replace. Pads. Disc brakes rear R&R or replace.

x Tail Lamp

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer requests the passenger rear tail light be ordered and replaced.

x DAMAGE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer requests the PDR Tech inspect damage to passenger rear and repair as best as possible without repainting. Misc Sublet to dent wizard for PDR on right ¼ as best as possible and touch up.

x Tire

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/28/07	144421	*	31988	Customer states tire is leaking air. Found nail in left front – plugged tire
09/28/07	144421	*	31988	Customer states the vehicle shimmes when driving 40 to 55 mph. Can feel it when letting off the accelerator pedal. It shimmes left and right not up and down. Rotate tires. (Front tires worn out, rotated to back, left front tire is choppy, needs tires soon, front and rear struts are fine.

THE STATE LEMON LAW READS:

Days out of service: 30 Days
Repairs 4
Time period 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? y

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	10
Total days out of service during customer's ownership:	21

Vehicle Meets Presumption of Lemon NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Customer did not have 4 repairs inside 12/12 and as such, does not appear to meet presumption for WI Lemon Law. The case was filed outside 12/12 and as such does not appear to be eligible for program summary. Will contact DVM with possible offer of $1,000.00 OLC

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

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

2006 G6 - 4CYL SEDAN PONTIAC/GMC DIVISION
38U EMERALD GREEN METALLIC /L4G GENERAL MOTORS CORPORATION
70B LIGHT TAUPE 100 RENAISSANCE CENTER
ORDER NO. JGPBR7/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1G2 ZF55 B6 64[redacted] VEHICLE INVOICE 2AD52033048
**********16*15522S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZF69 G6 - 4CYL SEDAN	18865.00	17450.13	INVOICE 08/09/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 08/09/05
FAD SIMULATED WALNUT BURL ACCENTS	N/C	N/C	EXP I/T 08/23/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 08/23/05
FX2 AXLE RATIO 3.91	N/C	N/C	PRC EFF 08/09/05
K34 CRUISE CONTROL, ELECTRONIC	N/C	N/C	KEYS G2882 G2882
LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	N/C	N/C	WFP-F QTR OPT-1
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	BANK: GMAC - 007
PCI DRIVER'S PACKAGE INCLUDES:	650.00	539.50	CHG-TO 15-522
* PWR ADJ BRAKE & ACCEL. PEDALS			
* FLOOR MATS, CARPET			SHIP WT: 3235
* CARGO NET			HP: 19.3
* (4) 16" PAINTED ALLOY WHEELS			GMS: 18120.68
			SUPPLR: 18932.74
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	MRM: 20290.00
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	MEMO 900.75
1SZ DRIVER PACKAGE DISCOUNT	150.00-	124.50-	

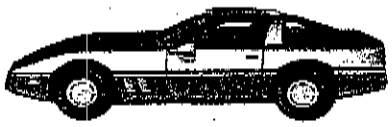
TOTAL MODEL & OPTIONS	19515.00	18006.13	ACT 231 18045.68
DESTINATION CHARGE	625.00	625.00	H/B 261 585.45
LAM DEALER CONTRIBUTION		195.15	ADV 261 195.15
LAM GROUP CONTRIBUTION		195.15	EXP 65A 195.15
TOTAL	20140.00	19021.43	PAY 310 19021.43

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 18153.00
****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 007
WHITE BEAR LAKE SUPERSTORE VIN 1G2ZF55B664[redacted]
$ 19021.43 INV 2AD52033048
DUE 08/23/05 DEALER 15-522

Markquart
MOTORS

321 W. Prairie View Rd.
Chippewa Falls, WI 54729
Phone: 715-726-1261
Fax: 715-726-9229



FAX

DATE: 1-14-08

TO: CATHY PAQUETTE

COMPANY:

RE: 71-591122075

# of Pages 18 (including cover page)

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 9, 2008

Rick Robinson, Service Manager
MARKQUART MOTORS, INC.
321 W PRAIRIE VIEW RD
CHIPPEWA FALLS , WI
54729

Fax # 715-726-9229

Re: [redacted]
Siebel Request: 71-591122075
2006 Pontiac G6
VIN # 1G2ZF55B664[redacted]

Dear Mr. Robinson :

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:

- **The Actual Cash Value statement of any trade**
- **All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).**
- ***Please ensure that all Social Security information is blacked out prior to sending this information***

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

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

Sincerely,

Cathy Paquette

Cathy Paquette
BRC Customer Relationship Specialist
Ph#1-866-790-5700 ext 21725
FAX# 866-842-9444

[redacted]
EAU CLAIRE, WI [redacted]
HOME [redacted] BUS: CELL:
EMAIL:

INVOICE
DUPLICATE 1
Page 1 of 2

Invoice #: **145892**
Tag #: **T7084**
Customer #: **52954**
Service Advisor: *100 CHRIS VALL*

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-Free 1.800.427.1266

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664 [redacted]	[redacted]	34976	34976

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 06DEC07			CASH	06DEC07	08:05 05DEC07	08:09 06DEC07

OPTIONS: STK:26247 DER:15516 ENG:LE5 TRN:MX0

	LIST	NET	TOTAL
A CUSTOMER STATES THERE IN THE FRONT WHEN GOING OVER BUMPS			
CAUSE: ROD END LOOSE			
E8061 TIE ROD END AND/OR ADJUSTER SLEEVE LEFT REPLACE			
103 WP4			(N/C)
1 15944090 ROD KIT FC: 4X			(N/C)
**********			
B LUBE OIL FILTER, VACUUM INTERIOR AND UNDERBODY INSPECTION**			
LOF LUBE OIL FILTER, VACUUM INTERIOR AND UNDERBODY INSPECTION			
103 CC			10.08
1 12605566 FILTER	5.95	5.95	5.95
1 OIL4*5* OIL	11.96	11.96	11.96
**********			
C $15.00 FALL CAR CARE SEVICE CARD**			
CAUSE: GM CARD			
Z2159 $15.00 FALL CAR CARE SEVICE CARD			
103 WP4			(N/C)
**********			
D CUSTOMER STATES THE RADIATOR RATTLES**			
CAUSE: NEEDED PADDING			
E9448 INSTALL FOAM AND 2 SIDED TAPE BEHIND COOL. RESERVOIR			
103 WP4			(N/C)
**********			
E 1 DAY CAR RENTAL**			
CAUSE: LOANER			
Z7901 1 DAY CAR RENTAL			
103 WP4			(N/C)
**********			

Thank You

PAID DEC 06 2007 PAID

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SERVICE DEPARTMENT
OPEN
MONDAY - FRIDAY
7:30 AM TO 5:30 PM
CALL (715) 726-9230
WE ACCEPT

MasterCard VISA AMERICAN EXPRESS

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

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE; ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN [redacted]

CUSTOMER SI[redacted]

Copyright 2004 [redacted], Inc. XISI2.250
X19-2.270_1

THANK YOU!

WORKORDER

Page 1 of 1

RO: 145892

TAG: [redacted]

LICENSE: [redacted]

[redacted]

SERVICE ADVISOR: 100 VALL,CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64[redacted]	[redacted]	34976	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			** WAITER **			CASH		05DEC2007 08:05	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MXO

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	MISC	103	WP4	CUSTOMER STATES THERE IN THE FRONT WHEN GOING OVER BUMPS

Road tested w/owner-operator, can hear a clunk in front on bumps
Suspension packed w/ice road slush from struts to frame
Removed all winter debris to find L-outer tie rod end
loose. Replaced L-outer tie rod end, reset toe
Road tested - no clunk
Proceeded w/ doc # 1973984 for further rattle diagnostics
added foam strips for radiator surge tank. No rattle left

WARRANTY PART
Job # 103
RO # 145892
Rec'd by
Date 12507

Change oil light on

Markquart MOTORS

BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE

323 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-Free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

CUSTOMER SIGNATURE X _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. X _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____ X _____
3. I do not want an estimate. X _____

☐ This vehicle received without face to face customer contact.

Shop Representative Signature

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ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X _____		AM PM		

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[redacted]

EAU CLAIRE, W[redacted]

HOME: [redacted] BUS: CELL:

EMAIL:

INVOICE

Page 1 of 1

Invoice #: 144892

Tag #: T7702

Customer #: 52954

Service Advisor: *2 KELLY MUELLER*

Markquart MOTORS

BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE

321 W. Prairie View Rd. ♦ Chippewa Falls, WI 54729
Phone 715.726.1261 ♦ Toll-Free 1.800.427.1261

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664 [redacted]	[redacted]	32904	32904

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			WAIT 22OCT07			CASH	22OCT07	09:01 22OCT07	10:22 22OCT07

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

	LIST	NET	TOTAL
A CUSTOMER STATES HE HAS A CLUNK NOISE IN THE STEERING WHEN TUNRING RIGHT ADN LEFT, CAN HEAR IT SITTING STILL SEE RICK			
CAUSE: POWER STEERING GEAR FAILED			
E9740 GEAR ASSEMBLY, POWER STEERING REPLACE			
119 WP4			(N/C)
1 15858368 GEAR FC: 2W			(N/C)
**********			
B TWO WAY SHUTTLE**			
CAUSE: RIDE			
Z7911 TWO WAY SHUTTLE			
119 WP4			(N/C)
**********			

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SERVICE DEPARTMENT
OPEN
MONDAY - FRIDAY
7:30 AM TO 5:30 PM
CALL (715) 726-9230
WE ACCEPT

MasterCard VISA AMERICAN EXPRESS

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

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[redacted]

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XI512.250_1

THANK YOU!

MARKQUART MOTORS

01/14/08 MON 10:59 FAX 715 726 9229

.54

WORKORDER

Page 1 of 1

RO: 144892

TAG: [redacted]

LICENSE: [redacted]

.RR
.REMONT
.LAIRE, WI [redacted]
.OME [redacted]
BUS:

SERVICE ADVISOR: *2 MUELLER,KELLY*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64[redacted]	[redacted]	32904	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			** WAITER **			CASH		22OCT2007 09:01	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	ST	19	WP4	CUSTOMER STATES HE HAS A CLUNK NOISE IN THE STEERING WHEN TURNING RIGHT ADN LEFT, CAN HEAR IT SITTING STILL SEE RICK
				REPLACED RACK & PINION ASSEMBLY - SET TOE

E9740 .7HR
+ DIAG OF ELEC. P/S = .3HR
E2000 .7HR

WARRANTY PARTS RETURNED

Tech # 19	PO # 144892
Rec'd by	Date 10/22/07

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. • Chippewa Falls, WI 54729
Phone 715.726.1261 • Toll-free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

CUSTOMER SIGNATURE X _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. X _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
   X _____
3. I do not want an estimate: X _____

☒ This vehicle received without face to face customer contact.

Shop Representative Signature

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X _____		AM PM		

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01/14/08 MON 11:00 FAX 715 726 9229 MARKQUART MOTORS 007

[redacted]

EAU CLAIRE, WI [redacted]
HOME: [redacted] BUS: CELL:
EMAIL:

INVOICE
DUPLICATE 1
Page 1 of 1

Invoice #: **144421**
Tag #: **T6556**
Customer #: **52954**

Service Advisor: *2 KELLY MUELLER*

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ♦ Chippewa Falls, WI 54729
Phone 715.726.1261 ♦ Toll-free 1.800.427.1261

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664[redacted]	[redacted]	31988	31988

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 28SEP07			CASH	28SEP07	10:00 28SEP07	17:23 28SEP07

OPTIONS: STIL:26247 DLR:16516 ENG:LE5 TRN:MX0

File Copy

	LIST	NET	TOTAL
A CUSTOMER STATES HE HAS A HOWLING NOISE IN THE RIGHT FRONT AND IT VIBRATES			
CAUSE: INSPECTED AND FOUND FAILURE IN RF HUB/BEARING- REPALCED HUB TESTS OK TESTS OK			
E2320 BEARING AND HUB ASSEMBLY, FRONT WHEEL RIGHT REPLACE			
108 WP4			(N/C)
1 22706425 HUB FC: 2W			(N/C)
**********			
B CHECK STRUTS			
DT CHECKED OK FRONT AND REAR.			
108 CC			0.00
**********			
C LEFT FRONT TIRE IS LEAKING AIR			
TR FOUND NAIL IN LEFT FRONT- PLUGGED TIRE.			
108 CC			13.99
**********			
D CUSTOMER STATES THE VEHICLE SHIMME WHEN DRIVING 40 TO 55 MPH. CAN FEEL IT WHEN LETTING OF THE ACCEL PEDAL, IT SHIMMES LEFT AND RIGHT NOT UP AND DOWN			
ROT ROTATE TIRES			
108 CC			19.99
**********			

FRONT TIRES WORE OUT, ROTATED
TO THE BACK, LEFT FRONT TIRE
IS CHOPPY, NEEDS TIRES SOON,
FRONT AND REAR STRUTS ARE FINE

Thank You
PAID OCT 01 2007 PAID
Cash

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SERVICE DEPARTMENT
OPEN
MONDAY - FRIDAY
7:30 AM TO 5:30 PM
CALL (715) 726-9230
WE ACCEPT

MasterCard VISA AMERICAN EXPRESS

DESCRIPTION	TOTALS
LABOR AMOUNT	33.98
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	33.98
LESS INSURANCE	0.00
SALES TAX	1.87
PLEASE PAY THIS AMOUNT	35.85

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS.-ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

CUSTOM[redacted]

THANK YOU!

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X3512.270_1

...mber: 52954

WORKORDER

Page 1 of 1

RO: 144421

TAG: [redacted]

LICENSE: [redacted]

...NIEL CARR
[redacted]
EAU CLAIRE, WI [redacted]
HOME: [redacted]
BUS: [redacted]

SERVICE ADVISOR: 2 MUELLER,KELLY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64 [redacted]	[redacted]	31988	T6556

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 28SEP07			CASH		28SEP2007 10:00	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

WARRANTY PARTS RETURN
Tech #
PO #
Rec'd by
Date 9-28-07

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	DT	8	WP4	CUSTOMER STATES HE HAS A HOWLING NOISE IN THE RIGHT FRONT AND IT VIBRATES Right Front wheel Bearing noisy - needs Hub assembly RM RF wheel Bearing
# B	DT		CC	CHECK STRUTS struts check out ok
# C	TR	8	CC	LEFT FRONT TIRE IS LEAKING AIR Hole in tire - can't see nail on in tread may have to Patch - tires chopped on inside found nail in tire - plugged tires
# D	DT	8	CC	CUSTOMER STATES THE VEHICLE SHIMME WHEN DRIVING 40 TO 55 MPH. CAN FEEL IT WHEN LETTING OF THE ACCEL PEDAL, IT SHIMMES LEFT AND RIGHT NOT UP AND DOWN Front tires wore out - didn't notice shimmy - LF tire ~~[illegible]~~ chopped - RF wore - Lack of Rotation? Rotated tires

I.S. # 2270 6425 Hub

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☒ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

[redacted] AGREEMENT.

CUSTOMER SIGNATURE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. X
2. [redacted] ill exceed $ 57.00
3. I do not want an estimate. X

☐ This vehicle received without face to face customer contact.

Shop Representative Signature

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS.-ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53703-8911.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X		AM PM		

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[redacted]

EAU CLAIRE, WI [redacted]
HOME [redacted] BUS:
EMAIL:

INVOICE

Page 1 of 2

CELL:

Invoice #: **143278**
Tag #: **T6844**
Customer #: **52954**
Service Advisor: *100 CHRIS VALL*

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ♦ Chippewa Falls, WI 54729
Phone 715.726.1261 ♦ Toll-free 1.800.427.1261

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664 [redacted]	[redacted]	29604	29604

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 09AUG07			CASH	13AUG07	10:20 09AUG07	15:50 13AUG07

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

File Copy

	LIST	NET	TOTAL
A OWNER REPORTS INTERMITTENTLY THERE IS A HUMM NOISE COMMING FROM THE BLOWER MOTOR.			
CAUSE: FAILURE IN MOTOR			
D1322 MOTOR AND/OR FAN, BLOWER A/C R&R OR REPLACE			
125 WP4			(N/C)
1 15863480 MOTOR KIT			(N/C)
1 22737139 F-BLOWER KI FC: 6C			(N/C)
B OWNER REPORTS A SHAKE FELT IN THE VEH WHEN STOPPING/SLOWING DOWN FROM HIGHWAY SPEED. ALSO IS FELT WHEN SLIGHTLY TURNING AND ON THE BRAKE. CHECK AND ADVISE			
CAUSE: ROTORS OUT OF ROUND			
H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE			
125 WP4			(N/C)
H0043 PADS, DISC BRAKE REAR R&R OR REPLACE			
125 WP4			(N/C)
C OWNER REQUESTS THE PASS REAR TAIL LIGHT BE ORDERED AND REPLACED.			
MISC REPLACED RIGHT REAR TAIL LAMP.			
141 CCB			38.50
1 15242808 LAMP	84.84	84.84	84.84
D OWNER REQUESTS THE PDR TECH INSPECT DAMAGE TO PASS REAR AND REPAIR AS BEST AS POSSIBLE WITHOUT REPAINTING.			
MISC SUBLET TO DENT WIZARD FOR PDR ON RIGHT 1/4 AS BEST AS POSSIBLE AND TOUCH UP.			
141 CCB			0.00
SUBL SUBLET			110.00
E OWNER REPORTS THE EXTERIOR TRIM ON THE PASS REAR DOOR IS PULLING AWAY FROM THE BODY.			

Thank You
PAID AUG 15 2007 PAID
VISA

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SERVICE DEPARTMENT
OPEN
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WE ACCEPT

MasterCard VISA AMERICAN EXPRESS

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

CUSTOM [redacted]

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X1512.270_1

THANK YOU!

RO: 143278

TAG: [redacted]

LICENSE: [redacted]

WI [redacted] Ed [redacted]

[redacted]

US: Pa[redacted]

SERVICE ADVISOR: 100 VALL,CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64[redacted]	[redacted]	29604	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 09AUG07			CASH		09AUG2007 10:20	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	MISC		WP4	OWNER REPORTS INTERMITTENTLY THERE IS A HUMM NOISE COMMING FROM THE BLOWER MOTOR.
				motor noisy Blower motor & Blower kit
				R&R Blower motor
B	MISC		WP4	OWNER REPORTS A SHAKE FELT IN THE VEH WHEN STOPPING/SLOWING DOWN FROM HIGHWAY SPEED. ALSO IS FELT WHEN SLIGHTLY TURNING AND ON THE BRAKE. CHECK AND ADVISE
				Ft Brakes pulsate
				rear brakes pulsate
				resurfaced Ft & rear brakes
C	MISC	B/S	CCP	OWNER REQUESTS THE PASS REAR TAIL LIGHT BE ORDERED AND REPLACED. (DAMAGED)
				Replaced Lamp.
D	MISC	B/S	CC	OWNER REQUESTS THE PDR TECH INSPECT DAMAGE TO PASS REAR AND REPAIR AS BEST AS POSSIBLE WITHOUT REPAINTING.
				90 to cust
				$710.00 ok'd by Pon

	RT	LT
FT	.011	.009
rear	.017	.013

PARTS ORDERED 0

8/9/07

WARRANTY PARTS RETURNED

Tech # PO #

Rec'd by Date 8/10/07

Markquart MOTORS

BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE

321 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

CUSTOMER SIGNATURE X

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. X _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____ X _____
3. I do not want an estimate. X _____

☐ This vehicle received without face to face customer contact.

Shop Representative Signature

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X		AM PM		

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010 MARKQUART MOTORS 01/14/08 MON 11:02 FAX 715 726 9229

[redacted]
EAU CLAIRE, WI [redacted]
HOME: [redacted] BUS: CELL:
EMAIL:

INVOICE

Page 1 of 1

Invoice #: **139264**
Tag #: [redacted]
Customer #: [redacted]
Service Advisor: *100 CHRIS VALL*

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-free 1.800.427.1261

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664 [redacted]	[redacted]	19921	19921

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 13FEB07			CASH	14FEB07	09:21 08FEB07	11:08 14FEB07

OPTIONS: STK 26247 DLR 15516 ENG LE5 TRN MX0

	LIST	NET	TOTAL

A CUSTOMER STATES THE REMOTE START WILL TURN ENGINE OVER BUT NOT START. NOT ALL THE TIME.
CAUSE: STARTED EVERYTIME
J9991 CUSTOMER CONCERN NOT DUPLICATED
112 WP4 (N/C)

****

B CUSTOMER STATES THERE IS A CLUNKING NOISE ALL THE TIME WHEN GOING OVER BUMPS. LUBED CALIPER PINS AND NOISE NEVER WENT AWAY
CAUSE: STRUT BAD
E3851 STRUT, FRONT LEFT REPLACE
112 WP4 (N/C)
1 22716368 W-ABSORBER FC: 4X (N/C)

****

C CUSTOMER STATES THE VEHICLE GET 23-25 ON HWY DRIVING ALL THE TIME.
MISC NORMAL
112 IPS (N/C)

****

D 1 DAY CAR RENTAL
CAUSE: RENTAL
Z7901 1 DAY CAR RENTAL
112 WP4 (N/C)

****

E CUSTOMER STATES THER IS A CLUNK IN LEFT FRONT**
CAUSE: FAILUR EIN MOUNT
E3921 MOUNT ASSEMBLY, FRONT STRUT BEARING LEFT REPLACE
112 WP4 (N/C)
1 15836873 MOUNT FC: 4X (N/C)

****

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CALL (715) 726-9230
WE ACCEPT
MasterCard VISA AMERICAN EXPRESS

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

CUSTOM[redacted]

THANK YOU!

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X2S12.270_1

01/14/08 MON 11:03 FAX 715 726 9229 MARKQUART MOTORS 012

2954

WORKORDER

RO: 139264

ARR
AIREMONT
CLAIRE, WI [redacted]
HOME: [redacted]
BUS:

[redacted]

TAG: [redacted]
LICENSE: [redacted]

SERVICE ADVISOR: 100 VALL, CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64[redacted]	[redacted]	19921	T3609

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 08FEB07			CASH		08FEB2007 09:21	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	MISC	12	WP4	CUSTOMER STATES THE REMOTE START WILL TURN ENGINE OVER BUT NOT START. NOT ALL THE TIME.

Starter as per design 2-9-7 - no bulletin apply
2-13-7 - started first try as per design - 2-14-7 started OK

B	MISC	12	WP4	CUSTOMER STATES THERE IS A CLUNKING NOISE ALL THE TIME WHEN GOING OVER BUMPS. LUBED CALIPER PINS AND NOISE NEVER WENT AWAY

06-02-32-007??

RT - heard clunk noise - installed Chassis Ears + road test as per bulletin
noise coming from strut mount area - replaced LF strut + mount - RT - clunk gone

PARTS ORDERED BY
2/8/07

C	MISC	12	WP4	CUSTOMER STATES THE VEHICLE GET 23-25 ON HWY DRIVING ALL THE TIME.

Cold out - Normal

D	Z7901		WP4	1 DAY CAR RENTAL

FE3921 if

12

PARTS RETURNED
PO # 139264
Date 2-13-7

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ♦ Chippewa Falls, WI 54729
Phone 715.726.1261 ♦ Toll-Free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE. I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

CUSTOMER SIGNATURE X

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1. I request an estimate in writing before you begin repairs. X
2. Please proceed with repairs, but call me before continuing if the price will exceed $ X
3. I do not want an estimate. X

☐ This vehicle received without face to face customer contact.

Shop Representative Signature

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X		AM PM		

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[redacted]
EAU CLAIRE, WI [redacted]
HOME [redacted] BUS: CELL:
EMAIL:

INVOICE

Page 1 of 1

Invoice #: **137470**

Tag #:

Customer #: **52954**

Service Advisor: *100 CHRIS VALL*

Markquart MOTORS

BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE

321 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-free 1.800.427.1261

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664[redacted]	[redacted]	15000	15000

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 06NOV06			CASH	07NOV06	10:22 06NOV06	08:32 07NOV06

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

	LIST	NET	TOTAL
A CUSTOMER STATES THE LEFT FRONT DOOR MAKES A CLUNKING NOISE WHEN OPENING AND CLOSING CAUSE: DOOR LINK NOT TIGHTENED PROPERLY. B4051 LINK OR SPRING, FRONT DOOR HOLD OPEN LEFT REPLACE 141 WP4B			(N/C)
**********			
B CUSTOMER STATES THERE IS A CLUNKING NOISE COMING FROM THE LEFT FRONT UNDERSIDE OF VEHICLE CAUSE: LUBED CALIPER PINS H0031 PIN AND/OR BOOT, CALIPER MOUNTING FRONT LEFT REPLACE 112 WP4			(N/C)
**********			

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MONDAY - FRIDAY
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CALL (715) 726-9230
WE ACCEPT

MasterCard VISA AMERICAN EXPRESS

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

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CUSTO[redacted]

THANK YOU!

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XISI2.270_1

WORKORDER

RO: 137470

TAG: [redacted]

LICENSE: [redacted]

..UNT
..E, WI [redacted]
[redacted]
BUS:

Needs B/S estimate

SERVICE ADVISOR: *100 VALL,CHRIS*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64[redacted]	[redacted]	15000	2079

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	RO OPENED	READY
27MAR06			17:00 06NOV06			CASH		06NOV2006 10:22	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	BA	B/S	WP4B	CUSTOMER STATES THE LEFT FRONT DOOR MAKES A CLUNKING NOISE WHEN OPENING AND CLOSING (141) tighten down check Bolts
B	MISC	B	WP4	CUSTOMER STATES THERE IS A CLUNKING NOISE COMING FROM THE LEFT FRONT UNDERSIDE OF VEHICLE RT - heard squeak/rattle noise - bled caliper slides - RT noise somewhat diminished

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-Free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

CUSTOMER SIGNATURE X _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs. X _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
   X _____
3. I do not want an estimate. X _____

☐ This vehicle received without face to face customer contact.

Shop Representative Signature

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS.-ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF AGRICULTURE, TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X _____		AM PM		

DISCLAIMER OF WARRANTIES: The dealer is not a party to any Manufacturer's warranty on parts or service contained herein. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICES FURNISHED UNDER THIS ORDER. 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. NOTICE: YOU ARE ENTITLED TO INSPECT OR RECEIVE ANY COMPONENTS, PARTS, OR ACCESSORIES REPLACED OR REMOVED BY THE SHOP.

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MARKQUART MOTORS
01/14/08 MON 11:04 FAX 715 726 9229

[redacted]

EAU CLAIRE, WI [redacted]
HOME: [redacted] BUS: CELL:
EMAIL:

INVOICE

Page 1 of 1

Invoice #: **134076**

Tag #: [redacted]

Customer #: [redacted]

Service Advisor: *2 KELLY MUELLER*

Markquart MOTORS

BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE

321 W. Prairie View Rd. ✦ Chippewa Falls, WI 54729
Phone 715.726.1261 ✦ Toll-free 1.800.427.1261

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664[redacted]	[redacted]	4956	4956

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 05JUN06			CASH	06JUN06	07:54 05JUN06	11:09 06JUN06

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

	LIST	NET	TOTAL
A CUSTOMER STATES THE CAR WOULD NOT SHUT OFF, THE ENGINE WAS ROCKING AND ALL KIND OF NOISES AND AFTER ABOUT 15MIN. IT SHUT OFF BUT HE HAS BURNT WIRES AND IT SMELLS LIKE IT WAS ON			
CAUSE: STARTER BURNED UP INTERNALLY			
J4640 MOTOR ASSEMBLY, STARTER REPLACE			
103 WP4			(N/C)
1 89017756 W-STRTR REM			(N/C)
1 15319477 FUSE FC: 6C			(N/C)
**********			
B TOW IN			
TW TOW IN			
103 WP4			(N/C)
**********			
C** 3 DAY CAR RENTAL			
CAUSE: RENTAL			
Z7903 3 DAY CAR RENTAL			
103 WP4			(N/C)
**********			

Still Smells of Fire

File Copy

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SERVICE DEPARTMENT
OPEN
MONDAY - FRIDAY
7:30 AM TO 5:30 PM
CALL (715) 726-9230
WE ACCEPT

MasterCard VISA AMERICAN EXPRESS

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

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THANK YOU!

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X3512.270_1

MARKQUART MOTORS 01/14/08 MON 11:06 FAX 715 726 9229 016

WORKORDER

RO: 134076

TAG: [redacted]

LICENSE: [redacted]

[redacted]

...ONT
...ARE, WI [redacted]
...OME [redacted]
BUS:

SERVICE ADVISOR: 2 MUELLER,KELLY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64[redacted]	[redacted]	4956	T501

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 05JUN06			CASH		05JUN2006 07:54	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

8996525 Mike Kuger

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A EL	103	~~CC~~ WPY	CUSTOMER STATES THE CAR WOULD NOT SHUT OFF, THE ENGINE WAS ROCKING AND ALL KIND OF NOISES AND AFTER ABOUT 15MIN. IT SHUT OFF BUT HE HAS BURNT WIRES AND IT SMELLS LIKE IT WAS ON Fire
			Removed starter, burned internally - burned wiring not visible - contacted FAN - no updates for 4 cyl. engine. Replaced starter motor & starter fuse - blown
# B TW		~~CC~~ WPY	TOW IN

OLH .7 auth code E

WARRANTY PARTS RETURNED

Tech #	PO #
Rec'd by	Date 6-5-06

#C 2-903 WPY 3 day rental

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ◆ Chippewa Falls, WI 54729
Phone 715.726.1261 ◆ Toll-free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☒ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

CUSTOMER SIGNATURE X _____

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1. I request an estimate in writing before you begin repairs. X _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ N/C
   X _____
3. I do not want an estimate. X _____

☐ This vehicle received without face to face customer contact.

KM
Shop Representative Signature

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ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X _____		AM PM		

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[redacted]

EAU CLAIRE, W[redacted]
HOME [redacted] BUS:
EMAIL:

INVOICE
DUPLICATE 1
Page 1 of 1

CELL:

Invoice #: **146315**
Tag #[redacted]
Customer #[redacted]
Service Advisor: *100 CHRIS VALL*

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
321 W. Prairie View Rd. ♦ Chippewa Falls, WI 54729
Phone 715.726.1261 ♦ Toll-free 1.800.427.1261

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREEN38	06	PONTIAC G6	1G2ZF55B664[redacted]	[redacted]	35741	35741

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 27DEC07			CASH	28DEC07	09:03 26DEC07	14:38 28DEC07

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

		LIST	NET	TOTAL
A	CUSTOMER STATES THERE IS STILL A CLUNK IN BOTH SIDES IN FRONT OVER BUMPS. CAN HEAR IT BACKING OUT OF DRIVEWAY EVEN. WORSE WHEN COLD. CAN HEAR IT ALL THE TIME THOUGH CAUSE: INSTALLED I-SHAFT AND EXTRA PADDING AROUND COOLANT RESIVOIR E7700 SHAFT, STEERING INTERMEDIATE REPLACE 103 WP4 1 22687711 SHAFT KIT FC: 4X			(N/C) (N/C)

****

B	2 DAY CAR RENTAL CAUSE: RENTAL Z7901 1 DAY CAR RENTAL 103 WP4			(N/C)

****

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SERVICE DEPARTMENT
OPEN
MONDAY - FRIDAY
7:30 AM TO 5:30 PM
CALL (715) 726-9230
WE ACCEPT

MasterCard VISA AMERICAN EXPRESS

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

CUSTOM[redacted]

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X0512.270_1

THANK YOU!

...054

WORKORDER

Page 1 of 1

RO: 146315

TAG: [redacted]

LICENSE: [redacted]

...CARR
...CLAIREMONT
EAU CLAIRE, WI [redacted]
HOME [redacted]
BUS:

SERVICE ADVISOR: 100 VALL,CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN38	06	PONTIAC G6	1G2ZF55B6 64[redacted]	[redacted]	35741	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27MAR06			17:00 27DEC07			CASH		26DEC2007 09:03	

OPTIONS: STK:26247 DLR:15516 ENG:LE5 TRN:MX0

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	103	WP4	CUSTOMER STATES THERE IS STILL A CLUNK IN BOTH SIDES IN FRONT OVER BUMPS. CAN HEAR IT BACKING OUT OF DRIVEWAY EVEN. WORSE WHEN COLD. CAN HEAR IT ALL THE TIME THOUGH added more foam to coolant reservoir – noise gone on road test on bumps can hear a real light tapping from column area I thy ordered I shaft. Replaced Steering I shaft. Lost noise heard on previous road test
# B	Z7902		WP4	2 DAY CAR RENTAL used Chassis ears to try to measure down noise – seems more noticable cold on light Bumps Clumps of snow in parking lot at slow speeds. Road tested an 07 – had same noise contacted TAN case #10057495 noise is considered normal

PARTS ORDERED BY 12/26/07

WARRANTY PARTS RETURNED
Tech # 103 RO # 146315
Rec'd by Date 12 27 07

Markquart MOTORS
BUICK - PONTIAC - GMC - CADILLAC - OLDSMOBILE
3261 W. Prairie View Rd. • Chippewa Falls, WI 54729
Phone 715.726.1261 • Toll-free 1.800.427.1261

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work to be done along with the necessary materials. You, and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control.

Do you want the replaced parts you are entitled to? ☐ Yes ☐ No

Payment will be made by: ☐ Cash ☐ Credit Card ☐ Charge

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CUSTOMER'S SIGNATURE X

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1. I request an estimate in writing before you begin repairs. X
2. Please proceed with repairs, but call me before continuing if the price will exceed $ X
3. I do not want an estimate. X

☐ This vehicle received without face to face customer contact.

Shop Representative Signature

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ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X		AM PM		

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GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 9, 2008

Rick Robinson, Service Manager
MARKQUART MOTORS, INC.
321 W PRAIRIE VIEW RD
CHIPPEWA FALLS , WI
54729

Fax # 715-726-9229

Re: [redacted]
Siebel Request: 71-591122075
2006 Pontiac G6
VIN # 1G2ZF55B664[redacted]

Dear Mr. Robinson :

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

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

- **All sales, purchase and finance agreements, including a conversion invoice (if applicable)**
- **The incentives acknowledgement form**
- **The Actual Cash Value statement of any trade**
- **All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).**
- ***Please ensure that all Social Security information is blacked out prior to sending this information***

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

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

Sincerely,

Cathy Paquette

Cathy Paquette
BRC Customer Relationship Specialist
Ph#1-866-790-5700 ext 21725
FAX# 866-842-9444

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

Customer: [redacted]	**SR #:** -71591122075	**BBB#:** 830542

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	19086.25
MSRP (from BARS Invoice screen)	- 20140.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -1053.75

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

Section 2

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

Section 3

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

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	19086.25
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 19086.25

Revised 06/04/07

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

RFS 6224

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer Name: [redacted]

Service Request: 71-591122075 BBB Case No.: PGM0830542

Vehicle ID No.: 1G2ZF55B664[redacted]

In Service Date: 3/28/2006

Vehicle is: New

BAC Code: 117455

Year, Make & Model: 2006 Pontiac G6

Mileage at Time of BBB Filing 36000

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

Lien holder: GMAC☐ Other☐: {Name}

DVM Name: Mike Manzo

Phone/Cell Number: **952-913-5499**

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

CAM Name: Rob Johnson

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

VEHICLE REPAIR HISTORY

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

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

☐ Power Steering Gear

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

☐ Strut and Bearing

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

☐ Remote Start

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

☐ Front Door

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

☐ Caliper Mounts

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

☐ Hub Bearing

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

☐ Blower Motor

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

☐ Molding

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

☐ Starter

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

☐ Tie Rod Ends

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

☐ Suspension - Rattle

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

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

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

☐ Other

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

THE STATE LEMON LAW READS:

Days out of service: 30 Days
Repairs 4
Time period 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? y

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period: {# of repair attempts}
Total days out of service during the presumption period: {# of Days}
Total days out of service during customer's ownership: {# of Days}

Vehicle Meets Presumption of Lemon Law YES or NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

{TEXT}

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

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

OR REJECT THE OFFER WITHIN 2 WORKING HOURS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY RESCIND THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

DEALER NAME	NELS GUNDERSON CHEVROLET INC.	VEH. STOCK NO. OR ORDER NO. 58331	MILEAGE AT SIGNING / ORDER DATE 01/21/08
ADDRESS	50859 SPRUCE RD PO BOX 37		
CITY, STATE, ZIP	OSSEO WI 54758-	SALESPERSON'S NAME (PLEASE PRINT) DENNIS BEST	
TELEPHONE NO.	715-597-3180	SALESPERSON'S LICENSE NUMBER [redacted]	

PROSPECTIVE PURCHASER ("YOU") NAME(S): [redacted] BARBARA J BROOME

PROSPECTIVE PURCHASER STREET ADDRESS: [redacted] CITY: EAU CLAIRE STATE: WI [redacted]

RESIDENCE PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWNSHIP	E-MAIL ADDRESS
[redacted]			EAU CLAIRE		
			EAU CLAIRE		

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: [X] NEW [ ] USED ([ ] DEMO [ ] EXEC) TITLE AS [X] CAR [ ] TRUCK [ ] OTHER — LICENSE NO.

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	COLOR	IDENTIFICATION NO.
PURCHASED VEHICLE	08	Chevrolet	Malibu	Sedan	PEWTER	1G1ZG57B484 [redacted]
OWNED OR LEASED TRADE-IN	06	Pontiac	G6	Sedan	GREEN	1G2ZF55B664 [redacted]

WARRANTY INFORMATION (Check Applicable Boxes) Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

1. [X] New Vehicle Manufacturer Warranty
2. [ ] Remaining vehicle mfr. warranty—Call mfr. or refer to warranty booklet for details.
   Expiration. _____ (date) _____ (miles), whichever comes first.
   Deductible to be paid by You $ N/A
   Transfer fee to be paid by You $ N/A Pay to: [ ] Dealer [ ] Manufacturer
3. [ ] Not known 4. [ ] Expired 5. [ ] Cancelled due to salvage or other vehicle history

Dealer Warranty Information

6. [X] AS IS—NO WARRANTY. DEALER DISCLAIMS ALL WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
7. [ ] Limited Warranty
   Term: ____ (months) _____ (miles), whichever comes first.
   Percent of retail repair costs to be paid by You: ____% Deductible to be paid by You: $ _____

SERVICE CONTRACT INFORMATION Refer to separate document for coverages and exclusions.

8. [ ] Service Contract (Administered by _____)
   Terms: ____ (months) _____ (miles), whichever comes first.
   Percent of retail repair costs to be paid by You N/A % Deductible to be paid by You: $ _____

OTHER CONDITIONS OF SALE

ANTICIPATED DELIVERY DATE 01/21/08, 20 ____

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within two business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer does not require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

[ ] **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

[X] **This is a Finance Transaction.** (Check A. or B.):
Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. [ ] In attached disclosure. These items do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. [X] Acceptable to You.

[ ] **This transaction is subject to financing being arranged through creditor of Your choice.** You must obtain acceptable financing and dealer must receive written *notice by (date)* _____ *or this contract is void.*

[ ] **This is a cash transaction.** You are obligated to pay the balance due on delivery.

USED: PRICE from the Wisconsin Buyers Guide	$ N/A
NEW: [X] MSRP detail provided on window label	
[X] MSRP detail provided on attachment	
Total MSRP (Manufacturer Suggested Retail Price) $	18535.68
Dealer Markup	
Dealer installed options — Has a warranty if [X] at left.	
	N/A
	N/A
	N/A
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line a)	N/A
PRICE OF THE VEHICLE	
a. Dealer Retail Price 18535.68	
b. Services Fee 59.00	
c. Discount ..... N/A	
1. Cash Price (a + b – c) ..... 1.	18594.68
TAXABLE ITEMS PURCHASED WITH VEHICLE	
d. Other ..... N/A	N/A
N/A Service Contract ..... N/A	
2. Total of Taxable Items (d + e) ..... 2.	N/A
TRADE ALLOWANCE	
f. Owned Trade-in Allowance 14775.68	
Leased trade-in allowance (Net lease equity calculation)	
(i) Gross Allowance	
(ii) Estimated Lease Payoff	
Payoff to:	
g. Net Lease Equity (i – ii)	
3. Trade Allowance (f + g) (If number is negative add in line h and 8) . 3.	14775.68
SALES TAX CALCULATION	
h. Amount Subject to Sales Tax (1 + 2 – 3) 3819.00	
4. 5.5% State, County and Regional Tax on h. ..... 4.	210.05
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE	
j. Fees to appear on MV11 ..... 93.00	
k. Warranty/Service Contract Transfer Fee ..... N/A	
l. Other ..... N/A	
5. Total of Non-Taxable Items (j + k + l) ..... 5.	93.00
OWNED VEHICLE PAYOFF	
Due to _____	
6. Estimated Payoff Amount on Owned Trade-in ..... 6.	11895.56
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order ... N/A	
n. MANUFACTURER REBATES (CASH BACK / ASSIGNED)	
[ ] [ ] N/A	
[ ] [ ]	
[ ] [ ]	
o. Additional Cash Due (Date/Amount) ... 01/21/08	59.00
7. Total Cash and Rebates (m + n (if assigned) + o) ..... 7.	59.00
8. Due on Delivery or Balance to Finance (1 + 2 – 3 + 4 + 5 + 6 – 7) ..... 8. $	15958.61

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

[ ] ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO 36560 MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

This transaction is voidable at the option of the dealer at any time prior to the delivery of the purchased vehicle if any of the following representations are untrue. The undersigned purchaser(s) warrants that the below representations are true. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

	YES	NO
(A) That I am 18 years of age or older.	[ ]	[ ]
(B) That I have full power, right and lawful authority to dispose of the trade-in.	[ ]	[ ]
(C) That, except for the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase Contract or under Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	[ ]	[ ]
(D) That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody).	[ ]	[ ]
(E) That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment	[ ]	[ ]
(F) That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications.	[ ]	[ ]
(G) That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in's current odometer reading of 36560 miles/kilometers reflects its actual mileage.	[ ]	[ ]
(H) That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.	[ ]	[ ]
(I) That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands.	[ ]	[ ]
(J) That the trade-in has not previously been flood or water damaged.	[ ]	[ ]
(K) That the trade-in does not have any corrective welds or other evidence of repair to the strut tower, floor pan, frame or structural portion of the unibody.	[ ]	[ ]
(L) That the only holder(s) of a security interest or lien in the trade-in ("Lienholders") is (are) shown below.	[ ]	[ ]

Lienholder(s): _____

Explain All "NO" Answers: _____

No oral representations are binding unless written on this form. The document (including the items printed on the Reverse Side) is the entire agreement between You and Dealer, and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, 5.0 % (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S) _____ DATE SIGNED 01/21/08 TIME SIGNED A.M. P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT _____ DATE SIGNED 01/21/08 TIME SIGNED A.M. P.M.

AUTHORIZED SIGNATURE _____

WATDA Services, Inc. 1-800-236-7672 / [redacted] Services, Inc. 1-414-359-9000 #1 Rev. 2004 Copyright 2004 WI Auto & Truck Dealers Assoc.

2006 G6 - 4CYL SEDAN
38U EMERALD GREEN METALLIC /L4G
70B LIGHT TAUPE
ORDER NO. JGPBR7/TRE STOCK NO.
VIN 1G2 ZF55 B6 64[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD52033048
**********16*15522S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZF69 G6 - 4CYL SEDAN	18865.00	17450.13	INVOICE 08/09/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 08/09/05
PAD SIMULATED WALNUT BURL ACCENTS	N/C	N/C	EXP I/T 08/23/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 08/23/05
FX2 AXLE RATIO 3.91	N/C	N/C	PRC EFF 08/09/05
K34 CRUISE CONTROL, ELECTRONIC	N/C	N/C	KEYS XXXXX XXXXX
LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	N/C	N/C	WFP-F QTR OPT-1
MK0 AUTOMATIC TRANSMISSION	0.00	0.00	BANK: GMAC - 007
PCI DRIVER'S PACKAGE INCLUDES:	650.00	539.50	CHG-TO 15-522
* PWR ADJ BRAKE & ACCEL. PEDALS			
* FLOOR MATS, CARPET			SHIP WT: 3235
* CARGO NET			HP: 19.3
* (4) 16" PAINTED ALLOY WHEELS			GMS: 18120.68
			SUPPLR: 18932.74
B6J CUSTOMER DIALOG NETWORK	0.00	16.50	MRM: 20890.00
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	MEMO ~~900.75~~ 8.00
1SZ DRIVER PACKAGE DISCOUNT	150.00-	124.50-	

19,422
<5237 oc
18,999

19180

26247

	19515.00	18006.13	ACT 231	18045.68
	625.00	625.00	H/B 261	585.45
LAM DEALER CONTRIBUTION		195.15	ADV 261	195.15
LAM GROUP CONTRIBUTION		195.15	EXP 65A	195.15
TOTAL	20140.00	19021.43	PAY 310	19021.43

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 18153.00

****

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.

WHITE BEAR LAKE SUPERSTORE

REMIT TO GMAC NO. 007
VIN 1G2ZF55B664[redacted]

Research

Case scan indicates .

SR # 1-426072308 Starter caught fire but satisfied with dealership

SR# 71-565893382 Dealer agreed to provide a GMPP or Motor Club to cust

SR# 71-575098437 Provided a GMPP for customer

Previous Goodwill GMPP 36/45,000 Major Guard with a $100.00 deductable

GMVIS shows: 3 calls to roadside, one could not dupliate, one strut, one strut mounting assembly, one ling or spring, one pin or boot and caliper and one starter motor assembly

Extended Service Contracts: 36/45,000 major guard (goodwill gesture from CAC)

Open Recalls: None found at this time

Servicing DLR: Marquart Motors Inc

Selling Dealership: Marquart Motors Inc

VIN: 1G2ZF55B664[redacted]

VIN Scan: No other SR's Found at this time, open or closed

Cathy Paquette/ADR/Chatham/21725

&THSDCS 318045121205 19NAODLRAC07PRT
2008 MALIBU 1LS
76U GOLDEN PEWTER METALLIC /L4G
83B TITANIUM
ORDER NO. MMTG5Z/TRE STOCK NO.
VIN 1G1 ZG57 B4 84[redacted]

GENERAL MOTORS CORPORATION
& SUBSIDIARIES
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 1AD17548495

****

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1ZG69 MALIBU 1LS	19345.00	18281.03	INVOICE 12/11/07
B37 FLOOR MATS	80.00	66.40	SHIPPED 12/06/07
B86 BODY COLOR BODYSIDE MOLDINGS	150.00	124.50	EXP I/T 12/18/07
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 12/18/07
K05 ENGINE BLOCK HEATER	75.00	62.25	PRC EFF 12/05/07
LE5 ENGINE, 2.4L DOHC MFI	N/C	N/C	KEYS G0098 G0098
**********			WFP-S QTR OPT-1
*UNIT PRODUCED WITHOUT: *			BANK: GMAC - 007
*ENGINE, 3.6L V6 DOHC *			CHG-TO 18-045
**********			
MN5 4-SPEED AUTO TRANSMISSION	0.00	0.00	SHIP WT: 3345
VK3 FRONT LICENSE PLATE BRACKET	0.00	0.00	HP: 19.3
			GMS: 18744.68
			SUPPLR: 19581.44
			MRM: 20300.00
			MEMO 832.50

58331
12-19-07

7861 C — # 331.95
261 C +

TOTAL MODEL & OPTIONS	19650.00	18534.18	ACT 231 18594.68
DESTINATION CHARGE	650.00	650.00	H/B 261 589.50
LAM GROUP CONTRIBUTION		98.25	
			EXP 65A 98.25
TOTAL	20300.00	19282.43	PAY 310 19282.43

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 18402.75

****

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.

NELS GUNDERSON CHEVROLET, INC.

REMIT TO GMAC NO. 007
VIN 1G1ZG57B484[redacted]
$ 19282.43 INV 1AD17548495
DUE 12/18/07 DEALER 18-045

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 9, 2008

Rick Robinson, Service Manager
MARKQUART MOTORS, INC.
321 W PRAIRIE VIEW RD
CHIPPEWA FALLS , WI
54729

Fax # 715-726-9229

Re: [redacted]
Siebel Request: 71-591122075
2006 Pontiac G6
VIN # 1G2ZF55B664[redacted]

Dear Mr. Robinson :

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:

- **The Actual Cash Value statement of any trade**
- **All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).**
- ***Please ensure that all Social Security information is blacked out prior to sending this information***

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

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

Sincerely,

Cathy Paquette

Cathy Paquette
BRC Customer Relationship Specialist
Ph#1-866-790-5700 ext 21725
FAX# 866-842-9444

RFS 6224

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer Name: [redacted]

Service Request: 71-591122075 BBB Case No.: PGM0830542

Vehicle ID No.: 1G2ZF55B664[redacted]

In Service Date: 3/28/2006

Vehicle is: New

BAC Code: 117455

Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing 36000

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

Lien holder: GMAC☐ Other☐: {Name}
DVM Name: Mike Manzo
Phone/Cell Number: **952-913-5499**

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}
CAM Name: Rob Johnson
Phone Number: **630-961-6817**

VEHICLE REPAIR HISTORY

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

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

X Power Steering Gear

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/07	146315	3	35741	Customer states there is a clunk in both sides in front over bumps. Can hear it backing out of driveway even worse when cold. Can hear it all the time though. Caused: Installed I shaft and extra padding around coolant reservoir. E7700 shaft, steering intermediate replace.

X Strut and Bearing

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	*	19921	Customer states there is a clunk in left front. Failure in mount. Mount assembly, front strut bearing left replace.
09/28/07	144421	*	31988	Customer states, check struts. Struts OK.

X Remote Start

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	7	19921	Customer states the remote start will turn engine over but will not start. Not all the time. Cause: Started every time. Customers concern not duplicated

X Front Door

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/06/06	137470	2	1500	Customer states the left front door makes a clunking noise when opening and closing. Door link not tightened properly. Link or spring, front door hold open left replace

x Caliper Mounts

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/06/06	137470	*	1500	Customer states there is a clunking noise coming from the left front underside of vehicle. Cause: lubed caliper pins. Pin and or boot, caliper mounting front left replace
01/14/07	139264	*	19921	Customer states there is a clunking noise all the time when going over bumps. Lubed caliper pins and noise never went away. Bad strut. Replaced left front strut.

x Hub Bearing

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/28/07	144421	1	31988	Customer states he has a howling noise in the front right and it vibrates. Found failure in RF hub bearing replaced hub, tests OK. Bearing and hub assembly front wheel right replace

x Blower Motor

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	5	143278	Customer states there is a humming noise coming from the blower motor. Failure in motor. Motor and /or fan, blower A/C R&R or replace.

x Molding

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer states the exterior trim on the passenger rear door is pulling away from the body.

x Starter

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/05/06	134076	1	4956	Customer states the car would no shut off, the engine was rocking and all kinds of noises and after about 15 minutes it shut off but he has burnt wires and it smells like it was on fire. Starter burned up internally. Motor assembly, starter replace.

x Tie Rod Ends

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/07	145892	2	34976	Customer states there in the front when going over bumps. Rod end loose. Tie rod end and or adjuster sleeve left replace.

x Radiator - Rattle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/07	145892	*	34976	Customer states the radiator rattles. Needed padding. Install foam and 2 sided tape behind cool. reservoir.

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

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

x Fuel Mileage

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	*	19921	Customer states the vehicle gets 23-25 on highway driving all the time. Normal.

x Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer states a shake felt in the vehicle when stopping / slowing down from highway speed. Also felt when slightly turning and on the brake. Rotors out of round. Pads. Disc brakes front R&R or replace. Pads. Disc brakes rear R&R or replace.

x Tail Lamp

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer requests the passenger rear tail light be ordered and replaced.

x DAMAGE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer requests the PDR Tech inspect damage to passenger rear and repair as best as possible without repainting. Misc Sublet to dent wizard for PDR on right ¼ as best as possible and touch up.

x Tire

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/28/07	144421	*	31988	Customer states tire is leaking air. Found nail in left front – plugged tire
09/28/07	144421	*	31988	Customer states the vehicle shimmes when driving 40 to 55 mph. Can feel it when letting off the accelerator pedal. It shimmes left and right not up and down. Rotate tires. (Front tires worn out, rotated to back, left front tire is choppy, needs tires soon, front and rear struts are fine.

THE STATE LEMON LAW READS:

Days out of service: 30 Days
Repairs 4
Time period 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? y

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	10
Total days out of service during customer's ownership:	21

Vehicle Meets Presumption of Lemon NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Customer did not have 4 repairs inside 12/12 and as such, does not appear to meet presumption for WI Lemon Law. The case was filed outside 12/12 and as such does not appear to be eligible for program summary. DVM offered the customer a trade and he accepted. The DVM submitted the EPRA. RVDC case # 145096.

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

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

ADR File Checklist

SR Number:71-591122075 **BBB Case:** PGM0830542
Customer:[redacted] **VIN:1G2ZF55B664**[redacted]
Make/Model/Year: 2006/Pontiac /G6 **In Service**: 3/28/2006 **Mileage**: 36,000
Received Date: 01/08/08 **Day 15 Date:** 01/22/08 **Goes Active:**
Primary Concern: Steering gear, strut and bearing, remote start, front door, claiper mounts, hub bearing, blower motor, moulding, starter, tie rod ends, rattle in frot 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:** /
- **Executive Summary** **Completion Date/Time:** /
- **Close Siebel** **Completion Date/Time:** /

DVM: Mike Manzo **Node/Box:** 630092 8052
Service Dealer: Marquart Motors Inc **Svc Mgr:**
Selling Dealer: Marquart Motors Inc **Contact:**

NOTES:

Reacquired Vehicle Disclosure Center

Case Number: 145096

Originator Name: Michael Manzo 952-913-5499 mike.1.manzo@gm.com
Created Date: 01/14/2008

Vehicle Info

***VIN:**	1G2ZF55B664[redacted]	**MSRP:**	20140.0	***TAC #:**	10057495
Year:	2006	**Make:**	Pontiac	**Model:**	G6

Vehicle Comments & TAC Explanation:
2/28/2007 13:46:19 SBD Template - RATCLIFF

***Date Reviewed with Customer:**	01/14/2008	***Repurchase Mileage:**	36000
Original Purchase Date:	03/27/2006	*** Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Joint Owners				
*** Names(s) on Title:**	[redacted]	*** Title State:**	WI		
*** Primary Owner:**	[redacted]	*** Secondary Owner:**	Edward L Broome		
*** Address**	[redacted]				
*** City**	Eau Claire	*** State**	WI	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

Repurchase

*** Reason** Front end noises from suspension components

UCC Codes

UCC 1 UCC 2 UCC 3 UCC 4 UCC 5
f1508

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	Wells Fargo	**Account #:**	[redacted]
Contact or Attention:					
Address					
City		**State**	WI	**ZIP Code:**	
Day Phone:	800 559 3557	**Fax:**		**E-mail:**	

Original Selling Dealer

*** Dealer #:**	117455	**Dealer Name:**	MARKQUART MOTORS, INC.		
Region:	50	**District:**	1152		
*** Phone:**	(715) 726-1261	**Fax:**	(715) 726-9229		
*** Contact Name:**	Rick Robinson	*** Contact Title:**	Service Manager	**E-Mail:**	rrobinson@markqu..

Repurchasing Dealer: -

*** Dealer #:**	132665	**Dealer Name:**	NELS GUNDERSON CHEVROLET, INC.		
Region:	50	**District:**	1651		
*** Phone:**	(715) 597-3180	**Fax:**	(715) 597-2111		
*** Contact Name:**	Dennis Best	*** Contact Title**	Sales Manager	**E-Mail:**	

Repair

*** Contact Name:**	Dennis Best	*** Contact Title:**	Sales Manager

Vehicle Location: -

*** Dealer #:**	132665	**Dealer Name:**	NELS GUNDERSON CHE..		
Region:	50	**District:**	1651		
*** Phone:**	(715) 597-3180	**Fax:**	(715) 597-2111		
*** Contact Name:**	Dennis Best	*** Contact Title**	Sales Manager	**E-Mail:**	

Reacquired Vehicle Disclosure Center

Case Number: 145096
Originator Name: Michael Manzo 952-913-5499 mike.1.manzo@gm.com
Created Date: 01/14/2008

Transaction Details:

Siebel Request #:	71-591122075	*** Disposition:**	Auction
State:	WI	*** Type:**	Trade - New Finance
Source:	AVM Voluntary		
Replacement VIN:	1G1ZG57B484[redacted]		Year: 2008 Make: Chevrolet Model: Malibu
Compliance Date:		**Compliance Type:**	N/A
MSRP:	20300.0	**Order #:**	

Repurchase:

*** Processing Instructions:** Customer to pay $.10 mile on 36000 miles. Customer to pay tax, title and license. Customer to pay difference in MSRP.

Disposition:

*** Processing Instructions:** Repair noise(s) in front suspension and send vehicle to auction. Thanks

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Customer	$.10 per mile on...	$.10 mile on 36000 miles	3600.0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
Upgrade Amount	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0
				0

RFS 6224

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Cathy Paquette State: WI

Customer Name: [redacted]

Service Request: 71-591122075 BBB Case No.: PGM0830542

Vehicle ID No.: 1G2ZF55B664[redacted]

In Service Date: 3/28/2006

Vehicle is: New

BAC Code: 117455

Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing 36000

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

Lien holder: GMAC☐ Other☐: {Name}
DVM Name: Mike Manzo
Phone/Cell Number: **952-913-5499**

Sale Type: Purchase ☐ Lease☐ Other☐ : {Type}
CAM Name: Rob Johnson
Phone Number: **630-961-6817**

VEHICLE REPAIR HISTORY

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

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

X Power Steering Gear

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/28/07	146315	3	35741	Customer states there is a clunk in both sides in front over bumps. Can hear it backing out of driveway even worse when cold. Can hear it all the time though. Caused: Installed I shaft and extra padding around coolant reservoir. E7700 shaft, steering intermediate replace.

X Strut and Bearing

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	*	19921	Customer states there is a clunk in left front. Failure in mount. Mount assembly, front strut bearing left replace.
09/28/07	144421	*	31988	Customer states, check struts. Struts OK.

X Remote Start

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	7	19921	Customer states the remote start will turn engine over but will not start. Not all the time. Cause: Started every time. Customers concern not duplicated

X Front Door

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/06/06	137470	2	1500	Customer states the left front door makes a clunking noise when opening and closing. Door link not tightened properly. Link or spring, front door hold open left replace

x Caliper Mounts

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
11/06/06	137470	*	1500	Customer states there is a clunking noise coming from the left front underside of vehicle. Cause: lubed caliper pins. Pin and or boot, caliper mounting front left replace
01/14/07	139264	*	19921	Customer states there is a clunking noise all the time when going over bumps. Lubed caliper pins and noise never went away. Bad strut. Replaced left front strut.

x Hub Bearing

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/28/07	144421	1	31988	Customer states he has a howling noise in the front right and it vibrates. Found failure in RF hub bearing replaced hub, tests OK. Bearing and hub assembly front wheel right replace

x Blower Motor

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	5	143278	Customer states there is a humming noise coming from the blower motor. Failure in motor. Motor and /or fan, blower A/C R&R or replace.

x Molding

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer states the exterior trim on the passenger rear door is pulling away from the body.

x Starter

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
06/05/06	134076	1	4956	Customer states the car would no shut off, the engine was rocking and all kinds of noises and after about 15 minutes it shut off but he has burnt wires and it smells like it was on fire. Starter burned up internally. Motor assembly, starter replace.

x Tie Rod Ends

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/07	145892	2	34976	Customer states there in the front when going over bumps. Rod end loose. Tie rod end and or adjuster sleeve left replace.

x Radiator - Rattle

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/05/07	145892	*	34976	Customer states the radiator rattles. Needed padding. Install foam and 2 sided tape behind cool. reservoir.

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

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

x Fuel Mileage

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
01/14/07	139264	*	19921	Customer states the vehicle gets 23-25 on highway driving all the time. Normal.

x Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer states a shake felt in the vehicle when stopping / slowing down from highway speed. Also felt when slightly turning and on the brake. Rotors out of round. Pads. Disc brakes front R&R or replace. Pads. Disc brakes rear R&R or replace.

x Tail Lamp

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer requests the passenger rear tail light be ordered and replaced.

x DAMAGE

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
08/09/07	143278	*	143278	Customer requests the PDR Tech inspect damage to passenger rear and repair as best as possible without repainting. Misc Sublet to dent wizard for PDR on right ¼ as best as possible and touch up.

x Tire

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/28/07	144421	*	31988	Customer states tire is leaking air. Found nail in left front – plugged tire
09/28/07	144421	*	31988	Customer states the vehicle shimmes when driving 40 to 55 mph. Can feel it when letting off the accelerator pedal. It shimmes left and right not up and down. Rotate tires. (Front tires worn out, rotated to back, left front tire is choppy, needs tires soon, front and rear struts are fine.

THE STATE LEMON LAW READS:

Days out of service: 30 Days
Repairs 4
Time period 12 months / 12,000 miles
Does Lemon Law state nonconformity must continue to exist? y

If applicable, safety-related repairs {# of repair attempts}
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	3
Total days out of service during the presumption period:	10
Total days out of service during customer's ownership:	21

Vehicle Meets Presumption of Lemon NO

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

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

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

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

RECOMMENDATION AND RATIONALE

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

Customer did not have 4 repairs inside 12/12 and as such, does not appear to meet presumption for WI Lemon Law. The case was filed outside 12/12 and as such does not appear to be eligible for program summary. DVM offered the customer a trade and he accepted. The DVM submitted the EPRA. RVDC case # 145096.

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

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

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
71-591122075	[redacted]	Tracy Ehrlinger
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1G2ZF55B664[redacted]	1G1ZG57B484[redacted]	January 17, 2008

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$18,535.68	G	18594.68-59=	
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$0.00	N		
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$0.00	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Doc fee	$59.00	L	Doc fee taxed	
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		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			
Total Replacement Price	**$18,594.68**			
State Sales Tax	$210.05			
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$93.00	C		
New Aftermarket Items	$0.00	U		
Fees (Explain)	$0.00	S		
State Fees	$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	$3,600.00	M		
Damage	$0.00	E		
MSRP Upgrade	$160.00	R		
MSRP Downgrade (deducted)	$0.00			
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$4,063.05**			
Trade Repurchase Amount	**$14,834.68**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$14,834.68**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$11,895.56			
Good Through (02-14-08)				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$2,939.12**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$14,834.68**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$18,535.68
State Sales Tax	$210.05
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$93.00
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$59.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$18,897.73
Trade-In Allowance	$14,775.68
Loan Payoff	$11,895.56
Net Allowance	$2,880.12
Cash on Delivery (Paid by GM)	$59.00
Total Balance Due	$15,958.61
Amount to Dealer for additional Fees	$0.00
New Vehicle VIN:	
1G1ZG57B484[redacted]	
Form Rev 11/11/2005	

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [redacted]

January 21, 2008

NELS GUNDERSON CHEVROLET, INC
Dennis Best
12721 NORWAY RD
OSSEO, WI 54758

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase
Customer: [redacted]

Vehicle: 2006 Pontiac G6
VIN: 1G2ZF55B664[redacted]
Ref SR:71-591122075 V-145096

Dear Dennis Best:

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 **$2,939.12** to NELS GUNDERSON CHEVROLET, INC.. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $11,895.56 to Wells Fargo Auto Finance.
When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1G1ZG57B484[redacted]
New Vehicle Sales Price:	**$18,535.68**
Used Vehicle Trade Value:	**$14,775.68**
Trade Difference:	**$3,760.00**
Taxes:	**$210.05**
Reg/Lic/Title Fees:	**$93.00**
Cash Paid on Delivery	**$59.00**
Document Fees:	**$59.00**
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 Tuesday January 22, 2008. If you have any questions you may reach me at 866-802-6625 ext1108.

Sales mgr

NELS GUNDERSON CHEVROLET, INC. 132665 Management Agent's Signature and Title.

NELS GUNDERSON CHEVROLET, INC. 132665 Management Agent's Printed Name and Title.

145096

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 9, 2008

Rick Robinson, Service Manager
MARKQUART MOTORS, INC.
321 W PRAIRIE VIEW RD
CHIPPEWA FALLS , WI
54729

Fax # 715-726-9229

Re: [redacted]
Siebel Request: 71-591122075
2006 Pontiac G6
VIN # 1G2ZF55B664[redacted]

Dear Mr. Robinson :

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

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

- **All sales, purchase and finance agreements, including a conversion invoice (if applicable)**
- **The incentives acknowledgement form**
- **The Actual Cash Value statement of any trade**
- **All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).**
- ***Please ensure that all Social Security information is blacked out prior to sending this information***

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

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

Sincerely,

Cathy Paquette

Cathy Paquette
BRC Customer Relationship Specialist
Ph#1-866-790-5700 ext 21725
FAX# 866-842-9444

2006 G6 - 4CYL SEDAN
38U EMERALD GREEN METALLIC /L4G
70B LIGHT TAUPE
ORDER NO. JGPBR7/TRE STOCK NO.
VIN 1G2 ZF55 B6 64[redacted]

PONTIAC/GMC DIVISION
GENERAL MOTORS CORPORATION
100 RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 2AD52033048

**********16*15522S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZF69 G6 - 4CYL SEDAN	18865.00	17450.13	INVOICE 08/09/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 08/09/05
FAD SIMULATED WALNUT BURL ACCENTS	N/C	N/C	EXP I/T 08/23/05
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 08/23/05
FX2 AXLE RATIO 3.91	N/C	N/C	PRC EFF 08/09/05
K34 CRUISE CONTROL, ELECTRONIC	N/C	N/C	KEYS XXXXX XXXXX
LE5 ENGINE, 2.4L HO 4-CYL DOHC MFI	N/C	N/C	WFP-F QTR OPT-1
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	BANK: GMAC - 007
PCI DRIVER'S PACKAGE INCLUDES:	650.00	539.50	CHG-TO 15-522
* PWR ADJ BRAKE & ACCEL. PEDALS			
* FLOOR MATS, CARPET			SHIP WT: 3235
* CARGO NET			HP: 19.3
* (4) 16" PAINTED ALLOY WHEELS			GMS: 18120.68
			SUPPLR: 18932.74
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	MRM: 20290.00
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	MEMO ~~900.75~~ 800
1SZ DRIVER PACKAGE DISCOUNT	150.00-	124.50-	

19,422
<5237 oc
18,999

19180

26247

	19515.00	18006.13	ACT 231	18045.68
[illegible]	625.00	625.00	H/B 261	585.45
LAM DEALER CONTRIBUTION		195.15	ADV 261	195.15
LAM GROUP CONTRIBUTION		195.15	EXP 65A	195.15
TOTAL	20140.00	19021.43	PAY 310	19021.43

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 18153.00

****

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

****

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

REMIT TO GMAC NO. 007
WHITE BEAR LAKE SUPERSTORE VIN 1G2ZF55B664[redacted]

22813

Date 03/27/2006

EXPLANATION OF PERSONAL OBLIGATION

(a) You have agreed to pay the total of payments under a consumer credit transaction between [redacted] (name of customer) and MARKQUART MOTORS, INC. (name of merchant) made on 03/27/2006 (date of transaction) for 2006 Pontiac G6 (description of purpose of credit, i.e. sale or loan) in the amount of $16803.94. 1G2ZF55B664[redacted]

(b) You will be liable and fully responsible for payment of the above amount even though you may not be entitled to any of the goods, services or loan furnished thereunder.

(c) You may be sued in court for the payment of the amount due under this consumer credit transaction even though the customer named above may be working or have funds to pay the amount due.

(d) This explanation is not the agreement under which you are obligated, and the guaranty or agreement you have executed must be consulted for the exact terms of your obligations.

(e) You are entitled now, or at any time, to one free copy of any document you sign evidencing this transaction.

(f) The undersigned acknowledges receipt of an exact copy of this notice.

[redacted]

(Signature)

GMAC 121 WI (FOR USE IN THE STATE OF WISCONSIN)
PRINTED IN U.S.A. 2-99 (4)

22813

CONSUMER

W. B. A. 431SL (04)

©Wisconsin Bankers Association 2003

MOTOR VEHICLE CONSUMER SIMPLE INTEREST INSTALLMENT SALE AND SECURITY AGREEMENT

FIPCO™ FINANCIAL INSTITUTION PRODUCTS CORPORATION

1. CREDIT SALE AGREEMENT

Goods Sold and Credit Request. I purchased from the undersigned seller ("Seller") at the price and on the terms of a separate purchase agreement the following goods, and I acknowledge receipt of them, in satisfactory condition. I request that the sale be financed on the terms of this Agreement and agree that all terms and conditions of the purchase agreement, other than financial terms and conditions, survive the execution of this Agreement. I agree to pay to Seller the Amount Financed shown on line 3(f), plus interest, according to the Payment Schedule shown in Section 2 below. This Agreement bears interest at the rate of 8.2900 % per year on the unpaid balance until the scheduled date of the final installment and after that date at the default rate of 12% % per year until paid. I agree to pay the Late Charge shown in Section 2 below. I also agree to pay a charge of $ 15.00 , as permitted under §422.202(1)(d), Wis. Stats., for each check presented for payment under this Agreement which is returned unsatisfied. Payments shall be applied (to the extent not prohibited by the Wisconsin Consumer Act) in such order as Seller elects to charges and amounts due under this Agreement. Amounts disclosed in Sections 2 and 3 are computed on the assumption that all installments will be paid when due.

NEW OR USED	YEAR	NO. CYL	MAKE - TRADE NAME	BODY STYLE (IF TRUCK, TONS CAPACITY)	MODEL	SERIAL NUMBER OR IDENTIFICATION NUMBER
NEW	2006	4	PONTIAC	4DR	G6	1G2ZF55B664[redacted]

2. TRUTH-IN-LENDING DISCLOSURES

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.	Total Sale Price The total cost of my purchase on credit, including my downpayment of $ 3455.55
8.29 %	$ 3849.26	$ 16803.94	$ 20653.20	$ 24108.75

My Payment Schedule will be:

Number of Payments	Amount of Payments	When Payments Are Due
59	$ 344.22	BEGINNING MONTHLY 05/11/2006
1	$ 344.22	DUE ON 04/11/2011

Security. I am giving a security interest in the goods being purchased.

Late Charge: If a payment (other than the final payment) is not paid on or before the 10th day after its due date, I may be charged $ 10.00 or 5 % of the unpaid amount, whichever is less.

Prepayment: If I pay off early, I will not have to pay a penalty ☐ and I will not be entitled to a refund of the prepaid finance charge.

I should see my contract documents for any additional information about nonpayment, default and any required repayment in full before the scheduled date.

("e" means an estimate)

3. ITEMIZATION OF AMOUNT FINANCED AND OTHER CHARGES

(a) Cash Price . . . . . $ 19086.25

(b) Down Payment

Cash $ 3455.55 (Includes factory or manufacturer rebate of $ 3455.55)

Net Trade In $ N/A

Trade-in: Allowance $ N/A Lien $ N/A

Year N/A Make N/A Model N/A

Owed to N/A

Total Down Payment . . . . . $ 3455.55

(c) Paid to Seller (a - b) . . . . . $ 15630.70

(d) Amounts Paid to Others

(1) Sales Tax To Public Off. $ 1049.74

(2) Filing Fees To Public Off. $ 4.00

(3) Title Fees To Public Off. $ 119.50

(4) To property ins. co. for these coverages: $ N/A

☐ Comprehensive $ N/A deductible

☐ Collision $ N/A deductible

☐ Fire, Theft & Combined Additional Coverage

(5) To liability ins. co. $ N/A

(6) To N/A $ N/A

(7) To N/A $ N/A

(8) To N/A $ N/A

(9) To N/A $ N/A

(10) To credit life ins. co. $ N/A

(11) To credit acc. ins. co. $ N/A

Total Amount Paid to Others (Seller may be retaining a portion of this amount). . . . . $ 1173.24

(e) Prepaid Finance Charge. . . . . $ N/A

(f) Amount Financed (c+d-e) . . . . $ 16803.94

4. SECURITY AGREEMENT

I grant to Seller a security interest in the goods described above, and all accessions to and proceeds of such goods ("Collateral"). The Collateral secures performance of all my obligations in this Agreement and all extensions, modifications and renewals of them ("Obligations").

5. COVENANTS

(a) Ownership and Purpose. Acting alone, I may grant a security interest in the Collateral. The Obligations under this Agreement are incurred and the Collateral is acquired primarily for personal, family or household purposes.

(b) Title. Vehicle will be ☒ titled in Wisconsin ☐ titled in _____ ☐ not titled.

(c) Location. The Collateral will be kept at the address set forth below Section 6, or, if not, at: _____ and such location shall not be changed without providing at least 30 days prior written notice of the change to Seller, but I intend that the Collateral, wherever located, is covered by this Agreement.

(d) Marital Information. For Wisconsin residents only: I am ☐ married ☒ unmarried ☐ legally separated. If I am married and my spouse is not signing below the name of my spouse is _____ and my spouse resides at ☐ the address shown below Section 6 or at ☐ _____.

(e) Marital Purpose. If I am a married Wisconsin resident, the obligation evidenced by this Agreement is being incurred in the interest of my marriage or family.

X _____ CUSTOMER

(f) Name and Address. My legal name is as set forth below Section 6. The address of my principal residence is as set forth below Section 6. I will not change my legal name or address without providing at least 30 days prior written notice of the change to Seller.

(g) Additional Covenants. I shall observe and comply with the Additional Provisions on the reverse side and shall not permit an event of default to occur.

6. PERSONS BOUND AND ADDITIONAL PROVISIONS

"I", "my", "me" and "mine" includes each customer who signs this Agreement and our obligations are joint and several, except that _____ (NAME) signs below solely to grant a security interest in the Collateral. This Agreement benefits Seller, its successors and assigns, and binds me and my heirs, personal representatives, successors and assigns. **This Agreement includes the Insurance Disclosures and the Additional Provisions on the reverse side.** I have received a completed copy of this Agreement.

The Annual Percentage Rate may be negotiable with Seller. Seller may assign this Agreement and retain its right to receive a part of the Finance Charge.

NOTICE TO CUSTOMER

(a) DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON THE REVERSE SIDE, EVEN IF OTHERWISE ADVISED.
(b) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.
(c) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.
(d) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT AND YOU MAY BE ENTITLED TO A PARTIAL REFUND OF FINANCE CHARGE.

Dated 03/27/06

MARKQUART MOTORS, INC. (SEAL)
SELLER

By: _____
AUTHORIZED SIGNATURE

Seller's Address: 321 W. PRAIRIE VIEW RD

CHIPPEWA FALLS, WI 54729

X [redacted] (SEAL)
CUSTOMER

[redacted]

[redacted] (SEAL)
CUSTOMER

[redacted]

Customer's Address: 316 E CLAIREMONT EAU CLAIRE WI 54703

SEE SECTIONS 5(c), (d) and (f)

* Type or print name signed above.

DEALER COPY

Seller: Use the WBA 431SL ASNMT if this Agreement is assigned.

WISCONSIN CERTIFICATE OF TITLE

1G2ZF558664 [redacted]	2006	PONTIAC			
[redacted]	03/31/2006	AUTO	42[redacted]	ACTUAL	03/28/2006
	4DR SEDAN	GREEN			

Titled Owner(s):

[redacted]

EAU CLAIRE, W[redacted]

Lien Holder(s)

00040849 WELLS FARGO AUTO FINANCE, SAINT PAUL

Additional Vehicle Detail

SELLER: When the vehicle is sold complete the ASSIGNMENT OF CERTIFICATE OF TITLE on the top back of this title and deliver the title to the purchaser with the vehicle. You may wish to retain a copy of this title with the purchaser's information and signature as proof of sale for your records.

PURCHASER: Apply for a new title with the Wisconsin Division of Motor Vehicles immediately. To legally operate this vehicle, you are required to register it with the Division of Motor Vehicles.

5-3-2440098

KEEP IN STAY-PLACE — DO NOT KEEP IN VEHICLE

This document void without watermark. Hold to light to view.

Any alteration correction fluid or erasure voids this title.

BBB AUTO LINE

January 8, 2008

CATHY PACQUETTE
PONTIAC/GMC
P O BOX 33172
DETROIT MI 48232

Re:m01 PGM0830542:[redacted] vs Pontiac/GMC Division

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

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
Customer Claim Form

Case number: PGM0830542
Contact Date: 01/08/08
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: Eau Claire State: WI Zip code: [redacted]

Day phone: [redacted] Evening phone [redacted] Cell phone:

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: G6 Year: 2006 Current mileage: 36000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Marquardt Motors, Chippewa Falls, WI, WI

Primary Servicing dealer/city/state: Marquardt Motors,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 03/28/06 Mileage at purchase/lease:

First repair attempt date: 06/06/06 First repair attempt mileage: 4956

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☐ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

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

Replacement of this vehicle with another of equal wear. There have been more issues than have been listed above. Currently case open with Technical - dealer can not work any more on car to find problem. No estiamates on time from technical.

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

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
Power Steering Gear - 10/22/07		1		no
Strut and Bearing, Remote Start 02/14/07		1		yes
Front Door, Caliper Mounts 11/07/06		1		no
Hub Bearing Replaced - 09/28/07		1		no
Blower Motor - 08/13/07		1		no
Moulding Came Off - 08/09/07		1		no
Starter Burned 06/06/06		1		no
Tie Rods Both Repaired		1		no
Rattle in front End		3		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 PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain 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 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 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 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 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 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 one year or 12,000 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 one year or 12,000 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:

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

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

STANDARDS OF THE WISCONSIN LEMON LAW

The following is a brief explanation of most relevant provisions of the Wisconsin lemon law. The complete text of the lemon law can be found at Wisconsin Statutes § 218.0171.

VEHICLES COVERED

The Wisconsin lemon law covers any motor driven vehicle that (1) is required to be registered or is exempt from registration as a nonresident or foreign-registered vehicle, and (2) a consumer purchases or accepts transfer of in Wisconsin. This includes a demonstrator or executive vehicle, but does not include mopeds, semitrailers, or trailers designed for use in combination with a truck or truck tractor.

The lemon law does not cover previously-owned vehicles.[1]

CONSUMERS COVERED

The lemon law covers any of the following "consumers":

1. The purchaser of a new motor vehicle, if the vehicle was purchased from a dealer for purposes other than resale;
2. A person to whom the motor vehicle is transferred during the warranty period unless the vehicle is transferred for purposes of resale;
3. A person who may enforce the vehicle's warranty; and
4. A person who leases a motor vehicle under a written lease.

The lemon law does not cover a former lessee who purchases the vehicle at the expiration of the lease term.[2]

VEHICLE CONVERTERS

The lemon law applies to vehicle converters.

PROBLEMS COVERED

The lemon law covers vehicle "nonconformities." A nonconformity is defined as a condition or defect that (1) is covered by an express warranty *of the manufacturer*[3] applicable to the motor vehicle or to a component of the motor vehicle and (2) substantially impairs the use, value or safety of a motor vehicle. A nonconformity does not include a condition or defect that is the result of abuse, neglect, or unauthorized modification or alteration of a motor vehicle by a consumer.

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[1] *Schey v. Chrysler Corp.*, 228 Wis.2d 483 (Ct. App.), review denied 228 Wis.2d 174 (1999).
[2] *Varda v. General Motors Corp.*, 242 Wis.2d 756 (Ct. App.), review denied 246 Wis.2d 174 (2001).
[3] *Malone v. Nissan Motor Corp.*, 190 Wis.2d 437 (Ct. App. 1994); *Bushendorf v. Freightliner Corp.*, 13 F.3d 1024 (7th Cir. 1993).

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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MANUFACTURER'S DUTY TO REPAIR

A nonconformity must be repaired if, before the expiration of the warranty or one year after the vehicle's first delivery to the consumer – whichever is sooner, the consumer reports the nonconformity to the manufacturer, lessor, or the any of manufacturer's authorized dealers and makes the vehicle available for repair.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If after a reasonable attempt to repair the nonconformity is not repaired, the manufacturer must either repurchase the vehicle or, if the vehicle is owned, replace the vehicle. [The Wisconsin lemon law does not provide for replacement of a leased vehicle.]

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Wisconsin lemon law defines "reasonable attempt to repair" as the occurrence of any of the following within the term of a vehicle's warranty or within one year after the vehicle's first delivery to a consumer, whichever is sooner:

1. The same nonconformity is subject to repair by the manufacturer, lessor, or any of the manufacturer's authorized dealers at least four times and the nonconformity continues. A nonconformity may be "subject to repair" if the vehicle was presented to the dealership for repair[4]; or

2. The vehicle is out of service for an aggregate of at least 30 days because of warranty nonconformities. A vehicle is out of service if it is not capable of rendering service as warranted due to a nonconformity, even though the vehicle may be in possession of the consumer and may still be driven by the consumer[5], as long as the consumer provided notice and made the vehicle available for repair.[6]

NOTICE

To receive a replacement or refund, a consumer must notify the manufacturer to request one of these remedies[7] and must offer to transfer title of the motor vehicle to the manufacturer.

DISPUTE RESOLUTION

If a manufacturer participates in an informal dispute settlement procedure and that procedure has been certified by the Department of Transportation as complying with applicable regulations, a consumer may not bring an action in court under the lemon law unless the consumer first resorts to that informal dispute settlement procedure.

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[4] *Chmill v. Friendly Ford-Mercury of Janesville, Inc.*, 144 Wis.2d 796 (Ct. App. 1988).
[5] *Vultaggio v. General Motors Corp.*, 145 Wis.2d 874 (Ct. App. 1988).
[6] *Carl v. Spickler Ent., Ltd.*, 165 Wis.2d 611 (Ct. App. 1991).
[7] *Berends v. Mack Truck, Inc.*, 252 Wis.2d 371 (Ct. App. 2002).

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REMEDIES UNDER WISCONSIN LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Wisconsin lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The full purchase price (not including any cash rebate[8]);
2. Sales taxes paid by the consumer, as well as any other amounts paid by the consumer at the point of sale;
3. Finance charges incurred by the consumer; and
4. Collateral costs, which are defined as expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation;
5. Less a reasonable allowance for the vehicle's use.

Refunds must be made to the vehicle owner and to any holder of a perfected security interest in the vehicle, as their interests may appear. When the manufacturer provides the refund, the consumer must return the nonconforming motor vehicle to the manufacturer and provide the manufacturer with the certificate of title and all endorsements necessary to transfer title to the manufacturer.

The Wisconsin lemon law provides that a reasonable allowance for a vehicle's use is subtracted from the amounts that a manufacturer must pay when it repurchases a vehicle under the lemon law. This reasonable allowance for use may not exceed the amount set out in the following formula for an owned motor vehicle:

$$\text{reasonable allowance for use} = \frac{\text{\# miles vehicle driven before nonconformity first reported to motor vehicle dealer}}{100{,}000} \times \text{vehicle purchase price}$$

In computing the reasonable allowance for use of a motorcycle, the denominator should be changed from 100,000 to 20,000.

REPURCHASE OF A LEASED VEHICLE

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

To the lessor: The current value of the written lease. This is defined as –

1. The total amount for which the lease obligates the consumer during the period of the lease remaining after its early termination;

[8] *Church v. Chrysler Corp.*, 221 Wis.2d 460 (Ct. App. 1998).

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2. The motor vehicle dealer's early termination costs [any expenses or obligation the lessor incurs as a result of early termination]; and

3. The value of the motor vehicle at the lease expiration date if the lease sets forth that value;

4. Less the motor vehicle lessor's early termination savings [any expenses or obligation the lessor avoids as a result of early termination of the lease and the vehicle's return]. This includes any interest charges the lessor would have paid to finance the motor vehicle. If the lessor does not finance the vehicle, the early termination savings includes the difference between the total amount for which the lease obligates the consumer during the period of the lease term remaining after the early termination and the present value of that amount at the date of the early termination.

To the lessee:

1. The amount the consumer paid under the written lease; and

2. Any sales tax and collateral costs [expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation];

3. Less a reasonable allowance for the vehicle's use.

When the manufacturer provides the refund, the consumer must return the nonconforming motor vehicle to the manufacturer. The lessor must provide to the manufacturer the certificate of title and all endorsements necessary to transfer title to the manufacturer.

The Wisconsin lemon law provides that a reasonable allowance for a vehicle's use is subtracted from the amounts that a manufacturer must pay when it repurchases a vehicle under the lemon law. This reasonable allowance for use may not exceed the amount set out in the following formula for a leased motor vehicle:

$$\text{reasonable allowance for use} = \frac{\text{\# miles vehicle driven before nonconformity first reported to manufacturer, dealer, or lessor}}{100{,}000} \times \text{total amount for which the lease obligates consumer}$$

In computing the reasonable allowance for use of a motorcycle, the denominator should be changed from 100,000 to 20,000.

REPLACEMENT OF AN OWNED VEHICLE

The Wisconsin lemon law provides that a replacement vehicle must be a comparable new vehicle. A demonstrator may be a comparable replacement if the returned vehicle

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was also a demonstrator.[9] The reasonable allowance for use does not apply to a replacement.[10]

When the manufacturer replaces a vehicle, it must also refund any collateral costs [expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation].

When the manufacturer provides the replacement motor vehicle, the consumer must return the nonconforming motor vehicle to the manufacturer and provide the manufacturer with the certificate of title and all endorsements necessary to transfer title to the manufacturer.

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[9] *Dussault v. Chrysler Corp.*, 229 Wis.2d 296 (Ct. App. 1999).

[10] *Chmill v. Friendly Ford-Mercury of Janesville, Inc.*, 144 Wis.2d 796 (Ct. App. 1988).

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

February 2, 2011

[redacted]

Columbia, KY [redacted]

Service Request: 71-591126784
Customer Relationship Specialist: Alex Page

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle is a branded title.

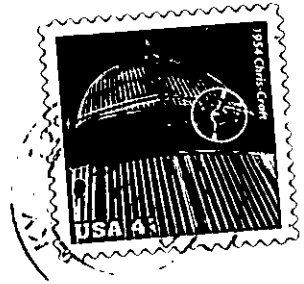
At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have any future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer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

Sincerely,

Pontiac Customer Assistance Center

Janesco
Truck & Equipment

P.O. Box 422 • Columbia, Kentucky 42728



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

DEC 19 2008

48232$5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-14-07

17-Digit Vehicle Identification Number (VIN): 1G2ZH548454[redacted]

Mileage at Time of Repair: 5258 13,795 Date of Repair: 3/16/06 & 10/3/06

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted] PO Box [redacted]

City: Columbia State: Kentucky ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 873.51

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 1G2ZH548454[redacted]16 0011964
[redacted]
COLUMBIA, KY [redacted]

Columbia, Kentucky
Phone:
Cell:
Fax
Email
Web

MEMO

DATE: December 16, 2007

TO: Reimbursement Department - Pontiac

FROM:

RE: power steering issues - 2005 Pontiac G6 - VIN # 1G2ZH548454

Please be aware that I took the car into the local dealership when the power steering failed on the highway.

The first time they thought that they had it fixed (attached bill for parts and labor).

The second time they again thought they had fixed it (attached bill for parts and labor).

The third time that I took the car to the dealership they kept it for 4 weeks, were unable to fix the power steering and did not charge for the services.

I had to sell the car after the third visit since they were unable to correct the problem and it could not be driven on the highway.

Regards,

[redacted]

Harvey-Ellis Motors, Inc.
1072 Campbellsville Rd · P.O. Box 99
Columbia, KY 42728
Phone 270-384-2291 · Fax 270-384-6855

COLUMBIA KY [redacted]

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/13/06	05	PONTIAC	G6	1G2ZH548454[redacted]	3689	5258	0	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	03/15/06	06	00/00/00 00:00		48.00	01	03/15/06

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
28006		[redacted]		GREY 1

========== REPAIR LINE 01 ==========
(SALVAGE)OWNER STATES SEVERAL TIMES OVER THE LAST 6 WEEKS THE STEERING WAS STIFF WHEN CAR WAS 1ST STARTED BUT WAS OK AFTER RESTARTS. NOW THE POWER STEERING IS INOPERATIVE.
TECH II SCAN. ELECTRONIC STEERING SYSTEM MODULE/MOTOR WOULD NOT COMMUNICATE WITH THE SCANNER. REPLACE MODULE MOTOR ASSEMBLY AND REPROGRAMMED THE SYSTEM.
BILL CODE - C
(SALVAGE)

-	TECH II DIAGNOSTIC	01	M A	1.00	48.00
121A	R/R/MOD/MTR/P/S	01	M A	2.00	96.00
121A	REPRO/P/S/SYS	01	M A	1.00	48.00
			TOTAL LABOR		192.00
GM	15775370 -MOTOR			1	306.80
			TOTAL PARTS		306.80

========== REPAIR LINE 02 ==========
REMOVE BOX AND REARRANGED CONNECTORS BECAUSE CAR WOULD NOT START.
ADVISED OWNER IF ELECTRICAL FAILURES CONTINUE THE MAIN WIRING HARNESS THAT CONNECTS TO THE RELAY BOX UNDER THE HOOD MAY HAVE TO BE REPLACED.
BILL CODE C

122	R/R/RELAY/JUNCT	01	M A	.60	28.80
			TOTAL LABOR		28.80

PAYMENT TYPE - 1 557.71

BUICK GENUINE CHEVROLET PONTIAC

COPY

Pd check # 6561

LABOR AMOUNT	220.80
PARTS AMOUNT	306.80
MISC. SALES	.00
MATERIALS	11.04
TOTAL CHARGE	538.64
DEDUCTIBLE	.00
SALES TAX	19.07
OTHER PAY	.00
CUSTOMER PAY	557.71

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS ITEM/ITEMS

CUSTOMER SIGNATURE
>

Copyright 2000 ADP, Inc.

[redacted]

COLUMBIA KY [redacted]

Harvey-Ellis Motors, Inc.
1072 Campbellsville Rd · P.O. Box 99
Columbia, KY 42728
Phone 270-384-2291 · Fax 270-384-6855

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/03/06	05	PONTIAC	G6	1G2ZH548454[redacted]	3689	13745	0	0000

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
00/00/00	10/05/06	06	00/00/00 00:00		48.00	01	10/19/06

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
30070		[redacted]	[redacted]	GREY 2

========== REPAIR LINE 01 ==========

OWNER STATES THE CAR LOSES POWER ASSIST IN THE STEERING AND THE WRENCH LIGHT COMES ON.
TECH II SCAN. FOUND CODE FOR ACCESSORY CIRCUIT HAD A SHORT TO THE GROUND. THIS IS PROBALLY NOT RELATED. TEST DROVE MULTIPLE TIMES. (16 MILES) STEERING WORKING PROPERLY AT THIS TIME. CODE U2111. REPLACED IGNITION SWITCH AND REPAIRED GROUND WIRE FOR THE STEERING CONTROL MODULE.

BILL CODE - C

.	TECH II DIAGNOSTIC	01	M A	1.00	48.00
121	R/R/IGN/SWTCH	01	M A	2.20	105.60
121A	ELEC/DIAG/REPR	01	M A	2.50	120.00
			TOTAL LABOR		273.60
GM	15142952 -SWITCH			1	26.13
			TOTAL PARTS		26.13

PAYMENT TYPE - 1 315.80

BUICK GENUINE CHEVROLET PONTIAC

Pd check #7150 COPY

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	273.60
PARTS AMOUNT	26.13
MISC. SALES	.00
MATERIALS	13.68
TOTAL CHARGE	313.41
DEDUCTIBLE	.00
SALES TAX	2.39
OTHER PAY	.00
CUSTOMER PAY	315.80

Copyright 2000 ADP, Inc.

7150

[redacted]

COLUMBIA, KY [redacted]

73-269-421

DATE 10-20-06

PAY TO THE ORDER OF Harvey Ellis $315.80

Three Hundred Fifteen + 80/100 DOLLARS

Community Trust Bank

Columbia Office - Columbia, Kentucky

[redacted]

FOR psb - 200566

[redacted]

Date:10/24/2006 Account:[redacted] Amount:$315.80 Sequence:291540 Serial:7150 Trancode:800 TR:[redacted] DbCr:D Pocket:0
UserID:000000 SafeBox:- SafeBranch:00000

[redacted]

[redacted]

HARVEY-ELLIS MOTORS, INC.

COPY

6565

[redacted]

COLUMBIA, KY [redacted]

73-269/421

DATE 3-15-06

PAY TO THE ORDER OF Harvey Ellis $557.71

Five Hundred Fifty-seven & 71/100 DOLLARS

Community Trust Bank

Columbia Office • Columbia, Kentucky

[redacted]

FOR part 056-6

[redacted]

Date:03/20/2006 Account [redacted] Amount:$557.71 Sequence:397130 Serial:6565 Trancode:800 TR [redacted] DbCr:D Pocket:0
UserID:000000 SafeBox:- SafeBranch:00000

[redacted]

The First National Bank
Columbia, KY
42728
>083903108<

HARVEY-ELLIS MOTORS, INC.

COPY

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

February 2, 2011

[redacted]
Saint Louis, MO [redacted]

Service Request: 71-591157517
Customer Relationship Specialist: Jasmin Cooper

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. We regret that we are unable to reimburse you the amount you requested because the documentation provided did not substantiate your request.

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

Sincerely,

Chevrolet Customer Assistance Center

[redacted]

St. Louis, MO [redacted]

SAINT LOUIS MO 631

18 DEC 07 PM 09 T

41USA

DEC 20 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: 12-15-07

17-Digit Vehicle Identification Number (VIN): 1G1ZU548X5F[redacted]

Mileage at Time of Repair: 56108 Date of Repair: 8-17-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: St. Louis State: Missouri ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 1070.87

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).

[redacted]

ST LOUIS MO [redacted]

CHEVROLET

MEROLLIS CHEVROLET, INC.
12110 Lusher Road
Saint Louis, Missouri 63138
(314) 869-4800

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
08/17/07	05	CHEVROLET	MALIBU	1G1ZU548X5F[redacted]	68096	56108		964

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	08/17/07	60	00:00		100.00	00	08/17/07

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
136604		[redacted]		BLACK 1

Repair Type: NC

========== REPAIR LINE 001 ==========

CHECK OWNER STATES THAT THERE POWER STEERING WARNING LIGHT HAS BEEN COMING ON AND THERE STEERING HAS BEEN HARD-TO-TURN INTERMITTANTLY CHECK AND REPORT OF NEEDED REPAIRS

OWNERS COLUMN INTERMITTANTLY CUTTING OUT WARNING LIGHT COMING ON REPLACED COLUMN AND RESET SYSTEM SAFETY ISSUE DJAYNE OKED GOODWILL REPAIR

Bill Code - W

Failure Code: 6D

Complaint Code: OJ

Approval Code: A

E7680 COLUMN ASSEMBLY, STEERING - REPLACE 11 M A 165.97

Total Labor 165.97

GM 15926870 -COLUMN 1

Failed Part: 15926870

Total Parts 286.48

Total Line 452.45

CHEVROLET

GM

COPY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HERON 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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

SERVICE DEPT. HOURS
7:00 TO 5:30
MONDAY THRU FRIDAY

The seller, MEROLLIS CHEVROLET, INC., 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.

CUSTOMER SIGNATURE

>

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

Copyright 2000 ADP, Inc.

P.O. Box 10722
Birmingham, AL 35202

ARAMARK
Uniform Services

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

045J83087890
neopost
$0.41
12/14/2007
Mailed From 35234
US POSTAGE

DEC 20 2007

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

48232\5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-14-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT51F26F[redacted]

Mileage at Time of Repair: 50125 Date of Repair: 06-15-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Birmingham State: AL ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: $ 661.31

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

IVAN LEONARD CHEVROLET

1620 MONTGOMERY HIGHWAY

PHONE (205) 823-5120

HOOVER, ALABAMA 35216

Ctr # _____ Batch# _____

Vendor # _____

Inv # _____ P.O. # _____

NOTE: IVAN LEONARD CHEVROLET'S INVOICE IS PRINTED ON RECYCLED PAPER TO PROTECT THE ENVIRONMENT.

Gross Amt _____ Disc. Amt _____ Date _____

Special Handling _____

Check Description _____

G/L Description _____

Acct # _____ Co. _____ Control # _____

WELCOME TO IVAN LEONARD CHEVROLET-GEO, INC

CUSTOMER-SATISFACTION IS OUR NUMBER ONE GOAL !

[redacted]

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOIC
216794	TOBY HILL 325	54	06/15/07	C

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK
		50125	SILVER/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVER
06/CHEVROLET/MALIBU/4 DOOR SEDAN		

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUC
1 G 1 Z T 5 1 F 2 6 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/14/07

[redacted]

BIRMINGHAM, AL [redacted]

RESIDENCE PHONE [redacted]

LABOR----------

J# 1 03CVZ02020 DIAG OF STEERING, HOURS: TECH(S):588

CUSTOMER STATES
THE POWER STEERING IS INOP AT TIMES.

INSPECT....REPLACED FAILING POWER STEERING COLUMN ASSY.

COPY

TOTAL - LABOR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		15926870	COLUMN 6.5L8	359.00

TOTAL - PARTS

MISC	CODE	DESCRIPTION	CONTROL NO
JOB #-A	1	SHOP SUPPLIES/HAZARDOUS WASTE	

TOTAL - MISC

COMMENTS----------

PO 92582M593.

TOTALS----------

HAZARDOUS WASTE/SHOP SUPPLIES CHARGE COVERS COST OF REMOVAL OF HAZARDOUS WASTE SUCH AS OIL FILTERS,OIL,AND ANTIFREEZE. IT ALSO INCLUDES THE COSTS OF OTHER ITEMS SUCH AS SHOP RAGS, CLEANING FLUIDS & OTHER ITEMS.THIS CHARGE COULD REPRESENT A PROFIT (IF EXCEEDING SUCH COSTS) TO THE DEALERSHIP.

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

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

TOTAL INVOICE $

[redacted]

_____

CUSTOMER SIGNATURE

ARAMARK Uniform Services

AN EQUAL OPPORTUNITY AFFIRMATIVE ACTION EMPLOYER

PURCHASE ORDER NO.

92582 M

SHOW THIS ENTIRE NUMBER ON ALL CASES, DELIVERY SLIPS, INVOICES ETC.

WE RESERVE THE RIGHT TO REJECT ANY OR ALL OF THIS CONTRACT IF NOT AS SPECIFIED, NOTWITHSTANDING PRIOR PAYMENT. COMPLIANCE WITH THE OSHA ACT IS A CONDITION OF THIS CONTRACT.

VENDOR [redacted]

SHIP TO

DATE 6/15/07 VENDOR #

BILL TO: SAME AS ABOVE

SHIP DATE	SHIPPED VIA	DESCRIPTION	TAXABLE YES	TAXABLE NO	TERMS	F.O.B. POINT

VENDOR STYLE NO.	ARAMARK ITEM CODE	ORDER QTY.	UNIT	SIZE	ROUTE REFERENCE	DESCRIPTION	COST PER UNIT	G/L ACCT #	QUANTITY RECEIVED 1st	[redacted]
		1				Labor	261.00	5630	1	
		1				15926870	359.00	5	1	
						#1R225A				
						Total $ 661.31				

X [redacted]

SIGNATURE

	RECEIVED BY	DATE RCVD	FREIGHT BILL NO.	CARRIER
1st RECEIPT	Th. Lambert	6-15-07		

ACCOUNTS RECEIVABLE AGING
ALL OPEN ITEMS
Data definition (S1_ARTRN02V_VW)

				ORIG AMT	CURRENT A/R	31-60 DAYS	61-90 DAYS	91 DAYS & OVER	LAST TRAN TOTAL DUE
15950-001 MERCEDES BENZ / PAINT ROOM					(205)-462-5714	STAT:A			11/28/07
5 3	04/18/07	10	4627285	3,759.33				311.15	
5 3	04/25/07	10	4632435	6,785.76				3,269.00	
				10,545.09	.00	.00	.00	3,580.15	3,580.15
15949-001 MERCEDES/BENZ (LADIES)					(000)-000-0000	STAT:A			11/28/07
5 3	04/18/07	10	4627287	1,011.40				138.38	
				1,011.40	.00	.00	.00	138.38	138.38
17296-001 PODS					(334)-294-3112	STAT:D			02/23/07
12 2	02/23/07	30	LPC CHA	4.17				4.17	
				4.17	.00	.00	.00	4.17	4.17
REPORT TOTAL:					.00	.00	.00	3,722.70	3,722.70

[redacted]
Birmingham, AL [redacted]
Phone:
Toll Free:
Fax:

[redacted]

FACSIMILE TRANSMISSION

To: Jerry Robinson
866-962-2868

Date: 01/23/08

From: [redacted]

Re:

This fax contains the following number of pages: 2

Comments

Email: [redacted]

Confidentiality Statement

The information contained in this fax is confidential and is intended only for the use of the individual or entity named above. If you have received this communication in error, please notify us immediately by telephone.

IVAN LEONARD CHEVROLET

PHONE (205) 823-5120

HOOVER, ALABAMA 35216

NOTE: IVAN LEONARD CHEVROLET'S INVOICE IS PRINTED ON RECYCLED PAPER TO PROTECT THE ENVIRONMENT.

WELCOME TO IVAN LEONARD CHEVROLET-GEO, INC

CUSTOMER SATISFACTION IS OUR NUMBER ONE GOAL !

CUSTOMER NO. 216794	ADVISOR TOBY HILL 325	CARD NO. 54	INVOICE DATE 06/15/07	INVOICE NO. CVCS229374
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 50125	COLOR SILVER/	STOCK NO.
	YEAR/MAKE/MODEL 06/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1 1 T 1 2 F 3 5 6		SELLING DEALER NO.	PRODUCTION DATE
BIRMINGHAM, AL [redacted]	F.T.E. NO. / R.O. NO.		R.O. DATE 06/14/07	
RESIDENCE PHONE [redacted]				

LABOR----------

J4 1 03CVZ02020 DIAG OF STEERING. HOURS: TECH(S):588 — 260.00

CUSTOMER STATES
THE POWER STEERING IS INOP AT TIMES.

INSPECT....REPLACED FAILING POWER STEERING COLUMN ASSY.

TOTAL - LABOR 260.00

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
JOB # 1	1	19926870	COLUMN 6.518	359.00	359.00
				TOTAL - PARTS	359.00

MISC------	CODE--------	DESCRIPTION----------	CONTROL NO----------	
JOB # A	1	SHOP SUPPLIES/HAZARDOUS WASTE		10.00
			TOTAL - MISC	10.00

COMMENTS----------

PO 92582M593.

TOTALS----------

HAZARDOUS WASTE/SHOP SUPPLIES CHARGE COVERS COST OF REMOVAL OF HAZARDOUS WASTE SUCH AS OIL FILTERS,OIL,AND ANTIFREEZE. IT ALSO INCLUDES THE COSTS OF OTHER ITEMS SUCH AS SHOP RAGS, CLEANING FLUIDS & OTHER ITEMS.THIS CHARGE COULD REPRESENT A PROFIT (IF EXCEEDING SUCH COSTS) TO THE DEALERSHIP.

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

TOTAL LABOR....	260.00
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	32.31
TOTAL INVOICE $	661.31

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

February 2, 2011

[redacted]
Attention: [redacted]
Birmingham, AL [redacted]

Service Request: 71-591194492
Customer Relationship Specialist: Jerry Robinson

Dear [redacted]:

Thank you for contacting us recently regarding the special coverage notice you received for your 2006 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. We regret that we are unable to reimburse you the amount you requested because the vehicle is not included in this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

February 2, 2011

[redacted]
Attention: [redacted]
Birmingham, AL [redacted]

Service Request: 71-591194492
Customer Relationship Specialist: Jerry Robinson

Dear [redacted]:

Thank you for contacting us recently regarding the special coverage notice you received for your 2006 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 instrument panel cluster that you had repaired. We regret that we are unable to reimburse you the amount you requested the vehicle is not included in this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

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

GM

CHECK **No.** 900951015

50-937
213

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

DATE			AMOUNT
01/18/08	***********100 DOLLARS	****00 CENTS	***********100.00

PAY TO THE ORDER OF

[redacted]
ANDERSON IN [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000110 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/18/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52815F[redacted]	01/17/08	VM 1-9T8VWV 71-591268338.1-9T8VWV	00.0000	100.00	.00	100.00
		TOTAL		100.00	.00	100.00

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

M3

[redacted]

Anderson, IN [redacted]

INDIANAPOLIS IN 462

18 DEC 2007 PM 3 L

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

DEC 20 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/17/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52815F [redacted]

Mileage at Time of Repair: 61,374 Date of Repair: 7/9/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Anderson State: IN ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ $100.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

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).

SAM PIERCE CHEVROLET Incorporated

12401 W. County Rd. 550 S. * P.O. Box 565
Daleville, IN 47334
Phone: (765) 378-1100 * Toll Free: (800) 886-2438

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
521711	JON IRELAND 7034	2063	07/09/07	CVCS134413
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 61,374		COLOR SILVER/	STOCK NO. A4110
ANDERSON, IN [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE 07/27/05	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT528 15F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 07/06/07	REPRINT# 1
R [redacted]	BUSINESS PHONE	COMMENTS		

TOTALS----------

**********PAY METHODS**********

[ ]CASH

[ ]CHECK [#]

[ ]M/C [ ]VISA [ ]AMEX [ ]DISC

[ ]VOYAGER

[ ]OTHER: REASON:

[ ]CHARGE

CUSTOMER SIGNATURE

TOTAL LABOR....	210.00
TOTAL PARTS....	348.04
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-478.92
TOTAL TAX.....	20.88
TOTAL INVOICE $	**100.00**

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

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.
765-378-1100
W PART NUMBERS ARE LIFE TIME PARTS.

1) Steering Column - Tilt 10/25/06

2) Brake Work Machined Front Rotors
10/23 Replaced Front Rotors Complete

4:30

ORIGINAL

Reynolds and Reynolds EFAINTSI14E CC655670 Q (04/06)

CUSTOMER COPY

[END OF INVOICE] 02:41pm

SAM PIERCE CHEVROLET Incorporated

12401 W. County Rd. 550 S. * P.O. Box 565
Daleville, IN 47334
Phone: (765) 378-1100 * Toll Free: (800) 886-2438

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
521711	JON IRELAND 7034	2063	07/09/07	CVCS134413
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 61,374		COLOR: SILVER/	STOCK NO.: A4110
ANDERSON, IN [redacted]	YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE: 07/27/05	DELIVERY MILES
	VEHICLE I.D. NO.: 1G1ZT52815F[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 07/06/07	REPRINT# 1
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES

LABOR

J# 1 45CVZ STEERING/SUSPENSION HOURS: 2.80 TECH(S):8010 — 210.00

CUST REQ CK POWER STEERING WILL QUIT WORKING WHILE DRIVING
POWER STEERING MESSAGE APPEARS ON RADIO DISPLAY
DIAGNOSED AND REPLACED STEERING COLUMN MODULE ASSEMBLY
EZ CARE WARRANTY AUTH #3076199

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25805894	MOTOR 6.605	348.04	348.04
				TOTAL - PARTS	348.04

MISC	CODE	DESCRIPTION	CONTROL NO	
	WE	EASYCARE WARRANTY PAYS	134413	-478.92
			TOTAL - MISC	-478.92

JOB# 1 TOTALS

LABOR	210.00
PARTS	348.04
MISC	-478.92

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 79.12

JOB# 2 CHARGES

LABOR

J# 2 00CVZ07 FREE SERVICE CK HOURS: TECH(S):8010 — INTERNAL

COMPLETE FREE SERVICE CK OVER
COMPLETE FREE SERVICE CK OVER

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS
DROP

DISCLAIMER OF WARRANTIES

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

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER.
765-378-1100
W PART NUMBERS ARE LIFE TIME PARTS.

ORIGINAL

Reynolds and Reynolds ERAINTS114E CCA55670.Q (04/06)

 [CONTINUED ON NEXT PAGE] 02:41pm

February 2, 2011

[redacted]
Anderson, IN [redacted]

Service Request: 71-591268338
Customer Relationship Specialist: John Schnitzer

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 $100.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/14/08	***********290 DOLLARS	****00 CENTS	***********290.00

PAY TO THE ORDER OF

[redacted]
KANSAS CITY MO [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000016 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62835F[redacted]	01/11/08	VM 1-9S2T1K 71-591355597.1-9S2T1K	00.0000	290.00	.00	290.00
		TOTAL		290.00	.00	290.00

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

W3

February 2, 2011

[redacted]

Kansas City, MO [redacted]

Service Request: 71-591355597
Customer Relationship Specialist: Sheila Sanders

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the 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 $290.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

Children's Mercy
HOSPITALS & CLINICS
www.childrens-mercy.org

2401 Gillham Road
Kansas City, Missouri 64108

[redacted]

Y 641-661

07 PM 6 L

KC MO [redacted]

HA
HOL
USA First-Class

DEC 20 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: 12/17/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT62835F[redacted]

Mileage at Time of Repair: 51895 Date of Repair: 8/16/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted] KC MO [redacted]

City: KC State: MO ZIP Code [redacted]

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

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

Amount of Reimbursement Requested: $ 290.00

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 Signatur[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

[redacted]R10

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

GM

December 2007

[redacted]

Kansas City, MO [redacted]

Dear [redacted]

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

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

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

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

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

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

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).

100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

[redacted]

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

07126 1G1ZT62835F[redacted]13 0005223

[redacted]

KANSAS CITY, MO [redacted]

CABLE-DAHMER CHEVROLET

CABLE-DAHMER CHEVROLET, Inc.
1834 South Noland Road
Independence, Missouri 64055
Phone
(816) 254-3860

ORIGINAL

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
187026	D BLAIN PLYMELL 896	6770	08/17/07	CVCS549319

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] KANSAS CITY, MO [redacted]			51,895	BLUE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/4 DOOR COUPE	07/22/04	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 6 2 8 3 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/16/07

[redacted]	BUSINESS PHONE	COMMENTS
		MO: 51895

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

J# 1 050LZ STEERING TECH(S):604 290.00

CUSTOMER STATES THE POWER STEERING LIGHT IS COMING ON ON THE
RADIO--AND WILL LOOSE POWER STEERING ASSIST
SCAN CHECK AND RUN DIAGNOSTICS C0545 PRESENT INTERNAL
COLUMN FAILURE
REPALCED COLUMN AND RESET PARAMETERS
ONE TIME GOODWILL GESTURE ON PART--NOT COVERED BY WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	290.00

J# 2 000LZ07 FREE MAINTENANCE INS TECH(S):604 INTERNAL

FREE MAINTENANCE INSPECTION
COMPLETED

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

TOTALS----------

!!!!!!!! ATTENTION CUSTOMERS!!!!!! ADDED VALUE!!!!!!!!!!!!!!
!!!! ALL GENUINE G.M. PARTS INSTALLED ON YOUR VEHICLE!!!!!!!
******ARE NOW BACKED BY G.M.'S 12mo/12,000 MILE WARRANTY****
** OR PARTS DESIGNATED BY AN * INDICATE A LIMITED LIFETIME**
WARRANTY APPLIES TO CUSTOMER PAY REPAIRS, ASK YOUR ADVISOR
FOR DETAILS

TOTAL LABOR....	290.00
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 $	**290.00**

YOU WILL RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHEVROLET. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY. YOUR SATISFACTION IS OUR NO. 1 CONCERN. THANK YOU.
CABLE DAHMER CHEVROLET 816-254-3860

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

DISCLAIMER OF WARRANTIES

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

PAID

The Reynolds and Reynolds Company ERAINTINVE: FL607813 O (11/05)

[END OF INVOICE] 05:21pm

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

January 31, 2011

[redacted]
Shelby, NC [redacted]

Service Request: 71-589669213
Customer Relationship Specialist: Pinkie Smith

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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 $516.20.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

Shelby NC [redacted]

CHARLOTTE NC 282

15 DEC 2007 PM 2 L

[redacted]

DEC 19 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): 1G1ZT62805F[redacted]

Mileage at Time of Repair: 44421 Date of Repair: 5-1-06

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: SHELBY State: NC ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 516 20

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

[redacted]

[redacted]

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

07126 1G1ZT62805F121418 13 0009418

[redacted]

SHELBY, NC [redacted]

Customer Number: **4094**

Invoice No: **12615**

INVOICE

CARTER CHEVROLET

200 WEST DIXON BLVD.
SHELBY, NC 28152
MAIN: 704-482-4341
SERVICE: 704-484-6050
BODY SHOP: 704-484-6046

YOU'LL FEEL SMARTER... WHEN YOU BUY FROM CARTER!

[redacted]
SHELBY, NC [redacted]
Home: [redacted] Bus: Cell:
Email:

SERVICE ADVISOR: **206 LISA BINGHAM**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BURG	05	CHEVROLET MALIBU	1G1ZT62805F[redacted]	[redacted]	44421 44421	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05						CASH	01MAY06

R.O. OPENED	READY	OPTIONS: ENG:3.5_Liter_SFI
13:54 01MAY06	16:14 01MAY06	

```
LINE OPCODE TECH TYPE HOURS                                  LIST      NET     TOTAL
A INTERMITTENT POWER STEERING MESSAGE ON DIC - W/LOSS OF POWER
        STEERING-IF CUSTOMER CUTS VEH OFF AND RESTARTS VEH SOMETIMES IT
        WILL RESET POWER STEERING
     OL INTERMITTENT
             246    CM                                              162.50   162.50
        1 88967179 S/COL REM                                 359.00  325.00   325.00
,,,,SCANNED SYSTEM FOUND DTC CODE C0545 IN STEERING SYSTEM--TEST & DIAG
,,,,TO LOWER STEERING COLUMN HAS SHORT IN IT -- REPLACED CALUMN AND
,,,,REPROGRA M TO CORRECT
             ***************************************************
HAZ MAT'L/SUPPLIES                                                                5.95
```

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

TOTAL $516.20

DATE: MAY 01, 2006 TIME: 15:14
AUTH NO: 021699

[redacted]
SWIPE
SALE

ITEM #: 001

TERMINAL I.D.: 1233
MERCHANT #: 38993

704-482-4341
CARTER CHEVROLET
200 WEST DIXON BLVD
SHELBY NC 28152

COPY

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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	$ 162.50
PARTS AMOUNT	$ 325.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 5.95
TOTAL CHARGES	$ 493.45
LESS INSURANCE	$ 0.00
SALES TAX	$ 22.75
PLEASE PAY THIS AMOUNT	**$ 516.20**

Customer Copy

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X4512 290.1

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/09/08

**********516 DOLLARS ****20 CENTS

AMOUNT **********516.20

PAY TO THE ORDER OF

[redacted]
SHELBY NC [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000036 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/09/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62805F[redacted].71-589669213.1-9R4WXG	01/08/08	VM 1-9R4WXG	00.0000	516.20	.00	516.20
			TOTAL	516.20	.00	516.20

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

W3

AP33CX

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

February 2, 2011

[redacted]

Shepherd, MI [redacted]

Service Request: 71-591575693
Customer Relationship Specialist: Katrina Blake

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the column kit that you had repaired. We regret that we are unable to reimburse you the amount you requested because the vehicle has a warranty block and a branded title before the repair was completed.

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

Sincerely,

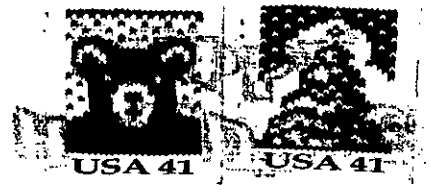
Chevrolet Customer Assistance Center

[redacted]

SHEPHERD, MI[redacted]

LANSING MI 489

18 DEC 2007 PM 1 T



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

DEC 19 2007

48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-18-2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT52865F [redacted]

Mileage at Time of Repair: 55,102 Date of Repair: 6-29-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Shepherd State: Michigan ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 525.34

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

[redacted]

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

JIM MARTIN

CHEVROLET - CADILLAC
7400 ALGER ROAD – (989) 463-6026
ALMA, MICHIGAN 48801
"a place that you can count on"

COPY

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
22188	JEFF VANDE GUCHTE 08		06/29/07	CVCS74816

[redacted]
SHEPHERD, MI [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
70.00		55,102	MEDIUM GRAY	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/4 DR	12/02/04	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 5 2 8 6 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/28/07

[redacted]

COMMENTS

LABOR & PARTS----------
J# 1 02CVZ1 FRONT SUSPENSION HOURS: 2.70 TECH(S):6 189.00
SVC STEERING LIGHT IS ON AND STEERING IS HARD TO TURN
STEERING STILL HAS CLUNK OVER BUMPS
TEST DRIVE AND SCAN SYSTEM, FOUND R/F BALL JOINT WORN AND
POWER STEERING POSITION SENSOR OPEN, REPLACED STEERING
COLUMN AND RETEST - OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00
			JOB # 1 TOTAL PARTS		359.00
			JOB # 1 TOTAL LABOR & PARTS		548.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SS	SHOP SUPPLIES		10.00
JOB # 1	GDISC	10%DISCOUNT		-54.80
			TOTAL - MISC	-44.80

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $525.00 (+TAX)
TECHNICIAN CERTIFICATION----------
6 DOUGLAS CAMPBELL M162122

TOTALS----------

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. SHOULD YOU HAVE ANY QUESTIONS REGARDING THE REPAIRS PERFORMED, PLEASE CONTACT ME

JEFF VANDE GUCHTE - SERVICE MANAGER
DUSTIN MIDDLETON - SERVICE ADVISOR

TOTAL LABOR....	189.00
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	-54.80
TOTAL TAX.....	22.14
TOTAL INVOICE $	**525.34**

[ ] CASH [ ] CHECK [ ] CREDIT CARD [ ] CHARGE
[ ] GMPP/GMRP [ ] ADVANTAGE

CUSTOMER SIGNATURE

paid

[redacted]

STATE REG. NO. F 128513
FEDERAL I.D. NO. 38-2547319

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

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

* MISC. SHOP SUPPLIES AND/OR EPA: A token charge equivalent of 10% or less of our labor charge, maximum of $10.00, for supplies used in or on your vehicle. Applicable items are nuts, bolts, washers, tape, pins, solvents, lubricants, solder, window sealers, mats, towels, aero-sprays, shellac, rags, carburetor cleaner, battery cleaner, wire and etc. - in accordance with EPA regulations, a hazardous waste disposal fee will be charged, where applicable. This fee is based upon the service operation performed in our shop and can vary depending upon the actual disposal waste created.

IMPORTANT

You may receive a questionaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager.
Thank You,

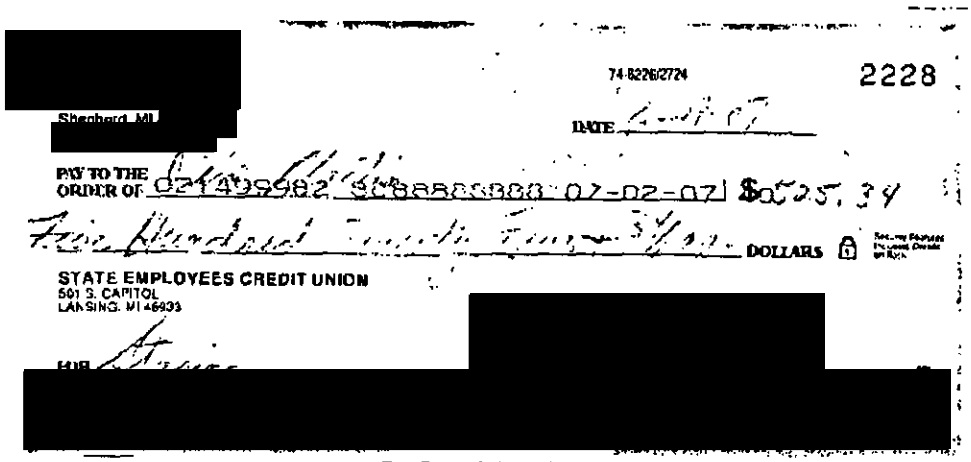
JIM MARTIN
CHEVROLET - CADILLAC
(989) 463-6026

Reynolds and Reynolds ERAINTS114E CC630883 Q (01/07)

 CUSTOMER COPY [END OF INVOICE] 04:36pm

Check View

Check Number 2228 (FRONT)


[redacted]
Sheppard, MI
[redacted]
74-8226/2724
2228
DATE
PAY TO THE ORDER OF 021499982 [illegible] 07-02-07 $525.34
Five Hundred Twenty Five 34/100 DOLLARS
STATE EMPLOYEES CREDIT UNION
501 S. CAPITOL
LANSING, MI 46933
[redacted]

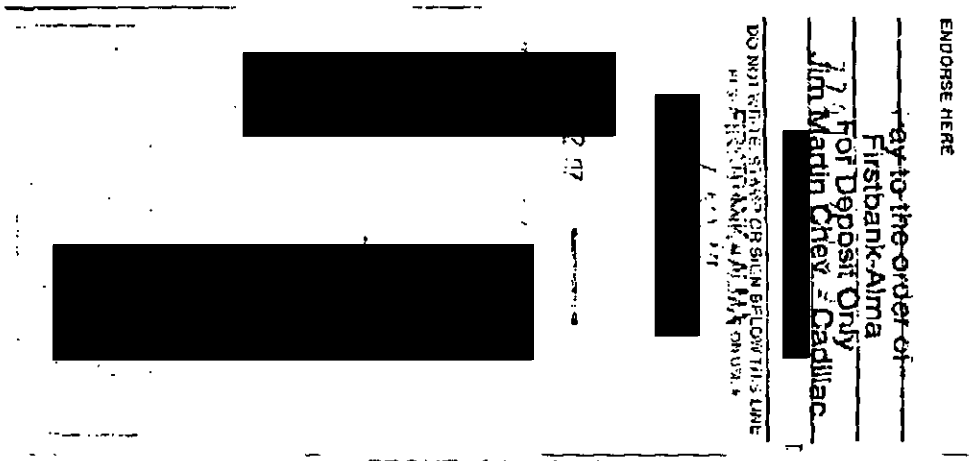
BACK of the check

Posted on 7/3/2007 5:01:26 PM
Memo:
For ($525.34)

COPY

Check View

Check Number 2228 (BACK)



FRONT of the check

Posted on 7/3/2007 5:01:26 PM
Memo:
For ($525.34)

COPY

COPY

[redacted]

[redacted]

Shepherd, MI [redacted]

74-8226/2724

2228

6-29-07

Jim Martin

Five Hundred Twenty Five + 34/100

BALANCE FORWARD	
THIS PAYMENT	525.34
BALANCE	
OTHER	
BALANCE FORWARD	

STATE EMPLOYEES CREDIT UNION
501 S. CAPITOL
LANSING, MI 48933

[redacted]

TAX DEDUCTIBLE ITEM ☐

NOT NEGOTIABLE

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/14/08

**************280 DOLLARS ****00 CENTS

AMOUNT
**************280.00

PAY TO THE ORDER OF

[redacted]
RUPERT GA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 01/14/08

VENDOR DUNS NO. BB 000000259 1

VENDOR NAME [redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528X54[redacted].71-591683	01/11/08	VM 1-9SAKVA 183.1-9SAKVA	00.0000	280.00	.00	280.00
			TOTAL	280.00	.00	280.00

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

M3

February 2, 2011

[redacted]
Rupert, GA [redacted]

Service Request: 71-591683183
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 $280.00.

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

Sincerely,

Pontiac Customer Assistance Center

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

[redacted]

Rupert, GA [redacted]

MACON GA 312

17 DEC 2007 PM 2 L

HAPPY HOLIDAYS

DEC 20 2007

General Motors Corporation
Reimbursement Department
P.O. Box 33170
Detroit, Michigan 48232-5170

48232#5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: December 17, 2007

17-Digit Vehicle Identification Number (VIN): 1G2ZG528X54[redacted]

Mileage at Time of Repair: 51949 Date of Repair: May 3, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Rupert State: GA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 280.00

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

[redacted]R14

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

Eddie Wiggins
BUICK PONTIAC GMC

BUICK PONTIAC

741 Russell Parkway
P.O. Box 7209
WARNER ROBINS, GA. 31095
Ph. 478-929-0222

GMC

COPY

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
22226	BRENT COLLIER 277		05/03/07	CVCS85103

	LABOR RATE	MILEAGE	COLOR	STOCK NO.
[redacted] RUPERT, GA [redacted]	[redacted]	51,949	BEIGE/	P5122

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/4DR SDN	02/28/05	23

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/03/07

COMMENTS

[redacted]

JOB# 1 CHARGES----------

LABOR----------
J# 1 45CVZ01 STEERING CONCERN TECH(S):421 WARRANTY
CUSTOMER STATES SERVICE POWER STEERING MESSAGE RECENTLY
DISPLAYED.
STEERING COLUMN TORQUE SENSOR FAULTY.
R&R STEERING COLUMN.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	15926870	COLUMN 6.518		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+45CVZ *STEERING/SUSPENSION TECH(S):421 280.00
Added Operation (3BRENTC @ 05/03/2007 11:33)
CUSTOMER PAY LABOR FOR LINE 1.

JOB# 2 TOTALS----------
LABOR 280.00

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 280.00

TECHNICIAN CERTIFICATION----------
421 CHRISTOPHER T SMITH E

TOTALS----------

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

TOTAL LABOR....	280.00
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 $	**280.00**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIMITED
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.
12 MONTHS/12,000 MILE WARRANTY ON ALL GM PARTS WE INSTALL.

THANK YOU FOR YOUR BUSINESS!

CUSTOMER SIGNATURE

We appreciate this opportunity to serve you. Quality service is important to us. If you have any suggestions for improvement, let us know.

Thank You for Your Business

Eddie Wiggins

BUICK - PONTIAC
GMC

EDDIE WIGGINS BUICK
741 RUSSELL PARKWAY
WARNER ROBINS, GA 31088

TERMINAL I.D.: 95978821

MERCHANT #: 417000002180001

VISA
[redacted]
SALE
BATCH: 000061 INV: 13
DATE: MAY 03, 07 TIME: 13:42:43
AUTH NO: 049783

TOTAL $280.00

[redacted]

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

CUSTOMER COPY

Reynolds and Reynolds ERAINTS14E CC230448 Q (12/00)

 CUSTOMER COPY [END OF INVOICE] 02:37pm

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

February 2, 2011

[redacted]
Germantown, MD [redacted]

Service Request: 71-591686759
Customer Relationship Specialist: Anne Parks

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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 $962.17.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]
Germantown, MD

SUBURBAN MD 208
18 DEC 2007 PM 4 L

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

DEC 20 2007

48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/17/07

17-Digit Vehicle Identification Number (VIN): 1G12T62815F[redacted]

Mileage at Time of Repair: 39687 Date of Repair: 8/09/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: GERMANTOWN State: MD ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: $ 961.18
INCLUDES 5% ST ON PARTS

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).

[redacted]

Dear Sirs:

In response to your December 2007 letter I am enclosing the information you requested to support my claim for reimbursement for repairs for failed power steering. The repair occurred on 8/9/07.

Sincerely

[redacted]

MEMBER
The Humane Society
of the United States®

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Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL

Visit us at our website: www.FitzMall.com

CUSTOMER NO. 104681	ADVISOR JANA LAMBERT 21747	TAG NO. 821	INVOICE DATE 08/09/07	INVOICE NO. CVCS633699
[redacted]	LABOR RATE 98.00	LICENSE NO.	MILEAGE 39,687	COLOR BEIGE/	STOCK NO. R4296
GERMANTOWN, MD [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR HATCHBACK		DELIVERY DATE 03/31/06	DELIVERY MILES 29,235
	VEHICLE I.D. NO. 1G1ZT62815F [redacted]		SELLING DEALER NO. FAM	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/09/07	
[redacted]	BUSINESS PHONE	COMMENTS LOANER YES		MO: 39690

TOTALS

CUSTOMER PAYMENT....
( ) Cash.... ( ) Check (Ck#)
( ) Charge.. ( ) Credit Card(.....)

CASHIER SIGNATURE.....

PAYMENT DATE.....

TOTAL LABOR....	844.67
TOTAL PARTS....	536.96
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	27.95
TOTAL MISC DISC	-7.25
TOTAL TAX.....	28.17
TOTAL INVOICE $	**1430.50**

******ATTENTION ALL CUSTOMERS******
For Customer Convience We Offer A Night Drop / Early Bird Service. The Night Drop Box Is Located Right Outside The Service Entrance.
Parts Designated With An Asterick (*) Indicates Lifetime Guarantee Applies For Customer Pay Repairs.

20.10 to P/S PART

CUSTOMER SIGNATURE

COPY

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Master Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .05% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of $45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

You understand that we do not accept any responsibility for damage or loss to any non-original equipment personal property or equipment left in or attached to the vehicle while it is in our possession.

You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express or implied warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER PAYMENT
( ) CASH ( ) CHECK NO.
( ) CHARGE ( ) CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ___/___/___

CUSTOMER CALLED: BY _____

DATE _____ TIME _____

The Reynolds and Reynolds Company ERALZRINVE F2001 rev. 04.30.07 CC219280 Q (04/07)

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966

CHEVROLET Cadillac SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL

mazda SAAB

Visit us at our website: www.FitzMall.com

CUSTOMER NO. 104681	ADVISOR JANA LAMBERT 21747	TAG NO. 821		INVOICE DATE 08/09/07	INVOICE NO. CVCS633699
[redacted]	LABOR RATE 98.00	LICENSE NO.	MILEAGE 39,687	COLOR BEIGE/	STOCK NO. R4296
GERMANTOWN, MD [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR HATCHBACK			DELIVERY DATE 03/31/06	DELIVERY MILES 29,235
	VEHICLE I.D. NO. 1G1ZT62815F [redacted]			SELLING DEALER NO. FAM	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 08/09/07	
R [redacted]	BUSINESS PHONE	COMMENTS CUSTOMER YES			MO: 39690

LABOR & PARTS

J# 1 19CVZ STEERING UNITS: TECH(S):92634 539.00

P/S LIGHT ON
COMPUTER TEST
REPLACE STEERING SENSOR WHICH IS PART OF COLUMNE
RESET COMPUTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15926870	COLUMN 6.518	402.08	402.08
				JOB # 1 TOTAL PARTS		402.08
				JOB # 1 TOTAL LABOR & PARTS		941.08

5% St on PARTS 20.10

J# 2 55CVCAMPAIGNS CAMPAIGN UNITS: 0.00 TECH(S):11 0.00

WE CHECKED FOR OPEN RECALLS AND THERE ARE NONE OPEN
AT THIS TIME.
NO WORK REQUIRED AT THIS TIME

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

J# 3 14CVZ FUEL SYSTEM UNITS: TECH(S):92634 0.00

CK GAS CAP LIGHT COMES ON AND OFF
NO CODES STORED

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

J# 4 85CVZ7500 SCHEDULE A SERVICE UNITS: TECH(S):92634 55.50

PERFORM SCHEDULE A SERVICE
PERFORM SCHEDULE A 7500 MILE SERVICE
CHANGE ENGINE OIL & FILTER
ROTATE THE TIRES (AND SET PRESSURE)
PERFORM COMPLETE VISUAL VEHICLE INSPECTION
TIRE WEAR,CV BOOTS,STEERING RACK,LINKAGE,FRONT SHOCKS/STRUT.
BRAKE SYSTEM:FRONT PADS/SHOE,REAR PADS/SHOES,HYDRAULIC
SYSTEMS,EMERGENCY BRAKE,ROTORS AND DRUMS,ENGINE/TRANSMISSION
ENGINE FLUID LEAKS,TRANSMSSION FLUID LEAKS,FUEL SYSTEM LEAKS
CARBURETOR/INJECTORS,TRANSMISSION FLUID,CLUTCH ADJUSTMENT.
HOSES & BELTS,BATTERY AND CABLES. EXHAUST: MUFFLER,EXHAUST
PIPES,HANGERS/BRACKETS.LAMPS: HEAD & TAILAMPS,SIGNAL/MARKER
LAMPS. INSPECT WIPER BLADES. CHASSIS LUBRICATION-INCLUDES
LUBRICATION OF STEERING & SUSPENSION COMPONENTS
TRANSAXLE/TRANSFER CASE LINKAGES
VEHICLES REQUIRING SYNTHETIC OIL,DIESELS AND TRUCKS
SLIGHTLY HIGHER. SOME MODELS SUBJECT TO ADDITIONAL CHARGES

COPY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1		PK47	OIL CHANGE KIT	16.95	16.95
JOB # 4	5		12345616	5W30OIL 8.800	****	****
JOB # 4	1		25010792	FILTER 1.836 UN	****	****

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

PAYMENT TERMS: We only accept cash, check, Visa, Mastar Card, Discover or American Express Bank Cards for payment. No credit will be extended.

Full payment is due immediately upon completion of work.

We reserve the right to require a reasonable deposit for parts and labor.

We charge interest at .05% per day on amounts past due more than 30 days under this repair order. You agree to pay a storage charge of $45.00 per day beginning 48 hours after completion of work.

You agree to pay all costs of collecting any amounts due under this repair order including reasonable attorney fees.

Unless full payment is received within 30 days from completion of work your vehicle may be sold under the Uniform Commercial Code of this State to pay any charges due.

You consent to reasonable use of the vehicle for the purpose of inspecting, testing, and repairing it.

You understand that we do not accept any responsibility for damage or loss to any non-original equipment personal property or equipment left in or attached to the vehicle while it is in our possession.

You agree to be bound by the Fitzgerald Loaner Car Program Agreement and the Vehicle Use Agreement if you or your agent accepts a Loaner Car to use while we are repairing your vehicle.

We warrant that the parts and labor provided under this Repair Order will be free of defects in material and workmanship for 90 days or 4000 miles from when we return your vehicle to you. Any defects in parts or labor covered by this warranty shall only be corrected at this location and is limited to repair or replacement of the defective parts and labor. No other express or implied warranties are provided.

By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER PAYMENT

( ) CASH ( ) CHECK NO.
( ) CHARGE ( ) CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____/____/____

CUSTOMER CALLED: BY _____

DATE _____ TIME _____

(CONTINUED ON NEXT PAGE) 02:09pm

The Reynolds and Reynolds Company ERA-ZRNVE F20001 rev. 04.30.07 CC219280 O (04/07)

Fitzgerald AUTO MALLS

FitzMall.com SINCE 1966

CHEVROLET Cadillac SUZUKI

114 Baughmans Lane
FREDERICK, MD 21702
301-696-9200 • 1-800-4AUTOMALL

mazda SAAB

Visit us at our website: www.FitzMall.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
104681	JANA LAMBERT 21747	821	08/09/07	CVCS633699

[redacted]
GERMANTOWN, MD [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
98.00		39,687	BEIGE/	R4296

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/4 DOOR HATCHBACK	03/31/06	29,235

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 6 2 8 1 5 F [redacted]	FAM	

F. T. E. NO.	P. O. NO.	R. O. DATE
		08/09/07

[redacted] BUSINESS PHONE

COMMENTS: E/ LOANER YES

MO: 39690

JOB # 4 TOTAL PARTS 16.95

JOB # 4 TOTAL LABOR & PARTS 72.45

J# 5+80CVZBGBF13 BRAKE FLUID SERVICE UNITS: TECH(S):92634 99.50
PERFORM BRAKE FLUID EXCHANGE FLUSH SERVICE
RECOMMENDED MAINTENANCE SERVICE
PERFORMED COMPLETE BRAKE FLUID EXCHANGE SERVICE, FLUSH OUT
ALL LINES, MASTER CYLINDER AND ABS COMPONENTS IF EQUIPPED.
BLEED AND TEST BRAKE HYDRAULIC SYSTEM AND ROAD TEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	1	84032	BRAKE FLU	20.45	20.45

JOB # 5 TOTAL PARTS 20.45

JOB # 5 TOTAL LABOR & PARTS 119.95

J# 6+26CVZTS TRANSMISSION SERVICE UNITS: TECH(S):92634 54.95
PERFORM TRANSMISSION SERVICE $99.95 PLUS
TAX AND SHOP SUPPLIES (SOME MODELS SLIGHTLY HIGHER)
RECOMENDED SERVICE
DRAIN AND REPLACE FLUID(UP TO 5 QUARTS)FILTER AND PAN GASKET
CHECK TRANSMISSION FOR WEAR AND LEAKS.INSPECT SHIFT LINKAGE
(FILTER REPLACEMENT IF APPLICABLE)

COPY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	24221762	FLTR KIT 4.197	27.00	27.00
JOB # 6	5	12378470	FLUID 8.800	5.25	26.25

JOB # 6 TOTAL PARTS 53.25

JOB # 6 TOTAL LABOR & PARTS 108.20

J# 7+80CVZBGRS16 INJ. RAIL SERVICE UNITS: TECH(S):92634 95.72
PERFORM INJECTOR/RAIL CLEANING SERVICE.
RECOMMENDED MAINTENANCE SERVICE.
CLEANED FUEL INJECTORS,FUEL RAIL,AND COMBUSTION CHAMBER
REASSEMBLE AND ROAD TEST.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	K1002	FUEL INJ	44.23	44.23

JOB # 7 TOTAL PARTS 44.23

JOB # 7 TOTAL LABOR & PARTS 139.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES/ENVIRONMENTAL CHG		27.95
JOB # 4	10CP	10 PERCENT OFF PARTS		-1.70
JOB # 4	10CS	10 PERCENT OFF SERVICE		-5.55
			TOTAL - MISC	20.70

COMMENTS
JANA

FOR YOUR INFORMATION AND ACKNOWLEDGEMENT:

TERMS AND CONDITIONS FOR VEHICLE REPAIR ORDERS & INVOICES

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By signing below you waive the requirement to test drive the vehicle.

Labor is charged by flat rate manual unless you agree that labor will be charged by clock hour.

A charge equivalent to 10% of total repair order is included for environmental, disposal and misc. charges used on your vehicle.

X

CUSTOMER'S SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
THANK YOU

CUSTOMER'S E-MAIL ADDRESS

CUSTOMER PAYMENT

( ) CASH ( ) CHECK NO.
( ) CHARGE ( ) CREDIT CARD

CASHIER SIGNATURE _____

PAYMENT DATE ____ / ____ / ____

CUSTOMER CALLED: BY _____

DATE _____ TIME _____

The Reynolds and Reynolds Company ERALZRNVE F2001 rev. 04.30.07 CC219280 G (04/07)

 [CONTINUED ON NEXT PAGE] 02:09pm

FITZGERALD AUTO MALL FRE
114 BAUGHMAN'S LANE
FREDERICK,MD 21702

C O P Y
08/09/2007 16:06:53
Sale:

Transaction # 6
Card Type: Disc/NOVUS
Acc: [redacted]
Entry: Swiped
Invoice # 633699
Total: 1430.50

Reference No : 722118250152
Auth.Code: 009469
Response:APPROVAL 009469
Sequence Number 0006
Merchant_Number: 679992565300
Terminal_ID 72139868
Terminal_Number 0003

CUSTOMER COPY

COPY

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/14/08

**********962 DOLLARS ****17 CENTS

AMOUNT
**********962.17

PAY TO THE ORDER OF

[redacted]
GERMANTOWN MD [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000328 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62815F[redacted]	01/11/08 71-591686759.1-9SE197	VM 1-9SE197	00.0000	962.17	.00	962.17
			TOTAL	962.17	.00	962.17

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

M3

[redacted]
WILSON, NC[redacted]

ROCKY MOUNT
NC 278
17 DEC 2007 PM 2 L

HAPPY HOLIDAYS
USA 41

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

DEC 20 2007

48232$5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: December 17, 2007

17-Digit Vehicle Identification Number (VIN): 1G1Z552F85F[redacted]

Mileage at Time of Repair: 52,581 Date of Repair: 4-24-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Wilson State: N.C. ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $216.68 + $15.17 tax = $231.85

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

Hubert Vester CHEVROLET

1800 S. Tarboro St.
WILSON, NC 27893

PHONE
(252) 291-2111

WEBSITE
www.hubertvestercars.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
43094	JONATHAN 45924		04/24/07	CVCS104849

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		52,581	SILVER/1ZS6	P1118

[redacted]
WILSON, NC [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/4 DOOR SEDAN	08/06/04	21,527

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		04/23/07

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 52581

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

J# 1 44CVZ STEERING TECH(S):4766 184.00
C/S MESSAGE CENTER DISPLAYS CHECK POWER STEERING AND C/S
POWER STEERING LOCKS UP AT TIMES CUTS OFF AND OK
BAD IGNITION SWITCH REPLACED IGNITCH SWITCH

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-		
JOB # 1 1 15142952 SWITCH 2.188 84E 32.68		32.68
JOB # 1 TOTAL PARTS		32.68
JOB # 1 TOTAL LABOR & PARTS		216.68

J# 2 10CVZ ELECTRICAL TECH(S):4766 0.00
C/S VEHICLE WILL CUT OFF WHEN DRIVING
SEE LINE 1

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

J# 3 20CVZ 27PT INSPECTION TECH(S):4766 0.00
27 PT INSPECTION
(1ST) SAFETY (2ND) MECHANICAL (3RD) MAINTENANCE
PERFORM INSPECTION

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

MISC------CODE--------DESCRIPTION----------CONTROL NO---------	
JOB # A WD ENVIRONMENTAL RECOVERY CHARGE	10.00
TOTAL - MISC	10.00

TOTALS----------

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED
LIFETIME SERVICE GUARANTEE APPLIES TO CUSTOMER
PAY REPAIRS

TOTAL LABOR....	184.00
TOTAL PARTS....	32.68
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	10.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.21
TOTAL INVOICE $	**228.89**

PAID MC

COPY

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE

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

x _____

IMPORTANT

YOU MAY RECEIVE A QUESTIONNAIRE FROM THE MANUFACTURER IN THE NEXT FEW DAYS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE AND PARTS DIRECTOR.

THANK YOU.

Thank You!

CUSTOMER COPY

[END OF INVOICE] 02:46pm

Copyright © 1998 The Reynolds and Reynolds Company
ERAINTINVE SF818217 O 08/04

HUBERT VESTER CHEVROLET
1600 S TARBORO ST
WILSON, NC 27895
(252) 291 - 2111

Merchant ID: 6030

Ref #: 0003

Sale

[redacted]

MAST Entry Method: Swiped

Total: $ 228.89

04/24/07 16:05:28

Inv #: 000003 Appr Code: 024750

Approvd: Online Batch#: 000022

Customer Copy

THANK YOU FOR YOUR BUSINESS

COPY

February 2, 2011

[redacted]
Wilson, NC[redacted]

Service Request: 71-591724399
Customer Relationship Specialist: Lex Fieldman

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 kit that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

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

February 3, 2011

[redacted]
Berwick, PA [redacted]

Service Request: 71-591731473
Customer Relationship Specialist: Jim Goldberg

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 $564.56.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]
Berwick PA [redacted]

WILKES-BARRE
PA 187
18 DEC 2007 PM 2 T

HAPPY HOLIDAYS

Reimbursement Department
PO Box 33170
Detroit MI 48232-5170

DEC 20 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G12T54885F[redacted]

Mileage at Time of Repair: 51653 Date of Repair: 10/25/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Berwick State: PA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 564.56

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

[redacted] 9R10

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).

CHEVROLET - CADILLAC - BUICK - PONTIAC - GMC

1127 Pine Street BERWICK, PA 18603
570-759-1221

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
110020	EARL LEVAN 51		10/25/07	CVCS940

	LABOR RATE	MILEAGE	COLOR	STOCK NO.
[redacted]	62.00 [redacted]	51,653	WHITE/	PB2200

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
BERWICK, PA [redacted]	05/CHEVROLET/MALIBU/SDN	04/29/06	31,5

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

F.T.E. NO.	P.O. NO.	P.O. DATE
		10/25/07

[redacted]

COMMENTS

MO: 51

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

J# 1 49CVZ STEERING TECH(S):0209 124.00
QUITS AT TIMES INSTALL STERING KIT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518	359.00	359.00	359.00
				JOB # 1 TOTAL PARTS		359.00
			JOB # 1 TOTAL LABOR & PARTS			483.00

TOTALS----------

TOTAL LABOR.....	124.00
TOTAL PARTS.....	359.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	28.98
TOTAL INVOICE $	**511.98**

" WE ARE COMMITTED TO YOUR COMPLETE SATISFACTION "
IF YOU CANNOT ANSWER COMPLETELY SATISFIED TO THE QUESTIONS ON THE GENERAL MOTORS SATISFACTION SURVEY, PLEASE GIVE US A CALL SO WE CAN TRY AND MAKE YOU A COMPLETELY SATISFIED GM VEHICLE OWNER AND BERWICK CHEVROLET CUSTOMER

"""""""" WE"RE SERIOUS ABOUT SERVICE """""""""

THANK YOU FROM OUR SERVICE STAFF "EARL", & "DAVE"

****** HAVE A GREAT DAY !!!! ******

CUSTOMER SIGNATURE

COPY

DISCLAIMER OF WARRANTIE

The only warranties, if any, applyir the part(s) and/or service are tl offered by the manufacturer. The se dealer hereby expressly disclaims warranties, either expressed or imp including any implied warranties merchantability or fitness for a partic purpose, and neither assumes nor aut rizes any other person to assume fc any liability in connection with the sal this part(s) and/or service. Buyer sl not be entitled to recover from the sell dealer any consequential damag damages to property, damages for lc of use, loss of time, loss of profits income, or any other incidental damag

PAYMENT METHOD

- ☐ CASH
- ☐ CHARGE
- ☐ CHECK # _____
- ☒ CREDIT CARD

Received By: KP

Date: 10/25/07

THANK YOU FOR THIS OPPORTUNITY T SERVE YOU. IT IS OUR AIM TO PERFORI ALL THE REPAIRS REQUESTED ON THI REPAIR ORDER TO YOUR COMPLETE SAT ISFACTION. IF OUR SERVICE WAS SATIS FACTORY TELL YOUR FRIENDS. IF NOT PLEASE TELL US IMMEDIATELY.

Reynolds and Reynolds ERALZRINVN TO ORDER: www.reysource.com 1-800-344-0996, fax 1-800-531-9065

 CUSTOMER COPY [END OF INVOICE] 03:08pm

SF601086 (11/03

BERWICK

CHEVROLET - CADILLAC - BUICK - PONTIAC - GMC

1127 Pine Street BERWICK, PA 18603
570-759-1221

OMER NO. 110020	ADVISOR EARL LEVAN 51	TAG NO.	INVOICE DATE 06/07/07	INVOICE NO. CVCS91419
[redacted]	LABOR RATE 62.00	LICENSE NO. [redacted] / MILEAGE 48,800	COLOR WHITE/	STOCK NO. PB2200
ERWICK, PA [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/SDN		DELIVERY DATE 04/29/06	DELIVERY MILES 31,545
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 8 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/07/07	
[redacted]	COMMENTS			MO: 48801

R & PARTS----------

49CVZ STEERING TECH(S):0209 49.60

STEERING QIUTS LIGHT ON NEED EST
CODE C0545 COLUMN KIT SET
CLEAR CODE & RELEARN SYSTEM IF CODE RESETS IT WILL NEED A
KIT PARTS $359.00 LABOR $124.00

JOB # 1 TOTAL LABOR & PARTS 49.60

LS----------

TOTAL LABOR....	49.60
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.....	2.98
TOTAL INVOICE $	**52.58**

ARE COMMITTED TO YOUR COMPLETE SATISFACTION
OU CANNOT ANSWER COMPLETELY SATISFIED TO THE QUESTIONS
HE GENERAL MOTORS SATISFACTION SURVEY. PLEASE GIVE US
LL SO WE CAN TRY AND MAKE YOU A COMPLETELY SATISFIED
EHICLE OWNER AND BERWICK CHEVROLET CUSTOMER

""" WE"RE SERIOUS ABOUT SERVICE """""""""

K YOU FROM OUR SERVICE STAFF "EARL", & "DAVE"

** HAVE A GREAT DAY !!!! ******

CUSTOMER SIGNATURE

COPY

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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.

PAYMENT METHOD

- ☐ CASH
- ☐ CHARGE
- ☐ CHECK # _____
- ☒ CREDIT CARD

Received By: _____

Date: 6/7/07

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

BERWICK CHEVROLET INC
1127 PINE ST
BERWICK, PA 18603

TERMINAL ID: 001089713
MERCHANT #: 178513986996

VISA [redacted]

SALE
BATCH: 000059
DATE: OCT 23, 07
SQ: 007 AU: HY

INVOICE: 059407
TIME: 16:40
AUTH NO: 118952

TOTAL $511.98

CUSTOMER COPY

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

GM

CHECK No [redacted]

50-937
213

DATE
01/14/08

AMOUNT
***************564 DOLLARS ****56 CENTS ***************564.56

PAY TO THE ORDER OF

[redacted]
BERWICK PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 01/14/08

VENDOR DUNS NO. BB 000000372 1

VENDOR NAME [redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54885F [redacted]	01/11/08	VM 1-9SEPEH 71-591731473.1-9SEPEH	00.0000	564.56	.00	564.56
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
		TOTAL		564.56	.00	564.56

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

February 3, 2011

[redacted]
Rockford, IL [redacted]

Service Request: 71-591738908
Customer Relationship Specialist: Anne Parks

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. 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 $860.26.

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

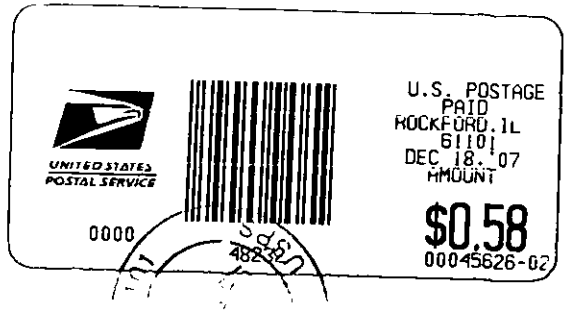
Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

Rockford, IL [redacted]



DEC 20 2007

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/13

17-Digit Vehicle Identification Number (VIN): 1G1ZS52 F55F[redacted]

Mileage at Time of Repair: 53517 Date of Repair: 12/22 (inspection) 7/28 (repair)

Claimant Name (please print): [redacted]

Street Address or PO Box Number [redacted]

City: Rockford State: IL ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 861.25

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

[redacted]

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

To Whom It May Concern:

In December of 2006 my message center started displaying the "power steering" message. The vehicle would also chime at that time. I took it to the dealer to have it inspected/repaired, but after the inspection I was told there was currently no issue. I continued to drive the vehicle and it wasn't until July 2007 that it actually had to be repaired. I immediately had the vehicle towed to the dealer and repaired. Thank you for your time.

Sincerely,

[redacted]

CVCS363493

LOU BACHRODT AUTOMALL

CHEVROLET • JEEP • VOLKSWAGEN • BMW

(7070 CHERRYVALE N. BLVD.) P.O. Box 5647 - ROCKFORD, IL 61125

(815) 332-3000 • FAX: (815) 332-6913

www.bachrodt.com

COPY

CVCS363493

CUSTOMER NO. 146031	ADVISOR GENERAL ADVISOR 4954	TAG NO. 715A		INVOICE DATE 12/22/06	INVOICE NO. CVCS363493
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 46,242	COLOR	STOCK NO.
ROCKFORD, IL [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZS52F55F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		P.O. DATE 12/22/06	
[redacted]	COMMENTS				MO: 46244

JOB# 1 CHARGES----------

LABOR----------

#1 11CVZ SUSPENSION/ STEERING TECH(S):3628 99.99

CUSTOMER STATE MESSAGE CENTER READS "POWER STEERING"
DTC P0460-00, STEERING WHEEL POSITION SENSOR FAULT, NO
LONGER CURRENT
INSPECT AND RESEAT CONNECTORS AT STEERING CONTROL MODULE
CLEAR DTC AND PERFORMANCE TEST, ROAD TEST

JOB# 1 TOTALS----------

LABOR 99.99

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 99.99

JOB# 2 CHARGES----------

LABOR----------

#2 21CVZCOURTESY COURTESY INSPECTION TECH(S):3628 0.00

CUSTOMER REQUEST FREE COURTESY INSPECTION.
COMPLETED INSPECTION.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

#3 00CVZSBDS SES DIAG TECH(S):3628 0.00

PERFORM TESTING USINGTHE SERVICE BAY DIAGNOSTIC SYSTEM AND
ANALYZE.THIS COMPUTERIZED SYSTEM INTERFACES DIRECTLY WITH
THE VEHICLE'S ON BOARD COMPUTER T.ANALYZE FUEL INJECTION,
INJECTION SYSTEM.EMISSION SYSTEM FOR ANY FAILURE CODES.
THE PRICE FOR THIS DIAGNOSTIC IS $99.99 + TAX AND SHOP SUPPL
SEE LINE 1

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

#4 01CVZ MAINTENANCE TECH(S):3628 0.00

CHECK ENGINE OIL CONDITION-ADVISE IF LOF RECOMMENDED

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

#5 29CVZABETTER LUBE,OIL & FILTER TECH(S):3628 12.95

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 08:08am

Fax 18153982742 Dec 13 2007 08:07am P003/005

CVCS363493

LOU BACHRODT AUTOMALL

CHEVROLET • JEEP • VOLKSWAGEN • BMW

(7070 CHERRYVALE N. BLVD.) P.O. Box 5647 - ROCKFORD, IL 61125

(815) 332-3000 • FAX: (815) 332-6913

www.bachrodt.com

COPY

CVCS363493

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
146031	GENERAL ADVISOR 4954	715A	12/22/06	CVCS363493

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		46,242		

[redacted]

ROCKFORD, IL [redacted]

YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU

VEHICLE I.D. NO.: 1 G 1 Z S 5 2 F 5 5 F [redacted]

DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE

F.T.E. NO.	P.O. NO.	P.O. DATE
		12/22/06

[redacted]

COMMENTS

MO: 46244

CHANGE ENGINE OIL, LUBRICATE CHASSIS
INSTALL NEW OIL FILTER (OEM EQUIVALENT)
CHECK ALL FLUID LEVELS ADJUST AS NEEDED
CHECK AND ADJUST TIRE PRESSURE
INCLUDES 5 QUARTS OIL
PLUS TAX AND SHOP SUPPLIES

COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PK2244A		****	****
	5		OIL		2.30	11.50
	1		5436	FILTER	5.00	5.00
					TOTAL - PARTS	16.50

JOB# 5 TOTALS

LABOR	12.45
PARTS	16.50
JOB# 5 JOURNAL PREFIX CVQS JOB# 5 TOTAL	28.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SM	HAZZARDOUS WASTE/SHOP SUPPLIES		13.54
			TOTAL - MISC	13.54

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $145.00 (+TAX)

COMMENTS

BY 4:30
CALLED 12/22/06 9:23 LEFT MESSAGE

TECHNICIAN CERTIFICATION

3628 MARK J POWELL AC

Reynolds and Reynolds Company ERAUNTIMAE 0C0205356 Q (1/06)

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 08:08am

CVCS363493

LOU BACHRODT AUTOMALL

CHEVROLET • JEEP • VOLKSWAGEN • BMW

(7070 CHERRYVALE N. BLVD.) P.O. Box 5647 - ROCKFORD, IL 61125
(815) 332-3000 • FAX: (815) 332-6913
www.bachrodt.com

COPY

CVCS363493

CUSTOMER NO. 146031	ADVISOR GENERAL ADVISOR 4954	TAG NO. 715A		INVOICE DATE 12/22/06	INVOICE NO. CVCS363493
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 46,242	COLOR	STOCK NO.
ROCKFORD, IL [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZS52F55F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 12/22/06	
RE [redacted]	COMMENTS				MO: 46244

TOTALS

At Lou Bachrodt Automall we strive to Completely Satisfy our customers. If you feel for any reason that you cannot give us your highest satisfaction rating,please contact the department manager. Our goal to be your number one provider.

We want to ensure that you understand your repairs. Please do not hesitate to ask for clarification. Your signature acknowledges that the repairs have been explained to you.

TOTAL LABOR....	112.44
TOTAL PARTS....	16.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.54
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.20
TOTAL INVOICE $	**143.68**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Reynolds and Reynolds Company ERA/NTIVE CC425506 Q (1000)

 ACCOUNTING COPY [END OF INVOICE] 08:08am

Fax 18153982742 Dec 13 2007 08:08am P005/005

CVCS384265

9719676

LOU BACHRODT AUTOMALL

CHEVROLET • JEEP • VOLKSWAGEN • BMW

(7070 CHERRYVALE N. BLVD.) P.O. Box 5647 - ROCKFORD, IL 61125

(815) 332-3000 • FAX: (815) 332-6913

www.bachrodt.com

COPY

CVCS384265

CUSTOMER NO. 146031	ADVISOR TOM SHAFFER 5020	TAG NO. 4774	INVOICE DATE 07/30/07	INVOICE NO. CVCS384265	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 53,517	COLOR	STOCK NO.
ROCKFORD, IL [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 5 5 F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/28/07	
[redacted]	COMMENTS				MO: 53517

JOB# 1 CHARGES

LABOR

3# 1 01CVZ300 STEERING TECH(S) 5073 295.49

CUST. STATES POWER STEERING IS OUT
CHECK FOR CODES C0545.STEERING WHEEL POSITION SENSOR OPEN
REPL STEERING COLUMN ASSY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518	409.26	409.26
				TOTAL - PARTS	409.26

JOB# 1 TOTALS

LABOR	295.49
PARTS	409.26

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 704.75

JOB# 2 CHARGES

LABOR

3# 2 01CVZCOURTINS COURTESY INSPECTION TECH(S) 5073 0.00

CUSTOMER REQUEST FREE COURTESY INSPECTION.
COMPLETED INSPECTION.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SM	HAZZARDOUS WASTE/SHOP SUPPLIES		26.83
			TOTAL - MISC	26.83

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $775.00 (+TAX)

 ACCOUNTING COPY [CONTINUED ON NEXT PAGE] 08:08am

Fax 18153982742 Dec 13 2007 08:07am P001/005

CVCS384265

LOU BACHRODT AUTOMALL

CHEVROLET • JEEP • VOLKSWAGEN • BMW

(7070 CHERRYVALE N. BLVD.) P.O. Box 5647 - ROCKFORD, IL 61125
(815) 332-3000 • FAX: (815) 332-6973
www.bachrodt.com

COPY

CVCS384265

CUSTOMER NO. 146031	ADVISOR TOM SHAFFER 5020		TAG NO. 4774	INVOICE DATE 07/30/07	INVOICE NO. CVCS384265
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 53,517	COLOR 7	STOCK NO.
ROCKFORD, IL [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZS52F55F[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 07/28/07	
[redacted]	COMMENTS				MO: 53517

TOTALS

At Lou Bachrodt Automall we strive to Completely Satisfy our customers. If you feel for any reason that you cannot give us your highest satisfaction rating,please contact the department manager. Our goal to be your number one provider.

We want to ensure that you understand your repairs. Please do not hesitate to ask for clarification. Your signature acknowledges that the repairs have been explained to you.

TOTAL LABOR....	295.49
TOTAL PARTS....	409.26
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	26.83
TOTAL MISC DISC	0.00
TOTAL TAX.....	29.68
TOTAL INVOICE $	**761.26**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Reynolds and Reynolds Company ETAMPTIMPE OC2R5385 Q (10/04)

ACCOUNTING COPY

[END OF INVOICE] 08:08am

DATE 12/27/06 PAGE 3
CUSTOMER NUMBER F013026

TOTALLY FREE CHECKING 9801364808 (CONTINUED)

WITHDRAWALS AND OTHER DEBITS

DATE	DESCRIPTION	AMOUNT
12/22	ATM W/D 1747 12/22/06 7215 1736 PERRYVILLE RD CHERRY VALLEYIL	150.00-
12/26	PAYMENT CINGULAR WIRELES 291984286ILL	82.02-
12/26	ATM W/D 1803 12/22/06 7218 1736 PERRYVILLE RD CHERRY VALLEYIL	80.00-

paid in cash 145.00

ACCOUNT CHECKS BY SERIAL NUMBER

DATE	SERIAL NBR	AMOUNT	DATE	SERIAL NBR	AMOUNT
12/06	1081	100.00	12/18	1095	50.00
12/11	1082	100.00	12/13	1097*	7.00
12/05	1090*	5.93	12/22	1098	400.00
12/05	1092*	60.47	12/13	5080*	248.44
12/13	1094*	28.94			

* INDICATES BREAK IN CHECK SEQUENCE

DAILY BALANCE SUMMARY

DATE	BALANCE	DATE	BALANCE	DATE	BALANCE
11/24	908.42	12/05	114.08	12/14	52.01
11/27	349.18	12/06	14.08	12/18	2.01
11/28	185.48	12/07	845.13	12/21	919.23
11/29	285.48	12/08	765.13	12/22	59.23
11/30	205.48	12/11	365.13	12/26	97.21
12/04	490.48	12/13	80.75		

THANK YOU FOR YOUR BUSINESS TODAY.
PLEASE LET US KNOW HOW WE CAN HELP YOU TOMORROW, 1-888-4-AMCORE.

[redacted]

ROCKFORD, IL [redacted]

app

1147

70-45/719
BRANCH 3

July 30 2007
DATE

PAY TO THE ORDER OF Lou Bachroudt $ 775.00

Seven hundred seventy five DOLLARS

AMCORE Bank
AMCORE Bank N.A.
Rockford, IL 61115
Telephone 1-888-4-AMCORE

FOR auto repair [redacted]

PAY TO THE ORDER OF
AMCORE BANK N.A. ROCKFORD
Rockford, IL 61110
[illegible] POSR ONLY
[illegible] DT AUTO MALL AND/OR
[illegible] CHEVROLET
07 [illegible]
[illegible] NA
[illegible]
[illegible]
[illegible]

-2 07

AMCORE, NA PKT 01
[illegible]
08-02-07 0400513700
0400513700

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/18/08

**********860 DOLLARS ****26 CENTS

AMOUNT
**********860.26

PAY TO THE ORDER OF

[redacted]
ROCKFORD IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000298 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

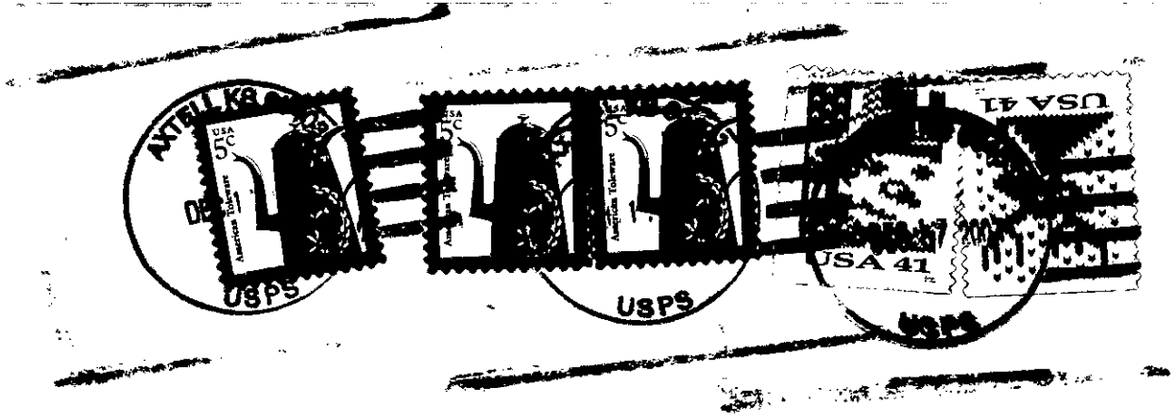
PAYMENT DATE 01/18/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F55F[redacted]	01/17/08	VM 1-9SE1B9 71-591738908.1-9SE1B9	00.0000	860.26	.00	860.26
		TOTAL		860.26	.00	860.26

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

M3

[redacted]
Seneca, KS [redacted]



DEC 20 2007

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

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: December 17th, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT548X5F[redacted]

Mileage at Time of Repair: 67,177 Date of Repair: October 20th, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Seneca State: Kansas ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 484.67

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

[redacted]

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

Seneca, Kansas
E Mail: Phone:

The person who paid for repair Name and Address.

Seneca Kansas

The Vehicle Identification Number (VIN) of the vehicle that was repaired.
1G1ZT548X5F

What Problem occurred?
Description attached.

What repair was done?
Work order attached.

When was it done?
October 20th, 2007

Who did it?
Taylor Chevrolet
26 North 4th Street
Seneca Kansas 66538
785-336-2242
Copy of work order attached.

The Total cost of the repair expense that is being claimed.
$484.67
Copy of Bill attached.

Payment for repair in question and the date of payment.
$484.67 paid Cash on October 23rd, 2007
Copy of receipt attached

[redacted]
Seneca, Kansas [redacted]
E Mail: [redacted] Phone: [redacted]

December 12th, 2007

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

Dear Sir:

This is what happened while driving our 2005 Chevrolet Malibu.

In October I pulled out of a parking stall on to Main Street in Seneca when a bell rang and when I tried to make a right turn it was vary hard then noticed a power steering warning on my radio screen. I had no power steering all the way home I parked the car till the next morning when I contacted Taylor Chevrolet, they told me that after resetting the computer it was fine let them know if it happened again. Then a few day later it did it and was told by Taylor Chevrolet my power steering column had to be replaced.

Regards

[redacted]

TAYLOR CHEVROLET

26 North 4th Street
SENECA, KANSAS 66538
Phone (785) 336-2242

CHEVROLET

DATE 10/[illegible]/07

QTY.	PART NO. OR DESCRIPTION	SALE
1	15926870 Column	359 00

ACCESSORIES

SUBLET REPAIRS

TOTAL SUBLET REPAIRS

TIME RECEIVED AM PM
TIME PROMISED AM PM

YEAR - MAKE - MODEL: 05 Malibu
LICENSE
SPEEDOMETER: 67,177
SERIAL NO.: 1G1ZT548X5F[redacted]
MOTOR NO

NAME [redacted]
ADDR
CITY
HOME
BUS
BILL TO
ADDRESS
CUST ORDER NO

DELIVERY DATE | BODY | STYLE | PAINT AND TRIM | TRANSMISSION | DELIVER ☐ YES ☐ NO

AXLE | PHONE WHEN READY ☐ YES ☐ NO

SIGNED
TERMS CASH: UNLESS ARRANGEMENTS MADE

WRITTEN BY	LABOR CHARGE
LUBRICATE ☐	
CHANGE OIL ☐	
CHANGE OIL FILTER CART ☐	
SERVICE TRANS. ☐	
SERVICE DIFF ☐	
WHEELS PACK ☐	
SERVICE AIR CLEANER ☐	
ROTATE TIRES ☐	
WASH ☐	
POLISH ☐	
☐	
☐	

MECH.	OPER.	REPAIR ORDER - LABOR INSTRUCTIONS	INTERNAL	
		Replace Steering Column	1.5	90 00

COPY

QTY		SALE
	GALS. GAS @	
	QTS. OIL @	
	LBS. GREASE @	
	AUTO TRANS. OIL	
	TOTAL GAS, OIL & GREASE	

WE RECOMMEND THE FOLLOWING REPAIRS

☐ CASH ☐ CHARGE ☐ INTERNAL

INTERNAL SUMMARY			FACTORY CLAIM	
ACCT.	CHARGE	COST	CHARGE	COST

TOTAL LABOR	90 00
SUBLET REPAIRS	
PARTS	359 00
ACCESSORIES	
GAS, OIL & GREASE	
SHOP SUPPLIES	2 70
	451 70
SALES TAX	32 97
TOTAL AMOUNT	484 67

COPY COPY COPY

No. ENG006 Taylor Chew Co LLC 10-23 2007

Received from [redacted]

Dollars
100

Amt of Account	484	67
Amt Paid	484	67
Balance Due	0	00

ROA - Cash

$484.67 tar

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

GM

CHECK No [redacted]

50-937
213

DATE
01/14/08

**********484 DOLLARS ****67 CENTS

AMOUNT
**********484.67

PAY TO THE ORDER OF

[redacted]
SENECA KS [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000281 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/14/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT548X5F[redacted]	01/11/08 .71-591751784.1-9SBA0B	VM 1-9SBA0B	00.0000	484.67	.00	484.67
			TOTAL	484.67	.00	484.67

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

W3

April 28, 2011

[redacted]
Seneca, KS [redacted]

Service Request: 71-591751784
Customer Relationship Specialist: Beau Casset

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 $484.67.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
03/10/08

**********375 DOLLARS ****57 CENTS

AMOUNT
**********375.57

PAY TO THE ORDER OF

[redacted]
GRAND JUNCTION CO [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000074 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 03/10/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528854[redacted]	03/07/08	VM 1-A29VFI .71-591803347.1-A29VFI	00.0000	375.57	.00	375.57
		TOTAL		375.57	.00	375.57

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

W3

[redacted]

Grand Jct., Co[redacted]

FEB 27 2008

GENERAL MOTORS CORPORATION
P.O. BOX 33170
DETROIT, MI 48232-5170

PONTIAC

Customer Assistance Center
Pontiac
PO Box 33172
Detroit, MI 48232-5172

PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: 2-21-08

Vehicle Identification Number (VIN): 1G2ZG528854[redacted]

Mileage at Time of Repair: 43,792 Date of Repair: 10/31/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Grand Jct State: CO ZIP Code [redacted]

Daytime Telephone Number (include Area Code) [redacted]

Evening Telephone Number (include Area Code) [redacted]

Amount of Reimbursement Requested: $ 1,608.93

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 recall.

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

Ed Bozarth CHEVROLET BUICK PONTIAC

2595 Highway 6 & 50 • Grand Junction, Colorado 81501
Telephone (970) 243-3131
Fax (970) 248-5550

Ed Bozarth Chevrolet
2001 South Havana
Aurora, Colorado 80014
(303) 751-7500

Ed Bozarth Chevrolet
8351 Parkway Drive
Lonetree, Colorado 80124
(303) 754-0123

Ed Bozarth Chevrolet
3731 South Topeka Blvd.
Topeka, Kansas 66609
(785) 266-5151

COPY

CUSTOMER NO.	ADVISOR	RO NO.	INVOICE DATE	INVOICE NO.
67228	ANTHONY LUCERO 985	229	10/31/07	PNCS297704

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			43,792	BLACK/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
GRAND JUNCTION, CO [redacted]	05/PONTIAC/G6/G6	03/19/05	171

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1G2ZG5288544[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/31/07

RE[redacted]

COMMENTS

MO: 43793

LABOR & PARTS

J# 1 03CVZ STEERING UNITS: 2.60 TECH(S):215 234.00

CUSTOMER STATES A LIGHT COMES ON AND ALL THE POWER
STEERING IS GONE CHECK AND ADVISE
TORQUE SENSOR DTC545
INTERMEDIATE STEERING SHAQFT CLUNKS ON ROTATION
REPLACE STEERING COLUMN REPLACE INTERMEDIATE SHAFT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	15926870	COLUMN 6.518	235.32	235.32
JOB # 1	1	22687711	SHAFT KIT 6.526	108.13	108.13
			JOB # 1 TOTAL PARTS		343.45
			JOB # 1 TOTAL LABOR & PARTS		577.45

J# 2 03CVZ ALIGN FT. END ALIGNMENT UNITS: 0.80 TECH(S):215 69.95

PLEASE INSPECT ALIGNMENT PRINT ACTUAL, SET TOE
E
NORMAL MAINTENANCE
PERFORM 4 WHEEL ALIGNMENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		69.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	VIP	VIP DISCOUNT		-57.75
JOB # 2	VIP	VIP DISCOUNT		-7.00
			TOTAL MISC	-64.75

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $609.00 (+TAX)

COMMENTS
CUSTOMER HAS RYAN WARRANTY

Ed Bozarth CHEVROLET BUICK PONTIAC
2595 Highway 6 & 50
Grand Junction, Colorado 81501
Telephone (970) 243-3131
Fax (970) 248-5550

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MONDAY THRU FRIDAY:
6:00 A.M. to 6:00 P.M.
SATURDAY: 8:00 A.M. to 12:30 P.M.

TERMS:
CASH OR CHECK • MASTERCARD • VISA
DISCOVER • AMERICAN EXPRESS

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. ED BOZARTH CHEVROLET, BUICK, PONTIAC, INC., hereby expressly disclaims all warranties, either express or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and ED BOZARTH CHEVROLET, BUICK, PONTIAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

BUCKLE UP

Thank You!
We Appreciate Your Business

 [CONTINUED ON NEXT PAGE] 04:01pm

Reynolds and Reynolds ERAUNTS14E 0C053252 Q (02/06)

Ed Bozarth CHEVROLET BUICK PONTIAC

2595 Highway 6 & 50 • Grand Junction, Colorado 81501
Telephone (970) 243-3131
Fax (970) 248-5550

Ed Bozarth Chevrolet
2001 South Havana
Aurora, Colorado 80014
(303) 751-7500

Ed Bozarth Chevrolet
8351 Parkway Drive
Lonetree, Colorado 80124
(303) 754-0123

Ed Bozarth Chevrolet
3731 South Topeka Blvd.
Topeka, Kansas 66609
(785) 266-5151

COPY

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
67228	ANTHONY LUCERO 985	229	10/31/07	PNCS297704

[redacted]
GRAND JUNCTION, CO [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		43,792	BLACK/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6/G6	03/19/05	171

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1G2ZG528854[redacted]		

F.T.E. NO.	P.O. [redacted]	R.O. DATE
		10/31/07

RE[redacted]

COMMENTS

MO: 43793

TOTALS

PARTS DESIGNATED WITH AN ASTERICK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS AND OTHER FACTORY PARTS HAVE A 12 MONTH 12,000 MILES WARRANTY GOOD AT GM DEALERS ONLY. PARTS DESIGNATED WITH AN (@) INDICATES NON-GM PART WITH SUPPLIERS LIMITED PARTS ONLY WARRANTY. WARRANTIES ARE ONLY VALID WITH ORIGINAL INVOICE THAT CUSTOMER RECEIVES AT THE TIME REPAIRS ARE COMPLETED. IT IS CUSTOMERS RESPONSIBILITY TO PROVIDE ORIGINAL INVOICE AT THE TIME OF WARRANTY REPAIRS.

TOTAL LABOR	303.95
TOTAL PARTS	343.45
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-64.75
TOTAL TAX	26.28
TOTAL INVOICE $	**608.93**

[redacted]

CUSTOMER SIGNATURE

PAID
OCT 31 2007
By Check# 11952

Ed Bozarth CHEVROLET BUICK PONTIAC
2595 Highway 6 & 50
Grand Junction, Colorado 81501
Telephone (970) 243-3131
Fax (970) 248-5550

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MONDAY THRU FRIDAY:
6:00 A.M. to 6:00 P.M.
SATURDAY: 8:00 A.M. to 12:30 P.M.

TERMS:
CASH OR CHECK • MASTERCARD • VISA
DISCOVER • AMERICAN EXPRESS

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. ED BOZARTH CHEVROLET, BUICK, PONTIAC, INC., hereby expressly disclaims all warranties, either express or implied, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, and ED BOZARTH CHEVROLET, BUICK, PONTIAC, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

BUCKLE UP

Thank You!
We Appreciate Your Business

Reynolds and Reynolds ERAINTS314E CC653252 O (02/06)

 CUSTOMER COPY [END OF INVOICE] 04:01pm

BNK01
Account: [redacted]
Check: 1952
Amount: 608.93
Date cleared: 11/2/2007
Run-batch-seq: 10-25-1530

[redacted]
GRAND JUNCTION, CO [redacted]

02-123-1070 11952

Date 10/31/07

Pay to the order of Ed Bozarth Chevrolet, Pontiac and Buick, Inc. $ 608.93

Six Hundred & Eight & 93/100 Dollars

AMERICAN NATIONAL BANK
WWW.ANBBANK.COM
TELEBANK 1-800-867-2265

For Ro Zamou

[redacted]

11022007
1020-00199
EMT=4201 TRC=4202 PK=01
0121800444

1000220 11012007 5548
206 ID 90 PKT 94
T 0012460203878b
743947766

GRAND JUNCTION, CO
FOR
ED BOZARTH CHEVROLET, PONTIAC AND BUICK, INC.

February 3, 2011

[redacted]

Grand Junction, CO [redacted]

Service Request: 71-591803347
Customer Relationship Specialist: Gregory Reid

Dear [redacted]

Enclosed is the GM Product Special Coverage Customer Reimbursement Claim Form. Please complete the form in its entirety and return it to the address listed on the bottom of the form. We will be happy to review your request for reimbursement on the steering column assembly that you had repaired once we have received this completed form.

If you have any future questions, please feel free to contact our Pontiac Customer Assistance Center at 1-800-204-0261 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 Managers will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

GENERAL MOTORS
PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT PROCEDURE

If you have paid to have this Special Coverage condition corrected before March, 2012, 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 General Motors dealer.

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

If your claim is:

- Approved, you will receive a check from General Motors,
- Denied, you will receive a letter from General Motors with the reason(s) for the denial, or
- Incomplete, you will receive a letter from General Motors 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 questions about this reimbursement procedure, please call the toll-free telephone number provided at the bottom of the form. If you need assistance with any other concern, please contact the appropriate Customer Assistance Center at the telephone number listed below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Buick	1-800-521-7300	1-800-832-8425
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
Hummer	1-866-486-6376	
Virgin Islands	1-800-496-9994	
GMICT	1-800-862-4389	
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

PRODUCT SPECIAL COVERAGE CUSTOMER REIMBURSEMENT CLAIM FORM

THIS SECTION TO BE COMPLETED BY CLAIMANT

Date Claim Submitted: _____

Vehicle Identification Number (VIN):_____

Mileage at Time of Repair: _____Date of Repair: _____

Claimant Name (please print):_____

Street Address or PO Box Number:_____

City: _____ State: _____ ZIP Code_____

Daytime Telephone Number (include Area Code):_____

Evening Telephone Number (include Area Code):_____

Amount of Reimbursement Requested: $_____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM

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

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

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

Claimant's Signature: _____

Please mail this claim form and the required documents to:

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

All recall reimbursement questions should be directed to the following number:
1-800-204-0261

February 3, 2011

Ms. Jessica Maslyk
714 Centauri Dr
Grand Junction, CO 81506-1842

Service Request: 71-591803347
Customer Relationship Specialist: Pinkie Smith

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. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $375.57.

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

Sincerely,

Pontiac Customer Assistance Center

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

[redacted]
Princeton IL[redacted]

BLOOMINGTON
IL 617
18 DEC 2007 PM 2 L

HAPPY HOLIDAYS

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

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

DEC 20 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54805F[redacted]

Mileage at Time of Repair: 47490 Date of Repair: 08/07/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Princeton State: ILL ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 618.39

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) (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

[redacted]

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

More Smiles
Per Mile

SPRING VALLEY
SUPER STORE

116 S Spalding Street
Spring Valley IL 61362
Phone 815-663-2711
Fax 815-664-2820

SERVICE INVOICE

R/O	VIN				DATE IN
00339	1G1ZT54805F[redacted]			[redacted]	08/07/07
YEAR	MAKE	MODEL	COLOR		TIME IN
2005	CHEVROLET	MALIBU			12:37
MILES IN	MILES OUT	FIRST USE	LISC.	PRINCETON IL [redacted]	CLOSED
47490	47490	00/00/00			08/09/07
SEE ALSO				H: [redacted] W:(815) -	WRITER 2626 DAN

(1) CUSTOMER STATES CHECK POWER STEERING LIGHT ON
FOUND STEERING SENSOR BAD
REPLACED STEERING COLUMN/SENSOR ASSEMBLY

(Tech:63) A

Labor	T63	30	225.00
15926870 (COLUMN)		1	359.00
Total Labor			225.00
Total Parts			359.00
Total Repair (Customer).....			584.00

Cash: 618.39

ORIGINAL

	W/C	INT.		CUSTOMER
			Labor	225.00
			Parts	359.00
			Sublet	.00
			Waste Dispos	11.25
			Oil/Grease	.00
			Sub Total	595.25
		.00	Tax	23.14
			Total (Cash)	618.39

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

X [redacted]

Page 1 of 1 Job 00339 Reprint (1)

00339 Customer Copy

AUTOSOFT FORMS 1-877-427-4367

April 28, 2011

[redacted]

Princeton, IL [redacted]

Service Request: 71-591925959
Customer Relationship Specialist: Michelle Rivers

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 sensor 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 $618.39.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/22/08	***********618 DOLLARS	****39 CENTS	***********618.39

PAY TO THE ORDER OF

[redacted]
PRINCETON IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000028 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/22/08

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54805F[redacted]	01/18/08	VM 1-9TJKNH 71-591925959.1-9TJKNH	00.0000	618.39	.00	618.39
		TOTAL		618.39	.00	618.39

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

M3

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

February 3, 2011

[redacted]
Columbus, OH [redacted]

Service Request: 71-592333799
Customer Relationship Specialist: Anne Parks

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired 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 $574.82.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

Columbus, Ohio [redacted]

COLUMBUS OH 430

18 DEC 2007 PM 6 T

DEC 20 2007

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: December 14, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT62895F[redacted]

Mileage at Time of Repair: 61,475 Date of Repair: 10/22/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Columbus State: Ohio ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 537.00

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] Thank You!

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).

GM

BOBB Chevrolet

BOBB CHEVROLET
P.O. BOX 06351
567 LIVINGSTON AVENUE AT PARSONS
COLUMBUS, OHIO 43206-0351
(614) 228-4567

A QUALITY NAME SINCE 1924

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
142224	STEPHEN PRATT	145	10/22/07	CVCS340769

[redacted]
COLUMBUS, OH [redacted]

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
89.00		61,475	SILVER/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU MAXX		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1G1ZT62895F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/22/07

COMMENTS

LABOR & PARTS

J# 1 01CVZKREX LOF/KREX/KGR120RT UNITS: TECH(S):376 8.93
LOF;ADDED KREX;ADDED WASHER FLUID;CHECKED TIRE PRESSURE
BELT AND HOSES O.K.;FLUID LEVELS O.K.
KREX/LOF MAINTENANCE PLAN
PERFORMED KREX/LOF RSA-1-877-794-8850 ACCOUNT#1947
THANKS FOR ALLOWING BOBB CHEVROLET AND KREX TO SERVICE
YOUR VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19166106	FILTER AS 3.410	10.38	10.38
JOB # 1	1	25010792	OIL FLTR 1.836	4.75	4.75
JOB # 1	1	KREX	KGR120RT	5.65	5.65
JOB # 1	5	OIL	OIL	1.99	9.95
			JOB # 1 TOTAL PARTS		30.73
			JOB # 1 TOTAL LABOR & PARTS		39.66

J# 2 01CVROTATE ROTATE ONLY UNITS: TECH(S):376 12.95
ROTATE WHEELS
MAINTENANCE
ROTATED TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		12.95

J# 3 01CVZ GENERAL MAINT WORK UNITS: TECH(S):376
CHECK BRAKES.
FRONTS AT 8MM REARS AT 6MM

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

J# 4 15CVZ STEERING/SUSPENSION UNITS: 2.00 TECH(S):376 178.00
CUSTOMER STATES POWER STEERING WENT OUT WHILE DRIVING ON
FREEWAY RAMP. ADVISE
FAILED TOURQE INPUT SENSOR.
REPLACED STEERING COLUMN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	88967179	S/COL REM 6.518	359.00	359.00
			JOB # 4 TOTAL PARTS		359.00
			JOB # 4 TOTAL LABOR & PARTS		537.00

J# 5+20CVZTIRE4 TIRE INSPECTION UNITS: TECH(S):376 0.00
INSPECT TIRE TREAD DEPTH AND CONDITION
INSPECTED TIRES
TIRE TREAD DEPTH AT 4/32 OF AN INCH.
TIRES REQUIRE REPLACMENT. LET BOBB CHEVROLET
PRICE THE RIGHT TIRE FOR YOU AND YOUR VEHICLE.

Limited Warranty

[illegible]

COPY

Reynolds and Reynolds ERAINTINVE CC221809 O (04/03)

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 05:29pm

GM

BOBB Chevrolet

BOBB CHEVROLET
P.O. BOX 06351
567 LIVINGSTON AVENUE AT PARSONS
COLUMBUS, OHIO 43206-0351
(614) 228-4567

A QUALITY NAME SINCE 1924

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
142224	STEPHEN PRATT	145	10/22/07	CVCS340769

[redacted]
COLUMBUS, OH [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
89.00		61,475	SILVER/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU MAXX		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1G1ZT62895F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		10/22/07

[redacted]

COMMENTS

PARTS-----QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-	
JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00

MISC-----CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A 670 DATA PROCESSING		1.00
JOB # A 67Y HAZARDOUS WASTE REMOVAL CHARGE		2.65
JOB # A SS SHOP SUPPLIES		22.99
	TOTAL - MISC	26.64

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 12/24/2007 / 64475 MI 01CVZZLOF LUBE/OIL/FILTER *
****

ALL G.M. PARTS AND LABOR ARE COVERED FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST. LABOR ONLY IS COVERED 90 DAYS OR 4000 MILES WHICH EVER COMES FIRST.

[ ] CASH [ ] CHECK [ ] M/C [X] VISA

[ ] AMEX [ ] TELE-CHECK [ ] ATM/DEBIT CARD

[ ] BP [ ] DISCOVER [ ] GM [ ] CHARGE

TOTAL LABOR....	199.88
TOTAL PARTS....	389.73
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	26.64
TOTAL MISC DISC	0.00
TOTAL TAX.....	41.53
TOTAL INVOICE $	**657.78**

WE NOW HAVE SATURDAY HOURS FROM 8:00 A/.M. TO 1:00 P.M.
WE ARE OPEN MONDAY THRU FRIDAY. 7:00 A.M. TO 6:00 P.M.
IF YOU ARE NOT COMPLETELY SATISFIED, CONTACT EDWARD KNACK
BOBB CHEVROLET SERVICE MANAGER @ 614-737-0237
THE GOAL OF THE BOBB CHEVROLET SERVICE TEAM IS TO MAKE SURE
YOU ARE COMPLETELY SATISFIED WITH THE SERVICE PROVIDED.

CUSTOMER SIGNATURE

Limited Warranty

[illegible]

PAID
OCT 22 2007
By

COPY

Remade and Reusable EWARTNWE CC221903 O (04/03)

CUSTOMER COPY

[END OF INVOICE] 05:29pm

THE BOBB CHEVROLET CO.
567 E LIVINGSTON AVE.
COLUMBUS, OH 43206

10/22/2007	17:32:42
Merchant ID:	000000000700886
Terminal ID:	01002368
218181790997	

CREDIT CARD

VISA SALE

CARD #	[redacted]
INVOICE	0037
Batch #:	000129
Approval Code:	013217
Entry Method:	Swiped
Approved:	Online
SALE AMOUNT	**$657.78**

CUSTOMER COPY

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

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/17/08

**********574 DOLLARS ****82 CENTS

AMOUNT **********574.82

PAY TO THE ORDER OF

[redacted]
COLUMBUS OH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000299 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/17/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT62895F[redacted].71-592333799.1-9T48SX	01/16/08	VM 1-9T48SX	00.0000	574.82	.00	574.82
			TOTAL	574.82	.00	574.82

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

W3

AP33CK

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

January 31, 2011

[redacted]
Rockaway Point, NY [redacted]

Service Request: 71-589672107
Customer Relationship Specialist: Michael Winters

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 loss of power steering that you had repaired. We regret that we are unable to reimburse you the amount you requested because the part replaced is not the part covered by this special coverage.

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

Sincerely,

Chevrolet Customer Assistance Center

C [redacted]
Breezy Point, NY [redacted]

BROOKLYN NY 112
15 DEC 2007 PM 2 L

HAP
HOLD

41USA

DEC 19 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: 12/15/07

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F05F[redacted]

Mileage at Time of Repair: 55,483 Date of Repair: 9/11/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Rockaway Point, State: New York ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 429.05 Plus ?? Please see breakdown of bill on page 2

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).

7184740889 33087

PINE BELT FREEHOLD

[redacted]

INVOICE

DUPLICATE 2
PAGE 1

3712 Route 9 South • Freehold, NJ 07728
SALES 732.462.1324 SERVICE 732.462.1576
NEED TO SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

ROCKA[redacted] NY [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 7 BILL PEAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER MET	05	CHEVROLET MALIBU	1G1ZS52F05F[redacted]	[redacted]	55483/55486	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12OCT04 IS		12OCT2007	17:00 11SEP07		0.00	CCP	11SEP07

R.O. OPENED	READY	OPTIONS:
11:39 11SEP07	16:49 11SEP07	STK:5241 ENG:2.2_Liter_MFI_DOHC TRN:A

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES REPLACE FOUR TIRES			
04CVZMB4 MT./BAL. (4) TIRES			
29 CC		69.95	69.95
4 TIRES TIRES	73.00	73.00	292.00
4 TIRE-TAX	1.50	1.50	6.00
4 STEM STEM	1.00	1.00	4.00
**********			
B QUICK LUBE PLUS			
80CVZ06 QUICK LUBE PLUS			
29ICALL			(N/C)
1 89029265 FILTER			(N/C)
5 89021632 OIL			(N/C)
**********			
C FREE SERVICE CHECK			
01CVZ02 FREE SERVICE CHECK			
29 CC		0.00	0.00
**********			
D 2/4 WHEEL ALIGNMENT			
FEA 2/4 WHEEL ALIGNMENT			
29 CC		69.95	69.95
**********			
E CUST STATES CK CD OPERATION.			
98 NEEDS RADIO REPLACED			
29 CC		0.00	0.00
PARTS & LABOR $550.00 + TAX, ADVISED CUSTOMER			
**********			
F** STEERING RACK HAS EXCESSIVE PLAY			
E9740 GEAR ASSEMBLY, POWER STEERING - REPLACE			
29 CC		149.25	149.25
1 15858368 GEAR	277.80	277.80	277.80
**********			
G** FUEL INJECTION SERVICE W/AIR FILTER			
FI PERFORMED FUEL INJECTION SERVICE & REPLACED AIR FILTER			

COPY

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

7184740889 33087

PINE BELT FREEHOLD

[redacted]

INVOICE

DUPLICATE 2
PAGE 2

3712 Route 9 South • Freehold, NJ 07728
SALES 732.462.1324 SERVICE 732.462.1576
NEED TO SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

ROCKAWAY POINT, NY [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 7 BILL PEAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER MET	05	CHEVROLET MALIBU	1G1ZS52F05F[redacted]	[redacted]	55483/55486	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12OCT04 IS		12OCT2007	17:00 11SEP07		0.00	CCP	11SEP07

R.O. OPENED	READY
11:39 11SEP07	16:49 11SEP07

OPTIONS: STK:5241 ENG:2.2_Liter_MFI_DOHC TRN:A

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		29	CC			84.15	84.15
1	INJ	INJ	CLEANER		24.99	24.99	24.99
1	19166106		FILTER AS		9.66	9.66	9.66

****

H** INSPECT BRAKES
05CVZ06 SERVICE REAR BRAKES

		29	CC			49.75	49.75

****

CUSTOMER PAY ENVIRO/SUPPLIES FOR REPAIR ORDER 15.00

"SINCE 1937 A NAME YOU CAN TRUST"

! DATE PAID _____ !
! PAYMENT METHOD _____ !
!
! AMOUNT $ _____ !
!

COPY

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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	423.05
PARTS AMOUNT	614.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	1052.50
LESS INSURANCE	61.45
SALES TAX	73.67
PLEASE PAY THIS AMOUNT	1064.72

031000040
09/14/2007
6315841612

his is a LEGAL COPY of
our check. You can use it
the same way you would
se the original check.

09/13/2007

[redacted]

[redacted]

ROCKAWAY POINT, NY [redacted]

Date 9/11/07

1-7103/2260

Pay to the Order of Pine Belt Chevrolet, Inc. $ 1,064.70

One Thousand Sixty Four and 70/100 Dollars

RIDGEWOOD SAVINGS BANK

For Smith - 189665

[redacted]

CONTEMPORARY CLASSIC

[redacted]

[redacted]

↓Do not endorse or write below this line.↓

PAY TO THE ORDER OF
COMMERCE BANK, N.A.
FOR DEPOSIT ONLY
PINE BELT CHEVROLET
OF FREEHOLD, LLC
7860195374

>031201360<
COMMERCE BANK NA
CHERRY HILL, NJ

09/14/2007

[redacted]

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
02/22/08

AMOUNT
**********708 DOLLARS ****54 CENTS **********708.54

PAY TO THE ORDER OF

[redacted]
MESA AZ [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

CHECK NO. [redacted]

PAYMENT DATE 02/22/08

VENDOR DUNS NO. BB 000000540 1

VENDOR NAME [redacted]

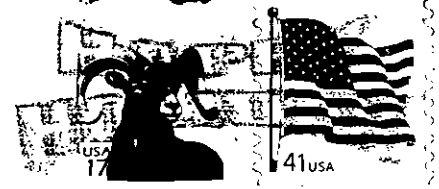
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54875F[redacted]	02/21/08	VM 1-9YJHMD .71-592380354.1-9YJHMD	00.0000	708.54	.00	708.54
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
		TOTAL		708.54	.00	708.54

[redacted]

Mesa, AZ [redacted]

PHOENIX AZ 850

12 DEC 2007 PM 3 T



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: 12-12-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54875F[redacted]

Mileage at Time of Repair: 43722 Date of Repair: 9-5-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Mesa State: AZ ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 736.33

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

Enclosures (4)

[redacted]

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

78990 311081

[redacted]

INVOICE

DUPLICATE 2
PAGE 1

Power Chevrolet
Superstition Springs
6330 E. SUPERSTITION SPRINGS BLVD.
MESA, ARIZONA 85206
(480) 615-4500

HOME: [redacted] BUS:

SERVICE ADVISOR: 837 RAUL BEJARANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET MALIBU	1G1ZT54875F[redacted]		43722/43722	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS 01JAN05 DD			18:00 05SEP07			CASH	06SEP07

R.O. OPENED	READY	OPTIONS:
09:30 05SEP07	13:18 06SEP07	DLR:12603 ENG:3.5_Liter_SFI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A PERFORM 45,000 MILE SERVICE (MINIMUM) TIRE ROTATE, RESET TIRE MON, CHECK AIR FILTER, INSPECT COOLANT LEVEL) DO NOT DO OIL CHANGE,
02 * MAINTENANCE -CUSTOMER STATES
339 CPC 55.00 55.00
PARTS: 0.00 LABOR: 55.00 OTHER: 0.00 TOTAL LINE A: 55.00

43722 DECLINED ALL BUT ROTATE TIRES 030 ROTATED ALL FOUR TIRES
****

B CUSTOMER STATES POWER STEERING DOES NOT WORK, INTERMITTENT, PS LIGHT WAS ON
03 STEERING
339 CPC 320.64 320.64
1 15926870 6518 COLUMN 359.00 359.00 359.00
PARTS: 359.00 LABOR: 320.64 OTHER: 0.00 TOTAL LINE B: 679.64

43722 STEERING COLUME FAILED INTERNAL; 300 REPLACED POWER STEERING COLUME ASSEMBLY RECALIBRATE AND TESTED CLEARED CODES CHECKED TESTED GOOD
****

C MULTI-POINT INSPECTION
MPI MULTI-POINT INSPECTION
339 IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

43722
****

D** 1 DAY RENTAL (WE ARE PAYING)
70 * SUBLET -CUSTOMER STATES
339 IPS (N/C)
SUBL RENTAL
PO#311081
IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

POWERS®
COPY

LIMITED WARRANTY

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

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

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

X _____

1 of 4

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

78990 311081

[redacted]

INVOICE

DUPLICATE 2
PAGE 2

Power Chevrolet
Superstition Springs
6330 E. SUPERSTITION SPRINGS BLVD.
MESA, ARIZONA 85206
(480) 615-4500

HOME: [redacted] BUS:

SERVICE ADVISOR: 837 RAUL BEJARANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	05	CHEVROLET MALIBU	1G1ZT54875F[redacted]		43722/43722	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 IS 01JAN05 DD			18:00 05SEP07			CASH	06SEP07

R.O. OPENED	READY	OPTIONS:
09:30 05SEP07	13:18 06SEP07	DLR:12603 ENG:3.5_Liter_SFI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
43722							

****

Power

PAID
SEP 06 2007

COPY

28.90

LIMITED WARRANTY

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

ENVIRONMENTAL SERVICE CHARGE - A token charge is included for HAZARDOUS WASTE DISPOSAL and supplies used on your vehicle. Applicable supply items include but are not limited to the following items: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

TERMS: CASH OR ACCEPTABLE CREDIT CARD UNLESS PRIOR ARRANGEMENTS MADE.

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to said vehicle or any articles left therein in case of fire, theft, accident or other causes beyond your control. If it becomes necessary for you to employ a collection agency or any attorney to collect this account, I the undersigned, agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	375.64
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	734.64
LESS INSURANCE	0.00
SALES TAX	28.90
PLEASE PAY THIS AMOUNT	763.54

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CUSTOMER COPY

2 of 4

Central Self-Storage
www.centralselfstorage.com

Gate Hours
7 a.m.-9 p.m.
(7 days a week)

Howard & Jill Payne
Project Managers

107 N. Ellsworth Road
Mesa, AZ 85207-8731
Phone:480-984-4036
Fax: 480-358-0586

Office:Hours:
Mon.-Fri. 10 a.m. - 6 p.m.
Saturday: 8 a.m. - 4 p.m.
Sunday: 10 a.m. - 2 p.m.

POWER CHEVROLET SUPERSTITION
6330 E SUPERSTITION SPGS BLV
MESA AZ 85206
480-615-4500

Sale

ID: 74263061 Ref #: 0005
09/06/07 14:18:34
Batch #: 739

VISA
[redacted]

Appr Code: 00679A Inv#: 311081
Total: $ 763.54

Customer Copy
WWW.AUTONATIONDIRECT.COM
LOCATIONS WEB SITE ADDR

763.54
- 57.20 Less
706.34
+ 29.99 Rental see Statement
$ 736.33

Additional Information Regarding
Account Number: [redacted]
Statement Closing Date: 09/19/07

WELLS FARGO VISA

Rate Information

YOUR RATE MAY VARY ACCORDING TO THE TERMS OF YOUR AGREEMENT.
NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION ABOUT YOUR ACCOUNT.

Type of Balance	Corresponding ANNUAL PERCENTAGE RATE	Daily FINANCE CHARGE Rate	Average Daily Balance
PURCHASE(S)	5.90%	.01616%	$0.00
CASH ADVANCE(S)	23.49%	.06435%	$313.70
OVERDRAFT ADVANCE	23.49%	.06435%	$14.09

Composite ANNUAL PERCENTAGE RATE 94.22% **Days in Billing Cycle 16**

Transactions

Trans	Post	Reference Number	Description	Credits	Charges
09/04	09/04	24455017R42QM2DKV	WAL-MART #3833 MESA (SE) AZ		43.13
09/05	09/05	74492157T618JFVGT	CASH WELLS FARGO C/A #603 MESA AZ		200.00
09/05	09/05		CASH ADVANCE TRANSACTION*FINANCE CHARGE*		10.00
09/05	09/05	24792627V60Z0SXRS	DRIVETIME MESA MESA AZ		413.15
09/06	09/06	24164077T0H1NWL32	ENTERPRISE RENT-A-CAR MESA AZ		29.99
09/06	09/06	24164077T8204YNFZ	POWER CHEVRLT 16600033 MESA AZ		763.54
09/07	09/07	24226387SAFXT4V3R	WM SUPERCENTER APACHE JUNCTI AZ		190.73
09/09	09/09	24493987X5V38D10A	CARUSO'S ITALIAN RSTR GILBERT AZ		59.00
09/10	09/10	74492157Y618LQWG5	CASH WELLS FARGO C/A #603 MESA AZ		200.00
09/10	09/10		CASH ADVANCE TRANSACTION*FINANCE CHARGE*		10.00
09/11	09/11	74465427ZEHM6LBSR	OVERDRAFT TO 5382720927		25.00
09/11	09/11		OVERDRAFT TRANSACTION *FINANCE CHARGE*		10.00
09/17	09/17	244356585TP985XF5	EYEMASTERS #96 MESA AZ		49.50
09/17	09/17	244356585TP985XH7	EYEMASTERS #96 MESA AZ		144.95
		PERIODIC *FINANCE CHARGE* PURCHASES $0.00 CASH ADVANCE $3.37			3.37

Wells Fargo News

Earn valuable rewards with the Wells Fargo Enhanced Rewards® program. Simply use your Wells Fargo Credit Card for your everyday, travel, and online shopping needs. We offer exciting rewards such as airline tickets, cash rebates, gift cards, name-brand merchandise and more! Points earned with your Wells Fargo Credit and Check Card will appear in the rewards summary of your credit card statement. For more information or to review redemption options, log on to www.WellsFargoRewards.com or call us at 1-877-517-1358.

Paid by: [redacted]

Mesa AZ [redacted]

4054

February 3, 2011

[redacted]
Mesa, AZ [redacted]

Service Request: 71-592380354
Customer Relationship Specialist: Michael Brent

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $708.54.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/18/08	********728 DOLLARS	****18 CENTS	********728.18

PAY TO THE ORDER OF

[redacted]
BELZONI MS [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

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

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000104 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/18/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54835F[redacted].71-592402968.1-9T820R	01/17/08	VH 1-9T820R	00.0000	728.18	.00	728.18
		TOTAL		728.18	.00	728.18

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

M3

February 3, 2011

[redacted]
Belzoni, MS [redacted]

Service Request: 71-592402968
Customer Relationship Specialist: Pinkie Smith

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $728.18.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

Belzoni MS. [redacted]

UNITED STATES POSTAL SERVICE

0000

48232

U.S. POSTAGE
PAID
BELZONI, MS
39038
DEC 17
AMOUNT
$0.17
0003601-04

BELZONI
DEC 1
PM
USPS - 39038

DEC 20 2007

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

48232$5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G1CT54S35F [redacted]

Mileage at Time of Repair: 47,991 Date of Repair: 1-31-06

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: YAZOO City State: MS. ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ ~~770.45~~ 770.55

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

YAZOO MOTOR COMPANY

Phone: (662) 746-1172

1420 East Broadway • Yazoo City, MS 39194

Jackson (601) 948-5788

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
9322	LINDA WILKINSON 2580		07/05/06	CVCS42754

[redacted]	LABOR RATE / [redacted]	MILEAGE 47,991	COLOR SILVER/	STOCK NO.
BELZONI, MS [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT54835F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	P. O. DATE 07/05/06	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 47991

JOB# 1 CHARGES

LABOR

J# 1 45CVZ STEERING/SUSPENSION TECH(S):7670 36.00

CUSTOMER STATES TO CHECK POWER STEERING FLUID FLUID MESSAGE
COMING ON
POWER STEERING IS ELECTRICAL ON THIS CAR
CHECKED ALL FLUIDS / ALL FLUIDS GOOD

JOB# 1 TOTALS

LABOR 36.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 36.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	100	SHOP SUPPLIES		3.60
			TOTAL - MISC	3.60

COMMENTS
WAITER

TECHNICIAN CERTIFICATION
7670 HERMAN LEE ROBINSON 0767

TOTALS

TOTAL LABOR....	36.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.60
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.77
TOTAL INVOICE $	**42.37**

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

OUR GOAL IS 100% TOTAL CUSTOMER SATISFACTION.
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM GM.
IF FOR ANY REASON YOU CAN NOT ANSWER ALL QUESTIONS WITH
"COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MGR.
TOM EDWARDS AT 746-1172.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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

ORIGINAL

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER COPY

[END OF INVOICE] 12:26pm

Reynolds and Reynolds ERAINTS14E G0514444 Q (07/03)

YAZOO MOTOR COMPANY

Phone: (662) 746-1172

1420 East Broadway • Yazoo City, MS 39194

Jackson (601) 948-5788

CUSTOMER NO. 9322	ADVISOR LINDA WILKINSON 2580	TAG NO.	INVOICE DATE 01/22/07	INVOICE NO. CVCS49537
[redacted]	LABOR RATE	LI[redacted] MILEAGE 62,818	COLOR SILVER/	STOCK NO.
BELZONI, MS [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 3 5 F[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/22/07	
[redacted] BUSINESS PHONE	COMMENTS			MO: 62818

JOB# 1 CHARGES----------

LABOR----------

J# 1 45CVZ STEERING/SUSPENSION TECH(S):6746 72.00

CUSTOMER STATES POWER STEERING GETS HARD AT TIMES WHILE DRIVING AND MESSAGE COMES ON DISPLAY TO CK POWER STEERING FOUND BULLETIN FOR TORQUE INPUT/ RECALIBRATED TORQUE INPUT SENSOR/ IF REOCCURS THEN STEERING GEAR W/NEED REPLACING E

JOB# 1 TOTALS----------

LABOR 72.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 72.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A 100 SHOP SUPPLIES 7.20

TOTAL - MISC 7.20

COMMENTS----------

WAITER

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

6746 CHRIS GRIFFIN 6746

TOTALS----------

TOTAL LABOR....	72.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	7.20
TOTAL MISC DISC	0.00
TOTAL TAX.....	5.54
TOTAL INVOICE $	**84.74**

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

OUR GOAL IS 100% TOTAL CUSTOMER SATISFACTION.
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM GM.
IF FOR ANY REASON YOU CAN NOT ANSWER ALL QUESTIONS WITH "COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MGR.
TOM EDWARDS AT 746-1172.

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

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.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Reynolds and Reynolds ERAINTSI14E GQ514444 Q (07/03)

 CUSTOMER COPY [END OF INVOICE] 12:26pm

Phone: (662) 746-1172

YAZOO MOTOR COMPANY

1420 East Broadway • Yazoo City, MS 39194

Jackson (601) 948-5788

CUSTOMER NO. 9322	ADVISOR LINDA WILKINSON 2580	TAG NO.	INVOICE DATE 01/29/07	INVOICE NO. CVCS49793
[redacted]	LABOR RATE / [redacted]	MILEAGE 63,368	COLOR SILVER/	STOCK NO.
BELZONI, MS [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT54835F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/29/07	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 63368

JOB# 1 CHARGES

LABOR

J# 1 45CVZ STEERING/SUSPENSION TECH(S):6746 0.00

CUSTOMER STATES POWER STEERING MESSAGE COMING ON DISPLAY
AND STEERING GETS REAL HARD

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		15926870	COLUMN 6.518	394.90	394.90
				TOTAL - PARTS		394.90

JOB# 1 TOTALS

PARTS	394.90
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	394.90

COMMENTS
WAITER

TECHNICIAN CERTIFICATION
6746 CHRIS GRIFFIN 6746

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	394.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	27.64
TOTAL INVOICE $	**422.54**

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

OUR GOAL IS 100% TOTAL CUSTOMER SATISFACTION.
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"COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MGR.
TOM EDWARDS AT 746-1172.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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(SIGNED) -DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

 CUSTOMER COPY [END OF INVOICE] 12:25pm

Reynolds and Reynolds ERAINTS114E GO514444 Q (07/02)

YAZOO MOTOR COMPANY

Phone: (662) 746-1172

1420 East Broadway • Yazoo City, MS 39194

Jackson (601) 948-5788

CUSTOMER NO. 9322	ADVISOR LINDA WILKINSON 2580	TAG NO.	INVOICE DATE 01/31/07	INVOICE NO. CVCS49859
[redacted]	LABOR RATE [redacted]	MILEAGE 63,470	COLOR SILVER/	STOCK NO.
BELZONI, MS [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT54835F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/31/07	
R [redacted]	BUSINESS PHONE	COMMENTS		MO: 63476

JOB# 1 CHARGES----------

LABOR----------

J# 1 45CVZ STEERING/SUSPENSION TECH(S):6746 220.32

CUSTOMER STATES POWER STEERING GETS REAL HARD WHEN POWER
STEERING MESSAGE APPEARS
FAULTY TORQUE INPUT SENSOR
R&R STEERING COLUMN
CUSTOMER PREPAID FOR PART

PARTS------QTY---FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
-1 15926870	COLUMN 6.518	394.90	-394.90
1 15926870	COLUMN 6.518	359.00	359.00
		TOTAL - PARTS	-35.90

JOB# 1 TOTALS----------

LABOR	220.32
PARTS	-35.90
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	184.42

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	100	SHOP SUPPLIES	22.03
		TOTAL - MISC	22.03

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

6746 CHRIS GRIFFIN 6746

TOTALS----------

TOTAL LABOR....	220.32
TOTAL PARTS....	-35.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	22.03
TOTAL MISC DISC	0.00
TOTAL TAX.....	14.45
TOTAL INVOICE $	**220.90**

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

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"COMPLETELY SATISFIED" PLEASE CALL OUR SERVICE MGR.
TOM EDWARDS AT 746-1172.

CUSTOMER SIGNATURE

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

 CUSTOMER COPY [END OF INVOICE] 12:24pm

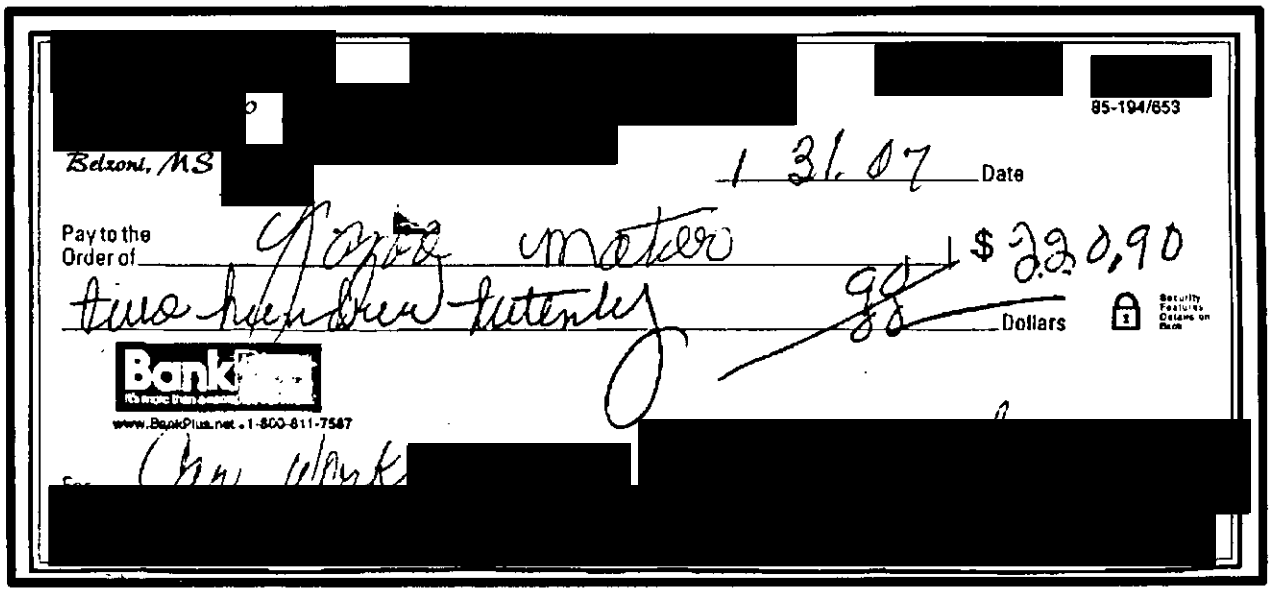
Reynolds and Reynolds ERAINTSI14E GO514444 Q (07/03)

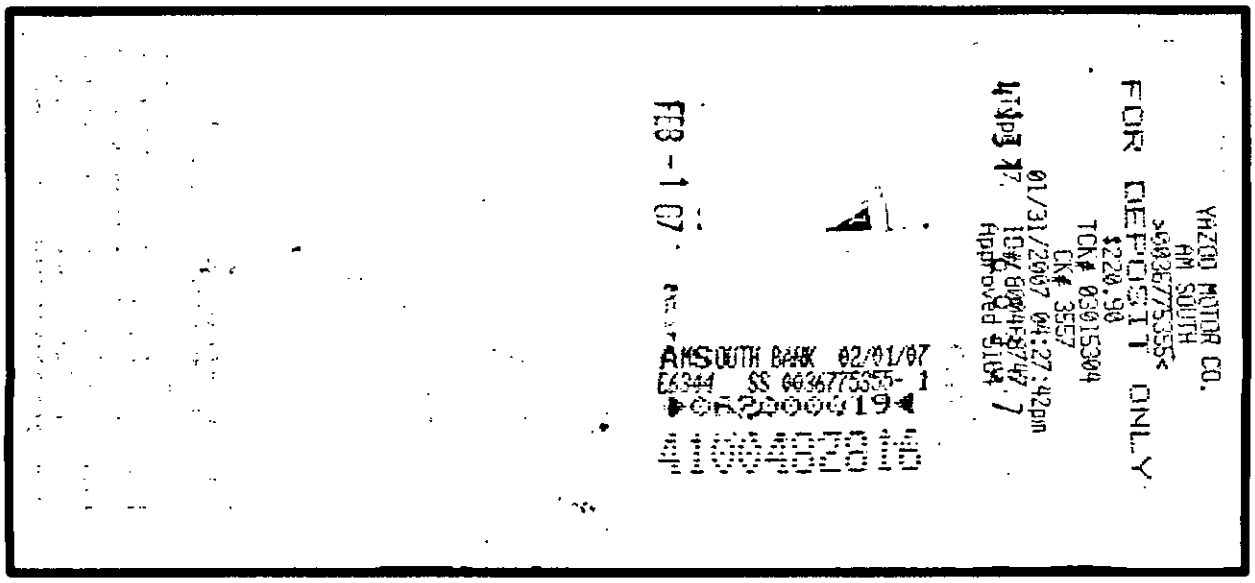
BankPlus®
It's more than a name. It's a promise.™
Member FDIC

Current Date:	December 17, 2007
Account Number:	[redacted]
Capture Date:	February 02, 2007
Item Number:	60000932161
Posted Date:	February 02, 2007
Posted Item Number:	600932161
Amount:	$220.90
Record Type:	Debit

[redacted]
BELZONI MS [redacted]

The image below represents an official copy of the original document as processed by our institution.





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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/24/08	××××××××××××××625 DOLLARS	××××30 CENTS	××××××××××××××625.30

PAY TO THE ORDER OF

[redacted]
SANDOWN NH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

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

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000267 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/24/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528X54[redacted]	01/23/08	VM 1-9U6I2P .71-592868139.1-9U6I2P	00.0000	625.30	.00	625.30
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	625.30	.00	625.30

PORTSMOUTH NH 038

19 DEC 2007 PM 1 L

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

48232+5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: December 19, 2007

17-Digit Vehicle Identification Number (VIN): 1G2265 28X54 [redacted]

Mileage at Time of Repair: 48,198 Date of Repair: 6/25/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Sandown State: NH ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 649.25

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] 12/19/07

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).

SPACE # 7

COPY

BETLEY CHEVROLET-BUICK, Inc.
50 No. Main St. P.O. Box 248
Route 28 By-Pass
DERRY, N.H. 03038
(603) 434-1546
Toll Free 1-800-472-1546
Fax (603) 434-1336
www.betley.com

INVOICE NUMBER: CVCS151322

CUSTOMER NUMBER: 15888

[redacted]

SANDOWN, NH [redacted]

RESIDENCE PHONE: | BUSINESS PHONE:

ADVISOR: [redacted] | TAG NO.:

LABOR: CRAIG GREENOUGH | 45 | LEAGE:

YEAR / MAKE / MODEL: 84.00 | 2003286 | 48,198

VEHICLE ID NO.: 05/PONTIAC/G6/4 DOOR SEDAN

F.T.E. NO.: 1 G 2 Z G 5 2 8 X 5 4 | P.O. N[redacted]

COLOR: | STOCK NO.:

COMMENTS: SILVER/

DELIVERY MILES: | SELLING DEALER NO.: MO: 48199

R.O. DATE: 06/25/07 | INVOICE DATE: 06/25/07

REPRINT NUMBER: | DELIVERY DATE:

PRODUCTION DATE:

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, UNLESS OTHERWISE STATED.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold here by are those made by the manufacturer. The seller, BETLEY CHEVROLET-BUICK, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BETLEY CHEVROLET-BUICK, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As Is" and the entire risk as to the quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

NHAD SERVICES, INC. (800) 852-3372

JOB# 1 CHARGES

LABOR
J# 1 45CVZ01 STEERING CONCERN TECH(S):17751 251.61
P/S LOST ASSIST - SERVICE P.S. WARNING LAMP IS ON
PERFORM DIAGNOSTIC TEST ON ELEC ASSIST STEERING SYSTEM
FIND FAILURE IN INPUT TORQUE SENSOR IN COL ASSEMBLY
R & R STEERING COLUMN TO REPLACE WITH NEW
REASSEMBLE AND CLEAR CODES - REPROGRAMMED AND SET TO SPEC

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	15926870	COLUMN 6.518	359.00	359.00
				TOTAL - PARTS	359.00

JOB# 1 TOTALS

LABOR	251.61
PARTS	359.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 610.61

JOB# 2 CHARGES

LABOR
J# 2+01CVZ048 48000 MILE SERVICE TECH(S):17751 10.00
CUSTOMER REQUESTS 48000 MILE SERVICE
SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE
LUBRICATE CHASSIS, CHANGE ENGINE OIL & FILTER, CHECK & TOP
ALL FLUIDS, CHECK TIRES & SET PRESSURE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK47	OIL/FILTER	13.95	13.95
	1	W/W-SOLVENT	W/W-SOLV	****	****
	5	OIL		****	****
	1	25010792	FILTER 1.836	****	****
				TOTAL - PARTS	13.95

JOB# 2 TOTALS

LABOR	10.00
PARTS	13.95

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 23.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	EF	ENVIRONMENTAL FEES		2.00
JOB # A	SS	SHOP SUPPLIES		12.69
			TOTAL - MISC	14.69

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $84.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $650.00 (+TAX) ON 06/25/07 AT 12:10pm
BY KEVIN COMMENTS STEERING SYSTEM REPAIR APPROVED
COMMENTS
AAA TOW IN

[CONTINUED ON NEXT PAGE]

COPY

BETLEY CHEVROLET-BUICK, Inc.
50 No. Main St. P.O. Box 248
Route 28 By-Pass
DERRY, N.H. 03038
(603) 434-1546
Toll Free 1-800-472-1546
Fax (603) 434-1336
www.betley.com

INVOICE NUMBER CVCS151322
CUSTOMER NUMBER 15888
[redacted]
SANDOWN, NH [redacted]

RESIDENCE PHONE | BUSINESS PHONE
ADVISOR [redacted] | TAG NO.
LAB CRAIG GREENOUGH 45 LEAGE
YEAR / MAKE 84-00 2003286 48,198
VEHICLE ID NO. 05/PONTIAC/G6/4 DOOR SEDAN
F T E. NO 1 G 2 Z G 5 2 8 X 5 4 P.O. [redacted]
COLOR | STOCK NO.
COMMENTS SILVER/
MO: 48199
DELIVERY MILES | SELLING DEALER NO.
R.O DATE 06/25/07 | INVOICE DATE 06/25/07
REPRINT NUMBER | DELIVERY DATE
PRODUCTION DATE

WE GUARANTEE OUR SERVICE WORK FOR 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST, UNLESS OTHERWISE STATED.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold here by are those made by the manufacturer. The seller, BETLEY CHEVROLET-BUICK, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BETLEY CHEVROLET-BUICK, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As Is" and the entire risk as to the quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

NHAD SERVICES, INC. (800) 852-3372

TOTALS

```
*********************************************
* [ ] CASH    [ ] CHECK    CK NO. [       ] *
*                                           *
* [ ] VISA    [✓] MASTERCARD    [ ] DISCOVER *
*                                           *
* [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE *
*********************************************
```

TOTAL LABOR....	261.61
TOTAL PARTS....	372.95
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	14.69
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**649.25**

IMPORTANT !!!

You may receive a customer satisfaction survey in the mail in the next few weeks. If for any reason you can not grade us "COMPLETELY SATISFIED" please contact the Service Manager Gregg Walker @ gwalker@betley.com Your COMPLETE SATISFACTION is our #1 goal. THANK-YOU FOR YOUR BUSINESS !!

CUSTOMER SIGNATURE

MKB 6/25/07

February 3, 2011

[redacted]
Sandown, NH [redacted]

Service Request: 71-592868139
Customer Relationship Specialist: Lance Evans

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. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $625.30.

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

Sincerely,

Pontiac Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/24/08	********787 DOLLARS	****28 CENTS	********787.28

PAY TO THE ORDER OF

[redacted]
GREENBACKVILLE VA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

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

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000392 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/24/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F75F[redacted]	01/23/08 71-592949	VM 1-9U87YY 817.1-9U87YY	00.0000	787.28	.00	787.28
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	787.28	.00	787.28

Bee-lieve..
with God
all things are
Possible
Matt 19:26

[redacted]
Greenbackville, VA [redacted]

HAMPTON ROADS VA 233
18 DEC 2007 PM 5 L

USA 41

DEC 21 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: 12/18/07

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F75F[redacted]

Mileage at Time of Repair: 63188 Date of Repair: 4/19/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Greenbackville State: Virginia ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 787.28

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).

21687 249354

INVOICE

PAGE 1

Courtesy

Chevrolet Oldsmobile Cadillac

Delmarva's Hometown Dealer!

2531 North Salisbury Blvd.
Direct Service Lines
(410) 749-7097 (410) 749-7098 (410) 749-7100
SALISBURY, MD. 21802-1838

[redacted]
SALISBURY, MD [redacted]
HOME: [redacted] BUS: [redacted]

SERVICE ADVISOR: 472 STEPHEN TOWNSEND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZS52F75F[redacted]		63188/63188	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC04 DD			WAIT 19APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS:
07:49 19APR07	13:01 19APR07	STK: 105136 DLR: 14063 ENG: 2.2_Liter_MFI_DOHC TRN: MX0

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUST STS POWER STEERING LIGHT IS COMING ON THE DASH - CHECK AND ADVISE							
	E7680 DIAGNOSIS, REPLACED STEERING COLUMN ASSEMBLY AND PROGRAMMED							
		491	CC95				380.00	380.00
	1	15926870	COLUMN			359.00	359.00	359.00

PARTS: 359.00 LABOR: 380.00 OTHER: 0.00 TOTAL LINE A: 739.00

****

CUSTOMER PAY SHOP SUP/HAZ MAT FOR REPAIR ORDER 28.89

ALL GM PARTS HAVE A 12 MONTH 12000 MILE WARRANTY INCLUDING LABOR UNLESS SPECIFIED OTHERWISE.
FOR YOUR CONVENIENCE WE NOW OFFER EVENING HOURS MON AND WED EVENINGS UNTIL 7:30 P.M.
FROM ALL OF US AT COURTESY CHEVROLET, OLDS CADILLAC---THANK YOU

PAID D.W.

COPY

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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	380.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	28.89
TOTAL CHARGES	767.89
LESS INSURANCE	0.00
SALES TAX	19.39
PLEASE PAY THIS AMOUNT	787.28

CUSTOMER COPY

February 3, 2011

[redacted]
Greenbackville, VA [redacted]

Service Request: 71-592949817
Customer Relationship Specialist: Marv Henry

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 $787.28.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

Fax

To:	General Motors	**From:**	[redacted]
Fax:	866-962-2868	**Pages:**	3
Phone:	1-800-204-0261	**Date:**	1/15/2008
Re:	Reimbursement	**CC:**	

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

• **Comments:** Please find a copy of the reimbursement form and invoice for a repair that I had performed on my vehicle. I originally sent this information in on December 18, 2007 but it was suggested, by a representative that I fax a copy as well. The case reference number in association with this reimbursement form is 71-592949817. This is in response to a letter that I received from General Motors.

My contact information is on the claim form.

Thank you and have a wonderful day.

07126

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/18/07

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F75F[redacted]

Mileage at Time of Repair: 63188 Date of Repair: 4/19/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Greenbackville State: VA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 787.28

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

21687 249354

Courtesy

Chevrolet Oldsmobile Cadillac

Delmarva's Hometown Dealer!

1531 North Salisbury Blvd.
Direct Service Lines
(410) 749-7097 (410) 749-7098 (410) 749-7100
SALISBURY, MD. 21802-1838

INVOICE

[redacted]

SALISBURY, MD [redacted]

HOME: [redacted] BUS: [redacted]

PAGE 1

SERVICE ADVISOR: 472 STEPHEN TOWNSEND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	05	CHEVROLET MALIBU	1G1ZS52F75F[redacted]		63188/63188	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC04 DD			WAIT 19APR07			CASH	19APR07

R.O. OPENED	READY	OPTIONS:
07:49 19APR07	13:01 19APR07	STK: 105136 DLR: 14063 ENG: 2.2 Liter MFI DOHC TRN: MX0

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUST STS POWER STEERING LIGHT IS COMING ON THE DASH - CHECK AND ADVISE							
	E7680 DIAGNOSIS, REPLACED STEERING COLUMN ASSEMBLY AND PROGRAMMED							
		491	CC95				380.00	380.00
	1	15926870	COLUMN			359.00	359.00	359.00

PARTS: 359.00 LABOR: 380.00 OTHER: 0.00 TOTAL LINE A: 739.00

****

CUSTOMER PAY SHOP SUP/HAZ MAT FOR REPAIR ORDER 28.89

ALL GM PARTS HAVE A 12 MONTH 12000 MILE WARRANTY INCLUDING LABOR UNLESS SPECIFIED OTHERWISE.
FOR YOUR CONVENIENCE WE NOW OFFER EVENING HOURS MON AND WED EVENINGS UNTIL 7:30 P.M.
FROM ALL OF US AT COURTESY CHEVROLET, OLDS CADILLAC---THANK YOU

PAID Paid D.W.

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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 expressed 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.

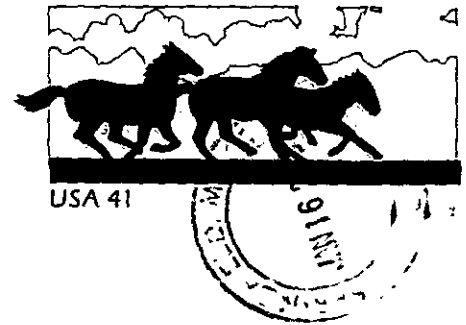
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	380.00
PARTS AMOUNT	359.00
GAS, OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	28.89
TOTAL CHARGES	767.89
LESS INSURANCE	0.00
SALES TAX	19.39
PLEASE PAY THIS AMOUNT	787.28

CUSTOMER COPY

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

[redacted]
Indian Orchard, MA [redacted]



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

JAN 21 2008

48232-5170 8050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Oct. 3, 2007

17-Digit Vehicle Identification Number (VIN): 1G1Z552F25F[redacted]

Mileage at Time of Repair: 62260 Date of Repair: 10-3-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Indian Orchard State: MA ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): SAME

Amount of Reimbursement Requested: $ 628.49 (628.49)

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).

C103297 356530 BALISE

INVOICE

BALISE CHEVROLET
440 West Columbus Ave., Springfield, MA 01105
Service (413) 734-6498
Fax (413) 734-4421

[redacted]

ORIGINAL

INDIAN ORCHARD, MA [redacted] PAGE 1
HOME: [redacted] BUS:

SERVICE ADVISOR: 4976 ANDREA J DULUDE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	05	CHEVROLET MALIBU	1G1ZS52F25F[redacted]		62260/62260	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB05 IS			17:01 03OCT07			CASH	05OCT07

R.O. OPENED	READY	OPTIONS:
03OCT07	05OCT07	STK:C10870L DLR:32027 ENG:2.2_Liter_MFI_DOHC TRN:A AXL:RAY

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES THE POWER STEERING LIGHT CAME ON AND THE WHEEL LOCKED UP, PLEASE ADVISE			
INFO REPLACED POWER STEERING RACK			
8836 CPC 2.20		187.00	187.00
1 15858368 GEAR	272.35	272.35	272.35
A4W FOUR WHEEL ALIGNMENT			
8836 CPC 1.40		89.95	89.95
INFO REPLACED POWER STEERING TORQUE SENSOR			
8836 CPC 2.00		183.31	183.31
1 15926870 COLUMN	359.00	359.00	359.00
2 9594683 NUT,WHL	8.68	8.68	17.36
62260 REPLACED STEERING COLUMN DUE TO A DEFECTIVE TORQUE SENSOR REPLACED RACK-N-PINION GEAR DUE TO A LOOSE RIGH T SHAFT. ALIGNED VEHICLE			
**********			
B 205-6898			
PHONE CUSTOMER CONTACT PHONE NUMBER			
99 MR SUBLET LIC#: N			
CPC 0.00		0.00	0.00
**********			
EST: 0.00 03OCT07 13:52 SA: 497			
EST: 50.00 03OCT07 13:52 SA: 497			
CONTACT:			

PAID
OCT 05 2007
By VSmC

ARE YOU "COMPLETELY SATISFIED" WITH THE SERVI CE WE PROVIDED? IF NOT, PLEASE CALL US AT 413 -734-6498. YOU MAY RECEIVE A SURVEY FROM CHEV ROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PART S & SERVICE DEPT. TO BETTER SERVE YOU.

CASH 600.00
28.49

BALISE

BALISE CHEVROLET
440 West Columbus Ave., Springfield, MA 01105 Service (413) 734-6498 Fax (413) 734-4421

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item(s). 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(s).

DESCRIPTION	TOTALS
LABOR AMOUNT	460.26
PARTS AMOUNT	648.71
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC./ENVIR. CHARGES	0.00
TOTAL CHARGES	1108.97
LESS INS./COUPONS	0.00
SALES TAX	32.44
PLEASE PAY THIS AMOUNT	1141.41

CUSTOMER COPY

Work Order: R000001

Chevrolet : Malibu : 2005-07 (except 2004-05 Classic) : except SS Models

Front : Left				Front : Right		
Actual	Before	Specified Range		Actual	Before	Specified Range
-1.0°		-1.6° -0.1°	Camber	-0.7°		-1.2° 0.4°
		2.3° 3.8°	Caster			2.3° 3.8°
0.12°		0.00° 0.20°	Toe	0.12°		0.00° 0.20°
			SAI			
			Included Angle			
			Turning Angle Diff.			

Front

	Actual	Before	Specified Range
Cross Camber	-0.3°		-1.2° 0.4°
Cross Caster			-0.8° 0.8°
Cross SAI			
Total Toe	0.24°		0.00° 0.40°
Cross Turn Diff.			

Rear : Left				Rear : Right		
Actual	Before	Specified Range		Actual	Before	Specified Range
-1.0°		-1.3° -0.3°	Camber	-0.9°		-1.3° -0.3°
0.09°		0.00° 0.20°	Toe	0.04°		0.00° 0.20°

Rear

	Actual	Before	Specified Range
Cross Camber	-0.1°		
Total Toe	0.12°		0.00° 0.40°
Thrust Angle	0.03°		-0.30° 0.30°

SALES DRAFT

BALISE CHEVROLET/OLDS
P O BOX 2320
SPRINGFIELD, MA 01101
TERMINAL 0965508

279020801999
10/05/2007 16:49:13

MC [redacted]
AUTH. TRANS. ID. MPLBUTJNU
INVOICE 29034 H02
AUTH. CODE 042077Z

SALE TOTAL $100.00

CUSTOMER COPY

SALES DRAFT

BALISE CHEVROLET/OLDS
P O BOX 2320
SPRINGFIELD, MA 01101
TERMINAL 0965508

279020801999
10/05/2007 16:47:03

VS [redacted]
AUTH. TRANS. ID. 1672787498 78244
INVOICE 29033 H02
AUTH. CODE 138149

SALE TOTAL $500.00

CUSTOMER COPY

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
02/15/08

**************577 DOLLARS ****85 CENTS

AMOUNT
**************577.85

PAY TO THE ORDER OF

[redacted]
INDIAN ORCHARD MA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000279 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/15/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F25F[redacted]	02/14/08	VM 1-9XTS4F 71-592973690.1-9XTS4F	00.0000	577.85	.00	577.85
			TOTAL	577.85	.00	577.85

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

W3

AP130X

February 3, 2011

[redacted]
Indian Orchard, MA [redacted]

Service Request: 71-592973690
Customer Relationship Specialist: Jane West

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $577.85.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
02/04/08

**********100 DOLLARS ****00 CENTS

AMOUNT
**********100.00

PAY TO THE ORDER OF

*[redacted]
SPRINGFIELD OH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000135 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/04/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528054[redacted]	02/01/08 71-593089831.1-9UF00C	VM 1-9UF00C	00.0000	100.00	.00	100.00
			TOTAL	100.00	.00	100.00

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

M3

APS3CK

February 3, 2011

[redacted]
Springfield, OH [redacted]

Service Request: 71-593089831
Customer Relationship Specialist: Faye Saunders

Dear [redacted]

We sincerely regret that you experienced a concern with your 2005 Pontiac G6, which resulted in an unexpected repair expense to you.

We value you as a Pontiac 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 $100.00.

We look forward to keeping you in our Pontiac family. 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.

Sincerely,

Pontiac Customer Assistance Center

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

[redacted]

BILLINGS, MT [redacted]

7007 1490 0002 8929 7038

UNITED STATES POSTAL SERVICE

0000

48232

U.S. POSTAGE
PAID
BILLINGS,MT
59102
DEC 14 '07
AMOUNT
$5.21
00024486-04

DEC 18 2007

RETURN RECEIPT REQUESTED

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

REIMBURSEMENT DEPARTMENT
P.O. BOX 33170
DETROIT, MI 48232-5170

48232$5170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-13-07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52805F[redacted]

Mileage at Time of Repair: 41,447 Date of Repair: 03-09-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: BILLINGS State: MONTANA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 702.11

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

DENNY MENHOLT

CHEVROLET HUMMER

3000 KING AVE. WEST - BOX 80430
BILLINGS, MONTANA 59108
PHONE (406) 896-3100

ORIGINAL

CUSTOMER NO. 38475	ADVISOR TONI SPAULDING 2404	TAG NO. 0566	INVOICE DATE 03/09/07	INVOICE NO. CVCS520127
[redacted]	LABOR RATE [redacted]	MILEAGE 41,447	COLOR CHARCOAL/	STOCK NO.
BILLINGS, MT [redacted]	YEAR/ MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1G1ZT52805F[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/09/07	REPRINT# 1
[redacted] BUSINESS PHONE	COMMENTS			MO: 41449

TOTALS

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

NEW HOURS 7am to Midnight Monday - Friday
GENERAL MOTORS AND OUR DEALERSHIP ARE PLEDGED
TO YOUR COMPLETE SERVICE SATISFACTION.
OUR AIM IS TO FIX YOUR VEHICLE RIGHT,ON TIME,
AND AT THE LEAST EXPENSE TO YOU.
OUR AIM IS ALSO TO TREAT YOU AS A GUEST WHILE
YOU ARE HERE FOR YOUR SERVICE NEEDS.
BECAUSE...WE APPRECIATE YOUR BUSINESS---
AND WE WANT TO KEEP YOU AS A LOYAL CUSTOMER.

TOTAL LABOR....	311.50
TOTAL PARTS....	368.80
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	21.81
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**702.11**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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. In the event (Frontier Chevrolet) takes any action to enforce its rights, whether hereunder or otherwise, (Customer) agrees to pay all of (Frontier Chevrolet) costs and expenses, including reasonable attorney's fees.

FOR PROPER DISPOSAL OF MATERIALS GENERATED AS A RESULT OF REPAIRS TO YOUR VEHICLE, A FEE FOR DISPOSAL OF HAZARDOUS WASTE WILL BE MADE AT THE RATE OF 5% OF THE LABOR CHARGE, MINIMUM CHARGE - $2.00 MAXIMUM CHARGE - $35.00.

LIMITED WARRANTY: LABOR GUARANTEED 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PARTS AND ACCESSORIES ARE COVERED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, FROM DATE OF DEALER INSTALLATION. A FINANCE CHARGE WILL APPLY IF BALANCE IS UNPAID ONE MONTH FROM CLOSING DATE. FINANCE CHARGES ARE COMPUTED AT A RATE OF 1½% PER MONTH - A.P.R. = 18%.

Thank You For Your Business

The Reynolds and Reynolds Company ERAINTS114E GO503443 Q (0407)

 CUSTOMER COPY [END OF INVOICE] 02:07pm

DENNY MENHOLT

CHEVROLET HUMMER

3000 KING AVE. WEST - BOX 80430
BILLINGS, MONTANA 59108
PHONE (406) 896-3100

ORIGINAL

CUSTOMER NO. 38475	ADVISOR TONI SPAULDING 2404	TAG NO. 0566	INVOICE DATE 03/09/07	INVOICE NO. CVCS520127	
[redacted]	LABOR RATE	L [redacted]	MILEAGE 41,447	COLOR CHARCOAL/	STOCK NO.
BILLINGS, MT [redacted]	YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1G1ZT52805F [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/09/07	REPRINT# 1	
[redacted] BUSINESS PHONE	COMMENTS			MO: 41449	

JOB# 1 CHARGES----------

LABOR----------

J# 1 45CVZ *STEERING/SUSPENSION TECH(S):2589 311.50

CUSTOMER STATES THAT THE POWER STEERING GETS STIFF AND THERE
IS A WARNING CHIME THAT COMES ON
VERIFIED COMPLAINT FOUND CODE C0545 SYMPTOM 00, FOUND
AN INTERNAL SHORT IN THE TORQUE SENSOR
REPLACED THE STEERING COLUMN AND VERIFIED FIX

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION---------	LIST PRICE-	UNIT PRICE-	
	1	15926870	COLUMN 6.518	388.80	368.80	368.80
					TOTAL - PARTS	368.80

JOB# 1 TOTALS----------

LABOR	311.50
PARTS	368.80
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	680.30

JOB# 2 CHARGES----------

LABOR----------

J# 2 01CVZ05 27 POINT INSPECTION TECH(S):2589 0.00

CUSTOMER REQUESTS VEHICLE INSPECTION
PERFORMED VEHICLE INSPECTION
PERFORMED VEHICLE INSPECTION AND ADVISED SERVICE CONSULTANT
OF NEEDED REPAIRS

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

MISC------	CODE--------	DESCRIPTION----------	CONTROL NO---------	
JOB # A	SS	SHOP SUPPLIES		21.81
			TOTAL - MISC	21.81

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. In the event (Frontier Chevrolet) takes any action to enforce its rights, whether hereunder or otherwise, (Customer) agrees to pay all of (Frontier Chevrolet) costs and expenses, including reasonable attorney's fees.

FOR PROPER DISPOSAL OF MATERIALS GENERATED AS A RESULT OF REPAIRS TO YOUR VEHICLE, A FEE FOR DISPOSAL OF HAZARDOUS WASTE WILL BE MADE AT THE RATE OF 5% OF THE LABOR CHARGE, MINIMUM CHARGE - $2.00 MAXIMUM CHARGE - $35.00.

LIMITED WARRANTY: LABOR GUARANTEED 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PARTS AND ACCESSORIES ARE COVERED 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, FROM DATE OF DEALER INSTALLATION. A FINANCE CHARGE WILL APPLY IF BALANCE IS UNPAID ONE MONTH FROM CLOSING DATE. FINANCE CHARGES ARE COMPUTED AT A RATE OF 1½% PER MONTH - A.P.R. = 18%.

Thank You For Your Business

The Reynolds and Reynolds Company ERAINTSI14E GC503443 O (04/07)

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:07pm

DENNY MENHOLT FRONTIER C
3000 KING AVE WEST
BILLINGS, MT 59102

MAR 10, 2007 08:42AM

TERM : 5
MERCH: 342600532580

REF #: 001
ACT #: [redacted]
CARD : VISA

SALE: $ 702.11

RETR REF#: 706916512175
APPROVAL CODE: 441642

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

x_____
SIGNATURE

[redacted]

CUSTOMER COPY

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
01/18/08

**********702 DOLLARS ****11 CENTS

AMOUNT
**********702.11

PAY TO THE ORDER OF

[redacted]
BILLINGS MT [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000209 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/18/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52805F[redacted]	01/17/08 71-593175289.1-9TDDHQ	VM 1-9TDDHQ	00.0000	702.11	.00	702.11
			TOTAL	702.11	.00	702.11

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

M3

February 3, 2011

[redacted]
Billings, MT [redacted]

Service Request: 71-593175289
Customer Relationship Specialist: Anne Parks

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of $702.11.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE
02/15/08

**************609 DOLLARS ****80 CENTS

AMOUNT
**************609.80

PAY TO THE ORDER OF

[redacted]
CEDAR RAPIDS IA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

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

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000361

1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 02/15/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528854[redacted]	02/14/08	VM 1-9XWJVY 71-593183066.1-9XWJVY	00.0000	609.80	.00	609.80
		TOTAL		609.80	.00	609.80

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

M3

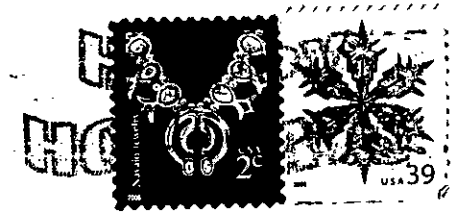
XCSCX

[redacted]

Cedar Rapids, IA [redacted]

DES MOINES IA 503

22 JAN 2008 PM 2 T



JAN 24 2008

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

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 1/22/08

17-Digit Vehicle Identification Number (VIN): 1G2-ZG528854 [redacted]

Mileage at Time of Repair: 43,024 Date of Repair: 8/10/07 + 7/23/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Cedar Rapids State: IA ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ See 71-5931-83066 else 64.84 +609.80 $674.64

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature [redacted]

Please mail this claim form and the required documents to:

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

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

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

BENSON MOTOR INC

MID AMERICA BEVERAGE BODIES

BUICK · GMC TRUCK · Dodge

A CERTIFIED BEST IN CLASS DEALERSHIP

100 South 16th Street • Ames, IA 50010 • (515) 232-2462

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
28467	DAVID A SCARLETT 326		07/23/07	BUCS15822

	LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
[redacted]	80.00		42,640	/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
AMES, IA [redacted]	05/PONTIAC/G6		

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

F. T. E. No.	P.O. No.	R.O. DATE
		07/23/07

[redacted]	BUSINESS PHONE	COMMENTS
		MO: 42640

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

J# 1 08BUZ STEERING HOURS: 0.80 TECH(S):120 64.00

POWER STEERING WILL RANDOMLY QUIT WORKING WHILE DRIVING DOWN
THE ROAD. MAY WORK AGAIN AFTER RESTART. ADVISE
TECH II SCAN YIELDED C0545 SYMPTOM 00 STEERING COLUMN SHAFT
TORQUE SENSOR DTC. UNABLE TO DUPLICATE CONCERN AT THIS TIME.
FOUND LARGE POWER WIRE FOR AUDIO EQUIPMENT RUNNING RIGHT
NEXT TO COLUM WIRING WHICH MAY CAUSE ELECTRICAL INTERFERENCE
NO TROUBLE FOUND AT THIS TIME. RECOMEND RE-ROUTING AUDIO
WIRING.

JOB # 1 TOTAL LABOR & PARTS 64.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A SS	SHOP SUPPLIES	3.20
B # 1 ISUSTU	ISU STUDENT DISCOUNT	-6.40
	TOTAL - MISC	-3.20

ESTIMATE----------

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

TOTALS----------

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.
PARTS DESIGNATED WITH AN (@) ARE AFTER MARKET PARTS AND
ARE NOT SUPPLIED BY THE ORIGINAL EQUIPMENT MANUFACTURER.

TOTAL LABOR....	64.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.20
TOTAL MISC DISC	-6.40
TOTAL TAX.....	4.04
TOTAL INVOICE $	**64.84**

CUSTOMER SIGNATURE

COPY

CUSTOMER COPY

[END OF INVOICE] 02:00pm

BENSON MOTOR INC

MID AMERICA BEVERAGE BODIES

BUICK · GMC TRUCK · Dodge

A CERTIFIED BEST IN CLASS DEALERSHIP

100 South 16th Street • Ames, IA 50010 • (515) 232-2462

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
28467	MATTHEW BULS 496		08/10/07	BUCS16161

LABOR RATE	LICENSE No.	MILEAGE	COLOR	STOCK No.
80.00		43,024	/	

[redacted]
AMES, IA [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/PONTIAC/G6		

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

F. T. E. No.	P.O. No.	R.O. DATE	
		08/09/07	REPRINT# 1

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 43024

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

J#:1 08BUZ STEERING HOURS: 3.30 TECH(S):120 264.00

POWER STEERING HAS LOST ALL ASSIST AGAIN. SEE HISTORY. INOP.
RIGHT NOW, AND HAS NOT WORKED ON LAST FEW RESTARTS. ADVISE.
TECH II SCAN YIELDED C0545 TORQUE INPUT SENSOR DTC. FURTHER
DIAGNOSIS FOUND STEERING TORQUE SENSOR FAULTY. NEEDS
STEERING COLUMN REPLACEMENT.
REPLACED COLUMN AND SENSOR UNIT. CLEARED DTC, TESTED OK.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		15926870	COLUMN 6.518	359.00	359.00
				JOB # 1 TOTAL PARTS		359.00
				JOB # 1 TOTAL LABOR & PARTS		623.00

SC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	MIC	MIC/GMPP/SMARTCARE	16161	-13.20
			TOTAL - MISC	-13.20

Wyms 491.00

Customer 118.80

COMMENTS----------

PHOENIX AMERICAN EXTENDED WARRANTY PAYS $491.00.
CUSTOMER HAS $100 DEDUCTABLE AND IS LIABLE FOR 0.4HRS LABOR.
EXCESS LABOR NOT COVERED BY EXTENDED WARRANTY.
AUTH #75AN006061.
12/12 PARTS/LABOR WARRANTY.
FAX BILL/INVOICE TO (305) 263 7906 FOR PAYMENT.
ISU STUDENT DISCOUNT APPLIES TOWARD DEDUCTABLE AND REMAINDER.

TOTALS----------

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.
PARTS DESIGNATED WITH AN (@) ARE AFTER MARKET PARTS AND ARE NOT SUPPLIED BY THE ORIGINAL EQUIPMENT MANUFACTURER.

TOTAL LABOR....	264.00
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-13.20
TOTAL TAX.....	0.00
TOTAL INVOICE $	**609.80**

COPY

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 03:21pm

February 3, 2011

[redacted]
Cedar Rapids, IA [redacted]

Service Request: 71-593183066
Customer Relationship Specialist: Lance Evans

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. Although we regret that we are unable to reimburse you the full amount you requested, we are happy to inform you that we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $609.80.

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

Sincerely,

Pontiac Customer Assistance Center

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

[redacted]

Cedar City, UT.

[redacted]

PROVO UT 84605

DEC 19 2007

USA 41

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)

48232+5170-70 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/14/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT52895F[redacted]

Mileage at Time of Repair: 38,404 Date of Repair: march 20, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Cedar City State: Ut ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 680.10

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

[redacted]

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

To whom it may concern:

when we paid for this repair job we charged an account to Bradshaw Chevrolet and paid them payments until it was paid off. these recieptes are included in this letter.

we paid:

1) $100.00 on Mar 21st, 2007
2) $100.00 on April 5th, 2007
3) $250.00 on May 10th, 2007
4) $230.10 on Jun 05th, 2007

total $680.10

[redacted]

[redacted]
CEDAR CITY, UT [redacted]

SERVICE ADVISOR DAVID JULANDER

COPY

BRADSHAW
CHEVROLET BUICK

"THE HEARTBEAT OF SOUTHERN UTAH SINCE 1927"
360 North Main St.
Cedar City, Utah 84720
Bus. Phone (435) 586-6595
Fax (435) 586-0125
www.bradshawchev.com

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20MAR07	21MAR07		1G1ZT52895F[redacted]	[redacted]			21MAR07	36251

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
14:07	16:53	05	CHEVROLET MALIBU	[redacted]	0.00	27JAN05	710	710

MILEAGE IN	MILEAGE OUT	LICENSE NO.
38404	38404	630UDY

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CUST STATES VEH WILL DISPLAY POWER STEERING MESSAGE ON RADIO, CHECK AND ADVISE E7680 CHECK SYSTEM, FOUND ELECTRONIC POWER STEERING COLUMN HAS FAILED, REPLACE COLUMN ASSEMBLY AND PROGRAM					
	715	CPC		282.00	282.00
1	15926870	COLUMN	359.00	359.00	359.00
B** GM GOODWRENCH MULTI-POINT INSPECTION GW GM GOODWRENCH MULTI-POINT INSPECTION					
	715	INT			(N/C)

Bal - $580.10

Paid $100.00

** PRE-INVOICE **

Business Hours:

Monday - Friday
8:00 a.m. - 5:00 p.m.

Sales/Service (435) 586-6595

Body Paint & Glass
(435) 586-2511

Parts Dept. (435) 586-2416

Wrecker (After Hours)
(435) 590-1187

Early Bird Drop-off Available

on North Side of Service Dept.

Mr. Goodwrench

DESCRIPTION	TOTALS
LABOR AMOUNT	282.00
PARTS AMOUNT	359.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	641.00
LESS INSURANCE	0.00
SALES TAX	39.10
PLEASE PAY THIS AMOUNT	680.10

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.

CU[redacted]
X

THANK YOU!

WE APPRECIATE YOUR PATRONAGE!

AS A GOODWRENCH SERVICE PLUS DEALER WE OFFER
* COMPETITIVE UP-FRONT PRICING
* COURTESY TRANSPORTATION (FREE SHUTTLE)
* LIFETIME GUARANTEE (SEE US FOR DETAILS)
* ASE CERTIFIED TECHNICIANS
* LUBE, OIL & FILTER ONLY $24.95 (MOST CARS)
* CONVENIENT SERVICE HOURS (7AM - 6PM)

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

16676

AMOUNT	PAID BY	COMMENT
100.00	CHK	ROA

[redacted]

CEDAR CITY UT [redacted]

23130

TOTAL RECEIVED: $100.00

DATE-TIME: 05APR2007 15:22
CASHIER: LORNA
LOCATION:
CASH DRAWER:

BRADSHAW CHEVROLET BUICK

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1	20202	100.00		
		1	22000	-100.00	23130	

CUSTOMER COPY

BRADSHAW CHEVROLET CO
RECEIPT

17038

AMOUNT	PAID BY	COMMENT
250.00	CHK	ROA

[redacted]

CEDAR CITY UT [redacted]

23130

TOTAL RECEIVED: $250.00

DATE-TIME: 10MAY2007 14:55
CASHIER: KRIS
LOCATION:
CASH DRAWER:

BRADSHAW CHEVROLET BUICK

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1	20202	250.00		
		1	22000	-250.00	23130	

Bal. 230.10

CUSTOMER COPY

BRADSHAW CHEVROLET CO
RECEIPT

17274

AMOUNT	PAID BY	COMMENT
230.10	CHK	ROA

[redacted]

CEDAR CITY UT [redacted]

23130

TOTAL RECEIVED: $230.10

DATE-TIME: 05JUN2007 14:50
CASHIER: KRIS
LOCATION:
CASH DRAWER:

BRADSHAW CHEVROLET BUICK

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
1	56	1	20202	230.10		
		1	22000	-230.10	23130	

CUSTOMER COPY

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

GM

CHECK **No.** [redacted] 50-837 / 213

DATE			AMOUNT
01/18/08	********680 DOLLARS	****10 CENTS	********680.10

PAY TO THE ORDER OF

[redacted]
CEDAR CITY UT [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000111 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/18/08

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT52895F[redacted]	01/17/08 .71-593286913.1-9T87EG	VM 1-9T87EG	00.0000	680.10	.00	680.10
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
		TOTAL		680.10	.00	680.10

February 3, 2011

[redacted]
Cedar City, UT 8[redacted]

Service Request: 71-593286913
Customer Relationship Specialist: Diana Smith

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the instrument panel cluster 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 $680.10.

In order to assure completion of this special coverage, we are requesting that you contact your local dealership to set up an appointment to have your vehicle inspected.

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

Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]
Lincoln NE
[redacted]

LINCOLN NE 685
18 DEC 2007 PM 1 T

USA First-Class USA First-Class

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

DEC 20 2007

Reimbursement Department
PO Box 33170
Detroit MI 48232-5170

48232-5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12/17/07

17-Digit Vehicle Identification Number (VIN): 1G1ZT54815F[redacted]

Mileage at Time of Repair: 55676 Date of Repair: 6-25-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Lincoln State: NE ZIP Cod[redacted]

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

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

Amount of Reimbursement Requested: $ 50.00

The following documentation must accompany this claim form.

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

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

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

Claimant's Signature: [redacted]

Please mail this claim form and the required documents to:

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

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

07126

CUSTOMER REIMBURSEMENT PROCEDURE

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

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

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

If your claim is:

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

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

GM

December 2007

[redacted]

Lincoln, NE[redacted]

Dear[redacted]

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

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

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

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

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

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

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).

COPY

100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07126

COPY

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

07126 1G1ZT54815E[redacted]13 0007279
[redacted]
LINCOLN, NE[redacted]

COPY

12-16-07

Reimbursement Department
PO Box 33170
Detroit, MI 48232-5170

RE: Reimbursement for power steering assist
VIN: 1G1ZT54815F[redacted]

Enclosed please find the necessary documentation for a $50.00 refund for power steering work done on the 2005 Chevrolet Malibu with the above VIN.

As you can see, this repair was made in June of this year since we were having problems before you sent out notification.
The address on the HUSKER AUTO GROUP ticket was that of my son. He was driving the automobile at the time of repair and used his address.
Please send a $50.00 refund to me at the address shown on the claim form.

Thank you,

[redacted]

[redacted]
OMAHA, NE [redacted]
HOME [redacted] BUS:
EMAIL:

INVOICE

Invoice #: 506389
Tag #: T9569
Customer #: 325621

Service Advisor: *2874 HEATH WESTER*

HUSKER AUTO GROUP
Chevrolet, Pontiac, Cadillac & GMC
6833 Telluride Drive, Lincoln, NE 68521
(402) 479-7582 · (866) 583-3001
www.huskerautogroup.com

Customer Copy

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
TAN	05	CHEVROLET MALIBU	1G1ZT54815F[redacted]		55676	55676

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE	R.O. OPENED	READY
05JAN05		05JAN2005	17:30 28JUN07		109.95	GE	14DEC07	10:58 25JUN07	15:47 29JUN07

OPTIONS: ENG:3.5_Liter_SFI

Service Department Hours

Monday - Friday
7:00 AM to 7:00 PM

Saturday
8:00 AM to 5:00 PM

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET     TOTAL
A C/S POWER STEERING LIGHT KEEPS POPPING UP
     S130 STEERING/SUSPENSION
          2901   CP                                                     300.14    300.14
        1 15926870 COLUMN                                      409.26   409.26    409.26
  55676 FAULTY POSITION SENSOR IN COLUMN .5 DIAG + 2.8 REPLACE COLUMN
  FOUND CODE C0460 #00,B1325 #03-FOLLOWED TREE AND TRY TO RECAL
  STEERING-MESSAGE CAME BACK NEEDS SENSOR CO NOT APPROVE CO CAME BACK AND
  WANTED JOB DONE-REMOVED AND \ REPLACED COLUMN-LAST ATTACHING STEERING
  WHEEL FOUND THREADS FOR WHEEL PREDAMMAGED SEE LINE D
          ***************************************************
B C/S CD PLAYER INOP
     S180 ENGINE/BODY ELECTRICAL
          2901   CP                                                     134.93    134.93
        1 22734878 RADIO                                       389.70   389.70    389.70
  55676 CD PLAYER FAULTY .5 DIAG + 1.0 INSTALL NEW AND SET FOUND
  U2103 & U2100,b1325-tryed to reset radio, AND PULLED FUSE TO CYCLE
  B+-FOUND CD PLAYER NEEDS RERPLACED-CO NOT APPROVED-ALSO IN PROCEDURE
  CHARGED AND TESTED BATTERY-FAILED TEST NEEDS BATTERY-CO NOT APPROVED CO
  CAME BACK AND WANTED NEW INSTALL INSTALL NEW AND CAL SET
          ***************************************************
C** ADD-ON OPERATION/GOODWILL APPROVED BY PARTS' WARRANTY
CAUSE: .
     ADD ADD-ON OPERATION/GOODWILL APPROVED BY
          2901   WC                                                                (N/C)
          FC: PART#: COUNT:
          CLAIM TYPE:
          AUTH CODE:

  55676 LINES A AND D
          ***************************************************
D** C/S POWER STEERING LIGHT KEEPS POPPING UP
CAUSE: .
```

COPY

GMC

MISCELLANEOUS SUPPLIES AND MATERIALS:
A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

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

To Our Customers: We have found it is not practical to itemize the many miscellaneous supplies and materials used on each repair job. To do so would considerably add to our costs and labor charges. A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 15% of the total labor charge, up to a maximum of $45.00. This will be shown in the totals section of this invoice. Experience has shown that our average charge covers the barest minimum of these items resulting in a savings to our customers.

X _____
CUSTOMER SIGNATURE

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

APPOINTMENTS: (402) 479-7582

Join Our
e-V.I.P. Club
15% Off
Your Next Service
Then receive by e-mail:
Exclusive Service & Parts Discounts
Warranty Updates
Recall Notices
New/Used Vehicle Specials
See Cashier for details

THANK YOU!

Copyright 2000 ADP, Inc. X1SI2.250

[redacted]

OMAHA, NE [redacted]
HOME: [redacted] BUS:
EMAIL:

INVOICE

Invoice #: **506389**
Tag #: [redacted]
Customer #: **325621**

Service Advisor: ***2874 HEATH WESTER***

HUSKER AUTO GROUP
Chevrolet, Pontiac, Cadillac & GMC
6833 Telluride Drive, Lincoln, NE 68521
(402) 479-7582 · (866) 583-3001
www.huskerautogroup.com

Customer Copy

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
TAN	05	CHEVROLET MALIBU	1G1ZT54815F[redacted]		55676	55676

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE	R.O. OPENED	READY
05JAN05		05JAN2005	17:30 28JUN07		109.95	GE	14DEC07	10:58 25JUN07	15:47 29JUN07

OPTIONS: ENG:3.5_Liter_SFI

Service Department Hours

Monday - Friday
7:00 AM to 7:00 PM

Saturday
8:00 AM to 5:00 PM

COPY

```
LINE OPCODE TECH TYPE HOURS                                  LIST      NET     TOTAL
     E7680 COLUMN ASSEMBLY, STEERING - REPLACE
          2901   WC                                                            (N/C)
       1 15926870 COLUMN                                                       (N/C)
       1 21044092 RETAINER                                                     (N/C)
       1 FRT FREIGHT                                                           (N/C)
       1 FRT FREIGHT                                                           (N/C)
        FC: 6C
        PART#: 15926870
        COUNT: 1
        CLAIM TYPE: B
        AUTH CODE: G
        OJ

 55676 NEW COLUMN HAS DISTORTED THREADS FOR S WHEEL 2.8 FOR NEW
 COLUMN FINISHING UP LINE A REPAIR LAST ATTACHING STEER ING WHEEL AND
 FIND THREADS FOR HOLD DOWN ARE PREDAMMAGED,STEERING WHEEL WON'T FASTEN
 DOWN-HAD TO REMOVE COLUMN AGAIN AND INSTALL NEW COLUMN THIS ONE HAS
 GOOD THREADS AND CLEARED CODES TEST DRIVE WITH CAL PREFORMED OK
          ***************************************************
SUBL ENTERPRISE RENTAL
                CPOL                                                  30.00    30.00
 CUSTOMER HAS FIRST EXTENDED
 FOR $1270.64 CUT HA S $50.00
 DEDUCT FAX TO 214-637-7482
 AUTH#9014V.
```

IMPORTANT!
YOU MAY RECEIVE A CUSTOMER SATISFACTION
SURVEY FROM THE VEHICLE MANUFACTURER
IF YOU ARE LESS THAN "COMPLETELY SATISFIED"
PLEASE CONTACT US AT 402-479-7500
TOM CRAFT [GM] DIRECT LINE 479 7520
KATIE WINFREY[IMPORTS]DIRECT LINE 479 7570

GMC

Join Our
e-V.I.P. Club
15% Off
Your Next Service
Then receive by e-mail:
Exclusive Service & Parts Discounts
•
Warranty Updates
•
Recall Notices
•
New/Used Vehicle Specials
See Cashier for details

MISCELLANEOUS SUPPLIES AND MATERIALS:
A charge is included for materials and/or hazardous waste disposal (if applicable) used on your vehicle. Material items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

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

To Our Customers: We have found it is not practical to itemize the many miscellaneous supplies and materials used on each repair job. To do so would considerably add to our costs and labor charges. A standard charge for supplies and materials is made on each repair order. The amount of this charge will be 15% of the total labor charge, up to a maximum of $45.00. This will be shown in the totals section of this invoice. Experience has shown that our average charge covers the barest minimum of these items resulting in a savings to our customers.

X _____
CUSTOMER SIGNATURE

APPOINTMENTS: (402) 479-7582

DESCRIPTION	TOTALS
LABOR AMOUNT	435.07
PARTS AMOUNT	798.96
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	30.00
MISC. CHARGES	0.68
TOTAL CHARGES	1264.71
ADJUSTMENTS	1270.64
SALES TAX	55.93
PLEASE PAY THIS AMOUNT	**50.00**

THANK YOU!

Copyright 2000 ADP, Inc. X1512.250

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

GM

CHECK **No.** [redacted] 50-937 213

DATE			AMOUNT
01/22/08	××××××××××××××50 DOLLARS	××××00 CENTS	××××××××××××××50.00

PAY TO THE ORDER OF

[redacted]
LINCOLN NE [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000326 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54815F[redacted]	01/21/08 .71-593489652.1-9TCJLS	VM 1-9TCJLS	00.0000	50.00	.00	50.00
		TOTAL		50.00	.00	50.00

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

M3

February 3, 2011

[redacted]
Lincoln, NE [redacted]

Service Request: 71-593489652
Customer Relationship Specialist: Gavin Sanders

Dear [redacted]:

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

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

We have reviewed your request for reimbursement on the power steering assist that you had repaired and are happy to inform you that you are being reimbursed for the full amount of the repair. We have enclosed a check in the amount of $50.00.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

January 31, 2011

[redacted]
Ridge, NY [redacted]

Service Request: 71-589704476
Customer Relationship Specialist: Jane West

Dear [redacted]

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

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 steering column 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 $399.74.

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

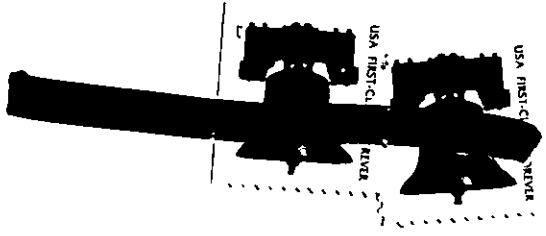
Sincerely,

Chevrolet Customer Assistance Center

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

[redacted]

Ridge, N.Y. [redacted]



FEB 29 2000

Reimbursement Dept.
P.O. Box 33170
Detroit, Michigan 48232-5170

48232$5170 8050

Claim No:- 71-589704476

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: FEB. 22, 2008

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F45F[redacted]

Mileage at Time of Repair: 54,789 Date of Repair: SEPT. 25 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: RIDGE State: N.Y. ZIP Code: [redacted]

Daytime Telephone Number (include Area Code) [redacted]

Evening Telephone Number (include Area Code): SAME AS ABOVE

Amount of Reimbursement Requested: $ 339.50 (COST OF LABOR)

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).

Feb. 22, 2008

To whom It May Concern,

Enclosed please find the claim form and all the necessary papers needed for the claim.

If you need anything else, please call or write to me

Thank you for looking into this matter.

Sincerely

[redacted]

Ridge, N.Y. [redacted]

ORIGINAL

Cars Unlimited of Suffolk LLC
dba

NESENGER 112 | mazda 112 | HYUNDAI 112

2096 Rte 112 (Medford Ave.), Medford, New York 11763
SALES 631-758-2200
SERVICE 631-289-2060* PARTS 631-475-0798
N.Y.S. REPAIR SHOP NO. R 7077850

[redacted]

RIDGE, NY [redacted]

SERVICE ADVISOR PAULETTE SEWELL

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21SEP07	25SEP07	CE1564X	1G1ZS52F45F[redacted]	[redacted]	[redacted]		25SEP07	153961

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
13:27	09:28	05	CHEVROLET MALIBU	[redacted]	97.00	21MAY05	800	800

MILEAGE IN	MILEAGE OUT	LICENSE NO.
54789	54792	

TECH	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A C/S CHECK FOR NO POWER STEERING AND POWER STEERING LIGHT CAME ON DASH					
99 REPLACED STEERING COLUMN					
	531	CPC		339.50	339.50
1	15926870	COLUMN	359.00	359.00	359.00
,,,,REPLACED POWER STEERING COLUMN					
B $97.00 CHARGE TO CUSTOMER FOR REPAIRS NOT COVERED BY GM OR EXTENDED WARRANTY NO EXCEPTIONS.					
DIAG $97.00 CHARGE TO CUSTOMER FOR REPAIRS NOT COVERED BY GM OR EXTENDED WARRANTY NO EXCEPTIONS.					
	531	CPC		0.00	0.00

☐ CASH ☐ CHECK ☐ DISC

FEB 19

mazda CHEVROLET HYUNDAI

90 DAYS / 4000 MILES ON REPAIRS UNLESS OTHERWISE STATED

ALL PARTS AND ACCESSORIES WARRANTED FOR ONE YEAR

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	339.50
PARTS AMOUNT	359.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	698.50
LESS INSURANCE	0.00
SALES TAX	60.24
PLEASE PAY THIS AMOUNT	758.74

We sincerely thank you for choosing Mazda 112, Chevrolet 112 and Hyundai 112 for all your vehicle maintenance and repairs. Please contact our service manager if any problem arises with the work performed. Our goal is total customer satisfaction!

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_____

Chevrolet may contact you by mailing a survey
Question #16 is based on our efforts for you
This survey is a grade card of your service
team @ Chevy 112 & "NOT" the Chevy product.
If you are unable to answer Question #16
completely satisfied contact our service mngr
Tom Fontana to correct our shortcomings

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

CHECK CONTROL NO. [redacted]

ISSUED BY: MARYANN CARUSO

CARS UNLIMITED OF SUFFOLK, LLC
DBA NESENGER 112 CHEVROLET & /OR
MAZDA 112 SALES &/OR HYUNDAI 112
MEDFORD, NY 11763

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO.	NET AMOUNT
	101207		GOODWILL REIMBURSEMENT			359.00
				54599	20203	-359.00
				154508	26300	359.00
				TOTAL	20203	359.00

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

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

GM

CHECK **No.** [redacted] 50-937 / 213

DATE 03/10/08 **********399 DOLLARS ****74 CENTS AMOUNT **********399.74

PAY TO THE ORDER OF [redacted]
RIDGE NY [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000090 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 03/10/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZS52F45F[redacted]	03/07/08 71-589704476.1-A29PG2	VM 1-A29PG2	00.0000	399.74	.00	399.74
			TOTAL	399.74	.00	399.74

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

W3

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

February 3, 2011

[redacted]
Homer Glen, IL [redacted]

Service Request: 71-593584750
Customer Relationship Specialist: Diana Smith

Dear [redacted]

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

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

We have reviewed your request for reimbursement on the steering column that you had repaired. Although we regret that we are unable to reimburse you the full amount you requested, we will reimburse you for the amount that pertains to the special coverage. We have enclosed a check in the amount of $858.01.

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

Sincerely,

Chevrolet Customer Assistance Center

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

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/22/08	***********858 DOLLARS	****01 CENTS	***********858.01

PAY TO THE ORDER OF

[redacted]
HOMER GLEN IL [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

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

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000005 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54815F[redacted]	01/18/08	VM 1-9TIFJA 71-593584750.1-9TIFJA	00.0000	858.01	.00	858.01
		TOTAL		858.01	.00	858.01

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

M3

[redacted]
Homer Glen, IL [redacted]

FOX VALLEY IL 605
15 DEC 2007 PM 5 T

USA 41

39¢

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

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Dec. 17, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT54815F[redacted]

Mileage at Time of Repair: 56,421 Date of Repair: June 4, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Homer Glen State: IL. ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 1,251.78

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

[redacted]

34432 Have Moved Since work was Done. 71472

[redacted]

BOLINGBROOK, IL [redacted]
HOME: [redacted] BUS: [redacted]

INVOICE

PAGE 1

COPY

ADVANTAGE [redacted]
CHEVROLET
115 W. South Frontage Road · Bolingbrook, IL 60440
(630) 759-5600
(815) 886-1200

SERVICE ADVISOR: 147 KEN ILLG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	05	CHEVROLET MALI	1G1ZT54815F[redacted]		56421/56421	[redacted]

IN SERVICE DATE	PROD. DATE	DEL DATE	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20AUG04 IS			19:00 04JUN07		0.00	VMC	04JUN07

R.O. OPENED	READY	OPTIONS:
08:49 04JUN07	17:08 04JUN07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A REPORTS STEERING INOP AT TIMES, CHECK AND ADVISE			
99 REPLACE STEERING COLUMN			
12 C		440.00	440.00
1 15926870 COLUMN	380.54	380.54	380.54
1 15775370 MOTOR	364.36	364.36	364.36

PARTS: 744.90 LABOR: 440.00 OTHER: 0.00 TOTAL LINE A: 1184.90

56421 DIAG AND REPL.COLUMN AND P/S MOTOR ASM
****

B GOODWRENCH MULTI-POINT VEHICLE INSPECTION
VI GOODWRENCH MULTI-POINT VEHICLE INSPECTION
12 I (N/C)

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

56421 INFO
****

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 6.75

6/5/07
PAID
AW

ASE CERTIFIED AUTOMOBILE TECHNICIAN

GM Goodwrench Service

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	440.00
PARTS AMOUNT	744.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
ENV CHARGE/SHOP SUPPLIES	6.75
TOTAL CHARGES	1191.65
AMAZING DISCOUNTS	0.00
SALES TAX	60.13
PLEASE PAY THIS AMOUNT	1251.78

CUSTOMER COPY

ADVANTAGE CHEVY
115 W FRONTAGE RD
BOLINGBROOK, IL 60440

Sale

ID: 72349384
06/04/07
Batch #: 156

Ref #: 0018
17:28:53

MAST

[redacted]

Appr Code: 055628 Invoice#: [illegible]018

Total: $1251.78

Customer Copy
THANK YOU!

CapitalOne | what's in your wallet?® www.capitalone.com

1-2

Previous Balance		Payments & Credits		FINANCE CHARGE		Transactions		New Balance	Minimum Payment	Due Date
$321.54	−	$321.54	+	$0.00	+	$1,420.61	=	$1,420.61	$42.00	Jul. 10, 2007

May. 10, 2007 — Jun. 15, 2007 Page 1 of 1

paid over phone

PLEASE PAY AT LEAST THIS AMOUNT

MasterCard Platinum Account
[redacted]

Your Account Information

TOTAL CREDIT LINE	$1,500.00
TOTAL AVAILABLE CREDIT	$79.39
CREDIT LINE FOR CASH	$1,500.00
AVAILABLE CREDIT FOR CASH	$79.39

Finance Charges (Please see reverse for important information)

	Balance rate applied to	Periodic rate	Corresponding APR	FINANCE CHARGE
Purchases	$0.00	0.05247% P	19.15%	$0.00
Cash	$0.00	0.05545% P	20.24%	$0.00

ANNUAL PERCENTAGE RATE applied this period: 0.00%

At Your Service 1-800-903-3637
To call Customer Relations or to report a lost or stolen card:

Send payments to:
Capital One Bank · P.O. Box 60024 · City of Industry, CA 91716-0024

Send inquiries to:
Capital One · P.O. Box 30285 · Salt Lake City, UT 84130-0285

IMPORTANT INFORMATION ABOUT YOUR GRACE PERIOD: If you pay your balance in full every month by your due date, you will enjoy an interest-free grace period of 25 days on new purchases. Paying by your due date also helps you avoid late fees. Please see the back of your statement for more details and thank you for your business.

Payments, Credits & Adjustments

1	28 MAY	PAYMENT	$321.54-

Transactions

2	10 MAY	ENTERPRISE RENT-A-CAR BOLINGBROOK IL DRIVER: LAUX THOMA RENTAL#: D142965 PH#: 630-378-1100 RETURN: 05/10/07 - BOLINGBROOK USA	$48.05
3	10 MAY	SPORTS AUTHORITY #0600 BOLINGBROOK IL	$11.53
4	18 MAY	7 ELEVEN #29910 Q39 BOLINGBROOK IL	$2.14
5	21 MAY	MEIJER INC #169 Q01 BOLINGBROOK IL	$8.54
6	04 JUN	ADVANTAGE CHEVY BOLINGBROOK IL	$1,251.78
7	11 JUN	U-HAUL-A1-STORAGE-IN # ROMEOVILLE IL	$83.55
8	13 JUN	SHELL OIL 27442227701 SUMMIT IL	$15.02

Capital One Home Loans offers a variety of no hassle home loan products, including first mortgages, refinance and debt consolidation loans, as well as home equity loans and lines of credit. Our team of experienced professionals understands that your situation is unique so your loan solution should be too. You'll have the one-on-one attention of the same personal loan consultant from call to close. Visit www.capitalonehomeloans.com for more information. Capital One is an Equal Housing Lender.

6056 0035 506 1 7 15 070615 PAGE 1 of 3 COLR240A 01DM6056 141548

PLEASE RETURN PORTION BELOW WITH PAYMENT

[redacted]

CapitalOne | what's in your wallet?®

New Balance	Minimum Payment	Due Date
$1,420.61	$42.00	Jul. 10, 2007

PLEASE PAY AT LEAST THIS AMOUNT

Amount Enclosed .

Capital One Bank
P.O. Box 60024
City of Industry, CA 91716-0024

Account Number: [redacted]

Please print address or phone number changes below using blue or black ink.

Address

Home Phone *Alternate Phone*

E-mail address @

[redacted]AIL ID NUMBER
141548

[redacted] BOLINGBROOK, IL [redacted]

New address
[redacted]
Homer Glen, IL. [redacted]

LABOR RECORD 21902

	EMP NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
A COMPLAINT: CAUSE: GK SPKRS. COULD NOT VERIFY AT THIS TIME. CORRECTION:	GB 120	(A)		12	OFF OCT02 AM1 ON OCT02 AM1
B COMPLAINT: CAUSE: INSP & COMPARE TO SAME ON LOT. FOUND RT SIDE CONTROL HEAD DISPLAY DISCOLORED. ORDERED CONTROL ASSY. REPLACED CONTROL ASSY... CORRECTION:	GB 120	(B)		15	OFF OCT02 AM1 ON OCT02 AM1
C COMPLAINT: CAUSE: CORRECTION:					OFF ON
D COMPLAINT: CAUSE: CORRECTION:					OFF ON
E COMPLAINT: CAUSE: CORRECTION:					OFF ON
F COMPLAINT: CAUSE: CORRECTION:					OFF ON
G COMPLAINT: CAUSE: CORRECTION:					OFF ON
					OFF ON
					OFF ON
					OFF ON

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

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

206003 21902

[redacted]

WARRANTY

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

REDDING, CA [redacted]

HOME: [redacted] BUS: [redacted]

CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 380 BRIAN OBRYAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23477/23477	T7

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 02OCT07		0.00	WARR	10OCT07

R.O. OPENED	READY	OPTIONS:
09:10 02OCT07	07:56 10OCT07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B HVAC CONTROL FOR PASSENGER SIDE, HAS DIM ILLUMINATION.							
CAUSE: .							
	D0362 CONTROL, HEATER AND AIR CONDITIONING						
	REPLACE						
	120	WP	0.70			56.50	56.50
1	15831511	CONTROL			176.61	123.63	123.63
	FC: 1B						
	PART#: 15831511						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	V5						
				8831	12363	TPARTS	
				1680	5650	TLABOR	
REPLACED HVAC CONTROL HEAD FOR POOR ILLUMINATIO N IN PASSENGER SIDE.							

COST, SALE, & COMP TOTALS 10511 18013 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	56.50
PARTS AMOUNT	123.63
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	180.13
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	180.13

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X8I2C

WARRANTY COPY

22278

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

CUSTOMER #:206003
[redacted]

WORKORDER

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

REDDING, CA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

P 23-356 B 57-372 GMC 40-494

SERVICE ADVISOR: 380 OBRYAN,BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23759/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 12OCT07		0.00	WARR	

R.O. OPENED	READY
12OCT2007 10:28	

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999	165	WP	RATTLE FROM ENGINE AREA SITTING STILL AT IDLE.
# B	999	133	WP	BODY MOLDING ON RIGHT REAR DOOR LOOSE AND STICKING OUT.
# C	999		WP	CUSTOMER STATES THAT FRONT AND REAR SPEAKERS CRACKLE WHEN VOLUME IS HIGH.

NQ/2W 22300 .9 165 .9

10 12 07

ON/2W B0866 .4 Sublet 70.00 .3 120

2W B0866 .4 Sublet 70.00 .4 133

PO 153481 T/A Body

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $

AUTHORIZED BY Earlybird

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

OCT 24 2007

LABOR RECORD 22278

	EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
A COMPLAINT: CAUSE: Verified rattle in flex tube on convert exh assy. Replaced. CORRECTION: Installed sup part	(C)	GB 120		.1	OFF OCT12 PM1 / ON OCT12 PM1
B COMPLAINT: CAUSE: Moldings on RT frt & back doors separating. Ordered (cory) paint to match. CORRECTION: Removed RT rear door mldg & adhesive. COMPLAINT: Replaced RT body side	(B)	GB 120		.2	OFF OCT12 PM / ON OCT12 PM1
CAUSE: mldgs.	165			.9	OFF OCT12 PM / ON OCT12 PM
C COMPLAINT: Played customers CDs. Interrupt noise from all spkrs. Tried to single out crackle noise w/ bal & fade still can get all spkrs to crackle. Ordered spkrs. CORRECTION:	433			.2	OFF OCT12 PM / ON OCT12 PM
D CAUSE: CORRECTION:	433			.2	OFF OCT22 PM1 / ON OCT22 PM
E COMPLAINT: CAUSE: CORRECTION:					OFF / ON
F COMPLAINT: CAUSE: CORRECTION:					OFF / ON
G COMPLAINT: CAUSE: CORRECTION:					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON
					OFF / ON

EXX ... PURCHASE CALL TOLL FREE 1 (800) ADP-ADP-ADP TO REORDER # 6001971-17342

QTY.	PART NO. AND DESCRIPTION	PRICE
	246 / 22278	

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS

ACCESSORIES

PO # 22278

Po # 153481

American Truck/Auto Body Shop
7024 Highway 273
Anderson, California 96007
B.A.R. No. AK082558
(530) 365-0077
FAX (530) 365-0079

21018

NAME Taylor Motors		CUSTOMER'S ORDER NO.	DATE 10-19-07
ADDRESS		ORDER WRITTEN BY	PROMISED A.M. P.M.
CITY, STATE, ZIP			
HOME PHONE	BUS. PHONE EXT.		ODOMETER IN
YEAR, MAKE AND MODEL		LICENSE NUMBER	ODOMETER OUT
SERIAL NUMBER	MOTOR NUMBER	TERMS	

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL INJECT ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
Paint 2 mirrors	

____ LITERS/GALS. OF GAS @	TOTAL LABOR	62 00
____ LITERS/QTS. OF OIL @	~~TOTAL PARTS~~ Mirror	18 00
____ KG/LBS. OF GREASE @	ACCESSORIES	
	GAS, OIL AND GREASE	
	SUBLET REPAIRS	
	EPA / WASTE DISPOSAL	
	TAX	

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

206003 22278

WARRANTY

PAGE 1

[redacted]

REDDING, CA [redacted]
HOME [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 380 BRIAN OBRYAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23759/23759	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 24OCT07		0.00	WARR	24OCT07

R.O. OPENED	READY
10:28 12OCT07	12:37 24OCT07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RATTLE FROM ENGINE AREA SITTING STILL AT IDLE.			
CAUSE: .			
L2300 CONVERTER, OXIDATION CATALYTIC REPLACE			
165 WP 0.90		72.64	72.64
1 15788696 CONVERTER	472.11	462.67	462.67
2 22642792 STUD	3.51	2.80	5.60
4 11516076 NUT	3.72	2.97	11.88
1 22687911 GASKET	4.74	3.78	3.78
1 22734961 GASKET	4.09	3.26	3.26
1 24505057 GASKET	14.25	11.37	11.37
FC: 2W			
PART#: 15788696			
COUNT: 10			
CLAIM TYPE:			
AUTH CODE:			
NO			
35611 49856 TPARTS			
2340 7264 TLABOR			
RATTLE COMING FROM FLEX TUBE OF HEAD PIPE, RE- PLACED FLEX TUBE.			
3 BODY MOLDING ON RIGHT REAR DOOR LOOSE AND STICKING OUT.			
CAUSE: .			
B7866 MOLDING, FRONT DOOR RIGHT SIDE R&R OR REPLACE			
120 WP 0.40		32.28	32.28
1 89024126 MOLDING	90.94	75.12	75.12
FC: 2W			
PART#: 89024126			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
ON			
5366 7512 TPARTS			
720 3228 TLABOR			

SUBL AMERICAN TRUCK

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

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

WARRANTY COPY

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

206003 22278

WARRANTY

PAGE 2

[redacted]

REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

P	B	GMC
23-356	57-372	40-494

SERVICE ADVISOR: 380 BRIAN OBRYAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23759/23759	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 24OCT07		0.00	WARR	24OCT07

R.O. OPENED	READY	OPTIONS:
10:28 12OCT07	12:37 24OCT07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PO#22278							
			WP			40.00	40.00
REPLACED BOTH RIGHT SIDE MOLDINGS BECAUSE THEY WOULD NOT STAY ATTACHED.							
** BODY MLDG ON SIDE LOOSE SEE LINE B							
CAUSE: F							
	B7966	MOLDING, REAR DOOR RIGHT SIDE R&R OR REPLACE					
	433		WP	0.40		32.28	32.28
1	89024128	MOLDING			75.21	62.12	62.12
FC: 2W							
PART#: 89024128							
COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
ON							
				4437	6212	TPARTS	
				1040	3228	TLABOR	
UBL AMERICAN TRUCK							
PO#22278							
			WP			40.00	40.00

COST, SALE, & COMP TOTALS 57514 85300 0

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	137.20
PARTS AMOUNT	635.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	80.00
MISC. CHARGES	0.00
TOTAL CHARGES	853.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	853.00

WARRANTY COPY

4PM - Lock out

23666

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028 78016

P	B	GMC
23-356	57-372	40-494

CUSTOMER #: 206003

[redacted]

WORKORDER

PAGE 1

REDDING, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	25204/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 27NOV07		0.00	WARR	

R.O. OPENED	READY	OPTIONS:
27NOV2007 12:07		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999	526	WP	ENGINE WILL NTO CRANK AT TIMES AND HAS TO BE JUMPED. ALSO CORRISION AT POSITIVE TERMINAL OF BATTERY.

OE/4GIRK No110 .5 (A.T. .5) 526

# B	999	526	~~WP~~ INP	AT TIMES REMOTE START WILL NOT WORK. MAY BE RELATED TO LINE #A.

(A.T. .7) 526

Model No./Nº de modèle Nº de modelo
75-6YR
Serial No. Nº de série/Nº de serie
213990
P 057R

EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

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

[redacted]

	DATE	TIME	
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV OF THE ABOVE REVISED ESTIMATES:

X _____ NOV 28 2007

CUSTOMER SIGNATURE

TECHNICIAN COPY

LABOR RECORD 23666

	EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
A COMPLAINT: Replaced battery CAUSE: failed test - code [redacted] CORRECTION:	526	A		.3	OFF NOV27 PM NOV27 ON NOV27 PM
B COMPLAINT: Ok at this time CAUSE: CORRECTION:	526	A&B		.6	OFF NOV27 PM ON NOV27 PM
C COMPLAINT: CAUSE: CORRECTION:				.9	OFF ON
D COMPLAINT: CAUSE: CORRECTION:					OFF ON
E COMPLAINT: CAUSE: CORRECTION:					OFF ON
F COMPLAINT: CAUSE: CORRECTION:					OFF ON
G COMPLAINT: CAUSE: CORRECTION:					OFF ON
					OFF ON
					OFF ON
					OFF ON

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road - Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

206003 23666

:CHAEL CAREY WARRANTY

[redacted]

:DDING, CA PAGE 1

)ME: [redacted] BUS [redacted]

:LL: [redacted]

P	B	GMC
23-356	57-372	40-494

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
:LVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	25204/25204	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
:JUN06 IS			17:00 27NOV07		0.00	WARR	28NOV07

R.O. OPENED	READY	OPTIONS:
:07 27NOV07	10:47 28NOV07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

NE OPCODE TECH TYPE HOURS LIST NET TOTAL

ENGINE WILL NTO CRANK AT TIMES AND HAS TO BE JUMPED. ALSO CORRISION
AT POSITIVE TERMINAL OF BATTERY.

USE: FAIL CODE 4G1RK-RL-B2

N0110 BATTERY ONE REPLACE

526 WP 0.50 40.36 40.36

1 19001627 BATTERY 106.58 106.58 106.58

FC: 4G1RK
PART#: 19001627
COUNT: 1
CLAIM TYPE:
AUTH CODE:
OE

8527 10658 TPARTS
1200 4036 TLABOR

EPLACED FAILED BATTERY AFTER TESTING. CLEANED ACID DAMAGE. TESTED
HARGING SYSTEM--OK. SER 213990

COST, SALE, & COMP TOTALS 9727 14694 0

uyer of this product in California has the right to have this product viced or repaired during the warranty period. The warranty period will be ended for the number of whole days that the product has been out of the er's hands for warranty repairs. If a defect exists within the warranty od, the warranty will not expire until the defect has been fixed. The ranty period will also be extended if the warranty repairs have not been ormed due to delays caused by circumstances beyond the control of the er, or if the warranty repairs did not remedy the defect and the buyer fies the manufacturer or seller of the failure of the repairs within 60 days r they were completed. If, after a reasonable number of attempts, the ict has not been fixed, the buyer may return this product for a acement or a refund subject, in either case, to deduction of a reasonable ge for usage. This time extension does not affect the protections or edies the buyer has under other laws.

SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	40.36
PARTS AMOUNT	106.58
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	146.94
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	146.94

r 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

WARRANTY COPY

Rental 12/27 4PM

PM

24501

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

CUSTOMER #:206003
[redacted]
REDDING, CA
HOME: [redacted] BUS [redacted]
CELL: [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164 [redacted]	[redacted]	26405/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 27DEC07		0.00	WARR	

R.O. OPENED	READY	OPTIONS:
27DEC2007 12:09		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999		WP	HVAC FAN MAKES NOISE AND ON THE WAY TO WORK THIS AM, CAR FILLED WITH SMOKE.

If needed - ordered blower motor

NJ/~~66~~ 10380 D1322 .7 AJ 120

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# B	999		WP	AT TIMES WHEN STARTING AND KEY IS RELEASED, STARTER HAS EXTENDED CRANK TIME.

06-06-07-079

Refer to Bulletin # attached

08/93 J6354 .6 AJ 120

Z 27901 WP Rental - 1 day

MJ/98 Z7901 Enterprise 36.99

1G1AK55FM [redacted] PO # 155036

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRE[redacted]

AUTHORIZED BY X [redacted]

			BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

DEC 31 2007

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 11, 2008

Rosa Tinoco
800-334-2406 ext. 211
Idaho

Re: [redacted]
BBB case #PGM0762111
2006 Pontiac G6
VIN # 1G2ZH558164[redacted]

To Whom It May Concern:

Manufacturer's Position:

General Motors regrets that [redacted] is dissatisfied with her 2006 Pontiac G6. We have and will continue to address all concerns per the terms of the warranty.

[redacted] has filed a complaint in regards to the sun visor mirror coming off, remote start feature failure, right rear passenger door molding, and fuel cap replacement due to check engine light, rattle in the steering/engine compartment, CD player failure, sunroof rattling, brakes, and steering system.

[redacted] has only been in once for the following repairs; sun visor mirror, right rear passenger door molding, fuel cap, CD player. [redacted] has been in twice for the following repairs; remote start feature, sun roof rattle, and brakes. She has been in three times for a rattle in steering/engine compartment.

California Lemon Law specifies a presumption period of 18 months from original purchase or 18,000 miles whichever comes first with 4 or more repairs for the same concern. There have been no safety issues with the vehicle and no concern has been addressed more than 3 times. General Motors does not feel that the vehicle meets presumption or that there has been significant impairment to the use, value, or safety of the vehicle.

[redacted] has also indicated on her Better Business Bureau claim form that all of her concerns have been addressed, and that there are no current issues with the vehicle. This confirms that General Motors has fulfilled our obligations under the warranty and the vehicle currently meets all General Motors specifications. General Motors would not agree to repurchase or replace the vehicle.

Sincerely,

Pat Alarcon
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11148
FAX# 866-278-1780

TAYLOR MOTORS INC.

BUICK • PONTIAC • GMC TRUCK

DATE 1-7-08

TO General Motors
Buyback

FAX NO. 1-866-278-1780

NO. OF PAGES 56 (inc/exclud) this page

FROM [redacted]

FAX NO.

PHONE NO. [redacted]

ADDRESS

Per your request
Cust - Carey
G6

2325 Churn Creek Road - Redding, California 96002 - (916) 222-1200

7665

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

CUSTOMER #:206003

[redacted]

REDDING, CA [redacted]
HOME: [redacted] BUS:
CELL:

SERVICE ADVISOR: 193 FOWLER,GARY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
LIQUID SIL	06	PONTIAC G6	1G2ZH558164[redacted]		1528/	[redacted]

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 18JUL06		0.00	WARR	

R.O. OPENED	READY	OPTIONS: STK:206003
18JUL2006 11:38		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999	526	WP	RF SUNVISOR MIRROR COVER CAME OFF

7/18/06

6704
Mirror Replaced
11-1-03 RO C94934
A.F. 526

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED BY [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

JUL 20 2006

Copyright 2005 ADP, Inc. SERVICE WORKORDER #2 XSW2C

A

COMPLAINT:

CAUSE: Replaced mirror as per product upgrade

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 7665

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
52				OFF JUL18 PM 1
				ON JUL18 PM 1
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
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				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

9469

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

WORKORDER

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

CUSTOMER #:206003

[redacted]

REDDING, CA [redacted]
HOME [redacted] BUS:
CELL [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
LIQUID SIL	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	5130/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 07SEP06		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:206003
07SEP2006 11:3[redacted]		

LINE OP CODE [redacted] PE DESCRIPTIONS/INSTRUCTIONS
A 10[redacted] LUBE,OIL,FILT CHANGE

Advisor has check
Lockout PM - Keys - Sales [redacted]

PRELIMINARY ESTIMATE $ 31.18

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREB[redacted]AL APPROV
OF THE [redacted]
X [redacted]
CUSTOMER SIGNATURE

TECHNICIAN COPY

SEP 07 2006

A

COMPLAINT:

CAUSE:

CORRECTION: COF

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 9469

EMP. NO.	OPER NO.	COST	ELAPSED TIME	TIME CLOCK
129	28	D	.8	OFF SEP07 PM
				ON SEP07 PM
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
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				ON
				OFF
				ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

4PM Veh. back 9/26/06 5917 miles

9818

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

CUSTOMER #:206003

[redacted]

REDDING, CA [redacted]

HOME: [redacted] BUS: [redacted]

CELL: [redacted]

WORKORDER

PAGE 1

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164 [redacted]	[redacted]	5527/	[redacted]

DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 20SEP06		0.00	WARR	

R.O. OPENED	READY	OPTIONS: STK:206003
18SEP2006 11:10		

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 999	411	WP	SERVICE ENGINE LIGHT IS ON ~~AND REMOTE START FEATURE IS INOP.~~

GB 120 W6 L1020 .5 BF 09/26/06 AT .7 411

2L

#B999 INP WP Remote start feature is inop at times

No problem found working at this time

AT .2 120

#C 999 W/P molding loose at front edge of pass rear door.

GB 120 add on 9/26/06 OK [illegible]

ON/4Q B7963 .4

AT .4 120

Lock out - Key in sales

EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

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

AUTHORIZED BY [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

SEP 28 2006

LABOR RECORD 9818

	EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
A COMPLAINT: ond-d gas cap CAUSE: INST CAP CORRECTION:	411A			.7	OFF ON SEP18 PM SEP18 PM
B COMPLAINT: CAUSE: CORRECTION:	9/26 (A)			.2	OFF SEP26 PM1 ON SEP26 PM1
	9/20 (C)			.4	OFF SEP26 PM ON SEP26 PM1
C COMPLAINT: CAUSE: RR DOOR O/S TRIM ADHESIVE WON'T HOLD; R&R TRIM & REPL WEAK ADHESIVE DOUBLE-SIDE TAPE & REASSY....				1.3	OFF ON
D COMPLAINT: CAUSE: CORRECTION:					OFF ON
E COMPLAINT: CAUSE: CORRECTION:					OFF ON
F COMPLAINT: CAUSE: CORRECTION:					OFF ON
G COMPLAINT: CAUSE: CORRECTION:					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON
					OFF ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

www.taylormotorsredding.com

TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016
P 23-356 B 57-372 GMC 40-494

206003 9818

MICHAEL CAREY [redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

WARRANTY

PAGE 1

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	5527/5527	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 30SEP06		0.00	WARR	28SEP06

R.O. OPENED	READY	OPTIONS:
11:10 18SEP06	06:16 28SEP06	STK:206003

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A SERVICE ENGINE LIGHT IS ON.			
CAUSE: .			
L1020 CAP, FUEL TANK REPLACE			
411 WP 0.50		38.91	38.91
1 15258231 CAP	22.20	15.54	15.54
FC: 2L			
PART#: 15258231			
COUNT: 1			
CLAIM TYPE:			
AUTH CODE:			
WG			
1110 1554 TPARTS			
1680 3891 TLABOR			
SCAN AND FOUND EVAP LEAK. TESTED GAS CAP-- FAILED TEST. REPLACED CAP			
AND CLEARED CODE.			
C** MOLDING LOOSE AT FRONT EDGE OF PASSENGER REAR DOOR.			
CAUSE: ADHESIVE WEAK			
B7963 MOLDING, REAR DOOR RIGHT LOWER R&R OR			
REPLACE			
120 WP 0.40		31.12	31.12
FC: 4Q PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
ON			
0 0 TPARTS			
960 3112 TLABOR			
RE-SECURED MOLDING.			
COST, SALE, & COMP TOTALS 3750 8557 0			

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	70.03
PARTS AMOUNT	15.54
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	85.57
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	85.57

WARRANTY COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X5120

12330

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

SERVICE ADVISOR: 187 DOTY,STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	9124/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05DEC06		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
05DEC2006 06:24		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP[redacted]	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	10[redacted]	CP	LUBE,OIL,FILT CHANGE

[redacted]

PRELIMINARY ESTIMATE $ 32.00

AUTHORIZED BY [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV
OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

DEC 05 2006

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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TECHNICIAN COPY

Veh. not here

18306

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	17470/	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 12JUN07		0.00	WARR	

R.O. OPENED	READY
12JUN2007 15:15	

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999		WP	PLEASE REFUND CUSTOMER FOR LOST CD'S THAT WERE STUCK INSIDE CD PLAYER ON RO#13280. EST.FOR COST OF REPLACEMENT ATTACHED.

MT/98 21241 .2

Refund amount 70.39

ac/Jr.

C.D.'s Lost

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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PRELIMINARY ESTIMATE $ [redacted]

AUTHORIZED [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

JUN 14 2007

Taylor Motors Inc.
2525 Churn Creek Rd
Redding, CA 96002
530-222-1200

4-Jun-07

[redacted]

Redding, CA [redacted]

Steve,

Here is a list of the current CD's that were left in my CD player when it was replaced.
Any questions please feel free to call me @[redacted]

2006 Pontiac G6 V6

Carrie Underwood	Some hearts	14.88
Clay Walker	Greatest hits	12.88
Chris Cagle	Chris Cagle	15.88
Akon	Konvicted	13.88
Gretchen Wilson	On of the boys	12.88
Ne-Yo	because of you	13.88
		84.28
	Tax 7.25%	6.11
	TOTAL =	$90.39

Thank You.

[redacted]

17470

Tech2 Pass Thru: Final Instructions

Programming Complete.

Warranty Claim Code: [redacted]

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:
After programming, you must run "Setup SDM Primary Key in BCM" from the Tech 2.

VIN: 1GKFK13017J[redacted]

Print

New Cancel

Instruments Sales and Service, Inc.

GM radios, clusters & accessories: (800) 666-5469 FAX (800) 272-36
Ford radios & accessories: (800) 227-7234 FAX (800) 548-1
Heavy duty parts: (800) 333-7976 FAX (800) 333-46
For invoice copies: invoices@instrumentsales.com FAX (503) 286-30

Send payments to: ISS, 16427 NE Airport Way, Portland, OR 97230 **FED ID# 93-10717**

Bill To:
TAYLOR MOTORS INC
PO BOX 492295
REDDING CA 96049-2295

Ship To: Phone #: 530-222-1200
TAYLOR MOTORS INC.
2525 CHURN CREEK ROAD
REDDING CA 96002

INVOICE

Invoice #	Invoice Date	Order #	Order Date	Cust #	Customer PO #	Terms	Salesperson
1431228	01/09/07	1245479	01/09/07	[redacted]	[redacted]		43

Comments	Ship Via	Operator
MIKE-ANA	NXT DAY B/W CHR	AR

Invoice #	U/M		Unit Price	Amount
1	EA	[redacted]	0.00	.00
		05-06 AFS CLK 6 CD CHROME RING KN		
		Serial Numbers: [redacted]		
		CORE CHARGE	450.00	
		Total Due		.00

Special Notes
VIN #: 1G2ZH558164[redacted] RO #: 13280 SERIAL #: [redacted]

Released By	Date	Received By
		X

Payable in US dollars only. $5.00 net minimum invoice charge. Claims for shortages must be filed within 5 days of receipt. No materials are returnable without written permission of Instrument Sales and Service, Inc. Authorized returns must be shipped with transportation charges prepaid. 15% handling charge will apply. A service charge of 1-1/2% per month, (18% per annum), will be charged on all past due accounts, or maximum allowed by law. Claims for shortages must be made upon receipt of shipment accompanied by packing list. Our responsibility ceases upon delivery of goods to the carrier. Claims for loss or damage in transit must be filled by you with the carrier.

www.taylormotorsredding.com

206003 18306

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

[redacted]

WARRANTY

BAR # A.C. 009835 EPA # CAD028948016

REDDING, CA [redacted]
HOME: [redacted] BUS [redacted]
CELL: [redacted]

PAGE 1

P 23-356 B 57-372 GMC 40-494

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	17470/17470	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 12JUN07		0.00	WARR	14JUN07

R.O. OPENED	READY
15:15 12JUN07	09:19 14JUN07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PLEASE REFUND CUSTOMER FOR LOST CD'S THAT WERE STUCK INSIDE CD PLAYER ON RO#13280. EST.FOR COST OF REPLACEMENT ATTACHED..						
CAUSE:	REIMBURSE CUST 90.39 WHEN PAID						
	Z1241 CD REIMBURSEMENT						
	390	WP		0.20		16.14	16.14
	FC: 98 PART#: COUNT: 0						
	CLAIM TYPE:						
	AUTH CODE:						
	MJ						
				0	0 TPARTS		
				0	1614 TLABOR		

Reimburse cust 9039 when paid per EPA

COST, SALE, & COMP TOTALS 0 1614 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	16.14
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9039 0.00
TOTAL CHARGES	16.14
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	16.14

+ 9039

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WARRANTY COPY

21870

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028348016

P	B	GMC
23-358	57-372	40-494

CUSTOMER #:206003 [redacted]

REDDING CA

HOME [redacted] BUS [redacted]

CELL [redacted]

SERVICE ADVISOR: 380 OBRYAN, BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23475/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 01OCT07		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
01OCT2007 12:09		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	100		CP	LUBE,OIL,FILT CHANGE
				SB 120
# B	123		CP	TIRE ROTATE
				SB 120

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $ 41.67

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVA OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

OCT 05 2007

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 21870

EMP. NO.	OPER. NO.	COST	ELAPSED TIME	TIME CLOCK
GB 120			.9	OFF OCT01 PM
				ON OCT01 PM
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001871-17342

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL: [redacted]

21868
WORKORDER
PAGE 1

TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200
BAR # A.C. 009835 EPA # CAD028948016
P 23-356 B 57-372 GMC 40-494

SERVICE ADVISOR: 380 OBRYAN,BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23474/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 01OCT07		0.00	WARR	

R.O. OPENED	READY
01OCT2007 11:43	

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS		
A	999		WP	CUSTOMER STATES CAR RATTLES FROM FRONT TO BACK. (RATTLE TRAP).		
B/120				NO/SN [redacted] added See line C Cabin	AT 1.2	120
			INP	Exhaust Pipe system	.8	526
			INP	chasing Tail & Rattle	1.9	120
B	999		WP	FRONT LOWER AIR DEFLECTOR HAS FALLEN OFF. (PART IN TRUNK).		
B/120				ON/93 [redacted] .2	AT .2	120
C	999		WP	Clunk in frontend on bumps	AT 1.2	Add on OK BOB 10/2
B/120				NO/93 [redacted]		
				10-6-07 935AM E2320 172.00 auth B alc [illegible]	1.2 110	
				NO/93 [redacted]		
				Add on OK JN 10-2-07 815AM		
D			WP	Rattle - Noise Eng area	AT .3	120
			INP	Parts on Backorder		

~~PO 159303 Enhance~~

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

AUTHORIZED [redacted]

REVISED ESTIMATE (1)		ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X OCT 10 2007
CUSTOMER SIGNATURE

TECHNICIAN COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW20

A
COMPLAINT: Rattle in rear over all 4 doors, # unknown
CAUSE: Inp rear silver. Found loose
CORRECTION: screw very. Removed drill & apply release to trim where they make noise
CORRECTION: Inp all 4 doors.

B
COMPLAINT: Installed air deflect... #
CAUSE: 3 screws bolts & 2 nuts per
CORRECTION: B.T. # 05-03-111-005A.

C
COMPLAINT: Rattle; verified clunk in rear
CAUSE: camp. Sounds like in rear of driver
CORRECTION: side shaft. Installed foam to
CAUSE: coolant bottle area & reposition I-shaft
CORRECTION: at pinch weld per bulletin 05-02-32-019
CAUSE: Ujoints & shafts ok. Still
CORRECTION: has rattle noise. Check underbody
CAUSE: & str column. Has 2 diff rattles
CORRECTION: (1) Verified rattle in ems area. Found
CAUSE: rattle in ERU converter/ex tube
CORRECTION: area. Ordered new ex tube

E
CORRECTION:

F
COMPLAINT: Steering Column noisy
CAUSE: SOP
CORRECTION: I replaced Electric
CAUSE: steering Column Torque Sensor
COMPLAINT: Cowbell Annoying
CAUSE:

G
CORRECTION: Det. noisy door hinges
CAUSE: I set up Electric shaft
CORRECTION: module + Torque
CAUSE: Tilt Device

LABOR RECORD 21868

EMP NO.	OPER NO.	COST	ELAPSED TIME	TIME CLOCK
CB 120	(A) Rattle	✓	.4	OFF OCT01 PM ON OCT01 PM1
CB 120	(A) Sun roof rear	✓	.3	OFF OCT01 PM ON OCT01 PM
CB 120	(A) All 4 doors	✓	.8	OFF OCT01 PM ON OCT01 PM
CB 120	(B) Air deflect	✓	.2	OFF OCT01 PM ON OCT01 PM
CB 120	(A) Rear antenna rattle	✓	.4	OFF OCT01 PM 3 ON OCT01 PM 5
CB 120	(A)	✓	.3	OFF OCT01 PM 4 ON OCT01 PM 4
CB 120	(C) Find & ins str shaft		.3	OFF OCT02 AM 7 ON OCT02 AM 7
526	(A) Asst in road test		.3	OFF OCT01 PM 3 ON OCT01 PM 3
CB 120	(C) Find noise to rear rattle		.2	OFF OCT02 AM 8. ON OCT02 AM 7
CB 120	(C) Reposition I shaft to pinch weld		.4	OFF OCT02 AM 8. ON OCT02 AM 8
CB 120	(D)	✓	.3	OFF OCT02 AM 8. ON OCT02 AM 8
				OFF ON
				OFF ON
CB	Installed new I-shaft	✓	.7	OFF OCT04 PM12 ON OCT04 AM11. OFF OCT04 PM 1.
CB		✓	1.0	ON OCT04 PM12.
				OFF ON
CB	yms	✓	1.2	OFF OCT04 PM 4. ON OCT04 PM 2.

206003

[redacted]

21868

WARRANTY

PAGE 1

www.taylormotorsredding.com
TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016
P 23-356 B 57-372 GMC 40-494

HOME: [redacted] BUS [redacted]
CELL: [redacted]

SERVICE ADVISOR: 380 BRIAN OBRYAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23474/23474	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05OCT07		0.00	WARR	10OCT07

R.O. OPENED	READY
11:43 01OCT07	07:38 10OCT07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP.
6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CUSTOMER STATES CAR RATTLES FROM FRONT TO BACK, (RATTLE TRAP).
CAUSE:
B2720 PANEL, SUNROOF ALIGN
120 WP 0.50
FC: 2W PART#: COUNT: 0 40.36 40.36
CLAIM TYPE:
AUTH CODE:
NQ
999 MECHANICAL REPAIRS
0 0 TPARTS
2880 4036 TLABOR
FOUND PLASTIC GRILLE IN SUNROOF OUT OF ADJUSTME NT, ADJUSTED AS NEEDED. INSTALLED INSULATION AROUND WASHER BOTTLE PER BULLETIN, TIGHTENED SWAYBAR LINKS.
FRONT LOWER AIR DEFLECTOR HAS FALLEN OFF. (PART IN TRUNK).
CAUSE: BULLETIN 05-08-111-005A
B0485 FRONT AIR DEFLECTOR REPLACEMENT
120 WP 0.20
FC: 93 PART#: COUNT: 0 16.14 16.14
CLAIM TYPE:
AUTH CODE:
ON
0 0 TPARTS
480 1614 TLABOR
RESECURED LOWER DEFLECTOR.
** CLUNK IN FRONTEND ON BUMPS.
CAUSE: INTER SHAFT AND STEERING COLUMN RATTLES
E7680 COLUMN ASSEMBLY, STEERING REPLACE
447 WP 1.70 137.21 137.21
1 15926870 COLUMN 359.00 286.48 286.48
FC: 93
PART#: 15926870
COUNT: 1
CLAIM TYPE:

buyer of this product in California has the right to have this product rviced or repaired during the warranty period. The warranty period will be tended for the number of whole days that the product has been out of the yer's hands for warranty repairs. If a defect exists within the warranty riod, the warranty will not expire until the defect has been fixed. The arranty period will also be extended if the warranty repairs have not been rformed due to delays caused by circumstances beyond the control of the yer, or if the warranty repairs did not remedy the defect and the buyer tifies the manufacturer or seller of the failure of the repairs within 60 days ter they were completed. If, after a reasonable number of attempts, the fect has not been fixed, the buyer may return this product for a placement or a refund subject, in either case, to deduction of a reasonable arge for usage. This time extension does not affect the protections or medies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

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

ight 2000 ADP, Inc. SERVICE INVOICE #2 X5130

WARRANTY COPY

206003

21868

WARRANTY

PAGE 2

www.taylormotorsredding.com
TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016
P 23-356 B 57-372 GMC 40-494

[redacted]
REDDING, CA
HOME [redacted] BUS [redacted]
CELL [redacted]

SERVICE ADVISOR: 380 BRIAN OBRYAN

CO	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06 PONTIAC G6	1G2ZH558164[redacted]		23474/23474	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO #	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05OCT07		0.00	WARR	10OCT07

R.O. OPENED	READY
11:43 01OCT07	07:38 10OCT07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS

AUTH CODE:
NO

E7700 SHAFT, STEERING INTERMEDIATE REPLACE
110 WP 0.50

		LIST	NET	TOTAL
1 22687711 SHAFT KIT		164.97	40.36 131.64	40.36 131.64

FC: 93
PART#: 22687711
COUNT: 1
CLAIM TYPE:
AUTH CODE: B
NO

29866 41812 TPARTS
8500 17757 TLABOR

LUBED AND REPOSITIONED I-SHAFT PER BULLETIN, AL SO REPLACED STEERING COLUMN ASSEMBLY COMPLETE. LUBE SHAFT PER BULLETIN RATTLE STILL THERE REPL ACE SHAFT

COST, SALE, & COMP TOTALS 41726 65219 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	234.07
PARTS AMOUNT	418.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	652.19
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	652.19

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WARRANTY COPY

21902

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 67-372 GMC 40-494

CUSTOMER #:206003
[redacted]
REDDING, CA
HOME [redacted] BUS [redacted]
CELL [redacted]

SERVICE ADVISOR: 380 OBRYAN, BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23477/	[redacted]

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 02OCT07		0.00	WARR	

R.O. OPENED	READY	OPTIONS
02OCT2007 09:10		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999		WI	WHEN VOLUME IS FAIRLY HIGH, REAR DECK SPEAKERS CRACKLE.
# B	999		WP	HVAC CONTROL FOR PASSENGER SIDE, HAS DIM ILLUMINATION.

B 120

EMP

DT 120

B 120

V5/16 D0362 7

DT 120

10-3-07

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X See RO 21891 [illegible]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

OCT 10 2007

TECHNICIAN COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 X8W2C

BBB AUTO LINE

January 25, 2008
Re:caset PGM0762111 [redacted] vs Pontiac/GMC Division 1G2ZH558164 [redacted]

[redacted]
REDDING CA [redacted]

Dear [redacted]

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

The terms of the settlement are as follows:

The Manufacturer has offered to Repurchase the Consumer's 2006 Pontiac/GMC G6. The consumer shall be entitled to the following collateral fees: Purchase price of vehicle; Sales tax; License fees; Document preparation fee; Registration fees; California Tire fee; and all incurred finance charges from date of purchase. The Consumer shall be charged a usage deduction taken from 16,040 miles, which was the first repair attempt. The consumer's total usage fee shall be $2872.36. There shall also be a deduction of $1,000.00 which was for an Manufacturer's rebate. The consumer has accepted this offer. GM's RVDC Dept. shall send the consumer a separate settlement letter with the total repurchase amounts. The repurchase shall be completed within 45 days from the date of this letter.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Rosa Tinoco at Extension 211

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

2006 G6 - GT SEDAN PONTIAC/GMC DIVISION
67U LIQUID SILVER METALLIC /V6G GENERAL MOTORS CORPORATION
19C EBONY 100 RENAISSANCE CENTER
ORDER NO. JBZD2X/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1G2 ZH55 81 64[redacted] ADJUSTMENT INVOICE 2XD04475008
**********16*23356S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
2ZH69 G6 - GT SEDAN	22555.00	20863.38	INVOICE 06/13/05
AP3 REMOTE VEHICLE STARTER SYSTEM	150.00	124.50	SHIPPED 04/27/05
FR9 AXLE RATIO 3.29	N/C	N/C	EXP I/T 05/12/05
LX9 ENGINE, 3.5L V6 SFI	N/C	N/C	INT COM 06/23/05
MX0 AUTOMATIC TRANSMISSION	0.00	0.00	PRC EFF 04/27/05
PED PREMIUM VALUE PACKAGE INCLUDES	1550.00	1286.50	KEYS G0715 G0715
* (4) 17" CHROMETECH WHEELS			WFP-S MTH OPT-2
* AM/FM STEREO 6 DISC CD PLAYER			CHG-TO 23-356
(REPLACES STD/OPT/PKG RADIO)			
* SUNROOF, POWER TILT & SLIDE			SHIP WT: 3422
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	HP: 32.9
VK3 LICENSE PLATE BRACKET, FRONT	N/C	N/C	GMS: 21863.23
YF5 50-STATE EMISSIONS	N/C	N/C	SUPPLR: 22843.70
1SZ PREMIUM PACKAGE DISCOUNT	500.00-	415.00-	MRM: 24880.00
			MEMO 1112.75

ADD
R9C

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT	900.00-
DEALER INVOICE	678.95-
SPECIAL ACCT ADJ.	49.50
NET ADJUSTMENT	629.45-
TOTAL ADJUSTMENT	629.45-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	23755.00	21875.88	ACT 231	629.45-
DESTINATION CHARGE	625.00	625.00		
LAM GROUP CONTRIBUTION		237.55		
TOTAL	24380.00	22738.43		629.45-

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 21687.45
****
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.
****

TAYLOR MOTORS, INC.

Case Number: 145655
Originator Name: Patricia Alarcon 866-790-5600 11148 patricia_alarcon@gmexpert.com
Created Date: 01/30/2008

Vehicle Info

***VIN:**	1G2ZH558164[redacted]	**MSRP:**	24380.0	***TAC #:**	N/A
Year:	2006	**Make:**	Pontiac	**Model:**	G6

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:**	01/25/2008	***Repurchase Mileage:**	16040
Original Purchase Date:	06/06/2006	***Original Purchase Condition:**	New

Vehicle Owner(s)

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

Repurchase

***Reason** brakes make noise when and pulsate, rattle from steering column

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
H0113	H0110	M0110		

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	US Bank	**Account #:**	
Contact or Attention:					
Address	2750 Childress Dr				
City	Anderson	**State**	CA	**ZIP Code:**	96007
Day Phone:	111-111-1111	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	118973	**Dealer Name:**	TAYLOR MOTORS, INC.		
Region:	10	**District:**	1251		
***Phone:**	(530) 222-1200	**Fax:**	(530) 222-1263		
***Contact Name:**	Brent Taylor	***Contact Title:**	Sales Mgr	**E-Mail:**	

Repurchasing Dealer: -

Repair

***Contact Name:** ***Contact Title:**

Vehicle Location: -

Reacquired Vehicle Disclosure Center

Case Number: 145655
Originator Name: Patricia Alarcon 866-790-5600 11148 patricia_alarcon@gmexpert.com
Created Date: 01/30/2008

Transaction Details:

Siebel Request #:	71-589780985	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	ADR BBB Mediated		
Replacement VIN:			-
Compliance Date:	2008-03-17	**Compliance Type:**	BBB Mediated
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:** Process per settlement letter. DIr has also advised they do not have an ACV form and do not use deal recaps. Advised what was given for trade on contract was the ACV.

Disposition:

*** Processing Instructions:** Auction

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	2872.3
Sales Tax	GM	NA	Sales Tax	6
State/Gov Fees	GM	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

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

Customer: [redacted]	SR #: 71-589780985	BBB#: PGM0762111

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

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

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	22489.00
MSRP (from BARS Invoice screen)	- 24380.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	=1891.00

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

Section 2

Trade Allowance (from Bill of Sale)	12000.00
Actual Cash Value (ACV) (from ACV Statement)	-12000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	=0.00

Section 3

Trade Allowance (from Bill of Sale)	12000.00
Payoff on Trade (from Bill of Sale)	-10734.24
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	=1265.76

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	22489.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	-1000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	-1265.76
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).	=20223.24

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

Sierra Pacific Industries

P.O. Box 496028, Redding, CA 96049-6028
19794 Riverside Avenue, Anderson, CA 96007
E-mail: bbollen@spi-ind.com
Phone: (530) 378-8233
Fax : (530) 378-8242

Fax

To: Rosa	From: [redacted]
Fax: 703-247-9700	Pages: 4
Phone: 800-955-5100 x 211	Date: Jan. 24, 2008
Re: [redacted]	CC:

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

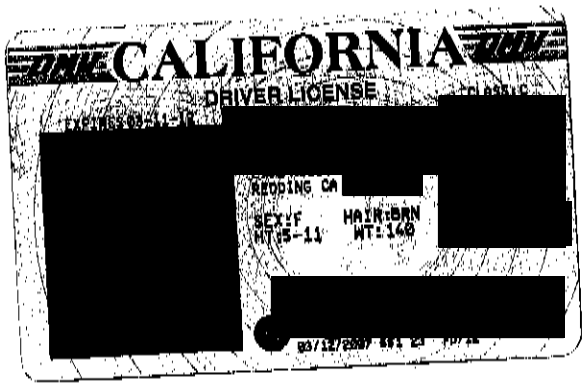
Rosa,

Attached is a copy of my Drivers License & Vehicle registration per your request.

Any questions please call me @[redacted] or [redacted]

Have wonderful day..

[redacted]


CALIFORNIA
DRIVER LICENSE
REDDING CA
SEX:F
HT:5-11
HAIR:BRN
WT:160

[redacted]

TO OBTAIN A TITLE OR REGISTRATION CARD, MAIL THE ATTACHED DOCUMENTS AND REQUESTED ITEMS TO: DMV, PO BOX 942869, SACRAMENTO, CA 94269-0001. PENALTIES ARE DUE IF RENEWAL FEES ARE PAID AFTER THE EXPIRATION DATE. PLANNED NON-OPERATION (PNO) REQUESTS MUST BE SUBMITTED WITHIN 90 DAYS OF THE EXPIRATION DATE (ON OR BEFORE THE EXPIRATION DATE FOR OFF-HIGHWAY VEHICLES) OR ALL FEES AND PENALTIES ARE DUE. FOR A DMV OFFICE APPOINTMENT, GO ONLINE AT WWW.DMV.CA.GOV OR CALL 1-800 777-0133.

CALIFORNIA OWNERSHIP CERTIFICATE OR
APPLICATION FOR DUPLICATE WITH THE
APPROPRIATE FEE.

* * *

A LIEN SATISFIED IS
REQUIRED FROM
GMAC

* * *

551 110707 38
0036 F00 11
5UNX249 679

REPORT OF
DEPOSIT
OF FEES
PAGE 1 OF 1

[redacted]

[redacted]

*** INCOMPLETE APPLICATION**SEE ABOVE**THIS IS NOT AN OPERATING PERMIT ***

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

BODY TYPE MODEL	MP	MO	VEHICLE/VESSEL ID NUMBER
4D	G	NY	1G2ZH558164[redacted]

TYPE VEHICLE/VESSEL USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	11/07/07	45	11/07/07	0

[redacted] RDF REASONS: 3 I

R [redacted] AMOUNT PAID $ 15.00
/
O

AMOUNT DUE	AMOUNT RECVD	
$ 15.00	CASH :	
	CHCK :	15.00
	CRDT :	

REDDING
CA [redacted]

US BNK
L 2750 CHILDRESS DR PR EXP DATE: 06/08/2008
/
O

ANDERSON
CA 96007

551 38 0001500 0036 CS 110707 5UNX249 679

CALIFORNIA DEPARTMENT OF MOTOR VEHICLES
CUSTOMER RECEIPT COPY
REGISTRATION
INFORMATION REQUEST
01/24/08

R62999335514A5UNX249
DATE: 01/24/08 TIME: 11:33
PENDING RECORD INSURANCE STATUS NOT CHECKED
REG VALID FROM: 06/08/07 TO 06/08/08
LIC#:[redacted] YRMD:06 MAKE:PONT BTM :4D VIN :1G2ZH558164[redacted]
R/O :[redacted], 2958 NILOLET LN CITY:REDDING C.C.:45
ZIP#:96001
SOLD:00/00/06 RCID:06/12/07 OCID:07/02/06 LOCD:8
L/O :GMAC, PO BX 8128, COCKEYSVILLE CITY:MD ZIP :21030
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:FD
REC STATUS:
03/16/2007 RENEWAL NOTICE EXTRACTED
06/24/06 SMOG DUE 06/08/12
RIP OFC:180 D:12/22/07 ID/S:270008 T:F00 V:0003000 R:ZZ RT:

CLEARANCE INFORMATION RECORDS:

OFFICE	WORK DATE	TECH/ID	SEQ #	VALUE	FICHE DATE	TTC
551	06/22/06	06	0011	00205.00	00/00/00	A00
558	06/12/07	05	0009	00191.00	00/00/00	H00
180	12/22/07	27	0008	00015.00	00/00/00	RIP
551	11/07/07	38	0036	00015.00	PRIOR SUSPENSE	

06/06/2006-ODOMETER: 46 MILES ACTUAL MILEAGE
DATE: 01/24/08 TIME: 11:33
PENDING MASTER FILE RECORD
LIC#: YRMD:06 MAKE:PONT BTM :4D VIN :1G2ZH558164[redacted]
R/O :[redacted] C, [redacted]CITY:REDDING C.C.:45
ZIP#:[redacted]
SOLD:00/00/06 RCID:12/22/07 LOCD:0
L/O :US BANK, PO BX 3427, OSHKOSH CITY:WI ZIP :54903
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:FD

11/01/2007-ODOMETER: 25,620 MILES ACTUAL MILEAGE

* * * END * * *

551 012408 13 0020 VIR $ 5.00

Voluntary Repurchase

- ❑ **BBB Case** **Straight**

COMPLIANCE DATE – March 17, 2008

ADR REQUEST NUMBER – 71-589780985

CUSTOMER NAME – [redacted]

LAST SIX OF VIN – [redacted]

ADR CRS – Pat Alarcon **EXT. - 11148**

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

DATE ACCEPTANCE RECEIVED – January 25, 2008

NUMBER OF DAYS FOR COMPLIANCE – 45 days

TEAM LEAD'S SIGNATURE _____

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

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

Buyer [redacted] (530)246-8711 [redacted] REDDING CA SHASTA [redacted]	Co-Buyer [redacted] REDDING, CA [redacted]

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	PONTIAC G6	46	1G2ZH558164[redacted]	☒ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2265.76 is
4.50 %	$ 2801.69(e)	$ 23222.71	$ 26024.40(e)	$ 28290.16(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
59 Payments	433.74	Monthly, Beginning 07/21/2006
Payments	N/A	Monthly, Beginning N/A
One Final Payment	433.74	06/21/2011

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

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price** $ 22489.00 (A)
   A. Cash Price of Motor Vehicle and Accessories
      1. Cash Price Vehicle $ 22489.00
      2. Cash Price Accessories $ N/A
      3. Other (Nontaxable)
         Describe _____ $ N/A
         Describe _____ $ N/A
   B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   C. Smog Fee Paid to Seller $ N/A (C)
   D. Sales Tax (on taxable items in A+B+C) $ 1633.72 (D)
   E. Optional DMV Electronic Filing Fee* $ N/A (E)
   F. (Optional) Service Contract* $ 1095.00 (F)
   G. (Optional) Service Contract* $ N/A (G)
   H. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (H)
      (see downpayment and trade-in calculation)
   I. (Optional) Gap Contract (to whom paid)* _____ $ N/A (I)
   J. Other (to whom paid)* _____ $ N/A (J)
      For _____
   Total Cash Price (A through J) $ 25262.72 (1)
2. **Amounts Paid to Public Officials**
   A. License Fees Estimate $ 205.00 (A)
   B. Registration/Transfer/Titling Fees $ -INCL- (B)
   C. California Tire Fee* $ 8.75 (C)
   D. Other SMOG ABATEMENT $ 12.00 (D)
   E. Other _____ $ N/A (E)
   Total Official Fees (A through E) $ 225.75 (2)
3. **Amount Paid to Insurance Companies**

GR 7641 6-7-06 $23222.71

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

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

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

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

Buyer X _____
Co-Buyer X _____
Seller X TAYLOR MOTORS, INC.

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

Application for Optional Credit Insurance

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

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

Insurance Company Name N/A

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY

E. Other _____ $ N/A (E)

Total Official Fees (A through E) $ 225.75 (2)

3. **Amount Paid to Insurance Companies** [redacted]
(Total premiums from Statement of Insurance Solicitation, etc.) $ N/A (4)

4. **Smog Certification or Exemption Fee Paid to State** $ 25498.47 (6)

5. **Subtotal** (1 through 4)

6. **Total Downpayment** 603033

A. Agreed Trade-In Value Yr 2005 Make TOYOTA $ 12000.00 (A)
Model SCION XB Odom 22741
VIN JTLKT334X50 [redacted]

B. Less Prior Credit or Lease Balance $ 10734.24 (B)

C. Net Trade-In (A less B) (Indicate if a negative number) $ 1265.76 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 1000.00 (E)

F. Other _____ $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 2265.76 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. **Amount Financed** (5 less 6) $ 23222.71 (7)

*Seller may keep part of these amounts.

disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE [redacted] PAST 6 MONTHS. (Refer to Total Disabilities Not Covered in your policy or details.)
You want to buy the credit insurance.

06/05/05 X [redacted]
Date Buyer Signature Age

X
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A
Name of Gap Contract

You want to buy a gap contract.

Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 11F and/or 11G above.

[redacted] $0.00 DEDUCT
S.F. Company [redacted]
Term [redacted] Miles
T.G. Company [redacted]
Term [redacted] Miles
Buyer X [redacted]

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

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

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

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

X [redacted]
Buyer Signs

X _____
Co-Buyer Signs

NOTICE OF RESCISSION RIGHTS

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

Buyer X [redacted] Co-Buyer X _____

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

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

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

S/S X [redacted] X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X [redacted] Co-Buyer X _____

Notice to buyer:
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X _____

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

THERE IS NO COOLING OFF PERIOD

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT

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

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

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

S/S X [redacted] X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X [redacted] Co-Buyer X _____

Notice to buyer:
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or dece[redacted]

Buyer Signature X [redacted] Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may *only cancel this contract wi*[redacted] legal cause, such as fraud.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted] Date 06/06/2006 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 06/06/2006 Guarantor X _____ Date _____

Address _____

Seller Signs TAYLOR MOTORS, INC. Date 06/06/2006 By [redacted] Title MGR.

LAW FORM NO. 553-CA-ARB (REV. 1/06) U.S. PATENT NO. D460,782
©2005 Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055
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

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1 G 2 Z H 5 5 8 1 6 4 [redacted]

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
CONQUEST REBATE	$ 500	PAN 06 31CJ5
BONUS CASH	$ 500	BAT 0631ACR4 (TOYOTA)
	$	
	$	
	$	

Total Incentive Amount Received $ 1000

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 4.5% FOR 60 MONTHS
in lieu of $750 REBATE

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 06.06.06 acknowledge receipt of incentive(s) as described in Item 1A 2A and release GM Division from any future claim or obligation for incentive(s) on this unit.

[redacted] Yes ___ No X

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 [redacted], 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: 06 06 2006

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item 1A 2A 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: TAYLOR MOTORS, INC. Date: 06 06 2006

Dealership Name: [signature] Dealer Code: 23356

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

GM3795 9/05

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 #

PONTIAC

Wednesday, February 20, 2008

[redacted]
Redding, CA [redacted]

BBB Arbitration Decision - Straight

Subject: Repurchase of 2006 Pontiac G6
VIN: 1G2ZH558164[redacted]
Ref SR:71-589780985 V-145655

Dear [redacted]

We regret that you are dissatisfied with your 2006 Pontiac G6, VIN **1G2ZH558164**[redacted] and that our attempts to resolve your concerns have not met your expectations. Pontiac will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Pontiac will repurchase your vehicle for **$22,092.70.** Your responsibilities are outlined below. This offer was calculated by using the following figures.

Total Repurchase Amount	$22,092.70
Base Price	$22,489.00
Reg/Lic/Title Fees	$217.00
Document Fees	$45.00
Sales Tax	$1,633.72
Finance Charges	$1,571.59
Tire Fee	$8.75
Less Usage	$2,872.36
Less Incentives	$1,000.00
Less Payoff of Original Vehicle-Good until 3/5/08	$17,638.42
Total Amount to Customer	**$4,454.28**

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 co[redacted]6-802-6625 if you have any questions or concerns.

[redacted] 2/20/08

Cu[redacted]d Date

[redacted]

Customer's and Co-Customer's Printed Name(s)

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, 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 on this vehicle, a free and clear title must be provided at time of repurchase.
⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Please return this signed document to fax number ***866-802-6668*** *by* Friday February 22, 2008

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603

145655

A

COMPLAINT:

CAUSE:

CORRECTION: LOF

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 12330

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
12928		A	.5	OFF DEC05 AM 8
				ON DEC05 AM "
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

Noon - Mon 12/18

12331

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

WORKORDER

PAGE 1

P 23-356 B 57-372 GMC 40-494

SERVICE ADVISOR: 187 DOTY, STEVEN M.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	9124/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05DEC06		0.00	WARR	

R.O. OPENED	READY
05DEC2006 06:27	

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999		WP	CLANK/RATTLE NOISE IN FRONT END.

206

J1520 .2

A.T 4.2 206 12-18-06

12-15-06 8:50 AM
J1520 233.13
S.T. 2.0 ath.E
OK

NT/4X S.T. 2.0 ath.E

E.B. drop

PRELIMINARY ESTIMATE $

AUTHORIZED BY X OK

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

DEC 20 2006

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

TECHNICIAN COPY

LABOR RECORD 12331

	EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
A COMPLAINT: CAUSE: Check For Rattle Remove Steam Spray Bar Link + Drove Repair Loose Air Dam CORRECTION: and Heat Shield For Exhaust Pipe Check Exhaust cat. – Frowd Engine Subbrm.	[illegible] 206			3.5	OFF DEC05 PM12 / ON DEC05 AM
B COMPLAINT: Engine Shock Rattling – CAUSE: Subbrm. Install Engine Subbrm. CORRECTION:	[illegible]			.7	OFF DEC18 AM / ON DEC18 AM
C COMPLAINT: J1520 20 S.T. CAUSE: Oxhan Drag Tim Catch E Oil Pipe CORRECTION:				4.2	OFF / ON
D COMPLAINT: CAUSE: CORRECTION:					OFF / ON
E COMPLAINT: CAUSE: CORRECTION:					OFF / ON
F COMPLAINT: CAUSE: CORRECTION:					OFF / ON
G COMPLAINT: CAUSE: CORRECTION:					OFF / ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 67-372 GMC 40-494

206003 12331

WARRANTY

[redacted]

REDDING CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	9124/9124	T81

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05DEC06		0.00	WARR	20DEC06

R.O. OPENED	READY	OPTIONS:
06:27 05DEC06	11:11 20DEC06	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CLANK/RATTLE NOISE IN FRONT END.
CAUSE: ENGINE SNUBBERON ENGINE SHOCK RATTLING
J1520 STRUT, ENGINE MOUNTING REPLACE
206 WP 2.20 171.18 171.18
1 15235775 SNUBBER 77.70 62.01 62.01
FC: 4X
PART#: 15235775
COUNT: 1
CLAIM TYPE:
AUTH CODE: E
NT
4429 6201 TPARTS
10080 17118 TLABOR
INSPECT FOR RATTLE NOISE. SECURED LOOSE AIR DAM AND HEAT SHIELD.
NOISE STILL PRESENT. INSPECTED FURTHER AND FOUND SHOCK ABSORBER CAUSING
NOISE. ORDERED AND REPLACED SHOCK ABSORBER FOR NOISE.

COST, SALE, & COMP TOTALS 14509 23319 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	171.18
PARTS AMOUNT	62.01
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	233.19
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	233.19

WARRANTY COPY

Copyright 2003 ADP, Inc. SERVICE INVOICE #2 X5120

4PM

13280

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	10534/	T8[redacted] 71

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05JAN07		0.00	WARR	

R.O. OPENED	READY	OPTIONS:
05JAN2007 11:51		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999	526	CP	CD PLAYER DISPLAYS ERROR.

AV/6C R0760 1.3

A.T. ~~1.3~~ 120

.6 526

GROUND A.R.S. TRACKING NUMBER 1Z A22 0X0 06 1310 3808 | REF #/DATE

+.2 admin
+20.00

#B 999 W/P Brake pedal squishy noise when pressed?

INP

add on 1/10/07

A.T. .7 120

Lock out - Key in sales

PRELIMINARY ESTIMATE $ 42.50

AUTHORIZED BY: Bdrop + lock out

	DATE	TIME	BY
REVISED ESTIMATE (1)	OK Jay	P Newman	
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVA OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

TECHNICIAN COPY

JAN 11 2007

A

COMPLAINT:

CAUSE: Radio needs to be sent out

REMOVED RADIO; SENT OUT.
C.D. STUCK IN PLAYER
REPLACED RADIO W/ NEW PROGRAMMED

CORRECTION:

B

COMPLAINT:

CAUSE: INSP. SLIGHT ~~SQUEK~~ SQUISH NOISE WHEN BRK APPLIED AT REAR.

CORRECTION: CK OTHER 66 ON LOT - ALL SAME
CK BULLETINS - NONE.

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 13280

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
52c	A		.6	OFF JAN05 PM 1.
				ON JAN05 PM12
CB 120	(A)		.4	OFF JAN09 PM12
				ON JAN09 PM1
CB 120	(A)		.3	OFF JAN10 PM 1
				ON JAN10 PM 1
CB 120	(B)		.3	OFF JAN10 PM 1
				ON JAN10 PM 1
CB 120	(B)		.1	OFF JAN10 PM 1
				ON JAN10 PM 1
			1.7	OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

Instruments Sales and Service, Inc.

GM radios, clusters & accessories: (800) 666-5469 FAX (800) 272-362
Ford radios & accessories: (800) 227-7234 FAX (800) 548-119
Heavy duty parts: (800) 333-7976 FAX (800) 333-467
For invoice copies: invoices@instrumentsales.com FAX (503) 286-307

Send payments to: ISS, 16427 NE Airport Way, Portland, OR 97230 **FED ID# 93-107177**

Bill To:
TAYLOR MOTORS INC
PO BOX 492295
REDDING CA 96049-2295

Ship To: Phone #: 530-222-1200
TAYLOR MOTORS INC.
2525 CHURN CREEK ROAD
REDDING CA 96002

INVOICE

Invoice #	Invoice Date	Order #	Order Date	Cust #	Customer PO #	Terms	Salesperson
1431228	01/09/07	1245479	01/09/07	[redacted]	151315		43

Comments	Ship Via	Operator
MIKE-ANA	NXT DAY B/W CHR	AR2

Invoice #	U/M		Unit Price	Amount
1	EA	15777349. 05-06 AFS CLK 6 CD CHROME RING KN Serial Numbers: 89WBC4M15[redacted]	0.00	.00
		CORE CHARGE	450.00	
		Total Due		.00

Special Notes
VIN #: 1G2ZH558164[redacted] RO #: 13280 SERIAL #: [redacted]

Released By	Date	Received By
		X

Payable in US dollars only. $5.00 net minimum Invoice charge. Claims for shortages must be filed within 5 days of receipt. No materials are returnable without written permission of Instrument Sales and Service, Inc. Authorized returns must be shipped with transportation charges prepaid. 15% handling charge will apply. A service charge of 1-1/2% per month, (18% per annum), will be charged on all past due accounts, or maximum allowed by law. Claims for shortages must be made upon receipt of shipment accompanied by packing list. Our responsibility ceases upon delivery of goods to the carrier. Claims for loss or damage in transit must be filed by you with the carrier.

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

206003 13280

WARRANTY

PAGE 1

[redacted]

REDDING, CA

HOME: [redacted] BUS [redacted]

CELL: [redacted]

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	10534/10534	T8

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 10JAN07		0.00	WARR	11JAN07

R.O. OPENED	READY
11:51 05JAN07	12:33 11JAN07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CD PLAYER DISPLAYS ERROR.			
CAUSE: .			
R0760 RADIO, REMOVE AND REPLACE			
120 WP 0.81		65.19	65.19
526 WP 0.69		55.88	55.88
FC: 6C PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
AV			
0 0 TPARTS			
3120 12107 TLABOR			
MISC ADMIN ALLOWANCE			
WP		20.00	20.00
INTERNAL FAILURE IN RADIO. REMOVE, ORDER REPLACEMENT RADIO AND REINSTALL AND PROGRAM.			
EST: 42.50 05JAN07 11:51 SA: 187			

COST, SALE, & COMP TOTALS 3120 14107 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	121.07
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	141.07
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	141.07

WARRANTY COPY

4PM?

CUSTOMER #:206003 [redacted]

14699

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road - Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

REDDING, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	13567/	T2

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 23FEB07		0.00	WARR	

R.O. OPENED	READY	OPTIONS:
19FEB2007 12:47		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999	110	~~WP~~ ~~EB~~ INP	VIBRATION WHILE UNDER ACCERERATION LIKE GETTING ON FREEWAY. ALSO CUSTOMER FEELS A BUMP AT UPPER END OF ACCEL. PO# 15176 AT 1.5 110
# B	999	433	WP	SUNSHADE FOR ~~SUN~~ sunroof RATTLES--WORSE IN FULL OPEN POSITION. NQ/2W B2740 .7 AT .7 98/MJ Z7901 37.00 3GNDA23D47[redacted]
# C	999	411	~~WP~~ INP	WHEN STARTING VEHICLE WITH REMOTE START, ENGINE REVS WAY UP. See [illegible] AT 1.1 411
# D	100	110	EB ISP	LUBE, OIL, FILT CHANGE Done AT .5 110
#E	123	110	EB ISP	Rotate tires Done AT .3 110

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIM[redacted]

AUTHORIZED BY X [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVA[illegible] OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

FEB 27 2007

TECHNICIAN COPY

already called

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 KSW2C

A

COMPLAINT: First Problem normal

CAUSE: Checked CAR on hot Hand same noise / Call Tech hire was Told normal

CORRECTION: CASE # 9483133

B

COMPLAINT:

CAUSE: Shuck

SUN ROOF SHADE RATTLES

CORRECTION: Tightened Rear 3 Retainers on Headliner

C

COMPLAINT:

CAUSE: Scanned no codes - checked bulletins - update Test startup RPM cold - Hot both at spec

CORRECTION: Road test with tec II at freeway on Ramp - No clunk heard today.

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 14699

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
110 EB	A, D+E		2.3	OFF FEB19 PM / ON FEB19 PM
				OFF / ON
				OFF / ON
				OFF / ON
411	C		1.1	OFF FEB20 AM / ON FEB20 AM
				OFF / ON
				OFF / ON
433	B		.7	OFF FEB20 AM / ON FEB20 AM
				OFF / ON
				OFF / ON
				OFF / ON
				OFF / ON
				OFF / ON
				OFF / ON
				OFF / ON
				OFF / ON
				OFF / ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

IN 04:21PM 2/20/07
OUT 05:16PM 2/19/07

24-HOUR DAY

ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO
2985 VICTOR AVE 530-223-6400
REDDING CA 96002-1426 3055
RENTAL TYPE D SOURCE GM3055 - 999

RENTAL AGREEME
D5767
PAGE 1 OF

UNIT 1
UNIT # DE9L94
LIC# [redacted]
MODEL HHR
COLOR BLACK
IN 12537
OUT 12488
V# 3GNDA23D47S[redacted]

RENTER
[redacted]
REDDING CA [redacted]
LOCAL:
(H) [redacted] (W) [redacted]

DR. LICENSE [redacted]
STATE CA EXPIRE 3/11/07
DOB [redacted] HT WT
EYES HAIR
S.S.#
EMPLOYER

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE
150 MI FREE/DA

1 DAYS @ 34.50 34.5

BILL TO Y CUST # 190106
TAYLOR MOTORS, INC. - SERVICE
ATTN: STEVE DOTY**
2525 CHURN CREEK ROAD
REDDING CA
530-222-1200 96002

SALES TAX% 7.25 2.5

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

RO# 14699
PO# 151750
246
Sublet

CLAIM INFO
POL/CLAIM/PO#
[redacted]
INSURED

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

TOTAL CHARGES 37.0

DEPOSITS
REFUND

LOSS DATE
THEFT ACCIDENT

TYPE CAR

BILL TO CUST 190106 37.0

SHOP TAYLOR MOTOR
PHONE 530-222-1200
NAME STEVE

OPENED BY #335CZ KENNETH S LIPSK
CLOSED BY #335CZ KENNETH S LIPSK

CLOSED TICKET PAYMENT INFO

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128

(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

206003 14699

WARRANTY

PAGE 1

[redacted]

REDDING, CA [redacted]

HOME [redacted] BUS [redacted]

CELL [redacted]

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	13567/13572	T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JUN06 IS			17:00 27FEB07		0.00	WARR	27FEB07

R.O. OPENED	READY	OPTIONS:
12:47 19FEB07	14:36 27FEB07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 SUNSHADE FOR SUNROOF RATTLES. WORSE IN FULL OPEN POSITION.			
CAUSE:			
B2740 RETAINER, SUNROOF HEADLINING PANEL REPLACE			
433 WP 0.70		56.50	56.50
FC: 2W PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
NO			
0 0 TPARTS			
1680 5650 TLABOR			
TIGHTENED REAR RETAINERS ON HEADLINER. ANY NOISE LEFT IS NORMAL NOISE. IF SUNSHADE WAS ANY TIGHTER--WOULD BE DIFFICULT TO SLIDE.			
** RENTAL			
CAUSE: 3GNDA23D47S536887			
Z7901 RENTAL			
390 WP 0.00		0.00	0.00
FC: 9S PART#: COUNT: 0			
CLAIM TYPE:			
AUTH CODE:			
MJ			
0 0 TPARTS			
0 0 TLABOR			
UBL ENTERPRIE RENTAL			
PO#14699			
WP		37.00	37.00

COST, SALE, & COMP TOTALS 5380 9350 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	56.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	37.00
MISC. CHARGES	0.00
TOTAL CHARGES	93.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	93.50

4PM

16040

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS:530[redacted]
CELL [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	15835/	T76

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 03APR07		0.00	WARR	

R.O. OPENED	READY	OPTIONS:
03APR2007 12:13		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999	110	E,B	WP CUSTOMER FEELS A PULSATION WHEN BRAKING.

CR 4/3 Done

OR/26R26 1/00 72 2-2

A.T. 1.8 110

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIM[redacted]

AUTHORIZED BY X [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROV OF THE ABOVE REVISED ESTIMATES:

X _____ APR 0 5 2007

CUSTOMER SIGNATURE

TECHNICIAN COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW3C

LABOR RECORD 16040

	COMPLAINT / CAUSE / CORRECTION	EMP NO	OPER NO	COST	ELAPSED TIME	TIME CLOCK
A	COMPLAINT: Surfaced Frt Rotors CAUSE: Replaced Pads / Per bulletin 05-05-23-010C CORRECTION:	110 88			1 8	OFF APR03 PM ON APR03 PM1
B	COMPLAINT: CAUSE: CORRECTION:					OFF ON OFF ON
C	COMPLAINT: CAUSE: CORRECTION:					OFF ON OFF ON
D	COMPLAINT: CAUSE: CORRECTION:					OFF ON OFF ON
E	COMPLAINT: CAUSE: CORRECTION:					OFF ON OFF ON
F	COMPLAINT: CAUSE: CORRECTION:					OFF ON OFF ON
G	COMPLAINT: CAUSE: CORRECTION:					OFF ON OFF ON
						OFF ON OFF ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

ATTACHMENT FORM — GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

PART MEASUREMENT/REPLACEMENT DOCUMENTATION

Dealer Code: 40-484

Repair Order Number: 160940

Front Rotor - ORIGINAL/REFINISHED thickness measurements (required when front labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): 23 inch/mm (Circle One)
- ORIGINAL measured thickness before refinish: Left Front (OLF) 26.00 inch/mm Right Front (ORF) 26.07 inch/mm
- REFINISHED measured thickness after refinish: Left Front (RLF) 25.85 inch/mm Right Front (RRF) 25.86 inch/mm

Rear Rotor - ORIGINAL/REFINISHED thickness measurements (required when rear labor operation is used):

- Thickness Specification (Min. Thickness/Discard Stamped on Rotor/SI): _____ inch/mm (Circle One)
- ORIGINAL measured thickness before refinish:
  Left Rear (OLR) _____ inch/mm Right Rear (ORR) _____ inch/mm
- REFINISHED measured thickness after refinish:
  Left Rear (RLR) _____ inch/mm Right Rear (RRR) _____ inch/mm

Rotor Replacement:

If rotors are replaced, you must indicate reason for replacement:

_____

Pad Replacement:

If Pads are replaced, you must indicate reason for replacement:
Replaced Pads / with update PADS Per bulletin 05-05-23-010C

LATERAL RUN OUT (LRO) DOCUMENTATION

Front Rotor (required when front rotor labor operation is used):

- LRO measurement after rotor refinish/replace:
  Left Front (LLF) _____ inch Right Front (LRF) _____ inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
  Left _____ Right _____ (Example: 801–03)

Rear Rotor (required when rear rotor labor operation is used):

- LRO measurement after rotor refinish/replace:
  Left Rear (LLR) _____ inch Right Rear (LRR) _____ inch
- If above LRO greater than 0.050 mm (0.002 in), document correction plate part number used:
  Left _____ Right _____ (Example: 801–03)

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1126
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

206003 16040

WARRANTY

PAGE 1

[redacted]

REDDING, CA [redacted]
HOME: [redacted] BUS [redacted]
CELL:

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	15835/15836	T7

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06JUN06 IS			17:00 03APR07		0.00	WARR	05APR07

R.O OPENED	READY
12:13 03APR07	08:28 05APR07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1 CUSTOMER FEELS A PULSATION WHEN BRAKING.							
CAUSE:							
	H0042 PADS, DISC BRAKE FRONT R&R OR REPLACE						
	110	WP	2.20			177.56	177.56
1	22731037 PAD KIT				97.00	67.90	67.90
	FC: 26R26						
	PART#: 22731037						
	COUNT: 1						
	CLAIM TYPE:						
	AUTH CODE:						
	OR						
				4850	6790	TPARTS	
				4320	177.56	TLABOR	

REPLACED BRAKE PADS AND SURFACED FRONT BRAKE ROTORS AS PER BULLETIN #05-05-23-010C FOR BRAKE NOISE AND PULSATION.

COST, SALE, & COMP TOTALS 9170 24546 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	177.56
PARTS AMOUNT	67.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	245.46
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	245.46

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X6126

WARRANTY COPY

NOON diag
5/1/07

Veh. back 5/1/07 @ 1125
APR 30 2007

16433

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [redacted]

WORKORDER

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	16478/	46

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 17APR07		0.00	WARR	

R.O. OPENED	READY	OPTIONS:
17APR2007 06:36		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 999		WG	BRAKES ARE LOCKING UP AND MAKING A GRIND/CLANK NOISE. REFER TO RECENT REPAIR ON RO# 16040

1W EB INP

Enterprise PO# 152702
Rental

3.3

No Fax Done

INP Rental 32.00

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

MAY 08 2007

copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2

LABOR RECORD 16433

		EMP. NO.	OPER NO.	COST	ELAPSED TIME	TIME CLOCK
A	COMPLAINT: Scanned for Codes no Codes CAUSE: Road Tested Couldn't get To Act up / Will Needs to Ride with Owner CORRECTION:	110 EB			.9	OFF APR17 AM ON APR17 AM
B	COMPLAINT: CAUSE: Road Tested Noise In Fit checked Susp. and Cradle Bolts CORRECTION: Bar At Struts Depositioned I Shaft on Steering Rack	110 EB			.2	OFF MAY01 AM ON MAY01 AM
					1.1	OFF MAY01 PM ON MAY01 PM
C	COMPLAINT: Noise Still There / Needs CAUSE: To have Back when Louder Had To Pin Point	110 EB			.3	OFF MAY01 PM ON MAY01 PM
					.8	OFF MAY02 AM ON MAY02 AM
	CORRECTION:				3.3	OFF ON
D	COMPLAINT: CAUSE: CORRECTION:					OFF ON
E	COMPLAINT: CAUSE: CORRECTION:					OFF ON
F	COMPLAINT: CAUSE: CORRECTION:					OFF ON
G	COMPLAINT: CAUSE: CORRECTION:					OFF ON
						OFF ON
						OFF ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP ADP TO REORDER # 6001971-17342

enterprise

INVOICE

OWNER OF VEHICLE: ENTERPRISE RENT-A-CAR COMPANY OF SACRAMENTO
BRANCH ADDRESS: 2785 VICTOR AVE 530-223-6400
REDDING CA 96002-1426

MO 7:30A- 6:00P TU 7:30A- 6:00P
WE 7:30A- 6:00P TH 7:30A- 6:00P
FR 7:30A- 6:00P SA 9:00A-12:00P
3055 SU CLOSED

RENTAL TYPE: GM3055 SOURCE #: 999 I.D. #:

RENTAL AGREEMENT NO. D377765

0522 PM 5/01/07 [redacted]

DAY = 24 HOUR PERIOD

START CHARGES IF DIFFERENT

[redacted]

NO CHARGE FOR MILES

ORIGINAL VEHICLE

COLOR: WHITE LICENSE NO.: 5XY#871

MODEL: ENVOY ECAR#: DEC241

MILEAGE IN: 1529 OUT: 1454

EMPLOYEE #:

BILL TO: TAYLOR MOTORS, INC. - SERVICE**

STEVE DOTY** PHONE: 530-222-1200 EXT.

REFERENCE NUMBER: 152702

HOURS @ 10.00/HOUR

DAYS @ 34.50/DAY X1

CONDITION AGREED TO [redacted] RENTER

X = DENT —= SCRATCH

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
I REQUEST OWNER'S PERMISSION TO ALLOW: SPOUSE W/VALID CDL

[redacted]

WHO IS UNDE[redacted]AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF I AM RESPONSIBL[redacted]S WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENT[redacted](AGREEMENT). USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT M[redacted]HTS UNDER THIS AGREEMENT.

RENTER: X [redacted]

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATE(S): CALIF ONLY

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

37/DAY WARR

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds

DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL [redacted] BE DECLINED.

RENTER: X [redacted]

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) [redacted] RESPONSIBILI[redacted]PH 8. RENTER: X [redacted]

RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE DW NOTICE TO LEFT AND PAGE 3, PARAGRAPH 16. DW IS NOT INSURANCE. RENTER: X Accepts DW — DW 14.99/DAY

RENTER DECLI[redacted] ACCIDENT INSU[redacted] RENTER: X

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 18. RENTER: X Accepts PAI — PAI 3.00/DAY

RENTER DECLINES [redacted]ENTAL LIABILITY PROTEC[redacted]2 PARAGRAPH 7. RENTER: X [redacted]P

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PAGE 3, PARAGRAPH 17. RENTER: X Accepts SLP — SLP 11.99/DAY

FUEL @ 4.95/GALLON

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGN(ING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAY[redacted]RED, REVOKED, CANCELLED OR SURRENDERED.

RENTER: X [redacted] DATE 5/01/07

OWNER REP. X [redacted] EMP. # [redacted]

TAX 7.25 %

REPLACEMENT VEHICLE

DATE OUT

COLOR LICENSE NO.

MODEL ECAR#

MILEAGE IN OUT

EMPLOYEE #

I WILL RETURN CAR BY: DATE 5/02/07 TIME 05:22P

DEPOSIT(S): AMOUNT 40.00 PAID BY XXXXXXXXXXXX7920 MCAUTH

ADDITIONAL INFORMATION

RO# 16433
PO# 152702
246
Subletting

CONDITION AGREED TO X RENTER

X = DENT —= SCRATCH

FUEL OUT E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F
No Gasoline Refunds

TOTAL CHARGES 37

DEPOSITS

REFUNDS

AMOUNT DUE 37

CLOSED BY

PAID BY	CASH	CHECK	CI
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECE

* ON FILE

OWNER IS AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY, WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS.

© Enterprise Rent-A-Car Company of Sacrament

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Brittany DeLamar State: CA

Customer Name: [redacted]

Service Request: 71-589780985

BBB Case No.: PGM0762111

Vehicle ID No.: 1G2ZH558164[redacted]

In Service Date: 6/6/06

Vehicle is: New

BAC Code: 118973

Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing 26400
Lien holder: GMAC☐ Other☒: US Bank

DVM Name: Mark Erwin
Phone/Cell Number: 6502073529

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.

☐ Sun visor mirror came off

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/18/06	7665	1	1528	RIGHT FRONT SUNVISOR MIRROR COVER CAME OFF. REPLACED

☐ Start failure

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/27/07	24501	1	26405	AT TIMES WHEN STARTING AND KEY IS RELEASED HAS EXTENDED CRANK. REFER TO BULLETIN 06-06-07-079
11/27/07	23666	2	25204	ENGINE WILL NOT START AT TIMES AND HAS TO BE JUMPED. CORROSION AT POSITIVE TERMINAL OF BATTERY. BATTERY ONE REPLACE.

☐ Right Rear Passenger door molding

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/12/07	22278	*	23759	BODY MOLDING ON RIGHT REAR DOOR LOOSE AND STICKING OUT. REPLACED BOTH MOLDINGS

☐ Fuel cap replacement-SES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/18/06	9818	10	5527	SES LIGHT ON. FUEL CAP REPLACE

☐ Rattle in steering/engine compartment

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/12/07	22278	12	23759	RATTLE FROM EBGINE AREA SITTING AT IDLE. RATTLE COMING FROM FLEX TUBE OF HEAD PIPE, RE-PLACED FLEX TUBE.
10/10/07	21868	*	21868	INNER SHAFT AND STEERING RATTLES. REPLACE STEERING COLUMN. LUBED AND RE-POSITIONED STEERING SHAFT.
12/5/06	12331	15	9124	RATTLE IN FRONT END. ENGINE SNUBBERON ENGINE SHOCK RATTLING. SECURED LOOSE AIR DAM AND HEAT SHIELD. NOISE STILL PRESENT. INSPECTED FUTHER AND FOUND SHOCK ABSORBER CAUSING NOISE ORDERED AND REPLACED SHOCK ABSORBER.

☐ CD Player failure

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/5/07	13280	6	10534	CD PLAYER DISPLAYS ERROR. REMOVE AND REPLACE RADIO.

☐ Sunroof Rattling

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/10/07	21868	1	23474	CUST STS CAR RATTLES FRONT TO BACK. SUNROOF RATTLING. FOUND PLASTIC GRILLE IN SUNROOF OUT OF ADJUSTMENT. ALIGN SUNROOF. INSTALLED INSULATION AROUND WASHER PER BULLETIN 05-08-111-005A TIGHTENED SWAY BAR LINKS. LOWER AIR DEFLECTOR HAS FALLEN OFF. REPLACED
2/19/07	14699	9	13567	SUNSHAD FOR SUNROOF RATTLES WORSE WHEN IN FULL OPEN POSITION. TIGHTENED REAR RETAINERS ON HEADLINER. ANY NOISE LEFT NORMAL. IF SUNSHADE WAS ANY TIGHTER WOULD BE DIFFICULT TO SLIDE. RENTAL GIVEN.

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/07	16433	1	16478	BRAKES ARE LOCKING UP AND MAKING A GRINDING NOISE REFER TO RECENT REPAIR ON RO#16040. NO REPAIR MADE
4/3/07	15835	2	16040	PULSATION WHEN BRAKING. REPLACED BRAKE PADS AND RESURFACED FRONT ROTORS AS PER BULLETIN 05-05-23-010C FOR NOISE AND PULSATION.

☐ OTHER/HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/27/07	24501	*	26405	HVAC FAN MAKES NOISE AND ON THE WAY TO WORK THIS AM CAR FILLED WITH SMOKE. ORDERED BLOWER MOTOR.
10/02/07	21902	8	23477	HVAC CONTROL FOR PASSENGER SIDE HAS DIM ILLUMINATION. REPLACE HEATER AND A/C CONTROL.

☐ 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 N

THE STATE LEMON LAW READS:

Days out of service: 67
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 0
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.

Cust sks:

DVM sts:

SVM sts:

CRS Rationale:

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine / Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels / Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

Veh. not here

18306

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL [redacted]

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	17470/	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 12JUN07		0.00	WARR	

R.O. OPENED	READY	OPTIONS:
12JUN2007 15:15		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999		WP	PLEASE REFUND CUSTOMER FOR LOST CD'S THAT WERE STUCK INSIDE CD PLAYER ON RO#13280. EST.FOR COST OF REPLACEMENT ATTACHED.

MT/98 21241 .2

Refund amount 70.39

ac/Mr.

C.D.'s Lost

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you, and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $

AUTHORIZED [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

JUN 14 2007

Taylor Motors Inc.
2525 Churn Creek Rd
Redding, CA 96002
530-222-1200

4-Jun-07

[redacted]

Redding, CA [redacted]

Steve,

Here is a list of the current CD's that were left in my CD player when it was replaced.
Any questions please feel free to call me @ [redacted]

2006 Pontiac G6 V6

Carrie Underwood	Some hearts	14.88
Clay Walker	Greatest hits	12.88
Chris Cagle	Chris Cagle	15.88
Akon	Konvicted	13.88
Gretchen Wilson	On of the boys	12.88
Ne-Yo	because of you	13.88
		84.28
	Tax 7.25%	6.11
	TOTAL =	$90.39

Thank You.

[redacted]

17470

Tech2 Pass Thru: Final Instructions

Programming Complete.

Warranty Claim Code [redacted]

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:
After programming, you must run "Setup SDM Primary Key in BCM" from the Tech 2.

VIN: 1GKFK13017J[redacted]

Print

New Cancel

Instruments Sales and Service, Inc.

GM radios, clusters & accessories: (800) 666-5469 FAX (800) 272-36
Ford radios & accessories: (800) 227-7234 FAX (800) 548-1
Heavy duty parts: (800) 333-7976 FAX (800) 333-46
For invoice copies: invoices@instrumentsales.com FAX (503) 286-30

Send payments to: ISS, 16427 NE Airport Way, Portland, OR 97230 **FED ID# 93-10717**

Bill To:
TAYLOR MOTORS INC
PO BOX 492295
REDDING CA 96049-2295

Ship To: Phone #: 530-222-1200
TAYLOR MOTORS INC.
2525 CHURN CREEK ROAD
REDDING CA 96002

INVOICE

Invoice #	Invoice Date	Order #	Order Date	Cust #	Customer PO #	Terms	Salesperson
1431228	01/09/07	1245479	01/09/07	[redacted]	[redacted]		43

Comments	Ship Via	Operator
MIKE-ANA	NXT DAY B/W CHR	AR

Invoice #	U/M		Unit Price	Amount
1	EA	[redacted]	0.00	.00
		05-06 AFS CLK 6 CD CHROME RING KN		
		Serial Numbers: [redacted]		
		CORE CHARGE	450.00	
		Total Due		.00

Special Notes
VIN #: 1G2ZH558164[redacted] RO #: 13280 SERIAL #: [redacted]

Released By	Date	Received By
		X

Payable in US dollars only. $5.00 net minimum invoice charge. Claims for shortages must be filed within 5 days of receipt. No materials are returnable without written permission of Instrument Sales and Service, Inc. Authorized returns must be shipped with transportation charges prepaid. 15% handling charge will apply. A service charge of 1-1/2% per month, (18% per annum), will be charged on all past due accounts, or maximum allowed by law. Claims for shortages must be made upon receipt of shipment accompanied by packing list. Our responsibility ceases upon delivery of goods to the carrier. Claims for loss or damage in transit must be filled by you with the carrier.

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

206003

18306

WARRANTY

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

[redacted]

REDDING, CA

HOME: [redacted] BUS [redacted]

CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 187 STEVEN M DOTY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	17470/17470	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	AMT.	PAYMENT	INV. DATE
06JUN06 IS			17:00 12JUN07		0.00	WARR	14JUN07

R.O. OPENED	READY
15:15 12JUN07	09:19 14JUN07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PLEASE REFUND CUSTOMER FOR LOST CD'S THAT WERE STUCK INSIDE CD PLAYER ON RO#13280. EST.FOR COST OF REPLACEMENT ATTACHED..						
CAUSE:	REIMBURSE CUST 90.39 WHEN PAID						
	Z1241 CD REIMBURSEMENT						
	390	WP		0.20		16.14	16.14
	FC: 98 PART#: COUNT: 0						
	CLAIM TYPE:						
	AUTH CODE:						
	MJ						
				0	0 TPARTS		
				0	1614 TLABOR		

Reimburse cust 9039 when paid per FPR

COST, SALE, & COMP TOTALS 0 1614 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	16.14
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9039 0.00
TOTAL CHARGES	16.14
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	16.14

+ 9039

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

WARRANTY COPY

21870

WORKORDER

PAGE 1

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028348016

P	B	GMC
23-358	57-372	40-494

CUSTOMER #: 206003 [redacted]

REDDING, CA

HOME [redacted] BUS [redacted]

CELL [redacted]

SERVICE ADVISOR: 380 OBRYAN, BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23475/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 01OCT07		0.00	CASH	

R.O. OPENED	READY	OPTIONS:
01OCT2007 12:09		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	100		CP	LUBE,OIL,FILT CHANGE
SB 120				
# B	123		CP	TIRE ROTATE
SB 120				

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ 41.67

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVA OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

OCT 05 2007

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 21870

EMP. NO.	OPER. NO.	COST	ELAPSED TIME	TIME CLOCK
GB 120			.9	OFF OCT01 PM
				ON OCT01 PM
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON
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				ON
				OFF
				ON
				OFF
				ON
				OFF
				ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001871-17342

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL: [redacted]

21868
WORKORDER
PAGE 1

TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200
BAR # A.C. 009835 EPA # CAD028948016
P 23-356 B 57-372 GMC 40-494

SERVICE ADVISOR: 380 OBRYAN,BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23474/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 01OCT07		0.00	WARR	

R.O. OPENED	READY
01OCT2007 11:43	

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS		
# A 999		WP	CUSTOMER STATES CAR RATTLES FROM FRONT TO BACK. (RATTLE TRAP).		
B 120			NO/SN [redacted] added See line C Cabin	AT 1.2	120
			Exhaust Pipe & Spoiler chasing Tail & Rattle	INP .8	526
				INP 1.9	120
# B 999		WP	FRONT LOWER AIR DEFLECTOR HAS FALLEN OFF. (PART IN TRUNK).		.2
B 120			ON/93 [redacted] .2	AT .2	120
C 999		WP	Clunk in frontend on bumps	AT 1.2	Add on OK BOB 10/2
B 120			NO/93 [redacted]	1.2	110
			NO/93 [redacted] Add on OK JN 10-2-07		815 NM
D		WP	Rattle Noise Eng area	AT .3	120
		INP	Parts on Backorder		
			~~PO 159303 Schramse~~		

10-6-07 935 NM
E2220 172.00
auth B dlc JN

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED [redacted]

REVISED ESTIMATE (1)		ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

x OCT 10 2007
CUSTOMER SIGNATURE

TECHNICIAN COPY

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A
COMPLAINT: Rattle in rear over all 4 doors, # unknown
CAUSE: Inp rear silver. Found loose
CORRECTION: screw very. Removed drill & apply release to trim where they make noise
CORRECTION: Inp all 4 doors.

B
COMPLAINT: Installed air deflect... #
CAUSE: 3 screws bolts & 2 nuts per
CORRECTION: B.T. # 05-03-111-005A.

C
COMPLAINT: Rattle; verified clunk in rear
CAUSE: camp. Sounds like in rear of driver
CORRECTION: side shaft. Installed foam to
CAUSE: coolant bottle area & reposition I-shaft
CORRECTION: at pinch weld per bulletin 05-02-32-019
CAUSE: Ujoints & shafts ok. Still
CORRECTION: has rattle noise. Check underbody
CAUSE: & str column. Has 2 diff rattles
CORRECTION: (1) Verified rattle in ems area. Found
CAUSE: rattle in ERU converter/ex tube
CORRECTION: area. Ordered new ex tube

E
CORRECTION:

F
COMPLAINT: Steering Column noisy
CAUSE: SOP
CORRECTION: I replaced Electric
CAUSE: steering Column Torque Sensor
COMPLAINT: Cowbell Annoying
CAUSE:

G
CORRECTION: Det. noisy door hinges
CAUSE: I set up Electric shaft
CORRECTION: module + Torque
CAUSE: Tilt Device

LABOR RECORD 21868

EMP NO.	OPER NO.	COST	ELAPSED TIME	TIME CLOCK
CB 120	(A) Rattle	✓	.4	OFF OCT01 PM ON OCT01 PM1
CB 120	(A) Sun roof rear	✓	.3	OFF OCT01 PM ON OCT01 PM
CB 120	(A) All 4 doors	✓	.8	OFF OCT01 PM ON OCT01 PM
CB 120	(B) Air deflect	✓	.2	OFF OCT01 PM ON OCT01 PM
CB 120	(A) Rear antenna rattle	✓	.4	OFF OCT01 PM 3 ON OCT01 PM 5
CB 120	(A)	✓	.3	OFF OCT01 PM 4 ON OCT01 PM 4
CB 120	(C) Find & ins str shaft		.3	OFF OCT02 AM 7 ON OCT02 AM 7
526	(A) Asst in road test		.3	OFF OCT01 PM 3 ON OCT01 PM 3
CB 120	(C) Find noise to rear rattle		.2	OFF OCT02 AM 8. ON OCT02 AM 7
CB 120	(C) Reposition I shaft to pinch weld		.4	OFF OCT02 AM 8. ON OCT02 AM 8
CB 120	(D)	✓	.3	OFF OCT02 AM 8. ON OCT02 AM 8
				OFF ON
				OFF ON
CB	Installed new I-shaft	✓	.7	OFF OCT04 PM12 ON OCT04 AM11. OFF OCT04 PM 1.
CB		✓	1.0	ON OCT04 PM12.
				OFF ON
CB	yms	✓	1.2	OFF OCT04 PM 4. ON OCT04 PM 2.

206003

[redacted]

21868

WARRANTY

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

[redacted]

PAGE 1

SERVICE ADVISOR: 380 BRIAN OBRYAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23474/23474	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05OCT07		0.00	WARR	10OCT07

R.O. OPENED	READY
11:43 01OCT07	07:38 10OCT07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

CUSTOMER STATES CAR RATTLES FROM FRONT TO BACK, (RATTLE TRAP).
CAUSE:

B2720 PANEL, SUNROOF ALIGN
120 WP 0.50
FC: 2W PART#: COUNT: 0 40.36 40.36
CLAIM TYPE:
AUTH CODE:
NQ

999 MECHANICAL REPAIRS
0 0 TPARTS
2880 4036 TLABOR

FOUND PLASTIC GRILLE IN SUNROOF OUT OF ADJUSTME NT, ADJUSTED AS NEEDED. INSTALLED INSULATION AROUND WASHER BOTTLE PER BULLETIN, TIGHTENED SWAYBAR LINKS.

FRONT LOWER AIR DEFLECTOR HAS FALLEN OFF. (PART IN TRUNK).
CAUSE: BULLETIN 05-08-111-005A

B0485 FRONT AIR DEFLECTOR REPLACEMENT
120 WP 0.20
FC: 93 PART#: COUNT: 0 16.14 16.14
CLAIM TYPE:
AUTH CODE:
ON

0 0 TPARTS
480 1614 TLABOR

RESECURED LOWER DEFLECTOR.

** CLUNK IN FRONTEND ON BUMPS.
CAUSE: INTER SHAFT AND STEERING COLUMN RATTLES

E7680 COLUMN ASSEMBLY, STEERING REPLACE
447 WP 1.70 137.21 137.21
1 15926870 COLUMN 359.00 286.48 286.48
FC: 93
PART#: 15926870
COUNT: 1
CLAIM TYPE:

buyer of this product in California has the right to have this product rviced or repaired during the warranty period. The warranty period will be tended for the number of whole days that the product has been out of the yer's hands for warranty repairs. If a defect exists within the warranty riod, the warranty will not expire until the defect has been fixed. The arranty period will also be extended if the warranty repairs have not been rformed due to delays caused by circumstances beyond the control of the yer, or if the warranty repairs did not remedy the defect and the buyer tifies the manufacturer or seller of the failure of the repairs within 60 days ter they were completed. If, after a reasonable number of attempts, the fect has not been fixed, the buyer may return this product for a placement or a refund subject, in either case, to deduction of a reasonable arge for usage. This time extension does not affect the protections or medies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ight 2000 ADP, Inc. SERVICE INVOICE #2 X5130

WARRANTY COPY

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P 23-356 B 57-372 GMC 40-494

206003

21868

WARRANTY

PAGE 2

[redacted]

REDDING, CA

HOME [redacted] BUS [redacted]

CELL [redacted]

SERVICE ADVISOR: 380 BRIAN OBRYAN

CO	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06 PONTIAC G6	1G2ZH558164[redacted]		23474/23474	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO #	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05OCT07		0.00	WARR	10OCT07

R.O. OPENED	READY
11:43 01OCT07	07:38 10OCT07

OPTIONS: STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS

AUTH CODE:
NO

E7700 SHAFT, STEERING INTERMEDIATE REPLACE
110 WP 0.50

	LIST	NET	TOTAL
1 22687711 SHAFT KIT		40.36	40.36
FC: 93	164.97	131.64	131.64

PART#: 22687711
COUNT: 1
CLAIM TYPE:
AUTH CODE: B
NO

29866 41812 TPARTS
8500 17757 TLABOR

LUBED AND REPOSITIONED I-SHAFT PER BULLETIN, AL SO REPLACED STEERING COLUMN ASSEMBLY COMPLETE. LUBE SHAFT PER BULLETIN RATTLE STILL THERE REPL ACE SHAFT

COST, SALE, & COMP TOTALS 41726 65219 0

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.

Thank you

DESCRIPTION	TOTALS
LABOR AMOUNT	234.07
PARTS AMOUNT	418.12
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	652.19
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	652.19

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WARRANTY COPY

CUSTOMER #:206003
[redacted]
REDDING CA
HOME [redacted] BUS [redacted]
CELL [redacted]

21902
WORKORDER
PAGE 1

TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200
BAR # A.C. 009835 EPA # CAD028948016
P 23-356 B 67-372 GMC 40-494

SERVICE ADVISOR: 380 OBRYAN,BRIAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23477/	[redacted]

DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 02OCT07		0.00	WARR	

R.O. OPENED	READY	OPTIONS
02OCT2007 09:10		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999		WP	WHEN VOLUME IS FAIRLY HIGH, REAR DECK SPEAKERS CRACKLE.
# B	999		WP	HVAC CONTROL FOR PASSENGER SIDE, HAS DIM ILLUMINATION.

V5/16 D0362 . 7

10-3-07

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X See RO 21891 [illegible]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____ CUSTOMER SIGNATURE

OCT 10 2007

TECHNICIAN COPY

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STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number	Customer Name	Worksheet Filled Out By:
71-589780985	[redacted]	Tammie Nuber

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN:	Date:
1G2ZH558164[redacted]	February 19, 2008

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$22,489.00	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$217.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	Document Fee	$45.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$1,633.72	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$1,571.59	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Tire Fee	$8.75	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$25,965.06**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$2,872.36	11			11		
12			12	*** Usage/Depreciation**	**$2,872.36**	12	*** Usage/Depreciation**	**$2,872.36**
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)**	**$24,965.06**	22	**Total Deductions**	**$3,872.36**	22	**Total Deductions**	**$2,872.36**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$22,092.70**	24	**Total Refund to Customer**	**-$2,872.36**
25	**OR**		25	Loan Payoff good thru 03/05/08	$17,638.42	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$4,454.28**	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**	**$22,092.70**	28	**Total Repurchase**	**-$2,872.36**
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**	**$22,092.70**	31	**Projected Loss**	**-$2,872.36**

PURCHASE PRICE (before t/t/t)	$ 22,489.00	TRADE ALLOWANCE	$ 12,000.00	PURCHASE PRICE	$ 22,489.00
MSRP (FROM BARS INVOICE)	$ 24,380.00	PAYOFF OF TRADE	$ 10,734.24	INCENTIVE* (from BARS)	$ 1,000.00
DIFFERENCE	$ (1,891.00)	DIFFERENCE	$ 1,265.76	OVERALLOWANCE	$ -
if positive look for over allowance		if negative=negative equity		ACTUAL PRICE	$ 21,489.00
		TRADE ALLOWANCE	$ 12,000.00		
		ACV OF TRADE	$ 12,000.00	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value		Form Rev. 04/28/2006	

Revised 8/02/2007

Privileged and Confidential Information

CASE ASSESSMENT

By: Brittany DeLamar State: CA

Customer Name: [redacted]

Service Request: 71-589780985

BBB Case No.: PGM0762111

Vehicle ID No.: 1G2ZH558164[redacted]

In Service Date: 6/6/06

Vehicle is: New

BAC Code: 118973

Year, Make & Model: 2006 Pontiac G6
Mileage at Time of BBB Filing 26400
Lien holder: GMAC☐ Other☒: US Bank

DVM Name: Mark Erwin
Phone/Cell Number: 650-207-3529

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.

☐ Sun visor mirror came off

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
7/18/06	7665	1	1528	RIGHT FRONT SUNVISOR MIRROR COVER CAME OFF. REPLACED

☐ Start failure

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/27/07	24501	1	26405	AT TIMES WHEN STARTING AND KEY IS RELEASED HAS EXTENDED CRANK. REFER TO BULLETIN 06-06-07-079
11/27/07	23666	1	25204	ENGINE WILL NOT START AT TIMES AND HAS TO BE JUMPED. CORROSION AT POSITIVE TERMINAL OF BATTERY. BATTERY ONE REPLACE.

☐ Right Rear Passenger door molding

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/12/07	22278	*	23759	BODY MOLDING ON RIGHT REAR DOOR LOOSE AND STICKING OUT. REPLACED BOTH MOLDINGS

☐ Fuel cap replacement-SES

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
9/18/06	9818	9	5527	SES LIGHT ON. FUEL CAP REPLACE

☐ Rattle in steering/engine compartment

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
10/12/07	22278	11	23759	RATTLE FROM EBGINE AREA SITTING AT IDLE. RATTLE COMING FROM FLEX TUBE OF HEAD PIPE, RE-PLACED FLEX TUBE.
10/10/07	21868	*	21868	INNER SHAFT AND STEERING RATTLES. REPLACE STEERING COLUMN. LUBED AND RE-POSITIONED STEERING SHAFT.
12/5/06	12331	14	9124	RATTLE IN FRONT END. ENGINE SNUBBERON ENGINE SHOCK RATTLING. SECURED LOOSE AIR DAM AND HEAT SHIELD. NOISE STILL PRESENT. INSPECTED FUTHER AND FOUND SHOCK ABSORBER CAUSING NOISE ORDERED AND REPLACED SHOCK ABSORBER.

☐ CD Player failure

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/5/07	13280	6	10534	CD PLAYER DISPLAYS ERROR. REMOVE AND REPLACE RADIO.

☐ Sunroof Rattling

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
1/10/07	21868	4	23474	CUST STS CAR RATTLES FRONT TO BACK. SUNROOF RATTLING. FOUND PLASTIC GRILLE IN SUNROOF OUT OF ADJUSTMENT. ALIGN SUNROOF. INSTALLED INSULATION AROUND WASHER PER BULLETIN 05-08-111-005A TIGHTENED SWAY BAR LINKS. LOWER AIR DEFLECTOR HAS FALLEN OFF. REPLACED
2/19/07	14699	2	13567	SUN SHADE FOR SUNROOF RATTLES WORSE WHEN IN FULL OPEN POSITION. TIGHTENED REAR RETAINERS ON HEADLINER. ANY NOISE LEFT NORMAL. IF SUN SHADE WAS ANY TIGHTER WOULD BE DIFFICULT TO SLIDE. RENTAL GIVEN.

☐ Brakes

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/07	16433	1	16478	BRAKES ARE LOCKING UP AND MAKING A GRINDING NOISE REFER TO RECENT REPAIR ON RO#16040. NO REPAIR MADE
4/3/07	16040	2	16040	PULSATION WHEN BRAKING. REPLACED BRAKE PADS AND RESURFACED FRONT ROTORS AS PER BULLETIN 05-05-23-010C FOR NOISE AND PULSATION.

☐ OTHER/HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
12/27/07	24501	*	26405	HVAC FAN MAKES NOISE AND ON THE WAY TO WORK THIS AM CAR FILLED WITH SMOKE. ORDERED BLOWER MOTOR.
10/02/07	21902	8	23477	HVAC CONTROL FOR PASSENGER SIDE HAS DIM ILLUMINATION. REPLACE HEATER AND A/C CONTROL.

☐ 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 N

THE STATE LEMON LAW READS:

Days out of service: 60
Repairs 4
Time period 18 / 18
Does Lemon Law state nonconformity must continue to exist? Y

If applicable, safety-related repairs N/A
Safety-related time period {# of months} / {# of miles}

Number of repair attempts in the presumption period:	1
Total days out of service during the presumption period:	35
Total days out of service during customer's ownership:	64

Vehicle Meets Presumption of Lemon Law YES

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

Concern: {TEXT}
Date & Offer/Result: {TEXT}

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sks: repurchase

DVM sts: can have cust get reim for current GMPP and reissue GMPP along with reim of veh payments.

SVM sts:

CRS Rationale: CRS will offer cust GMPP and reim of veh payments.

CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

TEAM LEAD APPROVING:	{Name}	Date: {Date}

COMPONENT	DESCRIPTION
Axle	Includes all components related to the axle, differential, driveline, & rear end.
Body / Trim	All body panels & associated mechanical hardware, including sunroof and T-tops (no Paint issues). All interior or exterior mirrors, moldings, cup holders, weather strips, cloth & leather fabric, seats & associated hardware components.
Brakes	All mechanical, electrical, or fluid related components of the Brake system.
Chassis	All frame, bumper and hitch components.
***Electrical**	Specific electrical components of a vehicle. All indicators that provide the driver with operating characteristics of a vehicle. All Electrical lights that illuminate. All radio, CD/DVD, navigation, video, speakers, reception/antenna related components. All battery, spark plug/wire, glow plug, starting or charging system components.
Engine / Fuel & Exhaust	Internal and external mechanical components. Cooling system components including radiator, gaskets, thermostat, and water pump. All computers and sensors that affect or monitor engine operation. All air and fuel related components including tank, injectors, and lines. All exhaust related components, pipes, mufflers and cat converters.
Glass	All glass and window components.
HVAC	All components related to heating, air conditioning and temperature.
Paint	All paint specific issues (Not metal related).
Restraints	All SIR, airbags and seatbelt issues.
Steering	All steering related components including steering wheel & key, column, rack and pinion, pump assembly and Quadrasteer.
Suspension	All suspension related components including ball joints, shocks, struts, tie rods, wheel bearings and alignment issues.
Transmission	All automatic & manual transmission, transfer case and 4 wheel drive component issues.
Wheels / Tires	All wheel covers, rims, hub caps, lug nuts, tire jack, regular and spare tire.

*** SES light is to be captured under affected component above.**

General Motors Business Resource Center

FAX

To: **Pat Alarcon**
Company:
Fax: 866-278-1780
Phone:

From: **Pat Alarcon**
Fax: 866-278-1780
Phone: 866-790-5600 ext. 11148
E-mail:

cc:

NOTES:

BBB AUTO LINE

January 25, 2008
Re:caset PGM0762111 [redacted] vs Pontiac/GMC Division 1G2ZH558164 [redacted]

[redacted]
REDDING CA [redacted]

Dear [redacted]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

The Manufacturer has offered to Repurchase the Consumer's 2006 Pontiac/GMC G6. The consumer shall be entitled to the following collateral fees: Purchase price of vehicle; Sales tax; License fees; Document preparation fee; Registration fees; California Tire fee; and all incurred finance charges from date of purchase. The Consumer shall be charged a usage deduction taken from 16,040 miles, which was the first repair attempt. The consumer's total usage fee shall be $2872.36. There shall also be a deduction of $1,000.00 which was for an Manufacturer's rebate. The consumer has accepted this offer. GM's RVDC Dept. shall send the consumer a separate settlement letter with the total repurchase amounts. The repurchase shall be completed within 45 days from the date of this letter.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Rosa Tinoco at Extension 211

Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard, Suite 800 · Arlington, VA · 22203-1838 · Phone 800.955.5100 · Fax: 703.247.9700

```
2006 G6 - GT SEDAN                              PONTIAC/GMC DIVISION
67U  LIQUID SILVER METALLIC          /V6G       GENERAL MOTORS CORPORATION
19C  EBONY                                      100 RENAISSANCE CENTER
ORDER NO. JBZD2X/TRE       STOCK NO.            DETROIT      MI  48243-1114
VIN 1G2 ZH55 81 64[redacted]                 ADJUSTMENT INVOICE 2XD04475008
*********************************************************************16*23356S
MODEL & FACTORY OPTIONS                MSRP    INV AMT  RETAIL - STOCK
2ZH69 G6 - GT SEDAN                22555.00   20863.38  INVOICE 06/13/05
AP3 REMOTE VEHICLE STARTER SYSTEM    150.00     124.50  SHIPPED 04/27/05
FR9 AXLE RATIO 3.29                     N/C        N/C  EXP I/T 05/12/05
LX9 ENGINE, 3.5L V6 SFI                 N/C        N/C  INT COM 06/23/05
MX0 AUTOMATIC TRANSMISSION             0.00       0.00  PRC EFF 04/27/05
PED PREMIUM VALUE PACKAGE INCLUDES 1550.00    1286.50  KEYS G0715 G0715
    * (4) 17" CHROMETECH WHEELS                         WFP-S MTH  OPT-2
    * AM/FM STEREO 6 DISC CD PLAYER                     CHG-TO    23-356
      (REPLACES STD/OPT/PKG RADIO)
    * SUNROOF, POWER TILT & SLIDE                       SHIP WT:  3422
R6J CUSTOMER DIALOG NETWORK            0.00      16.50  HP:       32.9
VK3 LICENSE PLATE BRACKET, FRONT        N/C        N/C  GMS:     21863.23
YF5 50-STATE EMISSIONS                  N/C        N/C  SUPPLR:  22843.70
1SZ PREMIUM PACKAGE DISCOUNT        500.00-    415.00-  MRM:     24880.00
                                                        MEMO     1112.75
ADD
R9C
```

TO ADJ G6 SEDAN PRICING

MSRP ADJUSTMENT	900.00-
DEALER INVOICE	678.95-
SPECIAL ACCT ADJ.	49.50
NET ADJUSTMENT	629.45-
TOTAL ADJUSTMENT	629.45-

ADJUSTMENT TO OPEN ACCOUNT

TOTAL MODEL & OPTIONS	23755.00	21875.88	ACT 231	629.45-
DESTINATION CHARGE	625.00	625.00		
LAM GROUP CONTRIBUTION		237.55		
TOTAL	24380.00	22738.43		629.45-
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		21687.45		

****

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.

****

TAYLOR MOTORS, INC.

Reacquired Vehicle Disclosure Center

Case Number: 145655

Originator Name: Patricia Alarcon 866-790-5600 11148 patricia_alarcon@gmexpert.com

Created Date: 01/30/2008

Vehicle Info

***VIN:**	1G2ZH558164[redacted]	**MSRP:**	24380.0	***TAC #:**	N/A
Year:	2006	**Make:**	Pontiac	**Model:**	G6

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:**	01/25/2008	***Repurchase Mileage:**	16040
Original Purchase Date:	06/06/2006	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	CA		
***Primary Owner:**					
***Address**					
***City**	Redding	***State**	CA	***ZIP Code**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	
***E-mail:**		***Fax Phone:**			

Repurchase

***Reason** brakes make noise when and pulsate, rattle from steering column

UCC Codes

UCC 1	UCC 2	UCC 3	UCC 4	UCC 5
H0113	H0110	M0110		

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	US Bank	**Account #:**	
Contact or Attention:					
Address	2750 Childress Dr				
City	Anderson	**State**	CA	**ZIP Code:**	96007
Day Phone:	111-111-1111	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	118973	**Dealer Name:**	TAYLOR MOTORS, INC.		
Region:	10	**District:**	1251		
***Phone:**	(530) 222-1200	**Fax:**	(530) 222-1263		
***Contact Name:**	Brent Taylor	***Contact Title:**	Sales Mgr	**E-Mail:**	

Repurchasing Dealer: -

Repair

***Contact Name:** ***Contact Title:**

Vehicle Location: -

Case Number: 145655
Originator Name: Patricia Alarcon 866-790-5600 11148 patricia_alarcon@gmexpert.com
Created Date: 01/30/2008

Transaction Details:

Siebel Request #:	71-589780985	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	ADR BBB Mediated		
Replacement VIN:			-
Compliance Date:	2008-03-17	**Compliance Type:**	BBB Mediated
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:** Process per settlement letter. DIr has also advised they do not have an ACV form and do not use deal recaps. Advised what was given for trade on contract was the ACV.

Disposition:

*** Processing Instructions:** Auction

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	2872.3
Sales Tax	GM	NA	Sales Tax	6
State/Gov Fees	GM	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

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [redacted]	**SR #: 71-589780985**	**BBB#: PGM0762111**

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	22489.00
MSRP (from BARS Invoice screen)	- 24380.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	=1891.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	12000.00
Actual Cash Value (ACV) (from ACV Statement)	-12000.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	=0.00

Section 3

Trade Allowance (from Bill of Sale)	12000.00
Payoff on Trade (from Bill of Sale)	-10734.24
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	=1265.76

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	22489.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	-1000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	-1265.76
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).	=20223.24

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

Sierra Pacific Industries

P.O. Box 496028, Redding, CA 96049-6028
19794 Riverside Avenue, Anderson, CA 96007
E-mail: bbollen@spi-ind.com
Phone: (530) 378-8233
Fax : (530) 378-8242

Fax

To: Rosa	From: [redacted]
Fax: 703-247-9700	Pages: 4
Phone: 800-955-5100 x 211	Date: Jan. 24, 2008
Re: PGM0762111	CC:

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

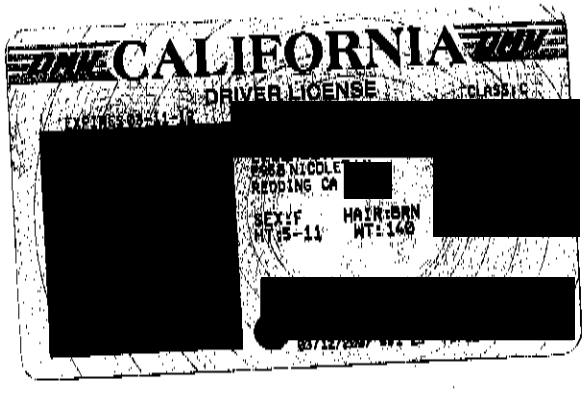
Rosa,

Attached is a copy of my Drivers License & Vehicle registration per your request.

Any questions please call me @ [redacted]

Have wonderful day..

[redacted]


CALIFORNIA
DRIVER LICENSE
CLASS C
NICOLE
REDDING CA
SEX:F
HT:5-11
HAIR:BRN
WT:160

[redacted]

TO OBTAIN A TITLE OR REGISTRATION CARD, MAIL THE ATTACHED DOCUMENTS AND REQUESTED ITEMS TO: DMV, PO BOX 942869, SACRAMENTO, CA 94269-0001. PENALTIES ARE DUE IF RENEWAL FEES ARE PAID AFTER THE EXPIRATION DATE. PLANNED NON-OPERATION (PNO) REQUESTS MUST BE SUBMITTED WITHIN 90 DAYS OF THE EXPIRATION DATE (ON OR BEFORE THE EXPIRATION DATE FOR OFF-HIGHWAY VEHICLES) OR ALL FEES AND PENALTIES ARE DUE. FOR A DMV OFFICE APPOINTMENT, GO ONLINE AT WWW.DMV.CA.GOV OR CALL 1-800 777-0133.

CALIFORNIA OWNERSHIP CERTIFICATE OR
APPLICATION FOR DUPLICATE WITH THE
APPROPRIATE FEE.

* * *

A LIEN SATISFIED IS
REQUIRED FROM
GMAC

* * *

551 110707 38
0036 F00 11
5UNX249 679

REPORT OF
DEPOSIT
OF FEES
PAGE 1 OF 1

[redacted]

[redacted]

*** INCOMPLETE APPLICATION**SEE ABOVE**THIS IS NOT AN OPERATING PERMIT ***

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
PONT	2006	2006	FD	120	11	[redacted]

BODY TYPE MODEL	MP	MO	VEHICLE/VESSEL ID NUMBER
4D	G	NY	1G2ZH558164[redacted]

TYPE VEHICLE/VESSEL USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	11/07/07	45	11/07/07	0

RDF REASONS: 3 I

R[redacted]
/
O

AMOUNT PAID $ 15.00

AMOUNT DUE $ 15.00

AMOUNT RECVD
CASH :
CHCK : 15.00
CRDT :

REDDING
CA [redacted]

US BNK
L 2750 CHILDRESS DR
/
O

PR EXP DATE: 06/08/2008

ANDERSON
CA 96007

551 38 0001500 0036 CS 110707 [redacted]

CALIFORNIA DEPARTMENT OF MOTOR VEHICLES
CUSTOMER RECEIPT COPY
REGISTRATION
INFORMATION REQUEST
01/24/08

R62999335514A5UNX249
DATE: 01/24/08 TIME: 11:33
PENDING RECORD INSURANCE STATUS NOT CHECKED
REG VALID FROM: 06/08/07 TO 06/08/08
LIC# [redacted] YRMD:06 MAKE:PONT BTM :4D VIN :1G2ZH558164[redacted]
R/O :CAREY MICHAEL ASHLEY, 2958 NILOLET LN CITY:REDDING C.C.:45
ZIP#:96001
SOLD:00/00/06 RCID:06/12/07 OCID:07/02/06 LOCD:8
L/O :GMAC, PO BX 8128, COCKEYSVILLE CITY:MD ZIP :21030
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:FD
REC STATUS:
03/16/2007 RENEWAL NOTICE EXTRACTED
06/24/06 SMOG DUE 06/08/12
RIP OFC:180 D:12/22/07 ID/S:270008 T:F00 V:0003000 R:ZZ RT:

CLEARANCE INFORMATION RECORDS:

OFFICE	WORK DATE	TECH/ID	SEQ #	VALUE	FICHE DATE	TTC
551	06/22/06	06	0011	00205.00	00/00/00	A00
558	06/12/07	05	0009	00191.00	00/00/00	H00
180	12/22/07	27	0008	00015.00	00/00/00	RIP
551	11/07/07	38	0036	00015.00	PRIOR SUSPENSE	

06/06/2006-ODOMETER: 46 MILES ACTUAL MILEAGE
DATE: 01/24/08 TIME: 11:33
PENDING MASTER FILE RECORD
LIC#: YRMD:06 MAKE:PONT BTM :4D VIN :1G2ZH558164[redacted]
R/O [redacted]C, [redacted]CITY:REDDING C.C.:45
ZIP#:96001
SOLD:00/00/06 RCID:12/22/07 LOCD:0
L/O :US BANK, PO BX 3427, OSHKOSH CITY:WI ZIP :54903
TYPE:11 POWR:G VEH :12 BODY:0 CLAS:FD

11/01/2007-ODOMETER: 25,620 MILES ACTUAL MILEAGE

* * * END * * *

551 012408 13 0020 VIR $ 5.00

Voluntary Repurchase

- ❑ **BBB Case** **Straight**

COMPLIANCE DATE – March 17, 2008

ADR REQUEST NUMBER – 71-589780985

CUSTOMER NAME – [redacted]

LAST SIX OF VIN – [redacted]

ADR CRS – Pat Alarcon **EXT. - 11148**

DVM – Mark Erwin **PHONE – 650-207-3529**

DATE ACCEPTANCE RECEIVED – January 25, 2008

NUMBER OF DAYS FOR COMPLIANCE – 45 days

TEAM LEAD'S SIGNATURE _____

ADR Exceptions that need to be paid i.e. over allowance and negative equity.

COMMENTS/REASON FOR EXCEPTION:

File will be returned without all information above completed.

[redacted] Redding CA (530) 246-8711 | [redacted]

REDDING CA SHASTA [redacted] | REDDING, CA [redacted]

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2005	PONTIAC G6	46	1G2ZH558164[redacted]	☒ personal, family or household ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2265.76 is
4.50 %	$ 2801.69(e)	$ 23222.71	$ 26024.40(e)	$ 28290.16(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
59 Payments	433.74	Monthly, Beginning 07/21/2006
Payments	N/A	Monthly, Beginning N/A
One Final Payment	433.74	06/21/2011

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1. **Total Cash Price** $ 22489.00 (A)
   A. Cash Price of Motor Vehicle and Accessories
      1. Cash Price Vehicle $ 22489.00
      2. Cash Price Accessories $ N/A
      3. Other (Nontaxable)
         Describe _____ $ N/A
         Describe _____ $ N/A
   B. Document Preparation Fee (not a governmental fee) $ 45.00 (B)
   C. Smog Fee Paid to Seller $ N/A (C)
   D. Sales Tax (on taxable items in A+B+C) $ 1633.72 (D)
   E. Optional DMV Electronic Filing Fee* $ N/A (E)
   F. (Optional) Service Contract* $ 1095.00 (F)
   G. (Optional) Service Contract* $ N/A (G)
   H. Prior Credit or Lease Balance paid by Seller to _____ $ N/A (H)
      (see downpayment and trade-in calculation)
   I. (Optional) Gap Contract (to whom paid)* _____ $ N/A (I)
   J. Other (to whom paid)* _____ $ N/A (J)
      For _____
   Total Cash Price (A through J) $ 25262.72 (1)
2. **Amounts Paid to Public Officials**
   A. License Fees Estimate $ 205.00 (A)
   B. Registration/Transfer/Titling Fees $ -INCL- (B)
   C. California Tire Fees* $ 8.75 (C)
   D. Other SMOG ABATEMENT $ 12.00 (D)
   E. Other _____ $ N/A (E)
   Total Official Fees (A through E) $ 225.75 (2)
3. **Amount Paid to Insurance Companies**

GR 76741
6-706
$23222.71

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ N/A Ded. Comp., Fire & Theft		N/A Mos.	$ N/A
$ N/A Ded. Collision		N/A Mos.	$ N/A
Bodily Injury	$ N/A Limits	N/A Mos.	$ N/A
Property Damage	$ N/A Limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A(e)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer X
Seller X TAYLOR MOTORS, INC.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A(b)

Insurance Company Name N/A

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY

E. Other _____ $ N/A (E)

Total Official Fees (A through E) $ 225.75 (2)

3. Amount Paid to Insurance Companies [redacted]

(Total premiums from Statement of Insurance Coverage, Item C) $ N/A (4)

4. Smog Certification or Exemption Fee Paid to State $ 25488.47 (5)

5. Subtotal (1 through 4)

603033

6. Total Downpayment

A. Agreed Trade-In Value Yr 2005 Make TOYOTA $ 12000.00 (A)

Model SCION XB Odom 22741

VIN JTLKT334X50 [redacted]

B. Less Prior Credit or Lease Balance $ 10734.24 (B)

C. Net Trade-In (A less B) (Indicate if a negative number) $ 1265.76 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 1000.00 (E)

F. Other _____ $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 2265.76 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1H above)

7. Amount Financed (5 less 6) $ 23222.71 (7)

*Seller may keep part of these amounts.

disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY [redacted] LAST 6 MONTHS. Refer to Total Disabilities Not Covered in your policy (credit) [redacted] You want to buy the credit insurance.

06/09/05 X [redacted]

Date Buyer Signature Age

Date X Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 11. See your gap contract for details on the protection it provides. It is a part of this contract.

Term N/A Mos N/A

Name of Gap Contract

You want to buy a gap contract.

Buyer X _____

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 11F and/or 11G above. [redacted] DEDUCT

11F Company [redacted]

Term [redacted] Miles

11G Company [redacted]

Term [redacted] Miles

Buyer X [redacted]

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in Item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

_____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

X [redacted]

Buyer Signs

X _____

Co-Buyer Signs

NOTICE OF RESCISSION RIGHTS

If Buyer and Co-Buyer sign here, the provisions of the Rescission Rights section on the back giving the Seller the right to rescind if Seller is unable to assign this contract to a fina[redacted]

Buyer X [redacted] Co-Buyer X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____ SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

T[redacted] UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as "Prior Credit or Lease Balance," Seller will refund the difference to you.

Buyer X [redacted] Co-Buyer X _____

Notice to buyer:

(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or decep[redacted]

Buyer Signature X [redacted] **Co-Buyer Signature X** _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT

NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

[redacted]HE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

[redacted]RSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S[redacted] X _____

Representations of Buyer: Seller has relied on the truth and accuracy of the information provided by you in connection with the Trade-In Vehicle. You represent that you have given a true payoff amount on the vehicle traded in. If the payoff amount is more than the amount shown above in item 6.B as "Prior Credit or Lease Balance," you must pay Seller the excess on demand. If the payoff amount is less than the amount shown above in item 6.B as [redacted]erence to you.

Buyer X [redacted] Co-Buyer X _____

Notice to buyer:
(1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X [redacted] Co-Buyer Signature X _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

THERE IS NO COOLING OFF PERIOD
California law does not provide for a "cooling off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may *only cancel this contract with the agreement of the seller or for legal cause, such as fraud.*

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION CLAUSE ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted]ate 06/06/2006 Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY

To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 06/06/2006 Guarantor X _____ Date _____

Address _____ Address [redacted]

Seller Signs TAYLOR MOTORS, INC. Date 06/06/2006 By X [redacted] Title MGR.

LAW FORM NO. 553-CA-ARB (REV. 1/06) U.S. PATENT NO. D460,782
©2005 Reynolds and Reynolds TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055
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

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1 G 2 Z H 5 5 8 1 6 4 [redacted]

1. **Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
CONQUEST REBATE	$ 500	PNN 06 31CJ5
BONUS CASH	$ 500	BAT 0631ACR4 (Toyota)
	$	
	$	
	$	

Total Incentive Amount Received $ 1000

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 4.5% FOR 60 MONTHS
in lieu of $750 REBATE

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 06.06.06 acknowledge receipt of incentive(s) as described in Item 1A 2A and release GM Division from any future claim or obligation for incentive(s) on this unit.

[redacted] ___ Yes X 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 [illegible], 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: 06 06 2006

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item 1A 2A 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: TAYLOR MOTORS, INC. Date: 06 06 2006
Dealership Name: [signature] Dealer Code: 23356

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.

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 #

GENERAL MOTORS BUSINESS RESOURCE CENTER

VIA FAX ONLY

January 11, 2008

Brent Taylor
Taylor Motors
PO Box 492295
Redding, CA 96049

Re: [redacted]
Siebel Request: 71-589780985
2006 Pontiac G6
VIN # 1G2ZH558164[redacted]

Dear Mr. Taylor:

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 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
- Deal Recap

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,

Pat Alarcon
BRC Customer Relationship Specialist
Ph# 800-231-1841, prompt 9, prompt 5, extension 11148
FAX# 866-278-178

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN HUMMER

February 20, 2008
TAYLOR MOTORS, INC.
2525 CHURN CREEK RD
REDDING, CA 96002

Dealer Confirmation Letter-Straight

Subject: 2006 Pontiac G6
Customer [redacted]
VIN: 1G2ZH558164[redacted]
Ref SR:71-589780985 V-145655

Dear Brent Taylor:

General Motors will issue a check in the amount of $4,454.28 made payable to Elizabeth C Bollen. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $17,638.42 to US Bank. 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 Friday February 22, 2008. If you have any questions you may reach me at 866-802-6625866-802-6625.

TAYLOR MOTORS, INC. 118973 Management Agent's Signature and Title.

Brent Taylor Gen Slsmgr

TAYLOR MOTORS, INC. 118973 Management Agent's Printed Name and Title.

145655

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

January 31, 2011

[redacted]
Ithaca, MI [redacted]

Service Request: 71-589818040
Customer Relationship Specialist: CJ

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 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 $546.24.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/09/08

***************546 DOLLARS ****24 CENTS

AMOUNT ***************546.24

PAY TO THE ORDER OF

[redacted]
ITHACA MI [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000127 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/09/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54825F[redacted]	01/08/08 71-589818040.1-9R6Z02	VM 1-9R6Z02	00.0000	546.24	.00	546.24
			TOTAL	546.24	.00	546.24

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

AP33CK

Edward Jones
Daniel R. De Jong
Randy Lewis
320 E. Superior Street
P.O. Box 365
Alma, Michigan 48801

LANSING MI 488
15 DEC 2007 PM 2 T

HAPPY HOLIDAYS

Reimbursement Department
PO BOX 33170
Detroit, MI 48232-5170

DEC 19 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-14-2007

17-Digit Vehicle Identification Number (VIN): 1G12T54825F[redacted]

Mileage at Time of Repair: 50,000 Date of Repair: 5/17/2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: ITHACA State: MI ZIP Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 546.24

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).

JIM MARTIN

CHEVROLET - CADILLAC
7400 ALGER ROAD – (989) 463-6026
ALMA, MICHIGAN 48801
"a place that you can count on"

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
21385	DUSTIN MIDDLETON 05	035	05/17/07	CVCS74317

[redacted]
ITHACA, MI [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
70.00		50,000	GALAXY SILV	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHEVROLET/MALIBU/4 DR	12/16/04	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G 1 Z T 5 4 8 2 5 F [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/14/07

[redacted]

COMMENTS

LABOR & PARTS----------
J# 1 05CVZ01 DRIVABILITY DIAG HOURS: 3.20 TECH(S):6 224.00

CUST. STATES VEHICLE IS HARD TO STEER, LIKE POWER STEERING IS INOPERATIVE.
DAIG. SCANNED, FAILURE CODE C0545-ST. WHEEL TORQUE INPUT SENSOR.
REPLACED STEERING COLUMN, NECC. TO TRANSFER MOTOR/MODULE.
TEST DROVE, SEEMS TO BE OK NOW.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-		
JOB # 1 1 15926870 COLUMN 6.518 359.00		359.00
JOB # 1 TOTAL PARTS		359.00
JOB # 1 TOTAL LABOR & PARTS		583.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------	
JOB # 1 GDISC 10%DISCOUNT	-58.30
TOTAL - MISC	-58.30

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $550.00 (+TAX)
TECHNICIAN CERTIFICATION----------
6 DOUGLAS CAMPBELL M162122

TOTALS----------

THANK YOU FOR ALLOWING US THE OPPORTUNITY TO SERVICE YOUR VEHICLE. SHOULD YOU HAVE ANY QUESTIONS REGARDING THE REPAIRS PERFORMED, PLEASE CONTACT ME

JEFF VANDE GUCHTE - SERVICE MANAGER
DUSTIN MIDDLETON - SERVICE ADVISOR

TOTAL LABOR....	224.00
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-58.30
TOTAL TAX.....	21.54
TOTAL INVOICE $	**546.24**

[ ] CASH [ ] CHECK [✓] CREDIT CARD [ ] CHARGE
[ ] GMPP/GMRP [ ] ADVANTAGE
[redacted]
CUSTOMER SIGNATURE

DONE

STATE REG. NO. F 128513
FEDERAL I.D. NO. 38-2547319

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300)

REPAIRS PROPERLY COMPLETED AND CHECKED BY

X

"The Factory Warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and The Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

* MISC. SHOP SUPPLIES AND/OR EPA: A token charge equivalent of 10% or less of our labor charge, maximum of $10.00, for supplies used in or on your vehicle. Applicable items are nuts, bolts, washers, tape, pins, solvents, lubricants, solder, window sealers, mats, towels, aero-sprays, shellac, rags, carburetor cleaner, battery cleaner, wire and etc. - in accordance with EPA regulations, a hazardous waste disposal fee will be charged, where applicable. This fee is based upon the service operation performed in our shop and can vary depending upon the actual disposal waste created.

IMPORTANT

You may receive a questionaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Completely Satisfied", please contact our Service Manager.
Thank You,

JIM MARTIN
CHEVROLET - CADILLAC
(989) 463-6026

Reynolds and Reynolds ERAINTSI14E CC630653 Q (01/07)

 CUSTOMER COPY [END OF INVOICE] 03:55pm

JIM MARTIN CHEV-OLDS-CAD INC
7400 N ALGER ROAD
ALMA MI 48801
(517) 463-6026

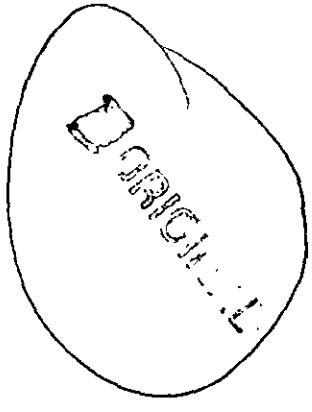
4:19 PM 05/17/07

VS[redacted] ****
SALE TERM# 0001

AMOUNT $ 546.24

REF #005 AP 01595A
BATCH #144
RO #74317

CUSTOMER COPY



INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

January 31, 2011

[redacted]
Pinnacle, NC [redacted]

Service Request: 71-589876895
Customer Relationship Specialist: Paula Miller

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 $520.00.

At Pontiac, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Pontiac Customer Assistance Center at 1-800-762-2737 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Pontiac Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK **No.** [redacted]

50-937
213

DATE 01/09/08

**********520 DOLLARS ****00 CENTS

AMOUNT **********520.00

PAY TO THE ORDER OF

[redacted]
PINNACLE NC [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO BB 000000233 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/09/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZG528354[redacted]	01/08/08 71-589876895.1-9RBH7A	VM 1-9RBH7A	00.0000	520.00	.00	520.00
			TOTAL	520.00	.00	520.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

[redacted]

Pinnacle, N.C [redacted]

PIEDMONT TRIAD AREA
NC TWO SEVEN FOUR-5 T
15 DEC 2007 PM

Reimbursement Department
P.O. Box 33170
Detroit, MI 48232-5170

DEC 19 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: ~~June 6, 2007~~ Dec. 15, 2007

17-Digit Vehicle Identification Number (VIN): 1G2ZG528954[redacted]

Mileage at Time of Repair: 50943 Date of Repair: June 6, 2007

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Pinnacle State: N.C. ZIP Code: [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): [redacted]

Amount of Reimbursement Requested: $ 520.00

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).

[redacted]
PINNACLE, NC [redacted]
HOME [redacted] B US [redacted] CELL:
EMAIL:

Invoice #: 270035
Tag #: T65
Customer #: 3253147
Service Advisor: 51 GINNY DOLLYHIGH

BUICK GMC TRUCK PONTIAC

PATTERSON INCORPORATED
538 N. Andy Griffith Parkway
P.O. Box 430
MOUNT AIRY, NC 27030
(336) 786-2181 (800) 680-6537

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SILVER	05	PONTIAC G6	1G2ZG528354 [redacted]	VSD-6416	50943	50943

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
05NOV04 D			17:00 12JUN07		0.00	COUS	12JUN07	06JUN07	12JUN07

OPTIONS: ENG:3.5 Liter SFI

PATTERSON
Mount Airy, NC 27030

PONTIAC * BUICK
CADILLAC * GMC TRUCK
538 N. ANDY GRIFFITH PKWY
(336) 786-2181

CHRYSLER * DODGE * JEEP
1994 ROCKFORD STREET
P.O. BOX 1126
(336) 789-8105

TOYOTA
508 N. ANDY GRIFFITH PKWY
P.O. BOX 569
(336) 786-2118

PATTERSON COLLISION CENTER
1935 ROCKFORD STREET
P.O. BOX 430
(336) 786-2119

```
LINE OPCODE TECH TYPE HOURS                                  LIST      NET     TOTAL
A CUST STATES THAT TWHILE DRIVING THAT THE POWER STEERING WILL GO
      COMPLETELY OUT
    DIAG PERFORM ELECTRICAL AND/OR MECHANICAL
         DIAGNOSIS (INCLUDES HOOK UP OF TEST
         EQUIPMENT)
            21     C
    9996 REPLACE STEERING COLUMN ASSEMBLY                                 68.00    68.00
            67     C
       1 15926870 COLUMN                                                 216.00   216.00
    LOAN LOANER VEHICLE PROVIDED                                 359.00   359.00   359.00
            67IRENT
MISC RENTAL CAR STK #610020 (4 DAYS) PO#                                          (N/C)
             IRENT                                                                (N/C)
          ***************************************************
                    OUR SERVICE DEPARTMENT IS NOW OPEN
                    ON SATURDAY'S FROM 8:00 AM TILL 1:00 PM

                    FREE TIRE ROTATION WITH PURCHASE OF 4 TIRES!!
```

COPY

Customer Copy

520.00

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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

DESCRIPTION	TOTALS
LABOR AMOUNT	284.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	643.00
ADJUSTMENTS	140.00
SALES TAX	24.23
PLEASE PAY THIS AMOUNT	~~527.23~~

www.pattersonautos.com

Copyright 2000 ADP, Inc. XC1SI2.255 X1SI2.250_1

THANK YOU!

Reprint

PATTERSON PONTIAC BUCK G
538 N ANDY GRIFFITH PKWY
MOUNT AIRY, NC 27030
BIN: 449280 Merchant: 352353862374
VNumber: 78166738 Store: 4301 Term: 0001

SALES DRAFT

REF: 2144
DATE: Jun 12, 2007 14:29:47
ACCT: [redacted] EXP: XX/XX
AP: 012668
NAME: [redacted]
Clerk:

TOTAL $520.00

COPY

CUSTOMER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CUSTOMER'S AGREEMENT WITH THE ISSUER

Thank you for using Visa

X [redacted]

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

January 31, 2011

Sungate Design Group, PA
Attention: [redacted]
Raleigh, NC [redacted]

Service Request: 71-589880262
Customer Relationship Specialist: Beau Casset

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 instrument panel cluster 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 $596.63.

At Chevrolet, our commitment to customer satisfaction is a top priority. We hope you understand our position. If you have future questions, feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK **No.** [redacted] 50-937 / 213

DATE 01/09/08 **********596 DOLLARS ****63 CENTS AMOUNT **********596.63

PAY TO THE ORDER OF [redacted]
RALEIGH NC [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000489 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/09/08

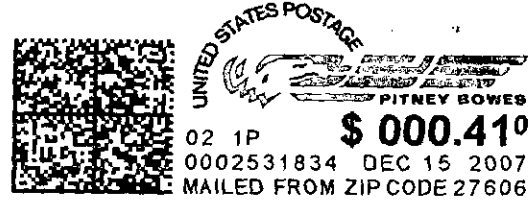
REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT64865F[redacted]	01/08/08 71-589880262.1-9RIY4Q	VM 1-9RIY4Q	00.0000	596.63	.00	596.63
			TOTAL	596.63	.00	596.63

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

[redacted]

Raleigh, NC [redacted]



DEC 19 2007

Reimbursement Department
P.O. Box 33170
Detroit, MI 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): 1G1ZT64865F [redacted]

Mileage at Time of Repair: 36,752 Date of Repair: 9/28/06

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Raleigh State: NC ZIP Code [redacted]

Daytime Telephone Number (include Area Code): [redacted]

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: $ 596.63

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.
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  (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] PRESIDENT

Please mail this claim form and the required documents to:

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P.O. Box 33170
Detroit, MI 48232-5170

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- 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).

75073 [redacted]

RALEIGH, NC [redacted]
HOME: [redacted] BUS:

399650

INVOICE

PAGE 1

Bobby Murray CHEVROLET
1820 CAPITAL BLVD. (919) 834-1100
RALEIGH, NORTH CAROLINA 27604
www.bobbymurray.com

SERVICE ADVISOR: 41 TONY KEENE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	05	CHEVROLET MALIBU	1G1ZT64865F[redacted]		36752/36752	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30SEP05 IS			18:00 28SEP06			CASH	29SEP06

R.O. OPENED	READY	OPTIONS:
08:07 28SEP06	09:18 29SEP06	STK:2859 DLR:16780 ENG:3.5_Liter_SFI TRN:MX0

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A POWER STEERING LIGHT COMES ON @ TIMES. POWER STEERING THEN HARD TO TURN WHILE DRIVING							
	ST04	R&R OR REPLACE STEERIMG COLUMN ASSY					
		236	CP			197.50	197.50
1	15926870	COLUMN			359.00	359.00	359.00
36752 CO545 CODE STORED IN STEERING MODULE 2.5 DIA AND REPLACE STEERING COLOUMN. TECH CASE #9212057							
**********							
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							15.00

ORIGINAL

PAID
SEP 29 2006
CK# 11979
BOBBY MURRAY CHEVROLET

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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.

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	197.50
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.00
TOTAL CHARGES	571.50
LESS INSURANCE	0.00
SALES TAX	25.13
PLEASE PAY THIS AMOUNT	596.63

CUSTOMER COPY

11079

[redacted]

RALEIGH, NC [redacted]

RBC CENTURA BANK
66-85-531

9/29/2006

PAY TO THE ORDER OF Bobby Murray Chevrolet $ **596.63

Five Hundred Ninety-Six and 63/100********** DOLLARS

Bobby Murray Chevrolet

MEMO

Malibu Repairs

C A Musser

MP

399650 [redacted] 000005966319

FOR DEPOSIT ONLY
BOBBY MURRAY CHEVROLET, INC.
624 037 249

2000 60550

BANK OF AMERICA,NA CAR1
#053000196 4 E1411 90 P15
10/02/06

OCT - 2 06

The security features listed below are included in the listed, accepted industry guidelines.

Security Features:
Micro Print Line
Chemically Sensitive Paper
Security Screen

Results of document alteration:
Small type in [illegible] as dotted line will [illegible] copied
Stains or spots [illegible] with chemical alteration
Absence of "Original Payment" verbiage on back of check

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