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

```
$01   00 00 00 00 00 00 00
$02   30 0B 62 00 00 00 00
$03   06 00 00 00 00 00 00
$04   02 00 00 00 00 00 00
$05   00 00 00 00 00 00 00
$06   00 0A 00 00 0A 19 46
$07   00 20 00 00 00 00 00
$08   00 FF 00 00 00 00 00
$09   00 52 40 00 00 00 00
$0A   00 00 00 00 00 00 00
$0B   3C 01 00 0F 00 00 00
$0C   80 00 80 00 00 00 00
$0D   00 43 40 00 00 00 00
$0E   00 00 00 00 00 00 00
$0F   BA 80 00 00 00 00 00
$10   47 31 5A 55 36 34 38
$11   30 35 46 31 39 31 32
$12   33 36 00 00 00 00 00
$13   01 00 95 00 00 00 00
$14   08 8D B4 91 00 00 00
$15   6F E0 A8 70 00 00 00
$16   08 02 0B 10 02 15 00
$17   03 03 02 03 02 02 00
$18   02 03 00 00 00 07 07
$19   03 03 00 00 00 00 00
$1B   FF 33 00 66 00 78 00
$1C   FF 30 00 66 00 18 00
$1D   4F 4F 00 00 00 00 00
$1E   4F 4F 00 00 00 00 00
$1F   20 00 00 00 00 00 00
$20   40 00 00 00 00 00 00
$21   FF 01 00 00 70 00 00
$22   00 AC 00 00 00 00 00
$24   00 00 00 00 00 00 00
$25   00 00 00 00 00 00 00
$26   00 00 00 00 00 00 00
$27   FF 00 FF 00 00 00 00
$2A   00 00 00 00 00 00 00
$2B   00 00 00 00 00 00 00
$2D   00 00 00 00 00 00 00
$2E   00 FF F0 0D A3 00 00
$2F   FE 64 0E 74 00 00 00
$30   9D 00 00 00 00 00 00
$31   FF FF FF FF FF 80 00
$32   F8 80 FF 80 00 00 00
$33   FF FF FF FF FF 80 00
$34   FF FF FF FF FF 80 00
$35   FF FF FF FF FF 80 00
$36   FF FF FF FF FF 80 00
$37   F8 80 F8 0F 0F CA FE
$38   FF 80 C0 80 FF C0 FC
$39   FF FF FF FF FF 80 00
$3A   FF FF FF FF FF 80 00
$3B   7F 0F 1F 1F 3F 00 00
$3C   FF FF FF FF FF FF C0
$3D   FF FF FF FF FF FF 00
$3E   FF FF FF FF 00 00 00
$3F   00 00 F0 00 00 00 00
$40   E0 FF 00 00 00 00 00
$41   F8 F8 90 00 00 00 00
$42   80 FF FF FF FF 00 00
$43   FF FF FF 00 00 00 00
```

```
$44   FF FF FF FF FF FF 00
$45   FF FF FF FF FF FF 00
$46   FF FF FF FF FF FF 00
$47   FF FF FF FF FF FF 00
$48   FF FF FF FF FF FF 00
$49   FF FF FF FF FF FF 00
$4A   FF FF FF FF FF FF 00
$4B   FF FF FF FF FF FF 00
$4C   FF FF FF FF FF FF 00
$4D   FF FF FF FF FF FF 00
$4E   FF FF FF FF FF FF 00
$4F   FF FF FF FF FF FF 00
$50   FF FF FF FF FF FF 00
$51   F0 00 00 F0 00 00 00
$52   81 FF FF FF 00 00 00
$53   FF FF FF 00 00 00 00
$54   82 FF FF 00 00 00 00
$55   FF FF FF FF FF FF 00
$67   A0 FF 00 00 00 00 00
$68   F8 F8 90 C0 00 00 00
$69   80 FF FF FF FF 00 00
$6A   FF FF FF 00 00 00 00
$6B   FF FF FF FF FF FF 00
$6C   FF FF FF FF FF FF 00
$6D   FF FF FF FF FF FF 00
$6E   FF FF FF FF FF FF 00
$6F   FF FF FF FF FF FF 00
$70   FF FF FF FF FF FF 00
$71   FF FF FF FF FF FF 00
$72   FF FF FF FF FF FF 00
$73   FF FF FF FF FF FF 00
$74   FF FF FF FF FF FF 00
$75   FF FF FF FF FF FF 00
$76   FF FF FF FF FF FF 00
$77   FF FF FF FF FF FF 00
$78   F0 00 00 F0 00 00 00
$79   81 FF FF FF 00 00 00
$7A   82 FF FF 00 00 00 00
$7B   FF FF FF FF FF FF 00

$01   41 55 36 35 32 38 52 34 32 37 34 31 33 52 38 43
$02   41 0A 22 34
$03   41 54 36 35 32 38 52 34 32 38 30 32 33 53 35 36
$04   41 0A 22 34
$05   42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06   FF FF FF FF
$07   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08   FF FF FF FF
$0D   41 48 36 35 32 39 52 34 32 35 31 31 48 42 55 57
$0E   01 59 D3 B3
$0F   41 4A 36 35 32 39 52 34 32 33 38 31 47 4D 36 37
$10   01 59 D3 B3
$13   42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14   FF FF FF FF
$17   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18   FF FF FF FF
$21   31 12 66 1A D0 2E 91 9A
$22   19 46
$23   31 5A 53 54 55 55 34
$24   31 5A 53 54 55 55 34
$25   31 5A 53 54 55 55 34
$26   31 5A 53 54 55 55 34
$40   00 00
$41   FF 30 00 66 00 18
$42   F0 C4
$43   00 00 8C 80
$44   C6 0A 00 FC C0 C0
```

```
$45  07 01 07 01 05 01
$46  00 0F 0F 64 64
$47  0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 31 39 34 36 32 33 31 41 58 45 20 20 20 20
$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
```

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

```
$01   00 00 00 00 00 00 00
$02   30 0B 62 00 00 00 00
$03   06 00 00 00 00 00 00
$04   02 00 00 00 00 00 00
$05   00 00 00 00 00 00 00
$06   00 0A 00 00 0A 19 46
$07   00 20 00 00 00 00 00
$08   00 FF 00 00 00 00 00
$09   00 52 40 00 00 00 00
$0A   00 00 00 00 00 00 00
$0B   3C 01 00 0F 00 00 00
$0C   80 00 80 00 00 00 00
$0D   00 43 40 00 00 00 00
$0E   00 00 00 00 00 00 00
$0F   BA 80 00 00 00 00 00
$10   47 31 5A 55 36 34 38
$11   30 35 46 31 39 31 32
$12   33 36 00 00 00 00 00
$13   01 00 95 00 00 00 00
$14   08 8D B4 91 00 00 00
$15   6F E0 A8 70 00 00 00
$16   08 02 0B 10 02 15 00
$17   03 03 02 03 02 02 00
$18   02 03 00 00 00 07 07
$19   03 03 00 00 00 00 00
$1B   FF 33 00 66 00 78 00
$1C   FF 30 00 66 00 18 00
$1D   4F 4F 00 00 00 00 00
$1E   4F 4F 00 00 00 00 00
$1F   20 00 00 00 00 00 00
$20   40 00 00 00 00 00 00
$21   FF 01 00 00 70 00 00
$22   00 AC 00 00 00 00 00
$24   00 00 00 00 00 00 00
$25   00 00 00 00 00 00 00
$26   00 00 00 00 00 00 00
$27   FF 00 FF 00 00 00 00
$2A   00 00 00 00 00 00 00
$2B   00 00 00 00 00 00 00
$2D   00 00 00 00 00 00 00
$2E   00 FF F0 0D A3 00 00
$2F   FE 64 0E 74 00 00 00
$30   9D 00 00 00 00 00 00
$31   FF FF FF FF FF 80 00
$32   F8 80 FF 80 00 00 00
$33   FF FF FF FF FF 80 00
$34   FF FF FF FF FF 80 00
$35   FF FF FF FF FF 80 00
$36   FF FF FF FF FF 80 00
$37   F8 80 F8 0F 0F CA FE
$38   FF 80 C0 80 FF C0 FC
$39   FF FF FF FF FF 80 00
$3A   FF FF FF FF FF 80 00
$3B   7F 0F 1F 1F 3F 00 00
$3C   FF FF FF FF FF FF C0
$3D   FF FF FF FF FF FF 00
$3E   FF FF FF FF 00 00 00
$3F   00 00 F0 00 00 00 00
$40   E0 FF 00 00 00 00 00
$41   F8 F8 90 00 00 00 00
$42   80 FF FF FF FF 00 00
$43   FF FF FF 00 00 00 00
```

```
$44   FF FF FF FF FF FF 00
$45   FF FF FF FF FF FF 00
$46   FF FF FF FF FF FF 00
$47   FF FF FF FF FF FF 00
$48   FF FF FF FF FF FF 00
$49   FF FF FF FF FF FF 00
$4A   FF FF FF FF FF FF 00
$4B   FF FF FF FF FF FF 00
$4C   FF FF FF FF FF FF 00
$4D   FF FF FF FF FF FF 00
$4E   FF FF FF FF FF FF 00
$4F   FF FF FF FF FF FF 00
$50   FF FF FF FF FF FF 00
$51   F0 00 00 F0 00 00 00
$52   81 FF FF FF 00 00 00
$53   FF FF FF 00 00 00 00
$54   82 FF FF 00 00 00 00
$55   FF FF FF FF FF FF 00
$67   A0 FF 00 00 00 00 00
$68   F8 F8 90 C0 00 00 00
$69   80 FF FF FF FF 00 00
$6A   FF FF FF 00 00 00 00
$6B   FF FF FF FF FF FF 00
$6C   FF FF FF FF FF FF 00
$6D   FF FF FF FF FF FF 00
$6E   FF FF FF FF FF FF 00
$6F   FF FF FF FF FF FF 00
$70   FF FF FF FF FF FF 00
$71   FF FF FF FF FF FF 00
$72   FF FF FF FF FF FF 00
$73   FF FF FF FF FF FF 00
$74   FF FF FF FF FF FF 00
$75   FF FF FF FF FF FF 00
$76   FF FF FF FF FF FF 00
$77   FF FF FF FF FF FF 00
$78   F0 00 00 F0 00 00 00
$79   81 FF FF FF 00 00 00
$7A   82 FF FF 00 00 00 00
$7B   FF FF FF FF FF FF 00

$01   41 55 36 35 32 38 52 34 32 37 34 31 33 52 38 43
$02   41 0A 22 34
$03   41 54 36 35 32 38 52 34 32 38 30 32 33 53 35 36
$04   41 0A 22 34
$05   42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06   FF FF FF FF
$07   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08   FF FF FF FF
$0D   41 48 36 35 32 39 52 34 32 35 31 31 48 42 55 57
$0E   01 59 D3 B3
$0F   41 4A 36 35 32 39 52 34 32 33 38 31 47 4D 36 37
$10   01 59 D3 B3
$13   42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14   FF FF FF FF
$17   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18   FF FF FF FF
$21   31 12 66 1A D0 2E 91 9A
$22   19 46
$23   31 5A 53 54 55 55 34
$24   31 5A 53 54 55 55 34
$25   31 5A 53 54 55 55 34
$26   31 5A 53 54 55 55 34
$40   00 00
$41   FF 30 00 66 00 18
$42   F0 C4
$43   00 00 8C 80
$44   C6 0A 00 FC C0 C0
```

```
$45  07 01 07 01 05 01
$46  00 0F 0F 64 64
$47  0A 64 06 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 31 39 34 36 32 33 31 41 58 45 20 20 20 20
$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
```

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: {_1G1ZU64805[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.

____
{____
{____
{____
{____

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]

____
{____
{____
{____
{____
{____
{____
{____
{____
{____

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.

{
{
{
{
{

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: {_1G1ZU64805[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: {_**1G1ZU64805**[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
Right side
Rear
VIN
Left side

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	Brake lines and hoses
Master cylinder and brake fluid reservoir	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: **{_1G1ZU64805[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: **{_1G1ZU64805**[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	TIRE TYPE	TIRE SIZE	PRESSURE	AVE. TREAD DEPTH	DOT NUMBERS *
	(Goodyear)	(Eagle GA)	(P205/70R15)	(psi)	32nds of inch	
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: {_1G1ZU64805[redacted]________________

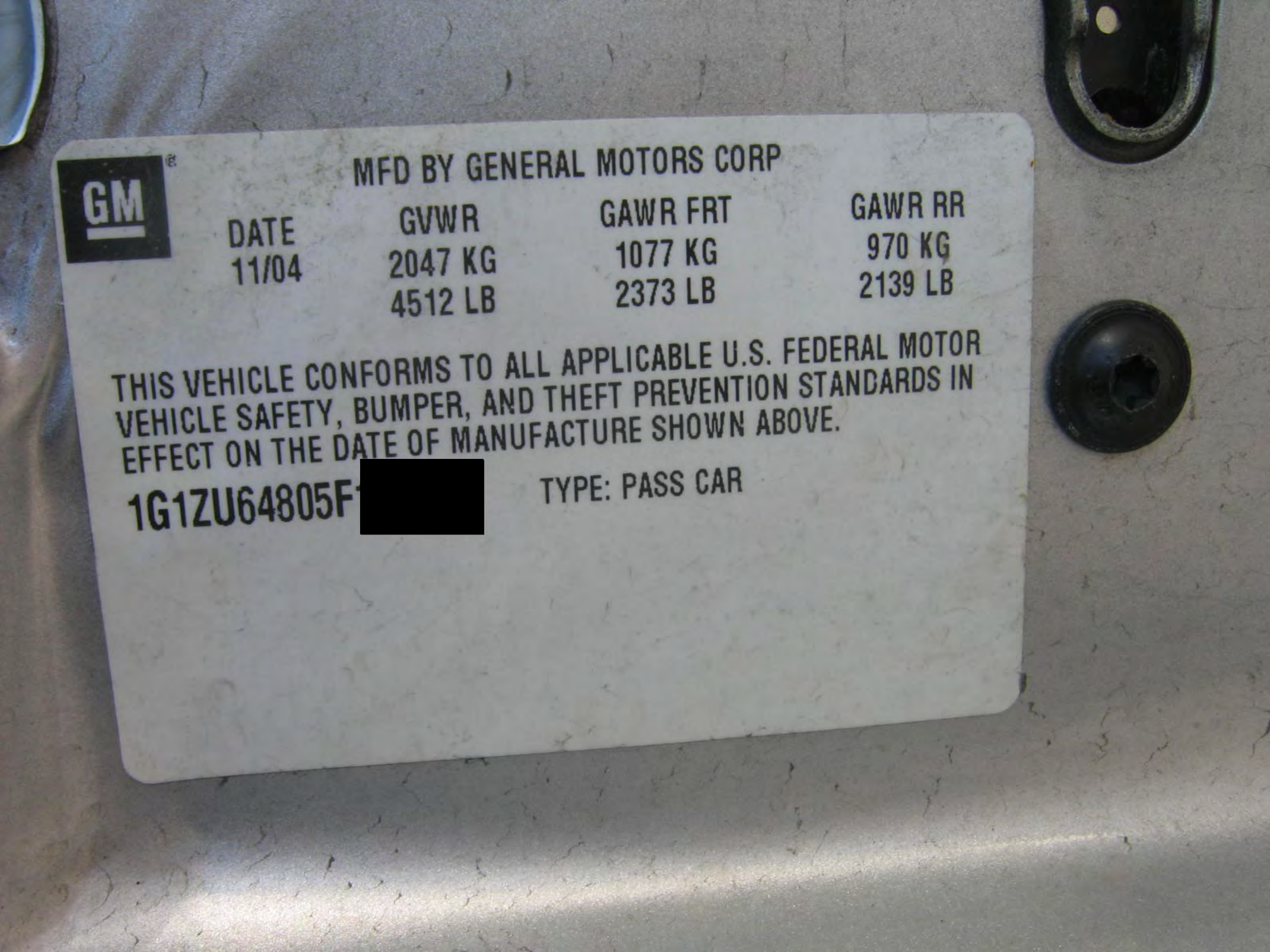
Inspector Daniel T. Riley

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



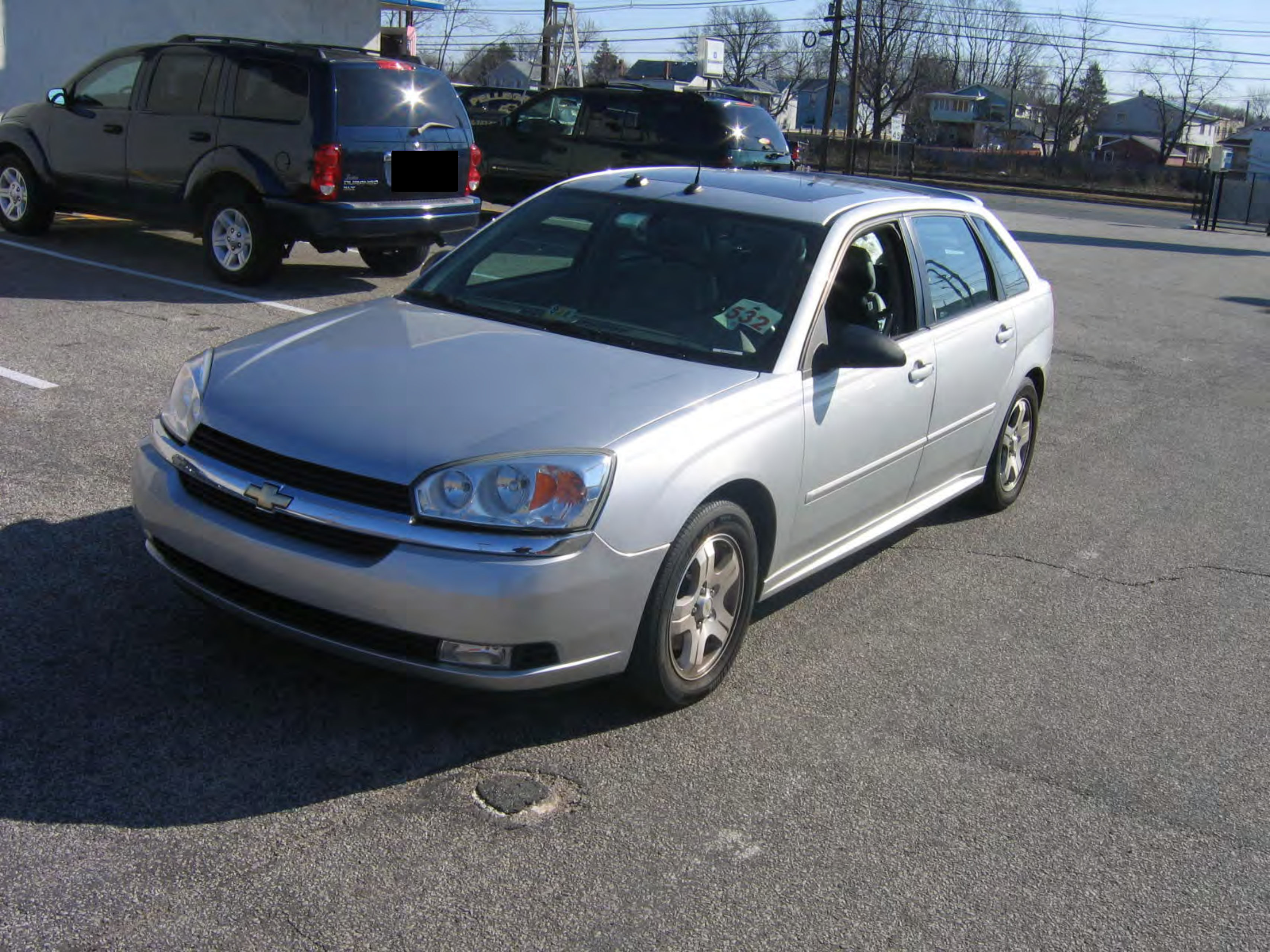
MFD BY GENERAL MOTORS CORP

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

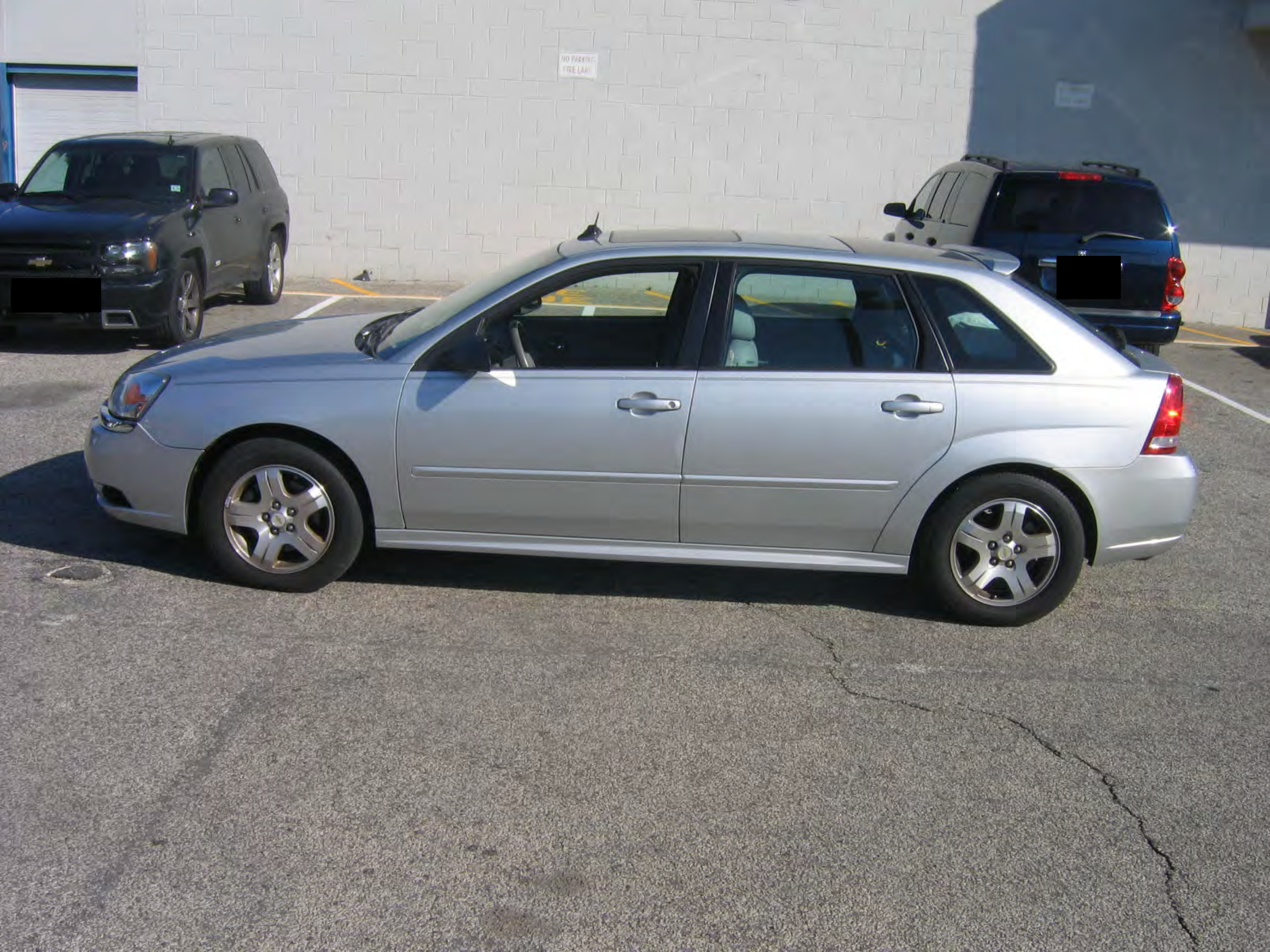
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1ZU64805F[redacted] TYPE: PASS CAR

YOUR AD HERE!!
881-4300
532

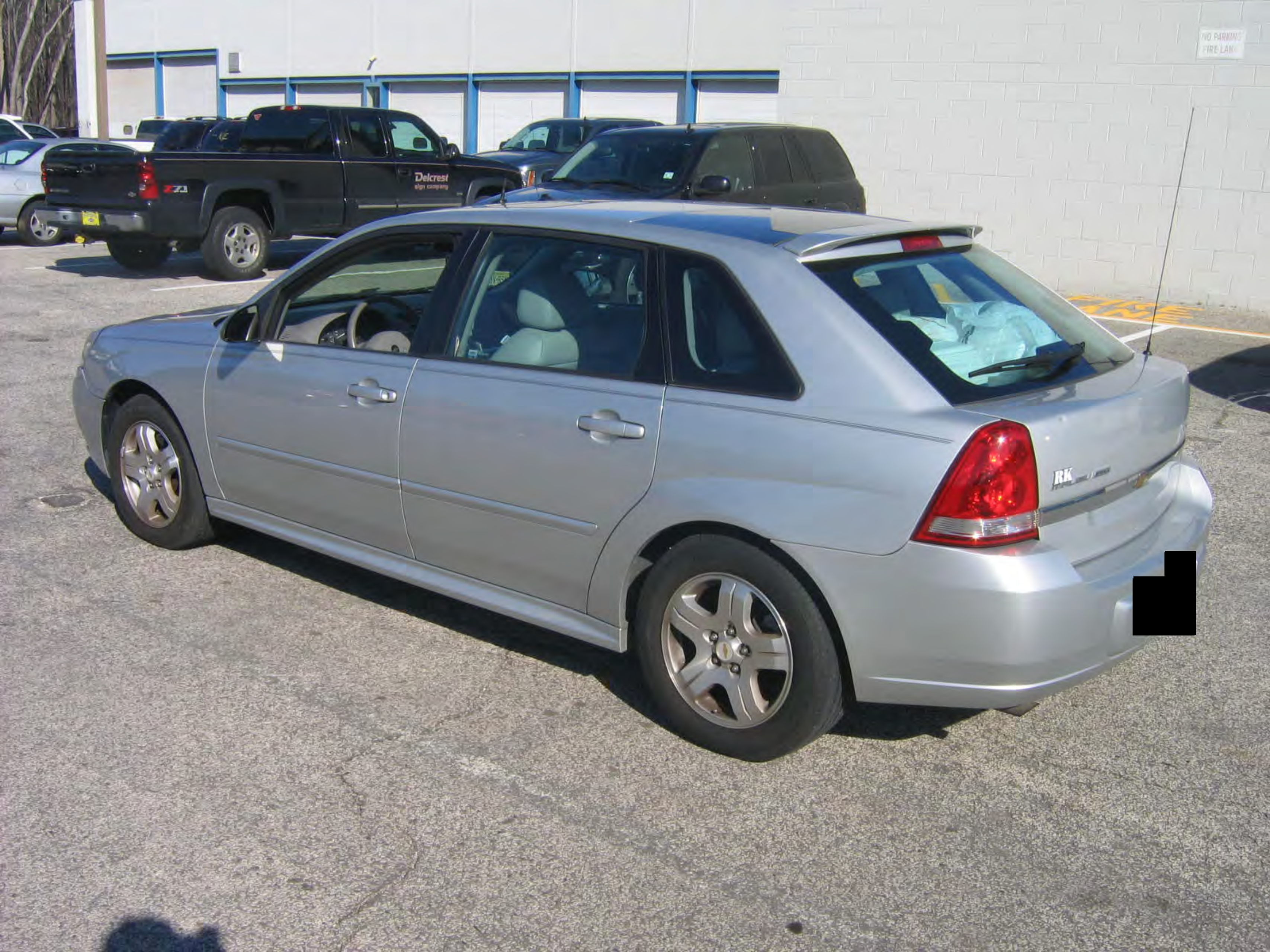


[redacted]

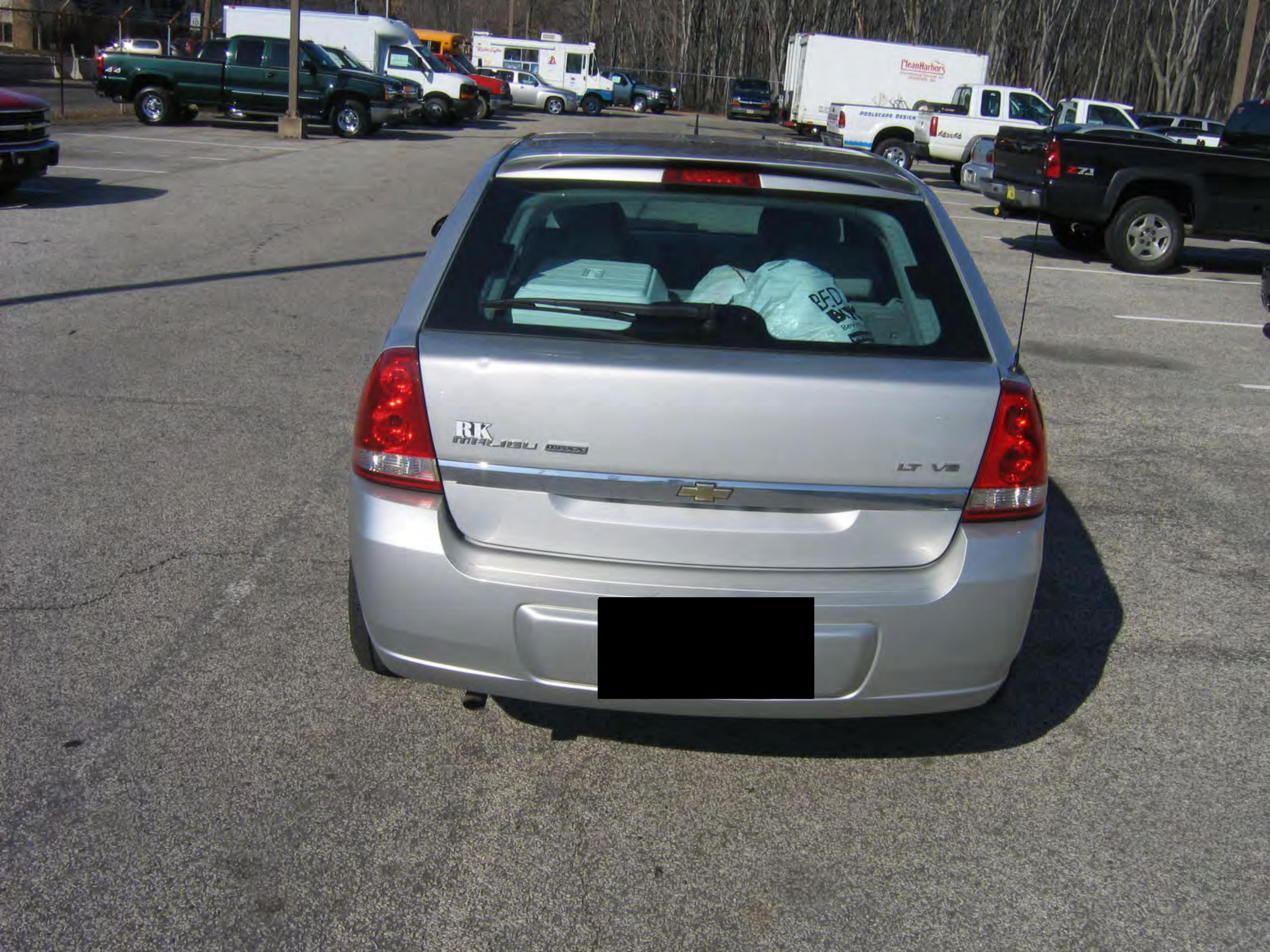


[redacted]

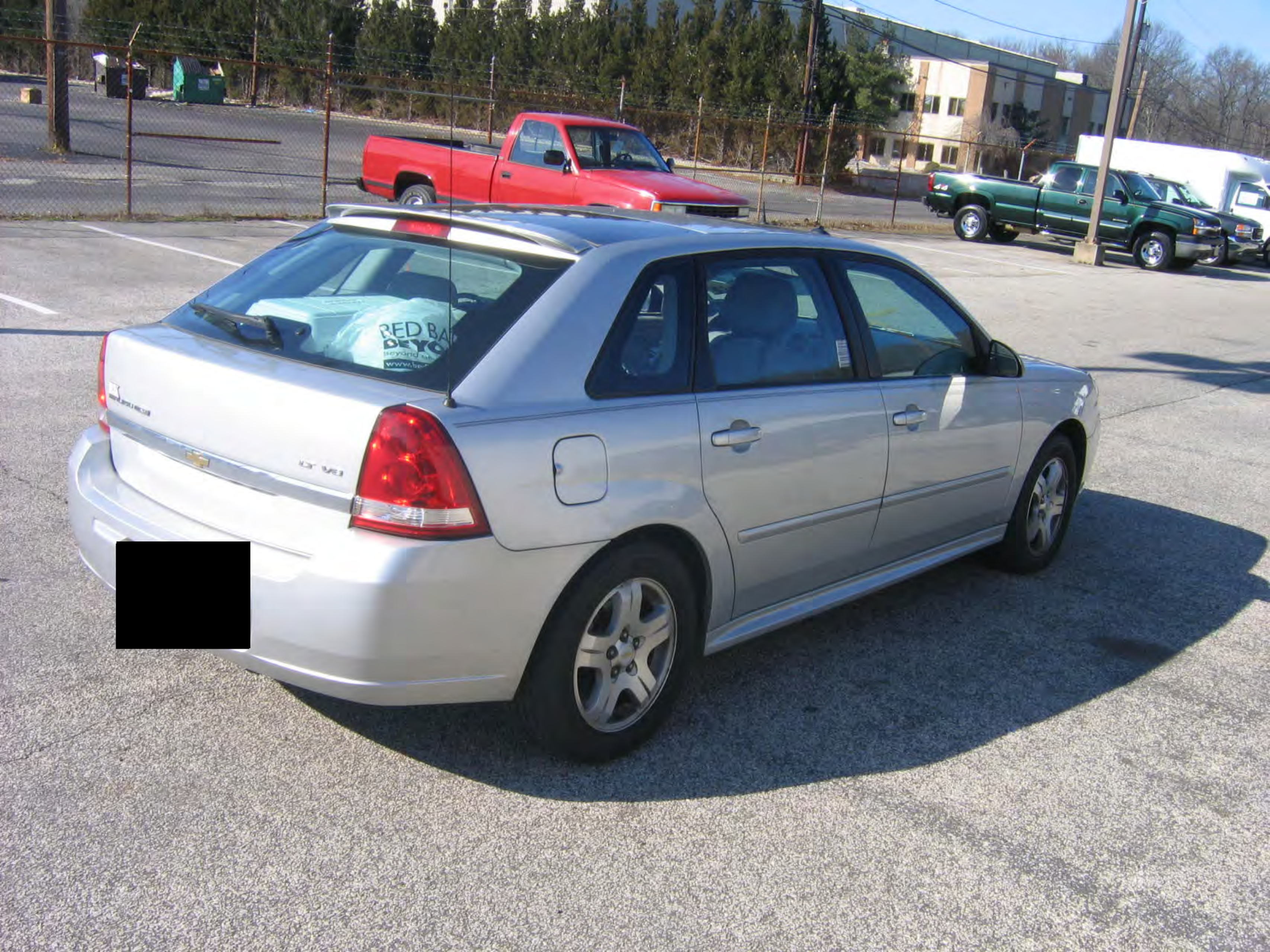
[redacted]



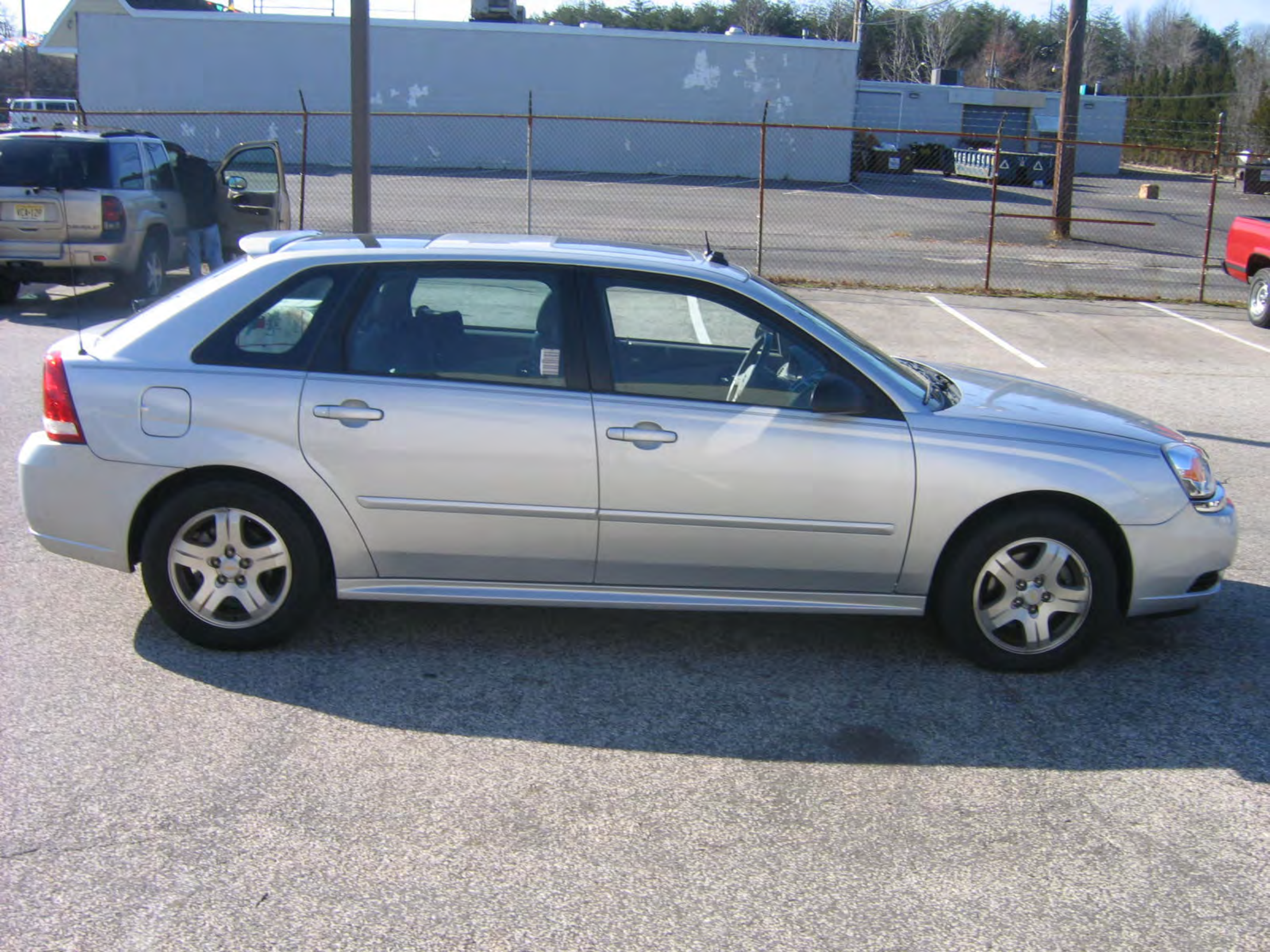
[redacted]

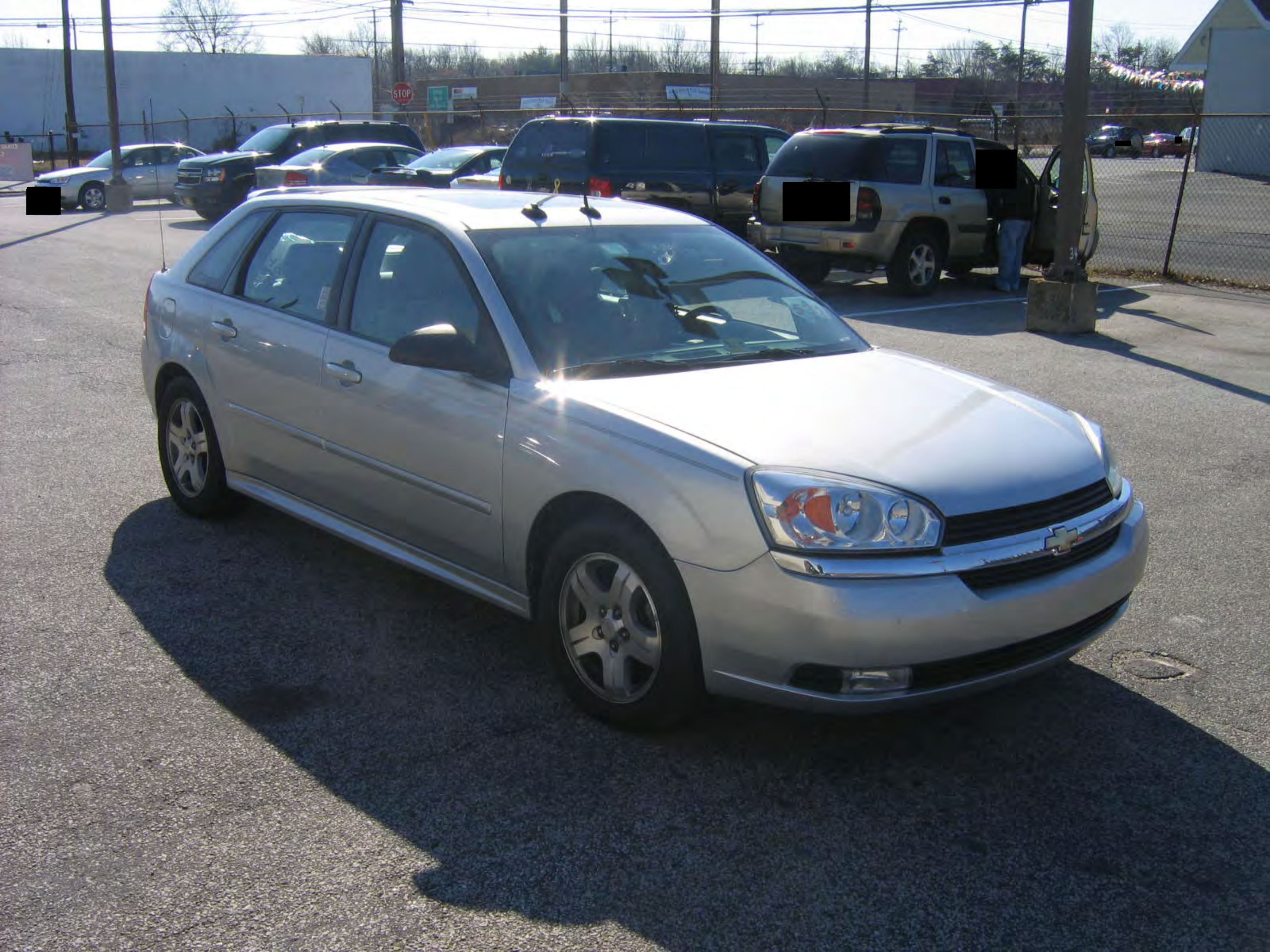


[redacted]

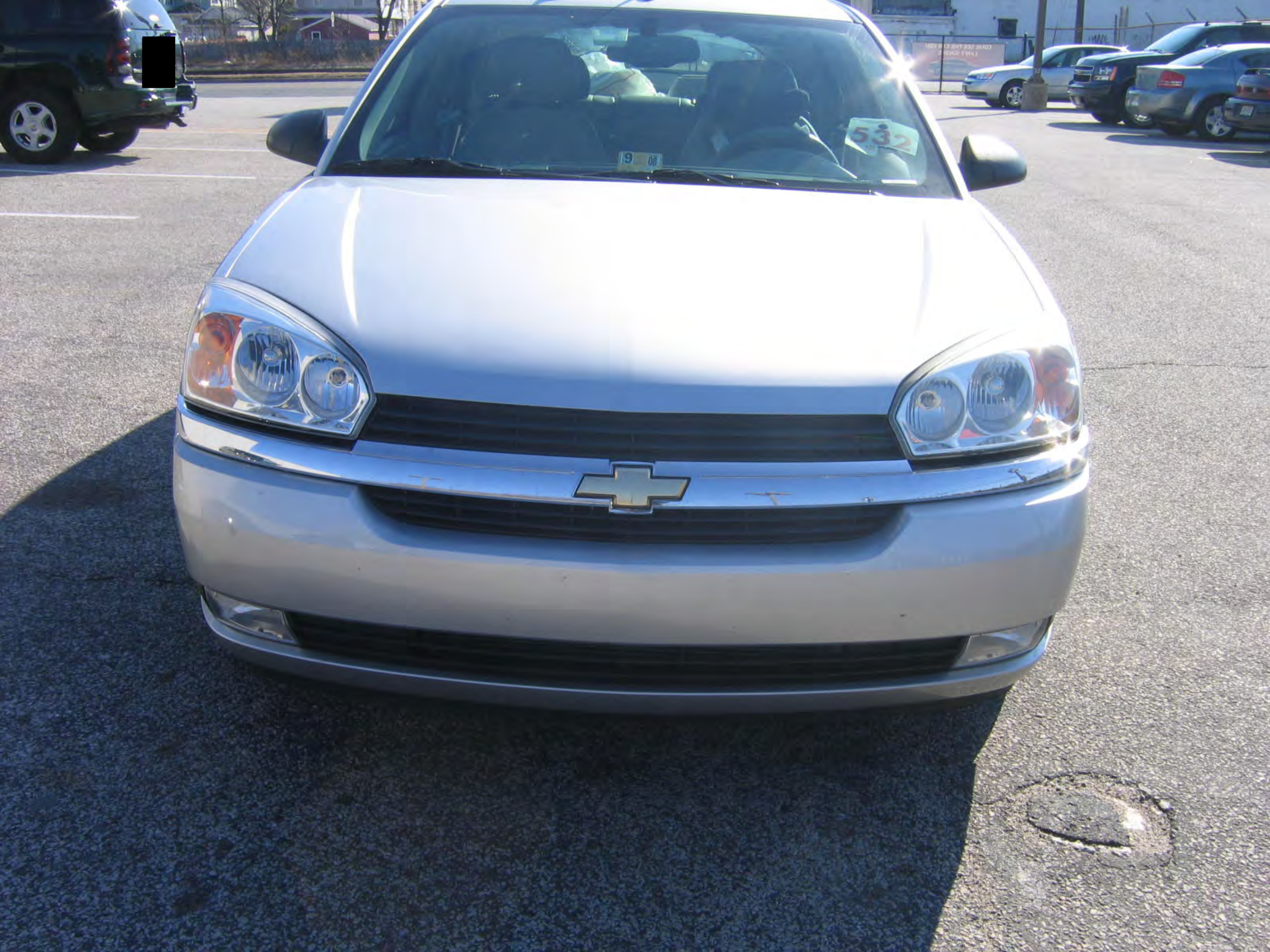


[redacted]

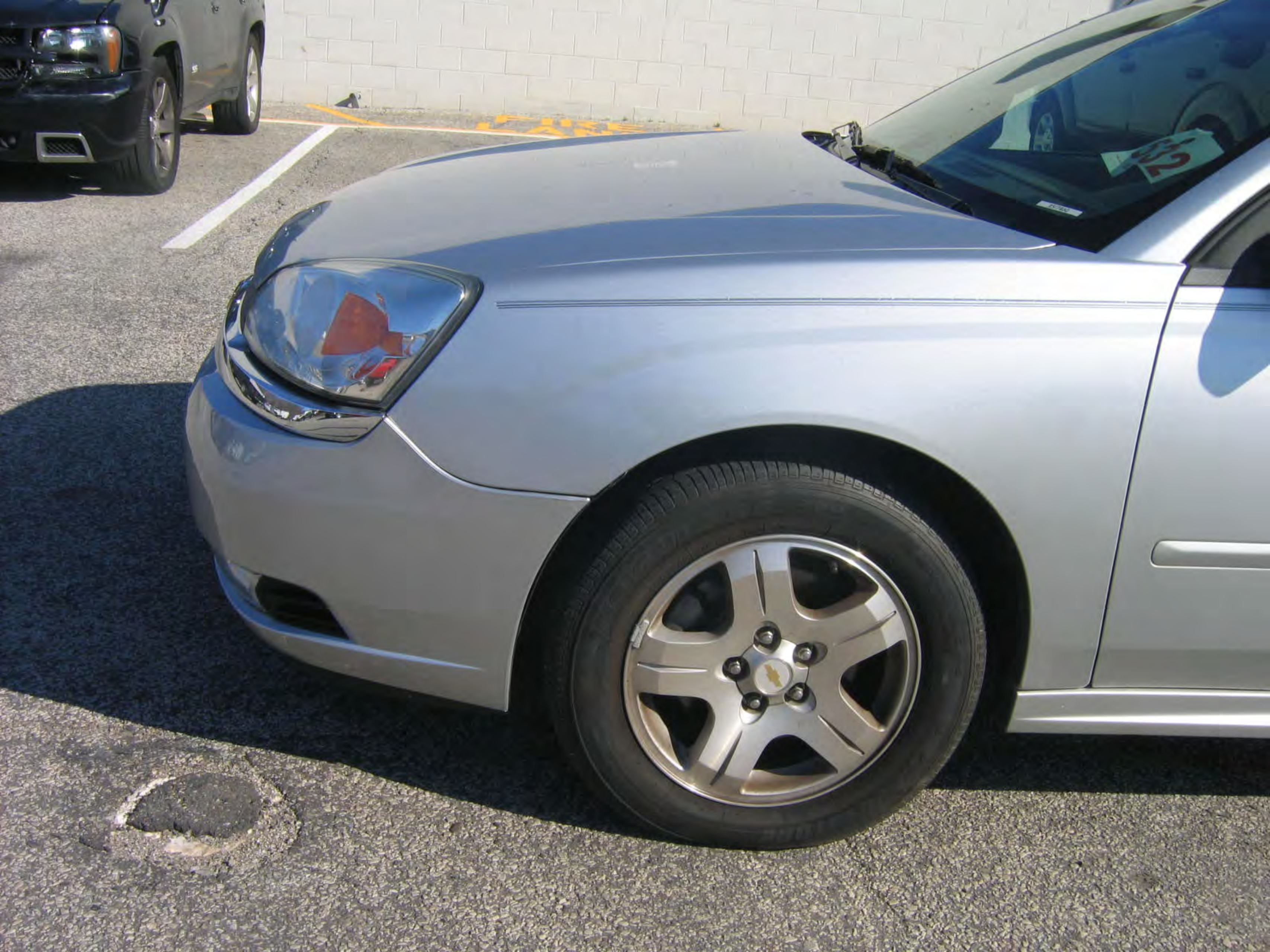


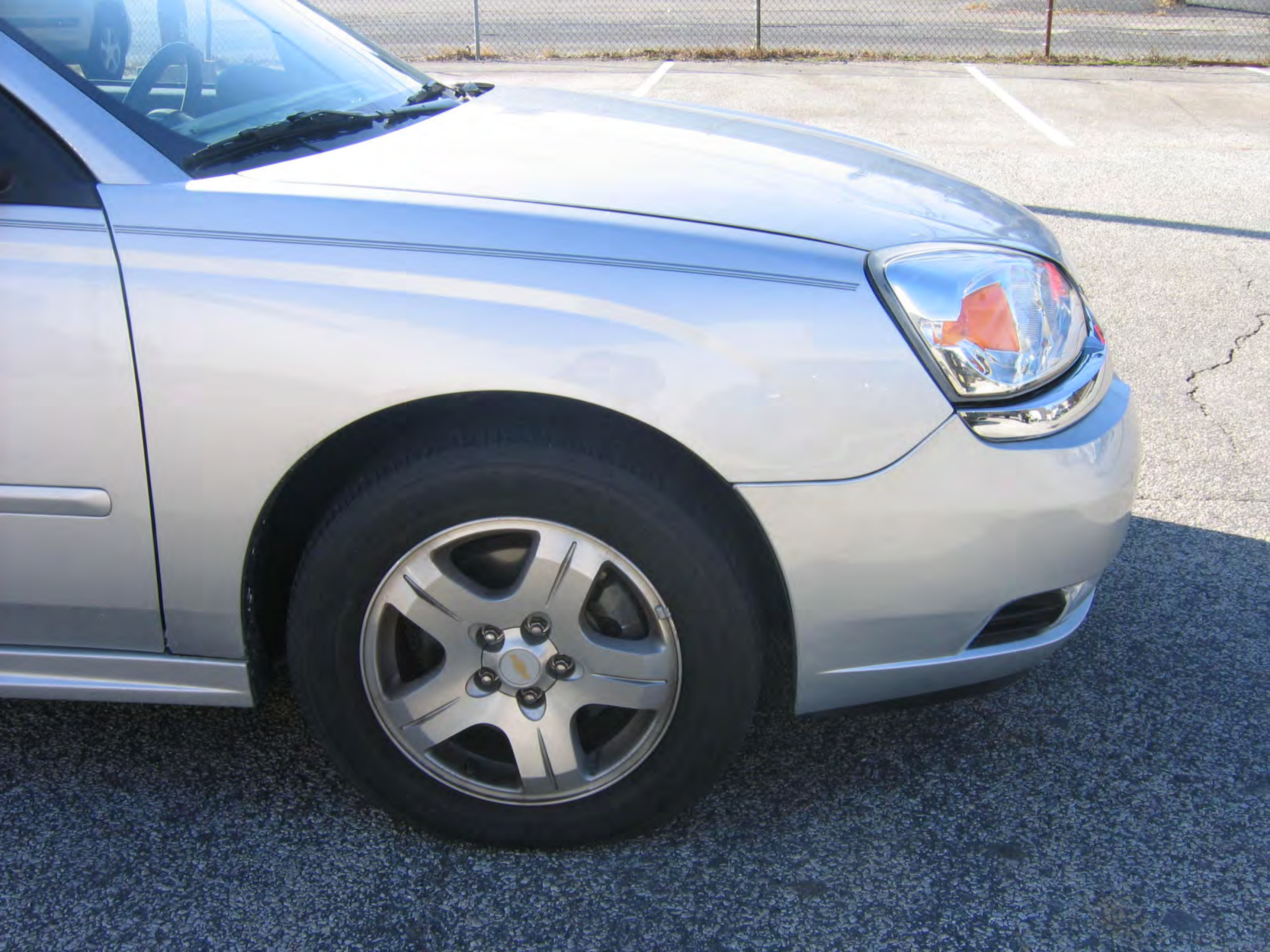


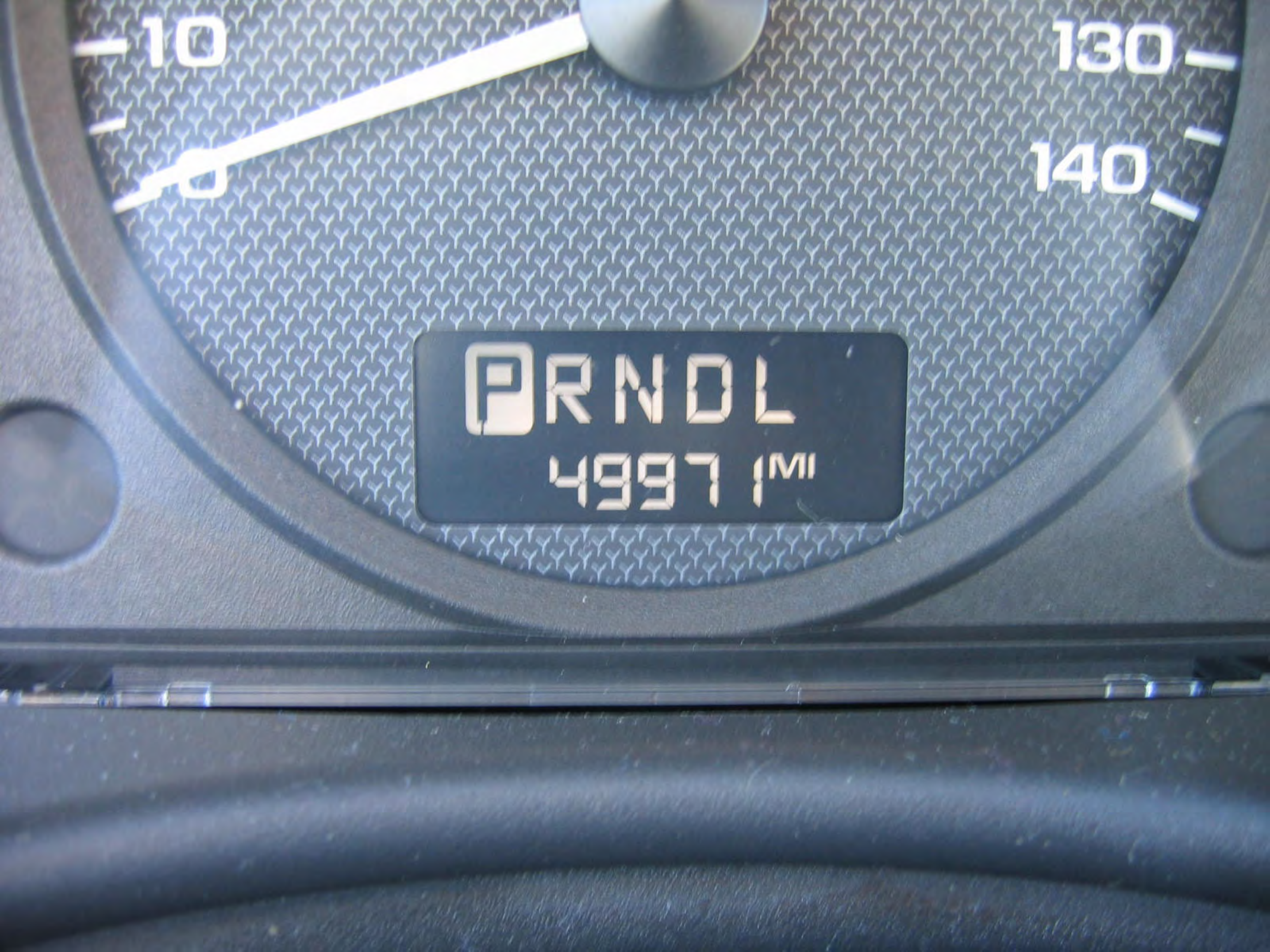
[redacted] [redacted] [redacted] [redacted] [redacted]

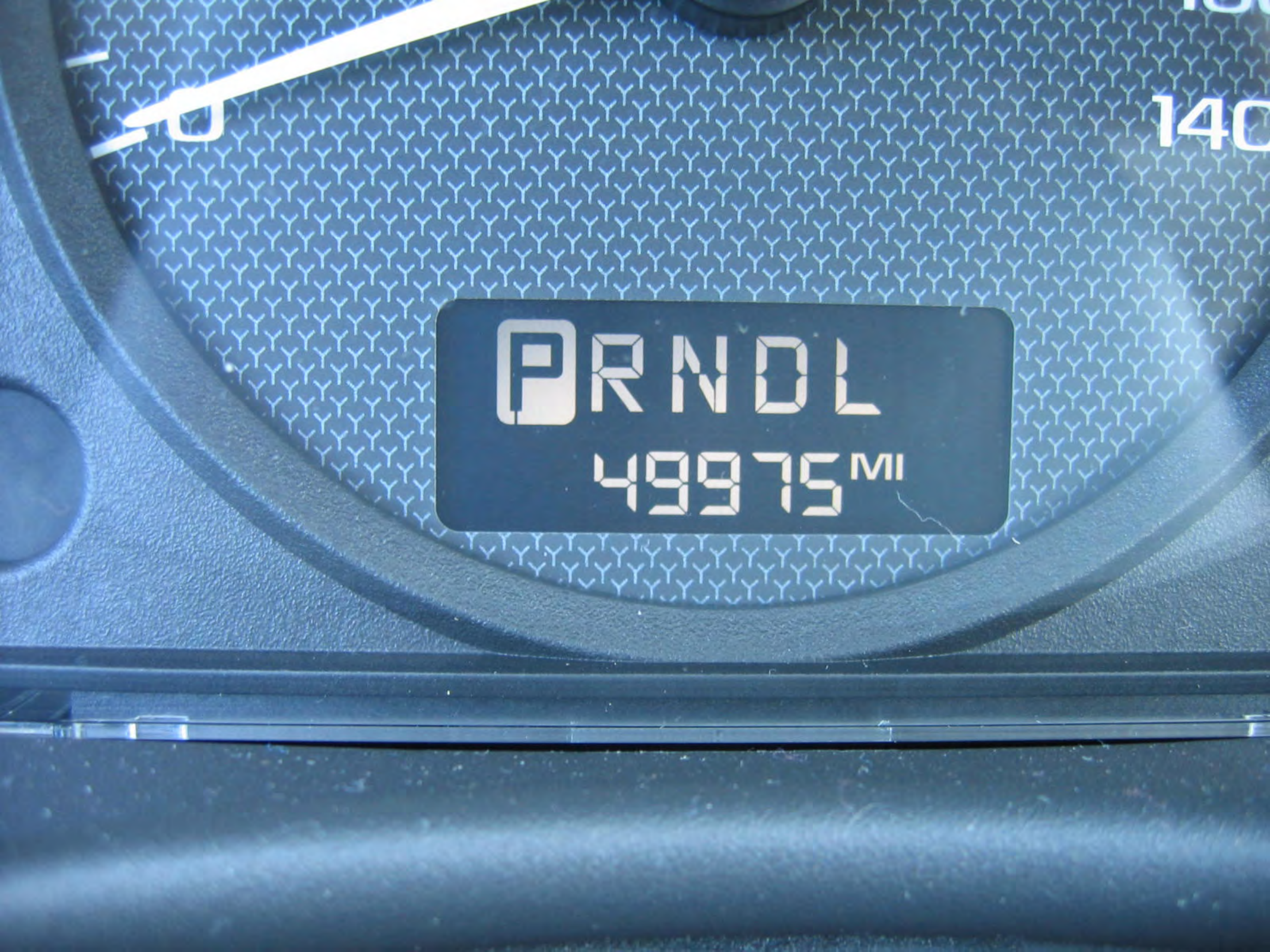


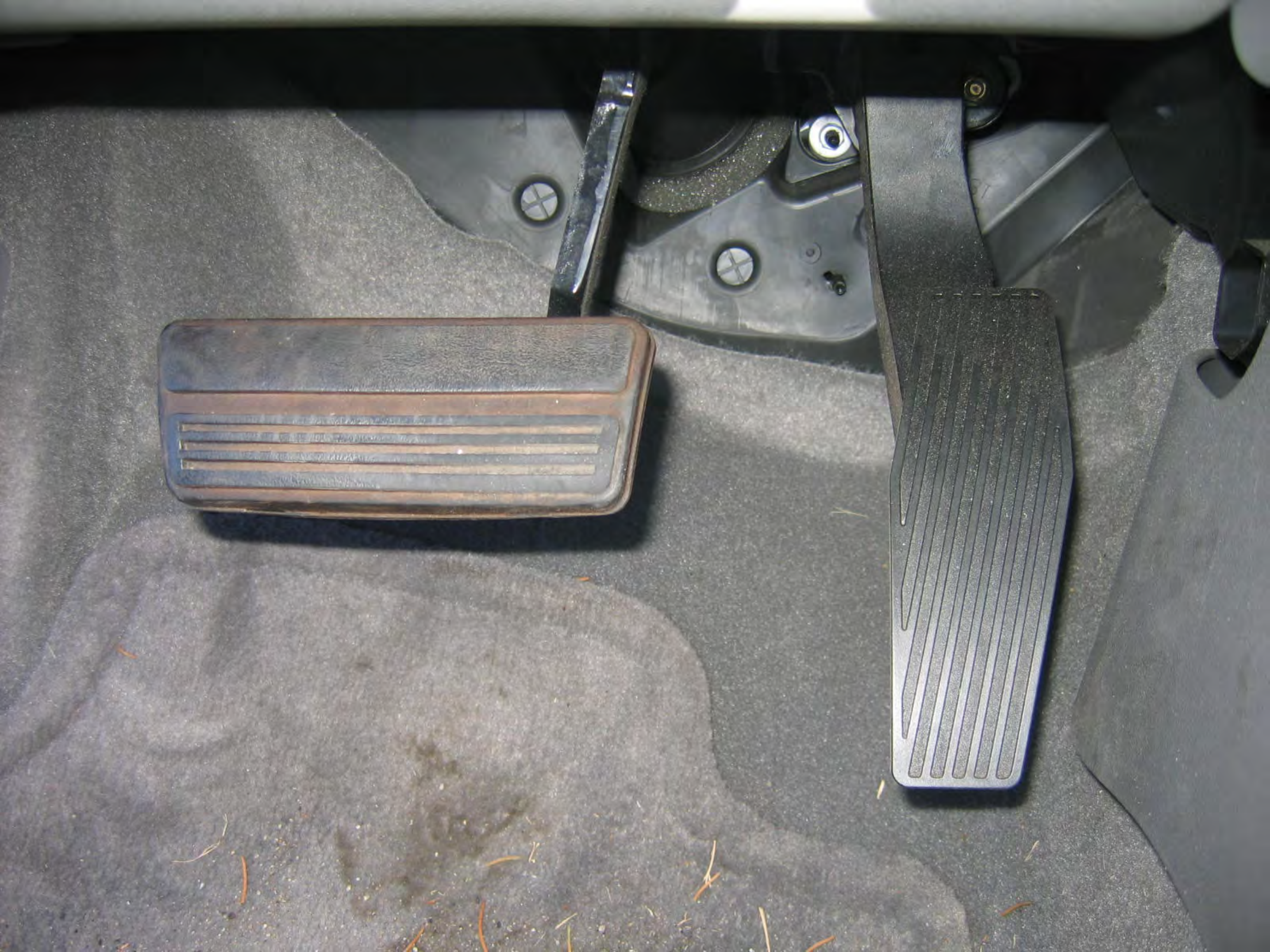
[redacted]






10
130
140
PRNDL
49971 MI

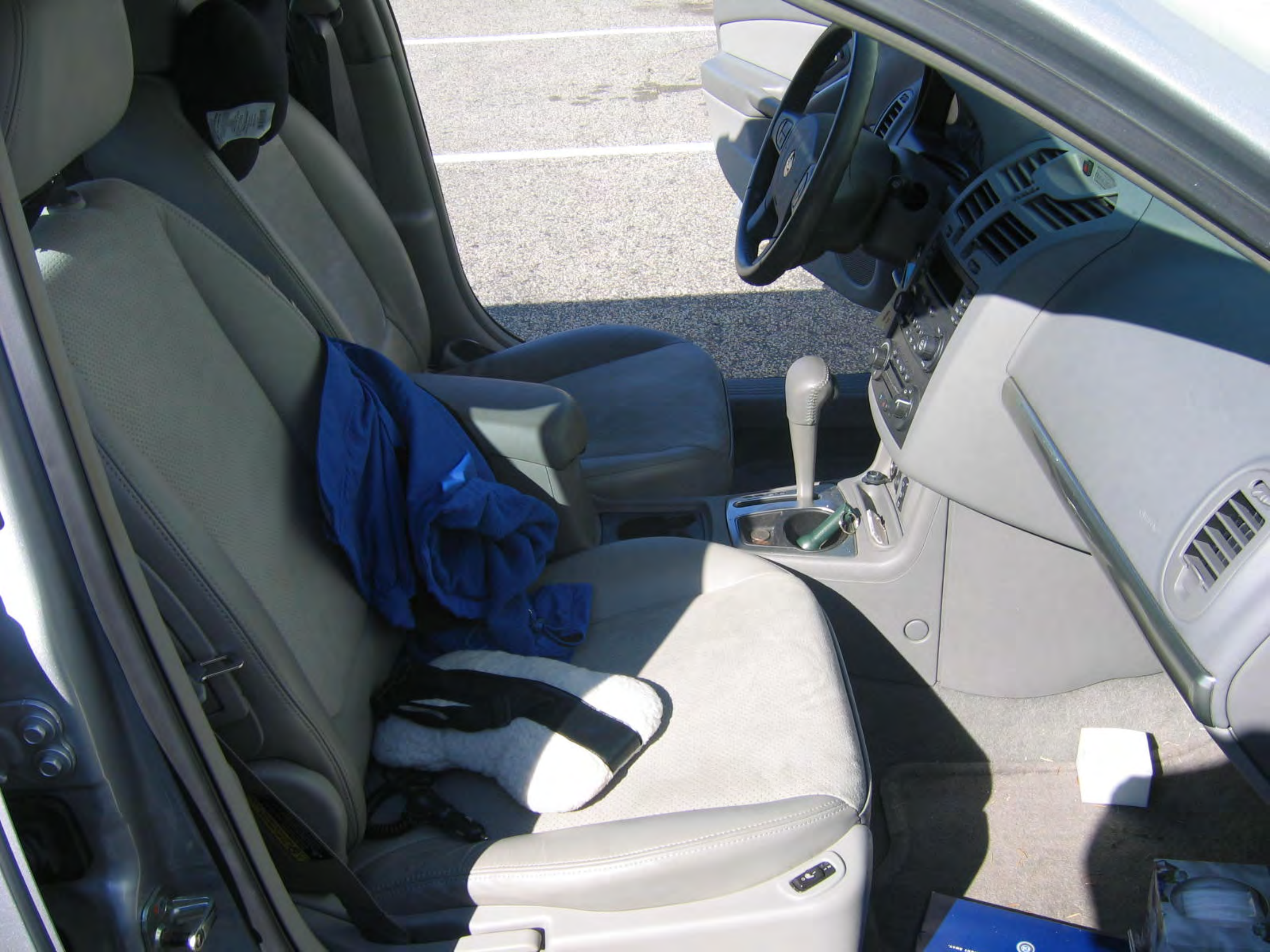

20
140
PRNDL
49975 MI

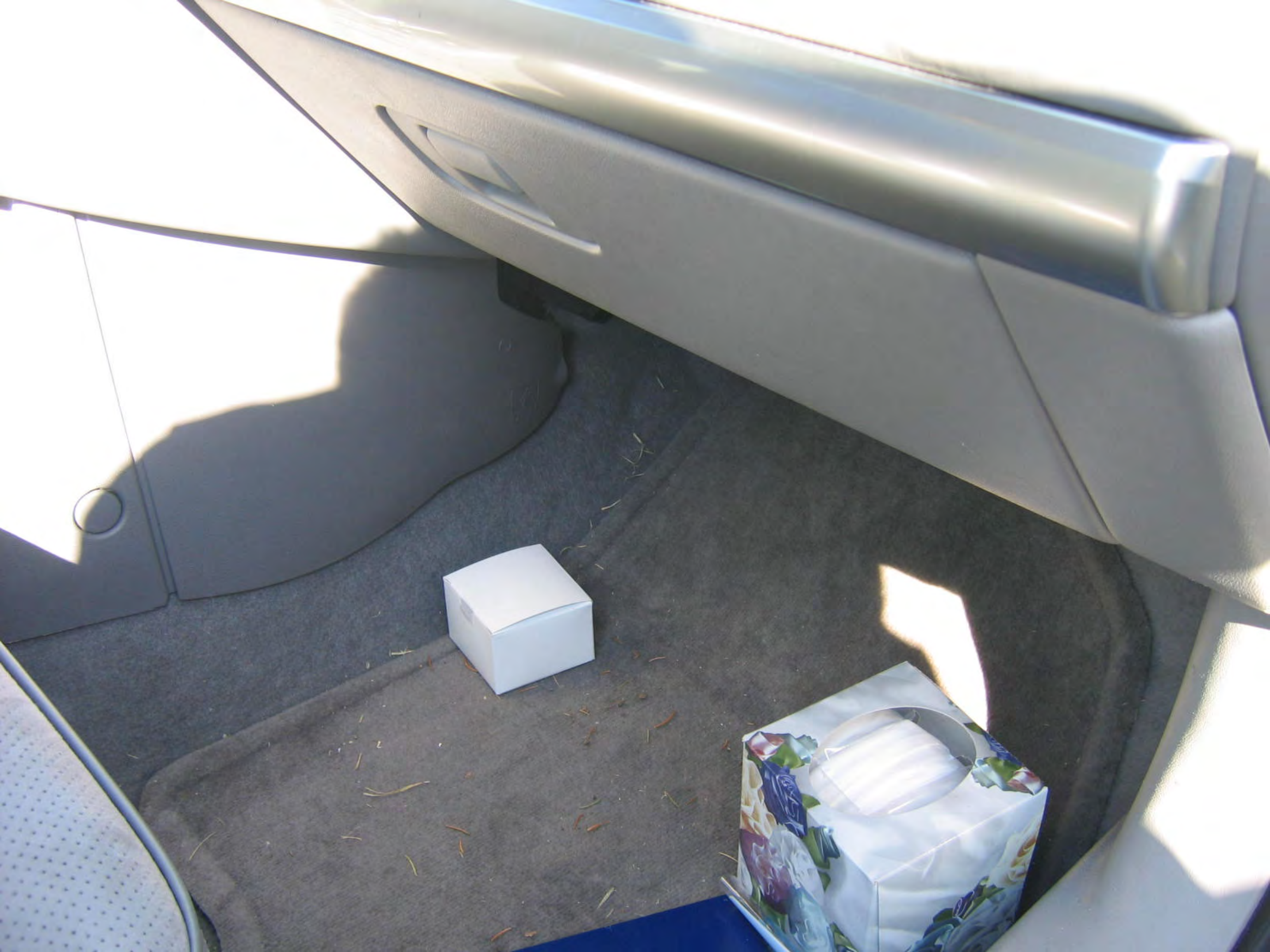


6
8

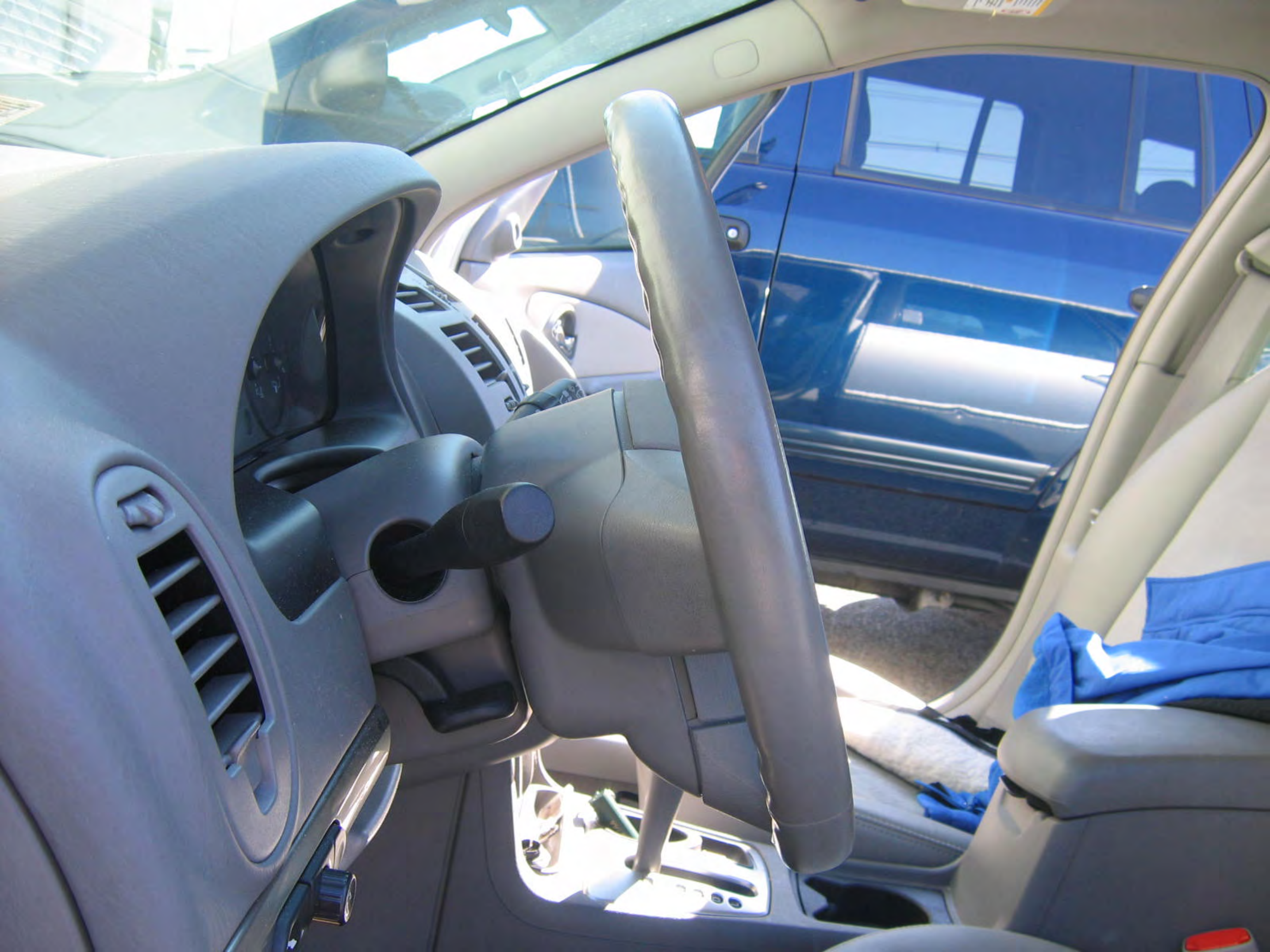
6
7
8

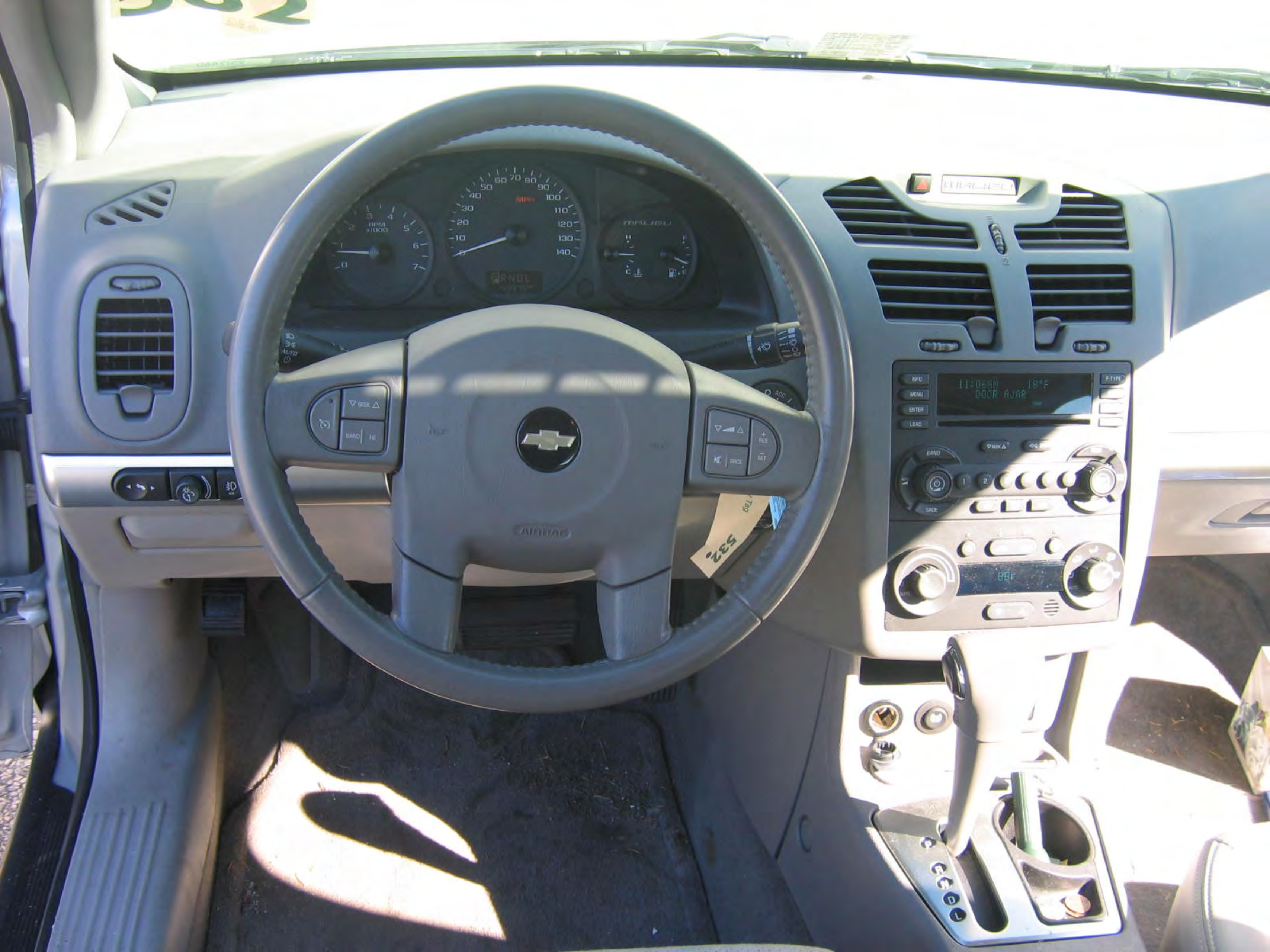
24 hours
1-800-CHEV USA





Z71

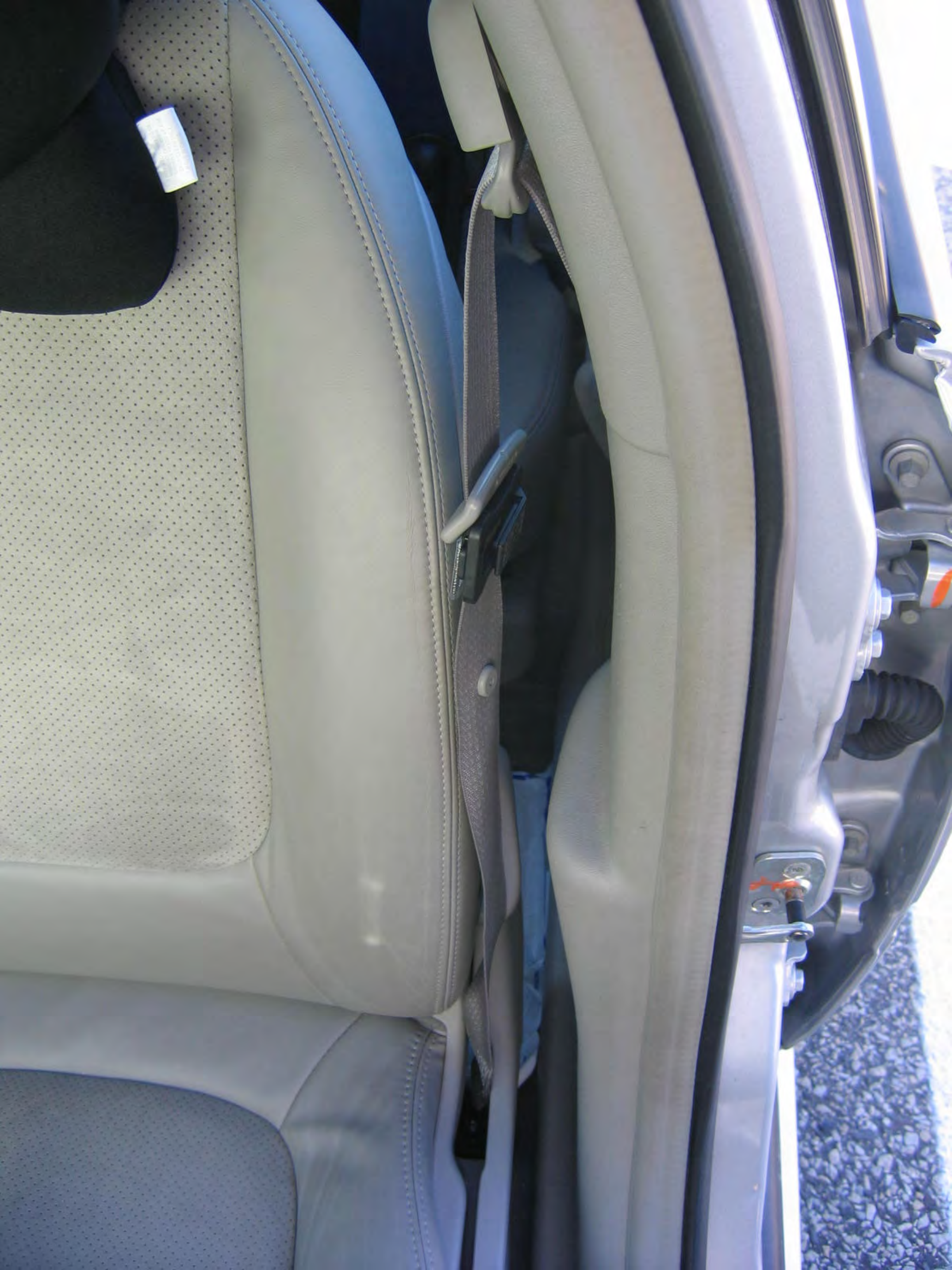


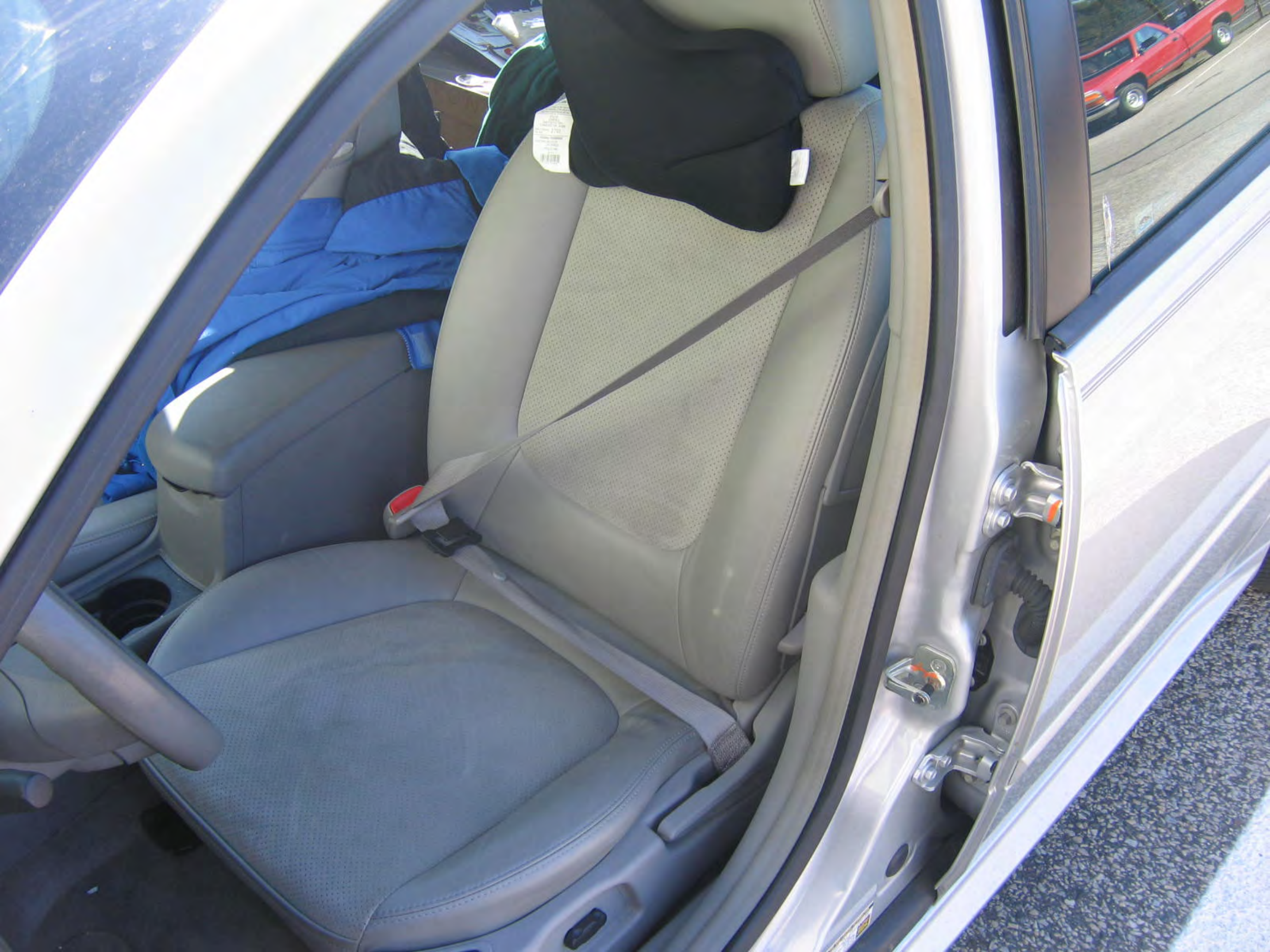

RPM x1000
MPH
MALIBU
11:06AM 18°F
DOOR AJAR
INFO
MENU
ENTER
LOAD
P-TYPE
BAND
SEEK
SRCE
SET
RES
AIRBAG
532.

MALIBU
AIRBAG
MSG
CLOCK
EJECT
TONE
DISP ADJ
RPT
SONG LIST
RDM
BAL/FADE

CLOTHESLINE
Pride
in Yo

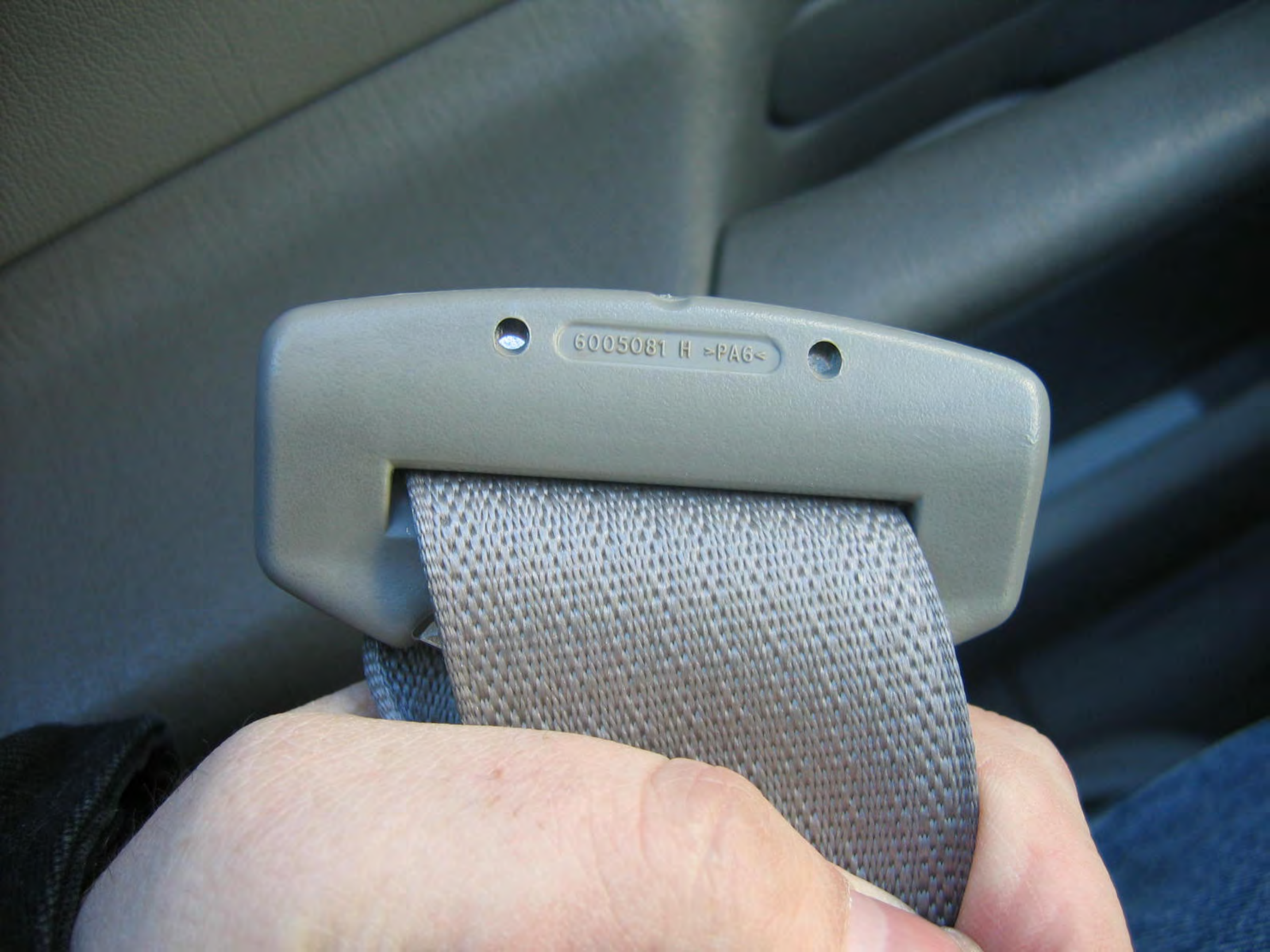
Delcrest
sign company



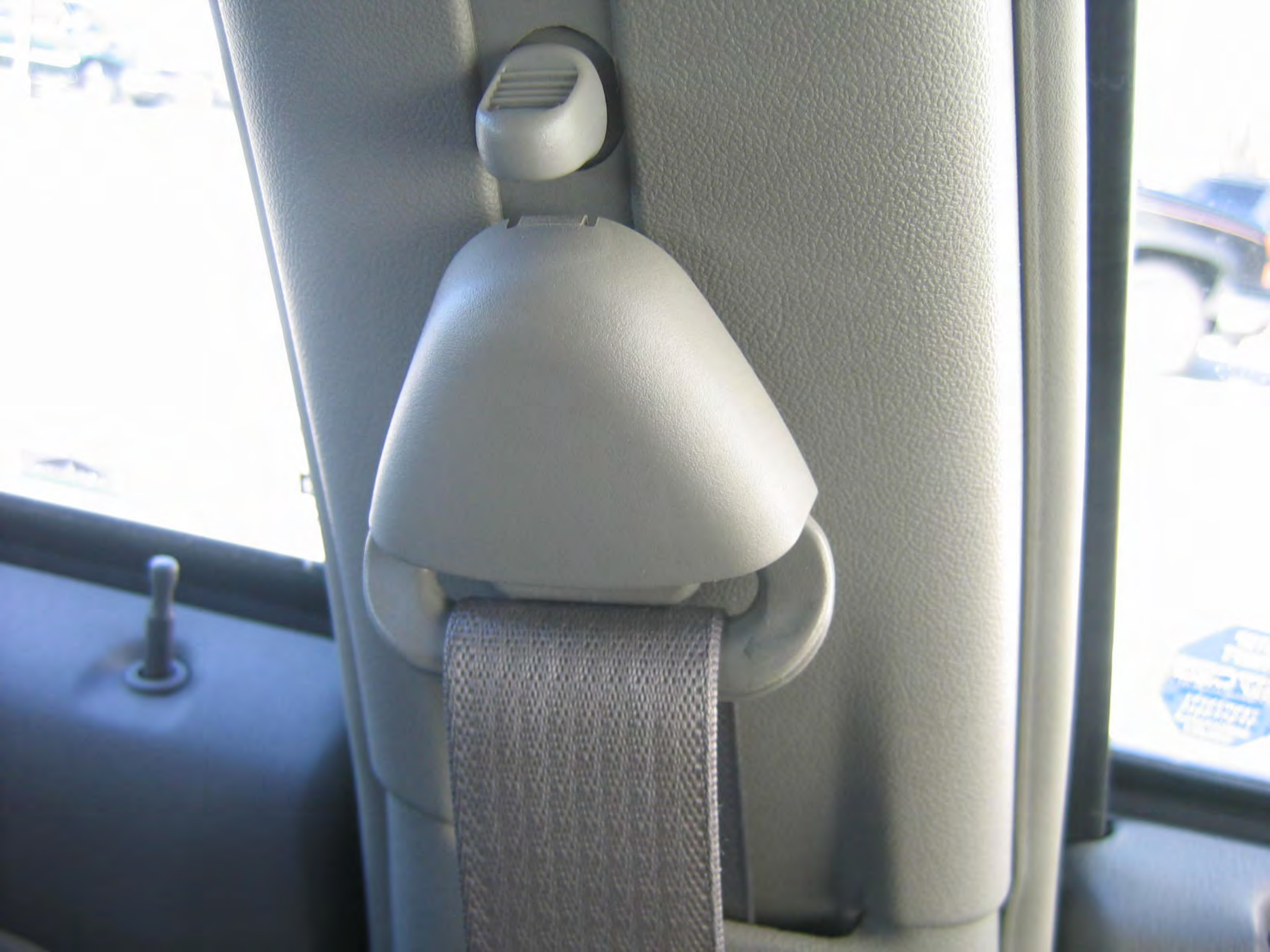


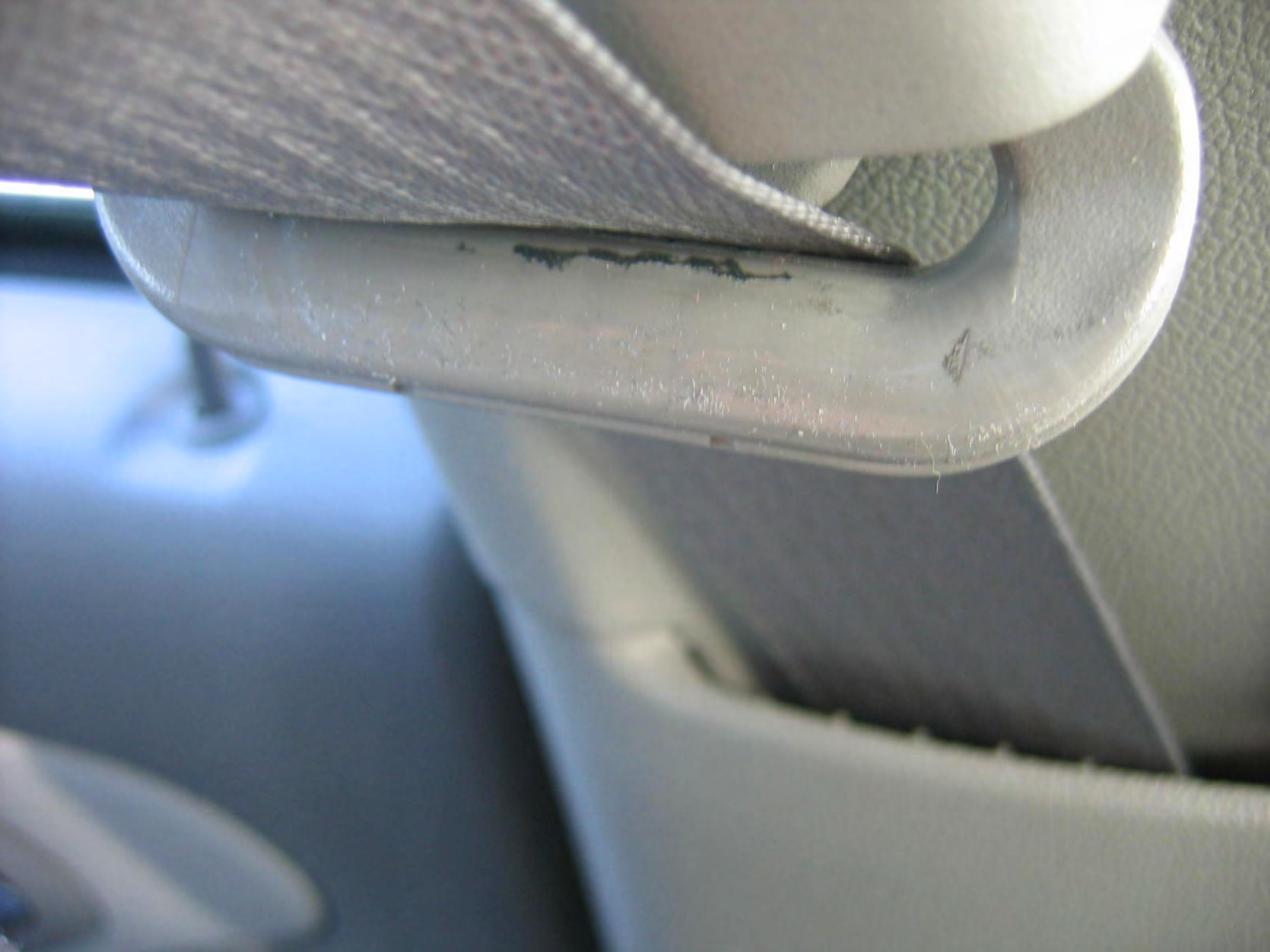
A222

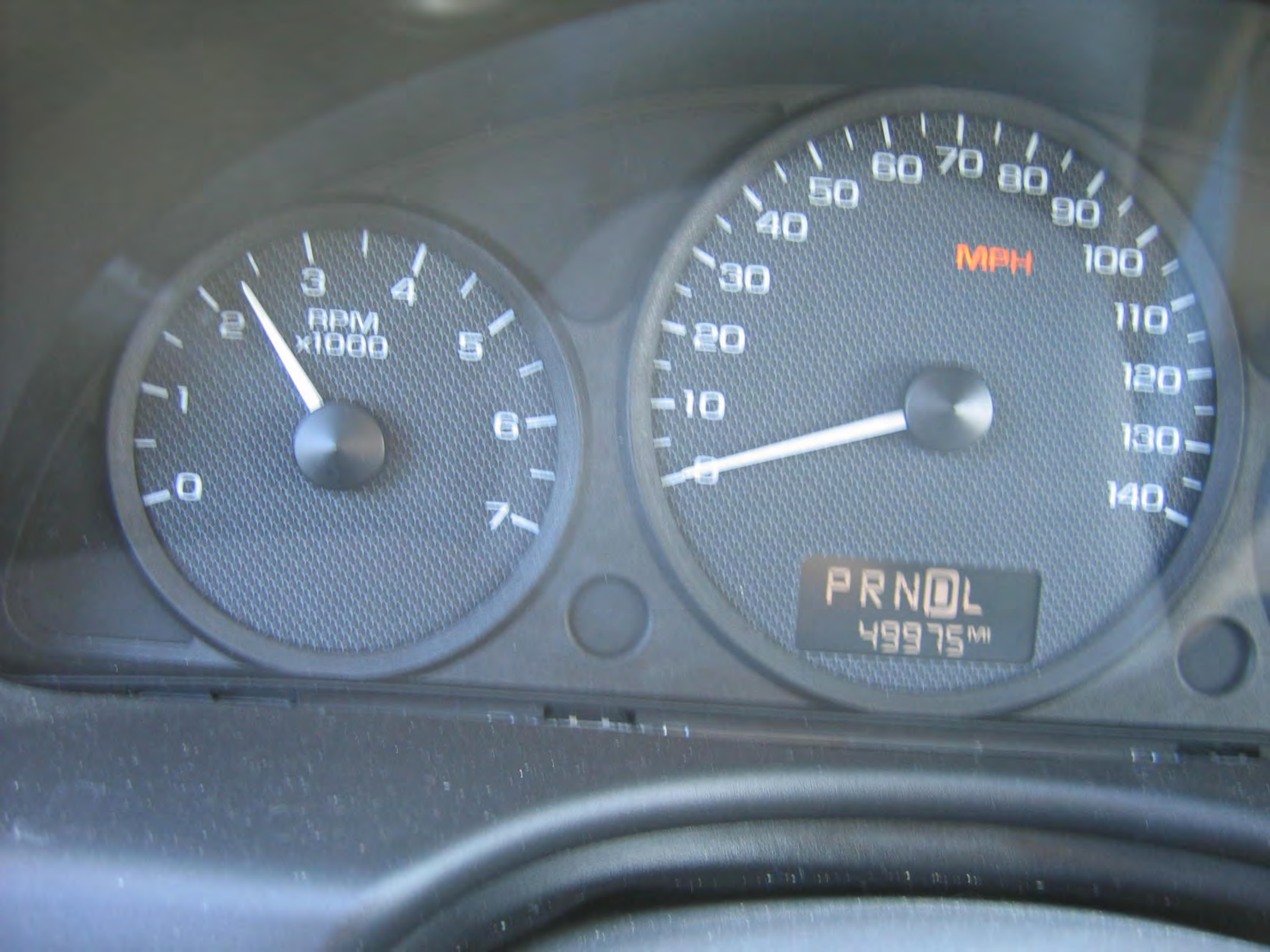
2

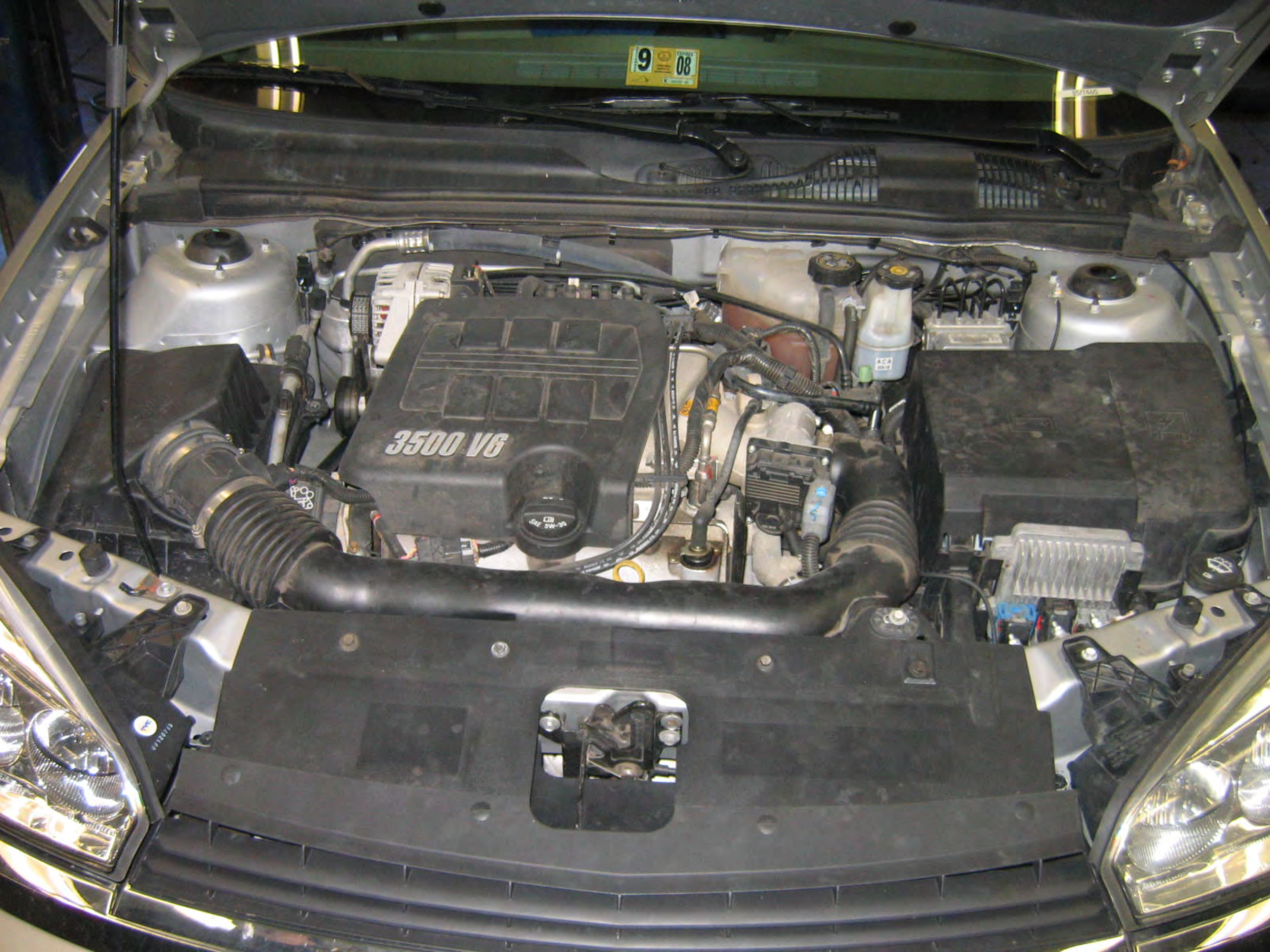


6005081 H >PAG<



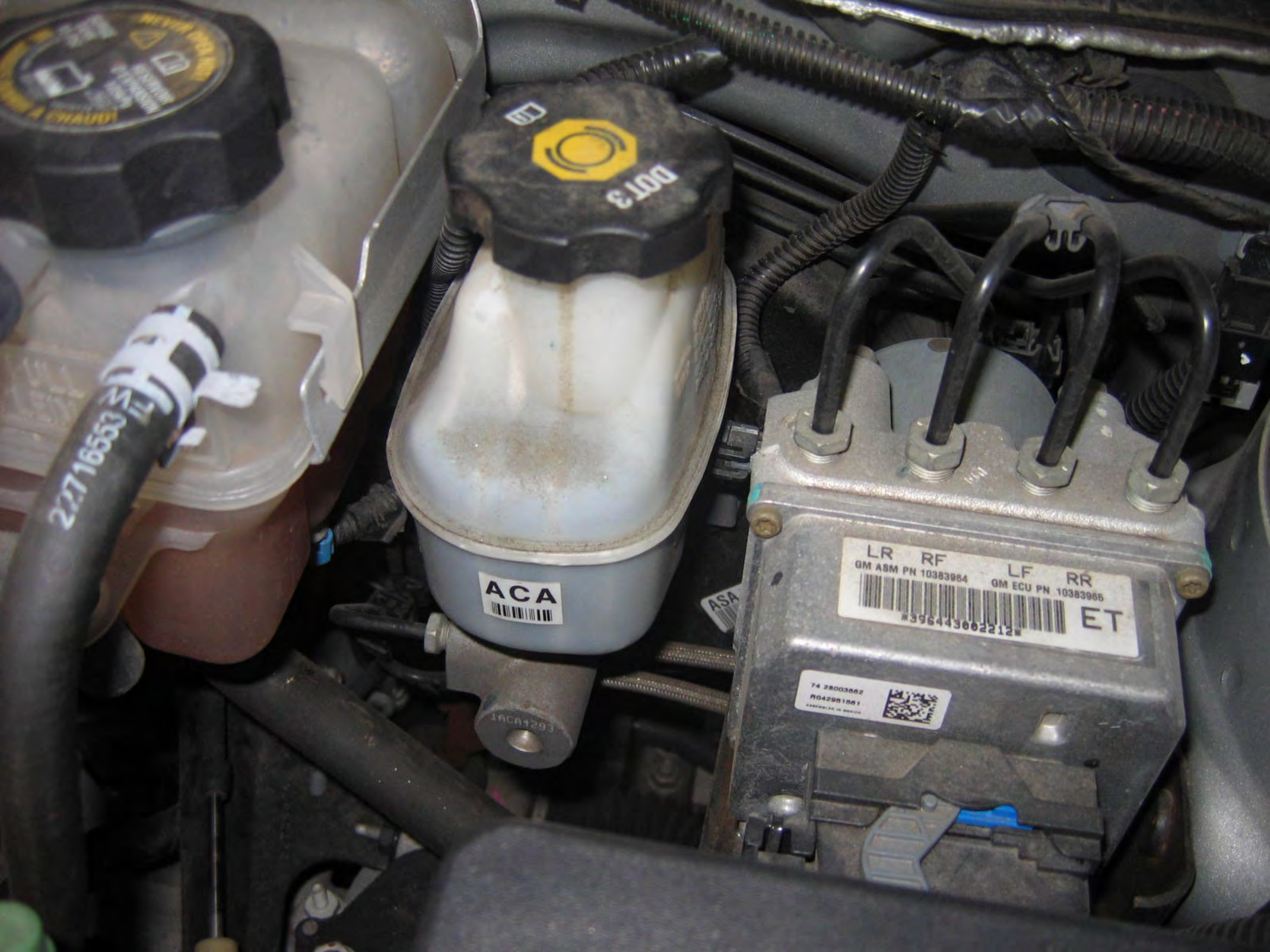


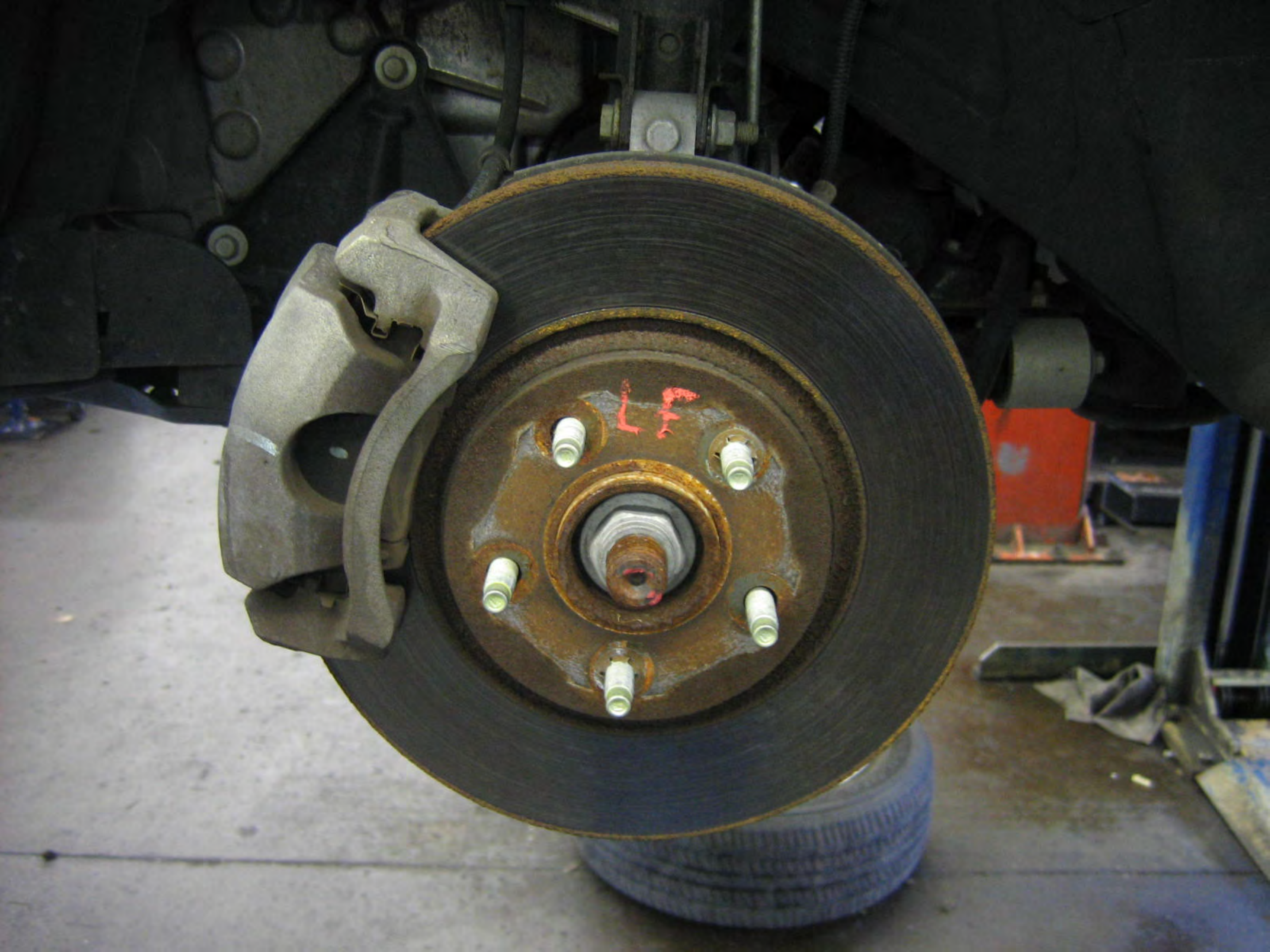

RPM
x1000
0
1
2
3
4
5
6
7
MPH
0
10
20
30
40
50
60
70
80
90
100
110
120
130
140
P R N D L
49975 MI

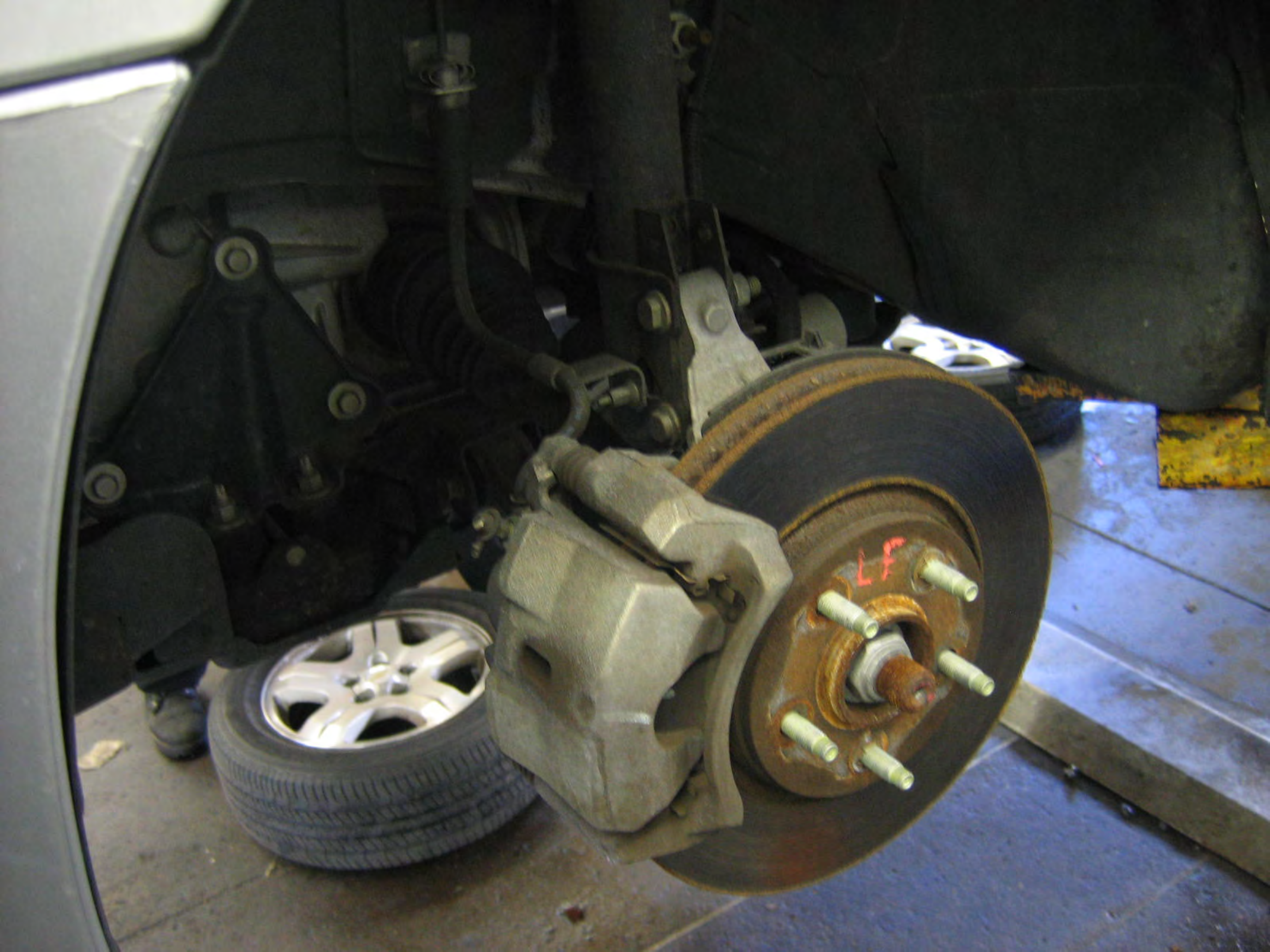

9
08
3500 V6
SAE 5W-30

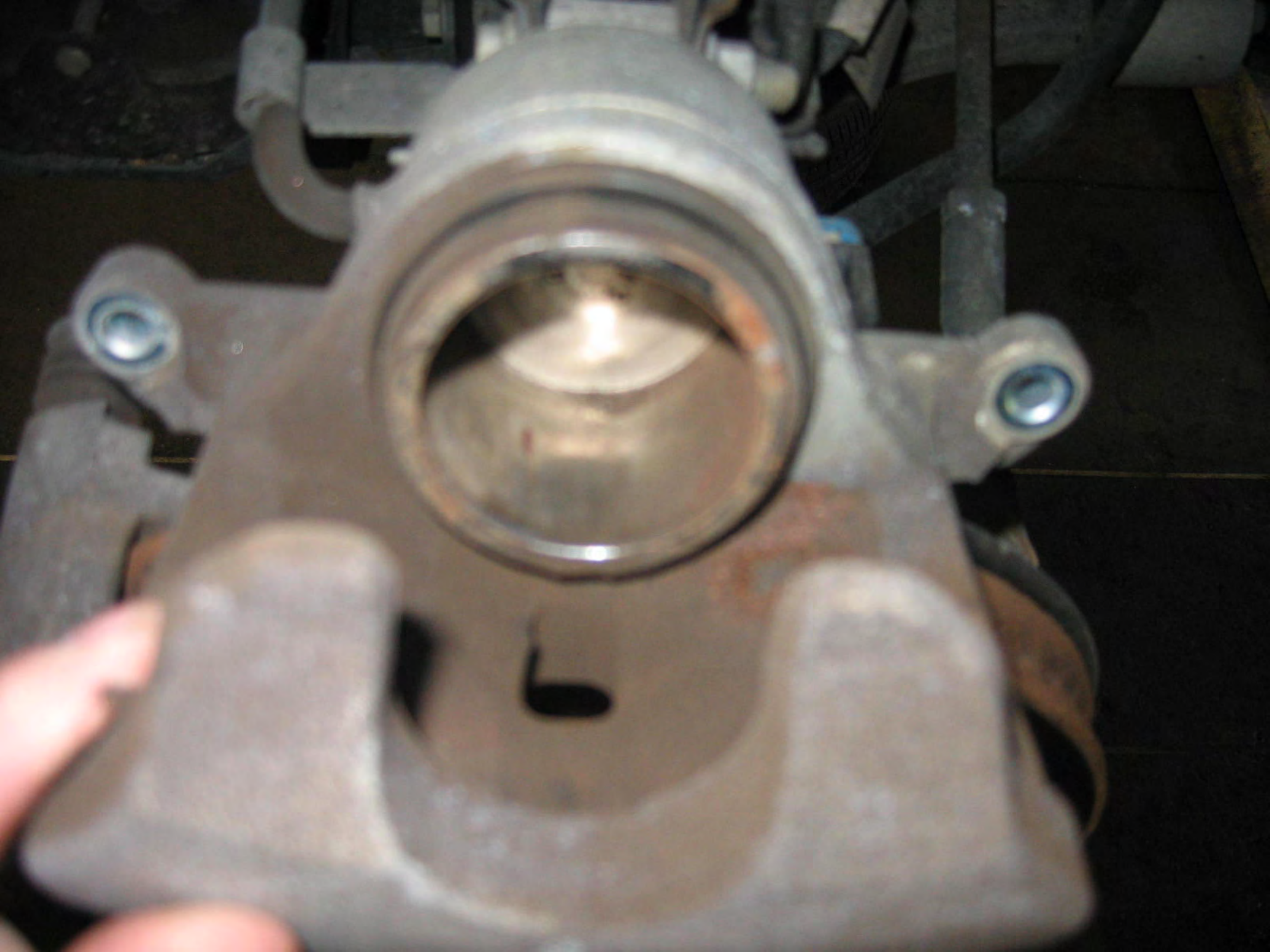
3500 V6

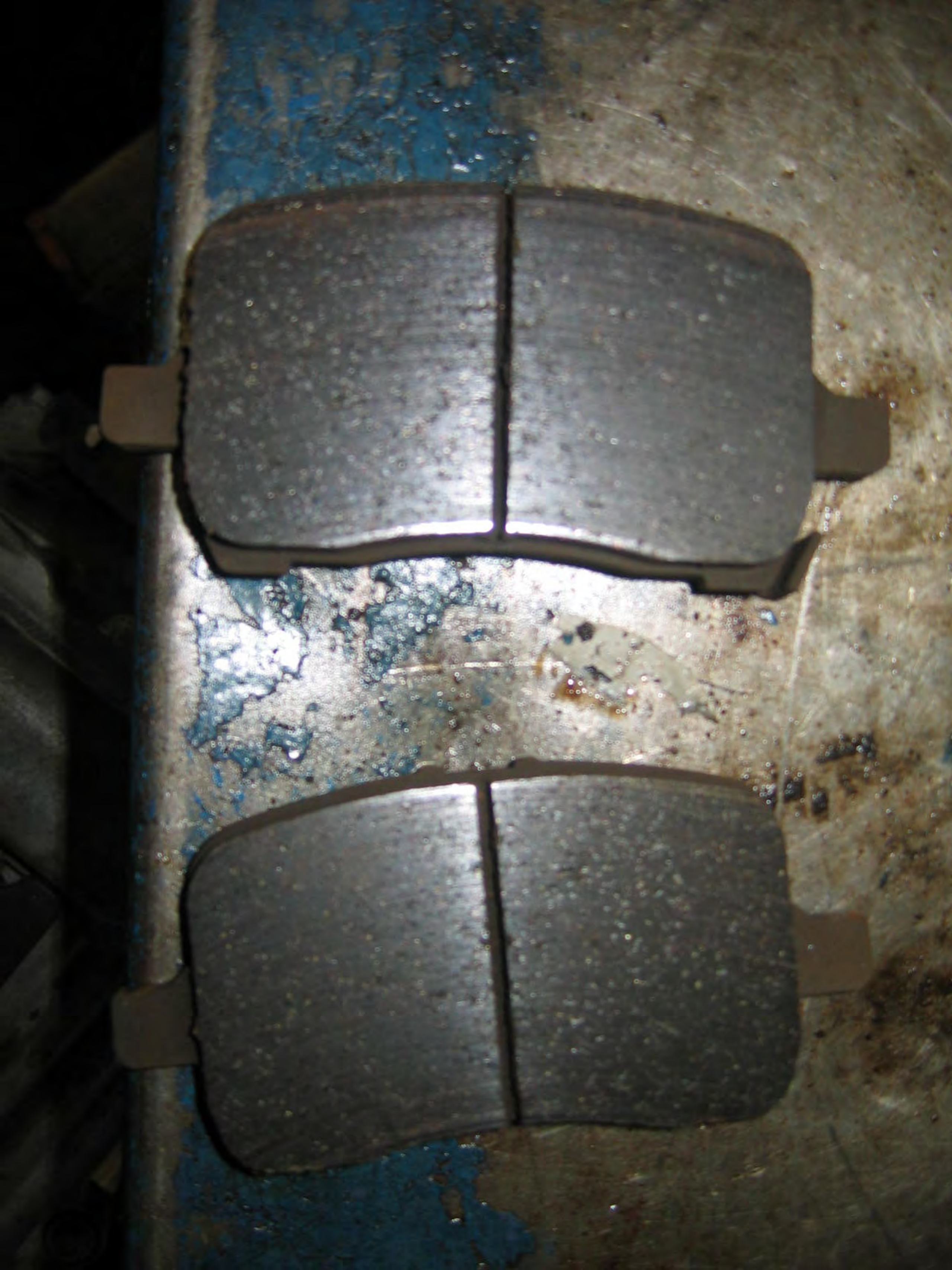
3500 V6

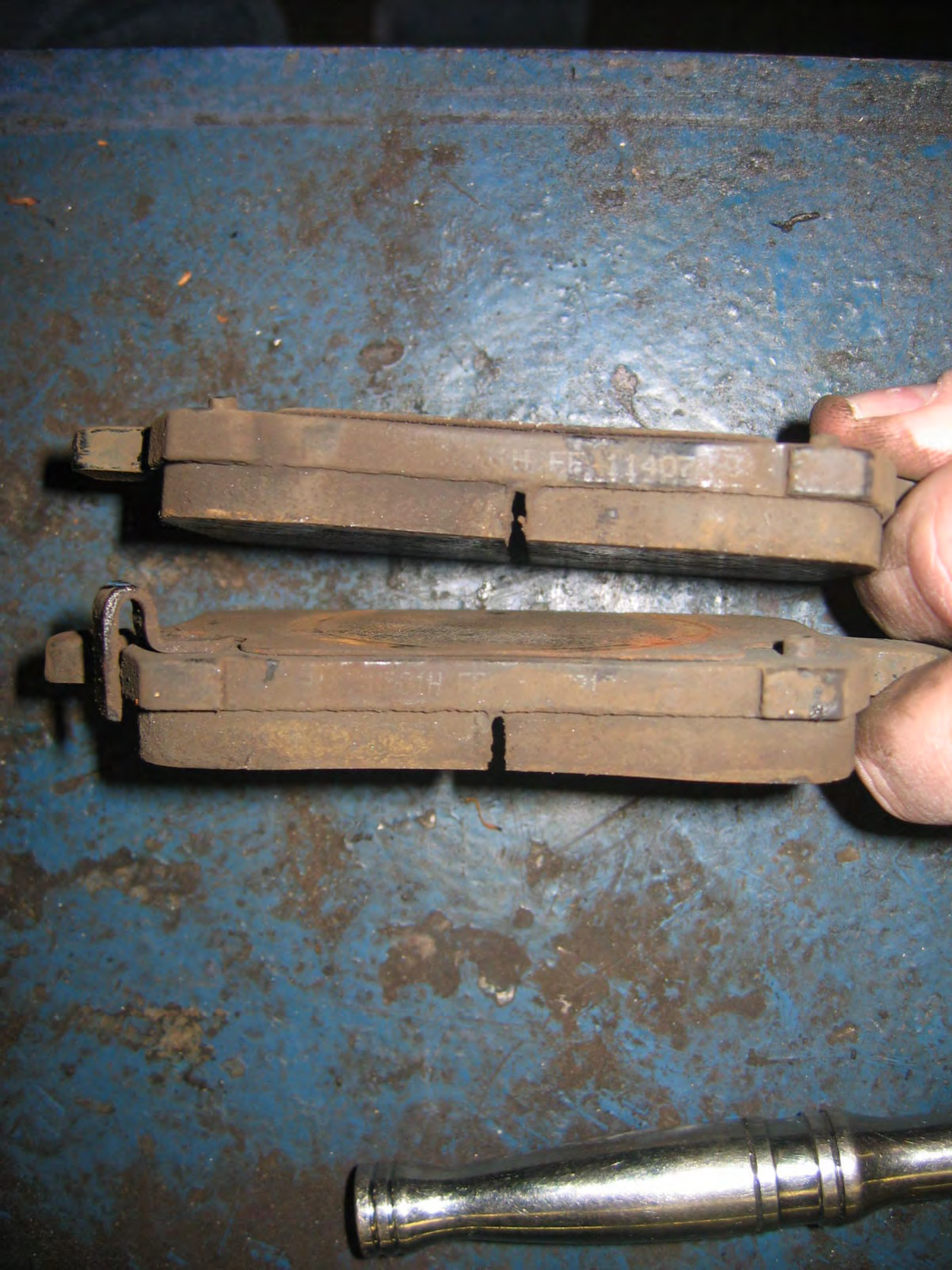

DOT 3
ACA
1ACA4293
22716553
LR
RF
GM ASM PN 10383964
LF
RR
GM ECU PN 10383965
396443002212
ET
74 28003862
R042951561
ASA


LF

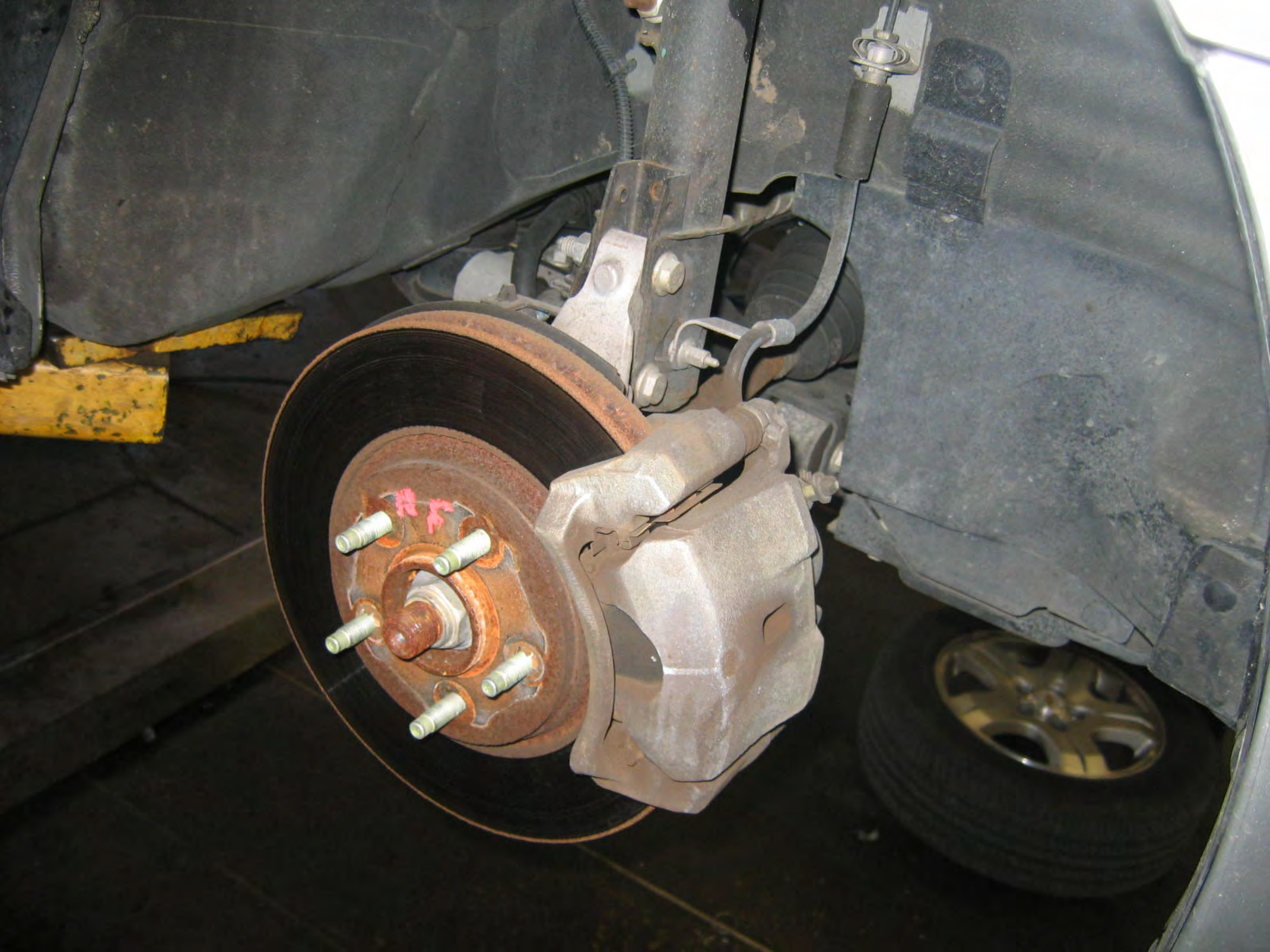

LF

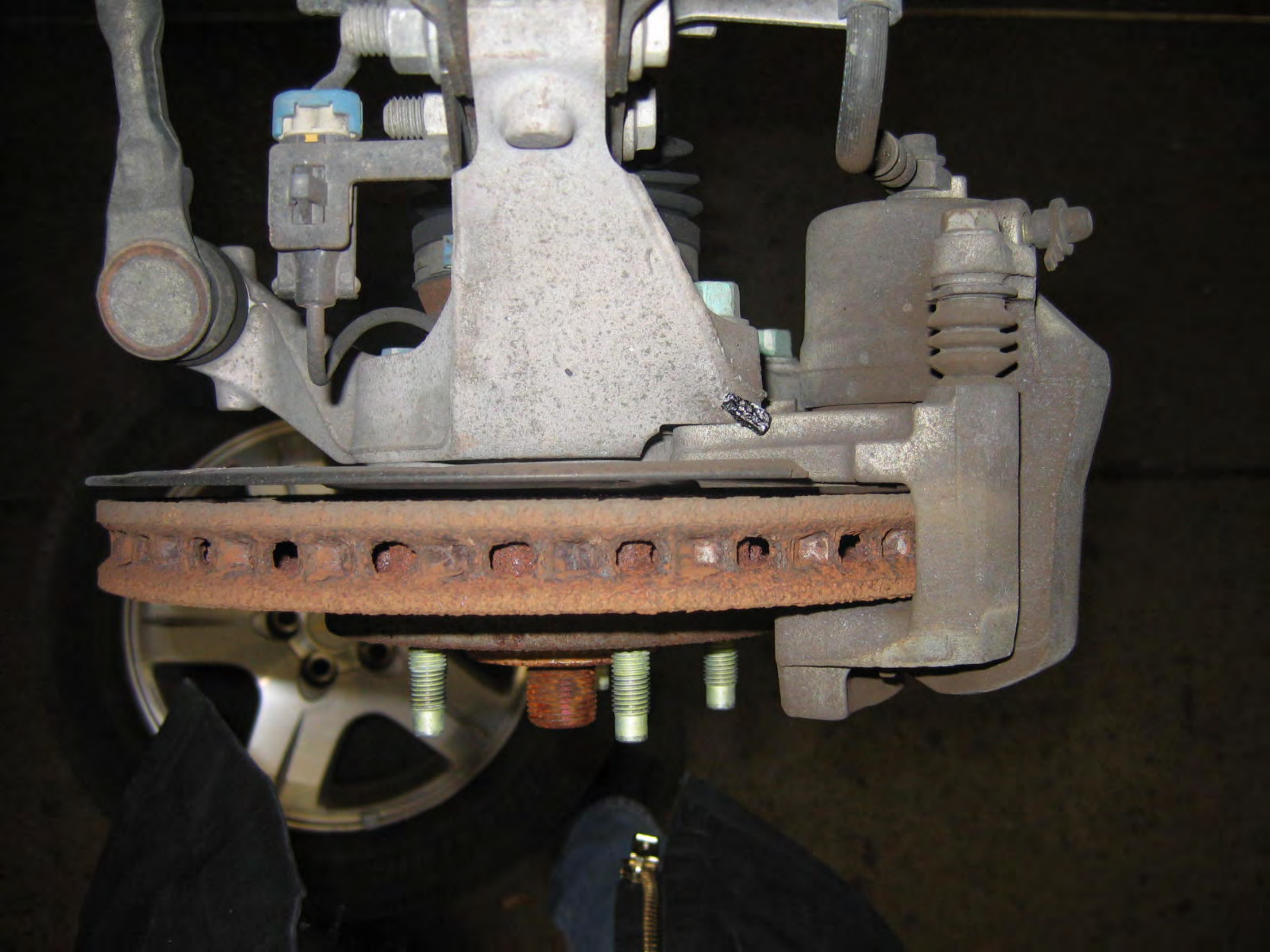


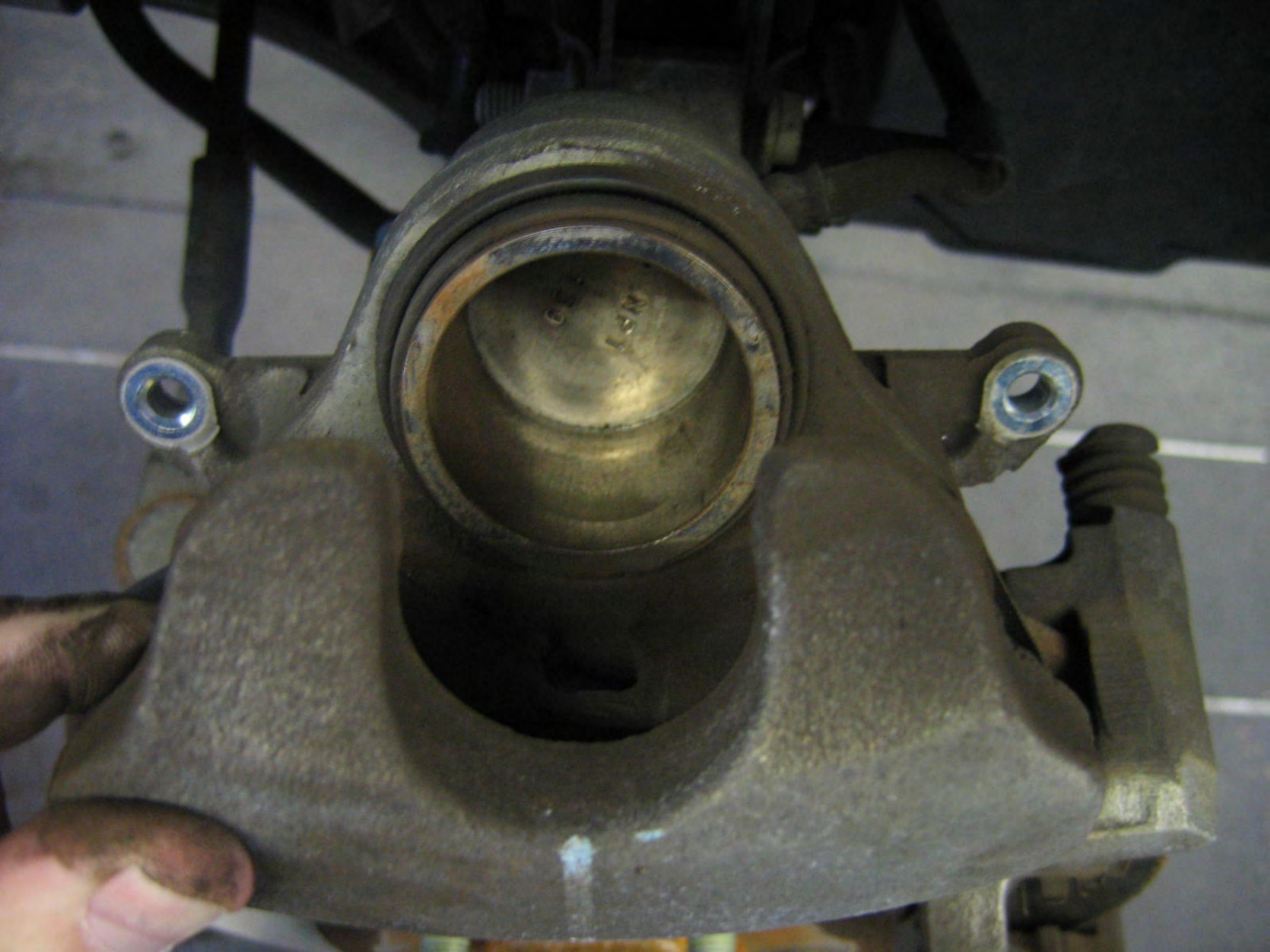


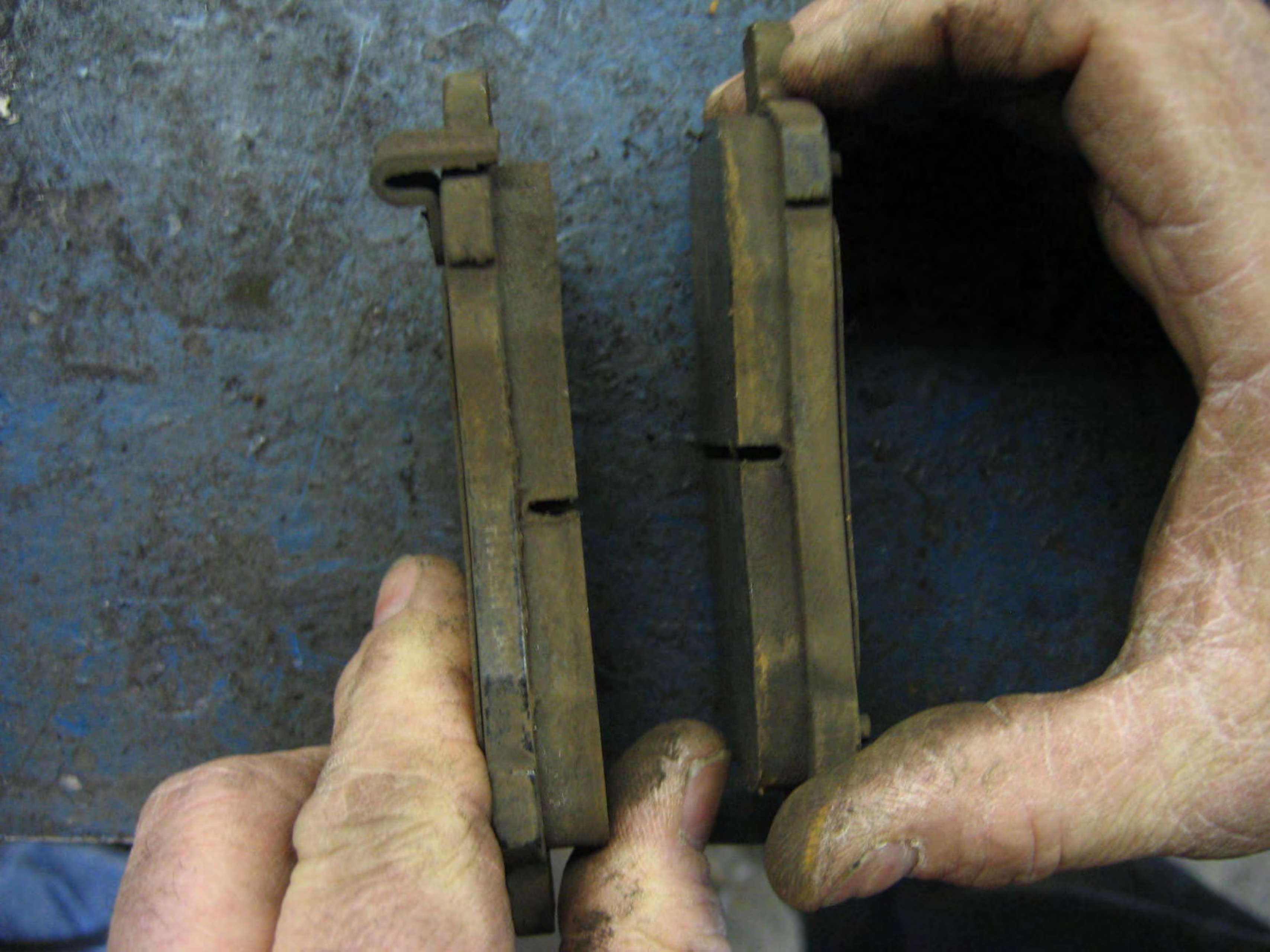

H FE 11407

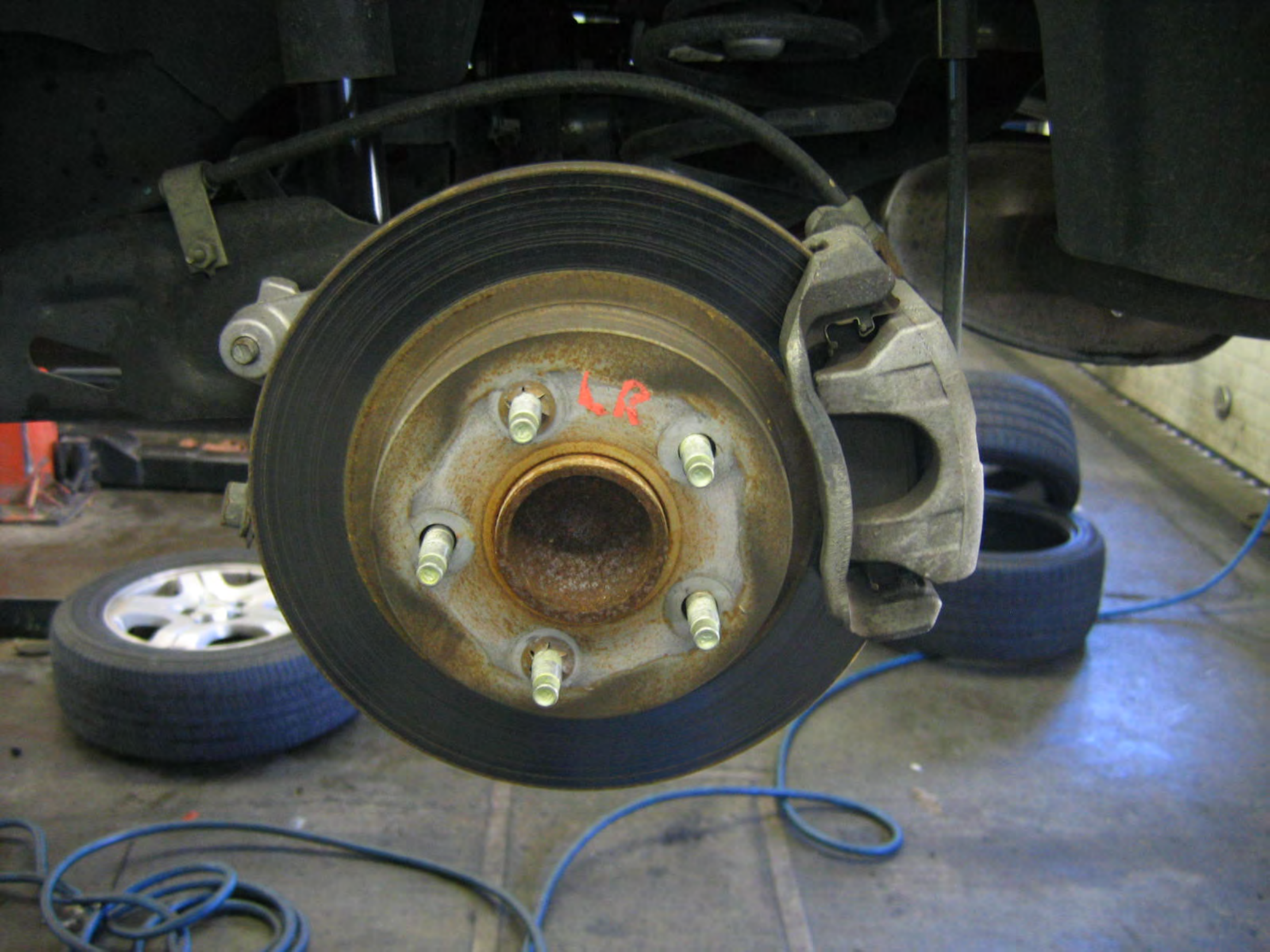
RF

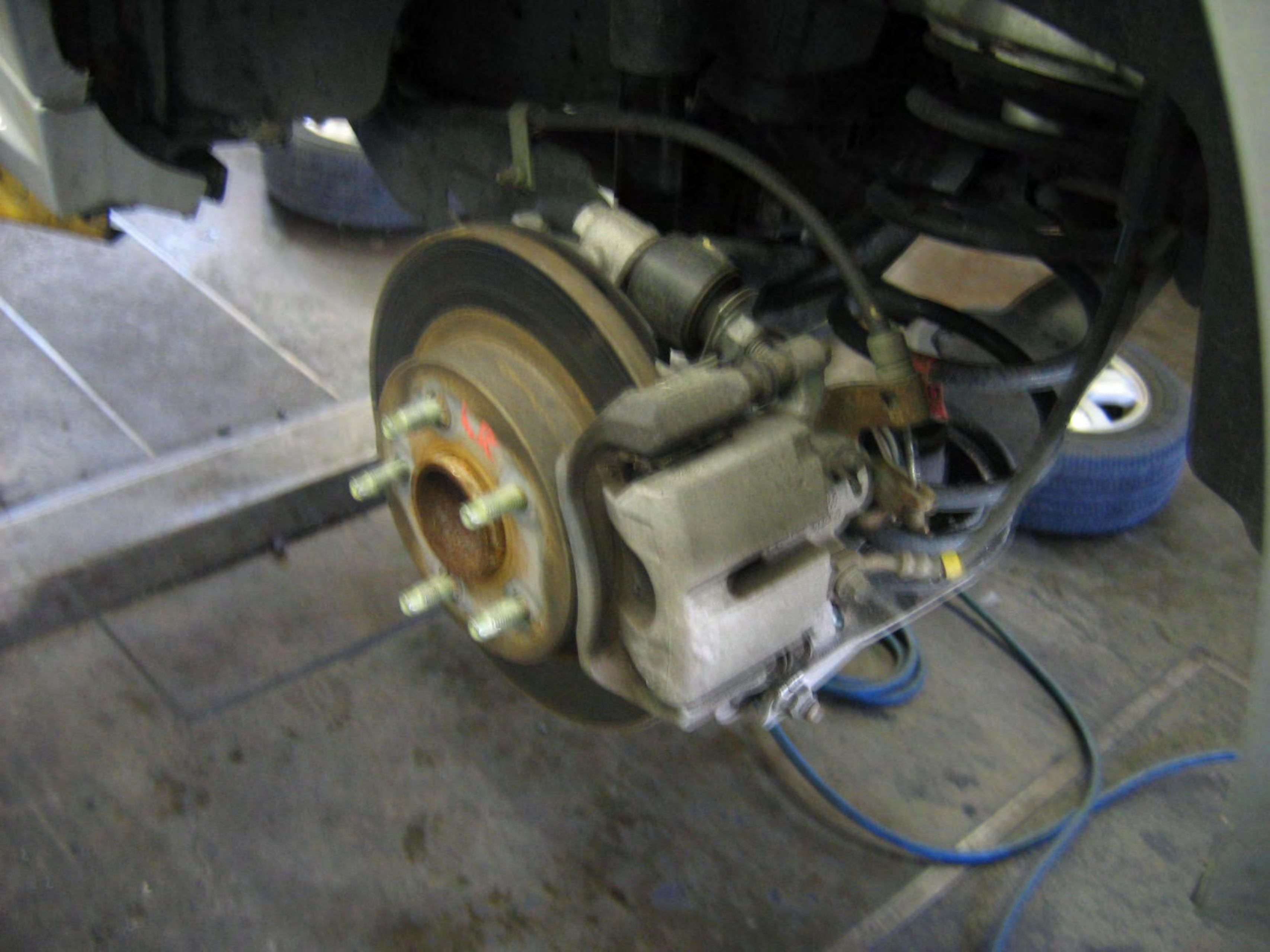

RF

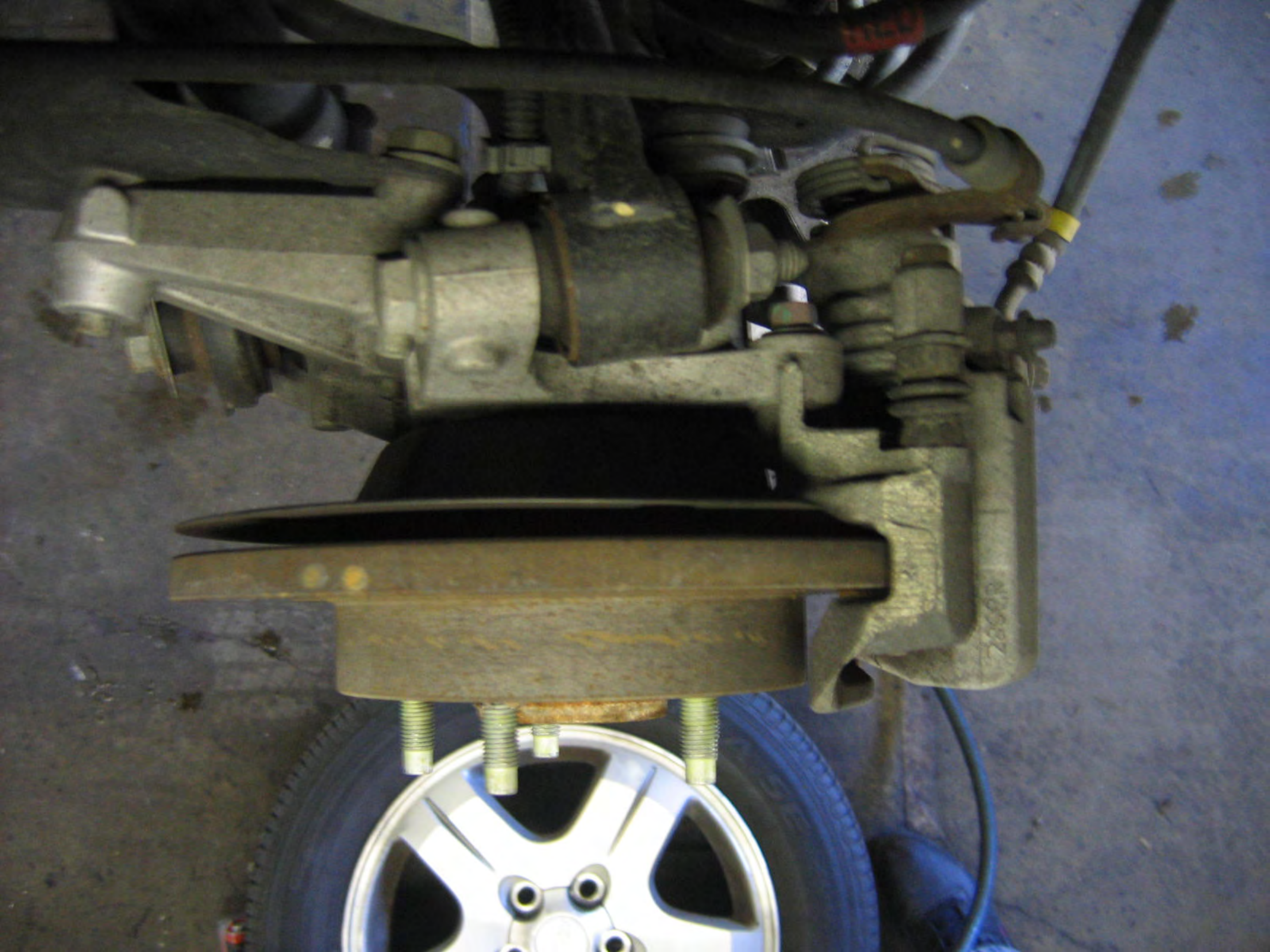


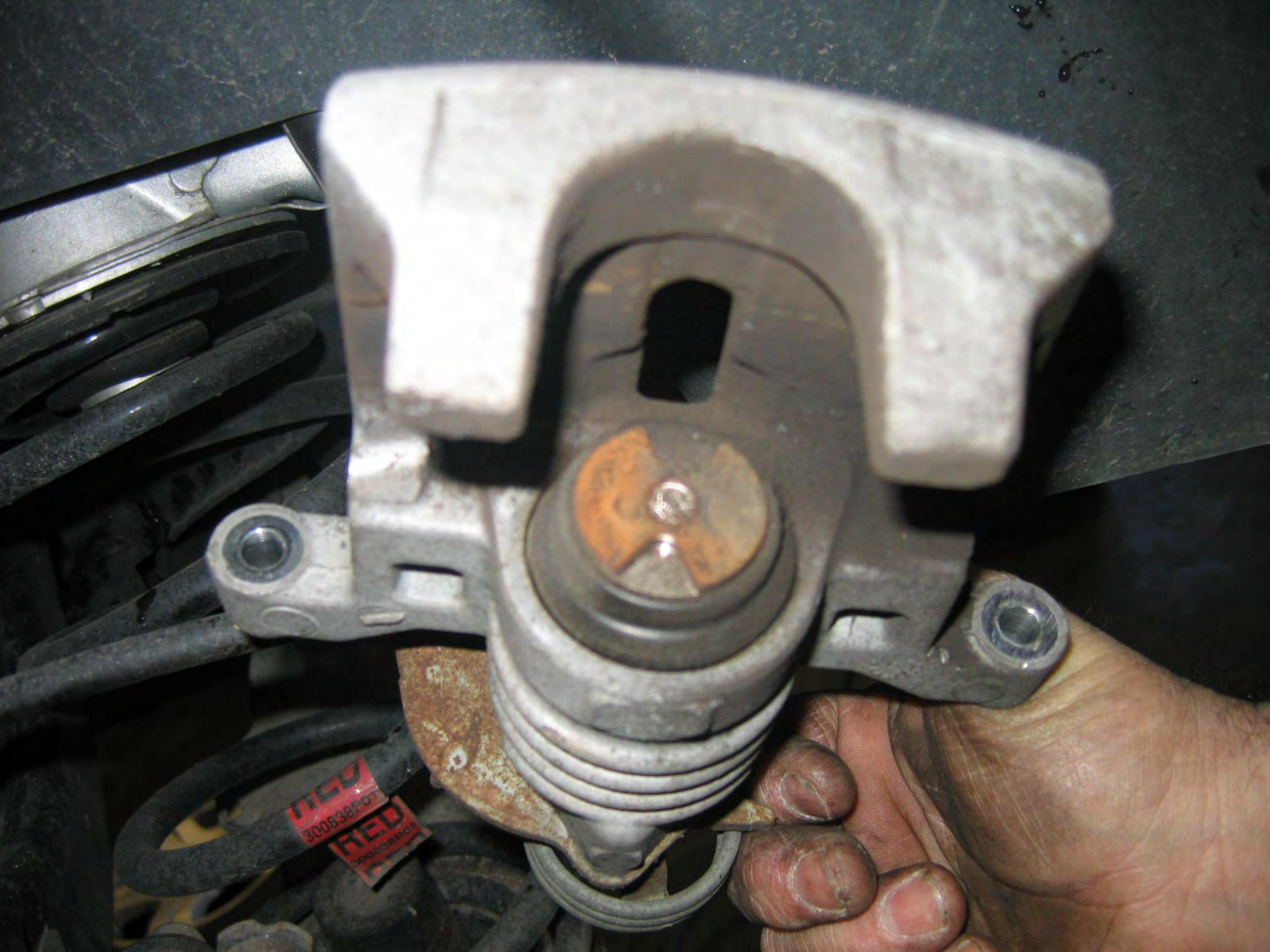


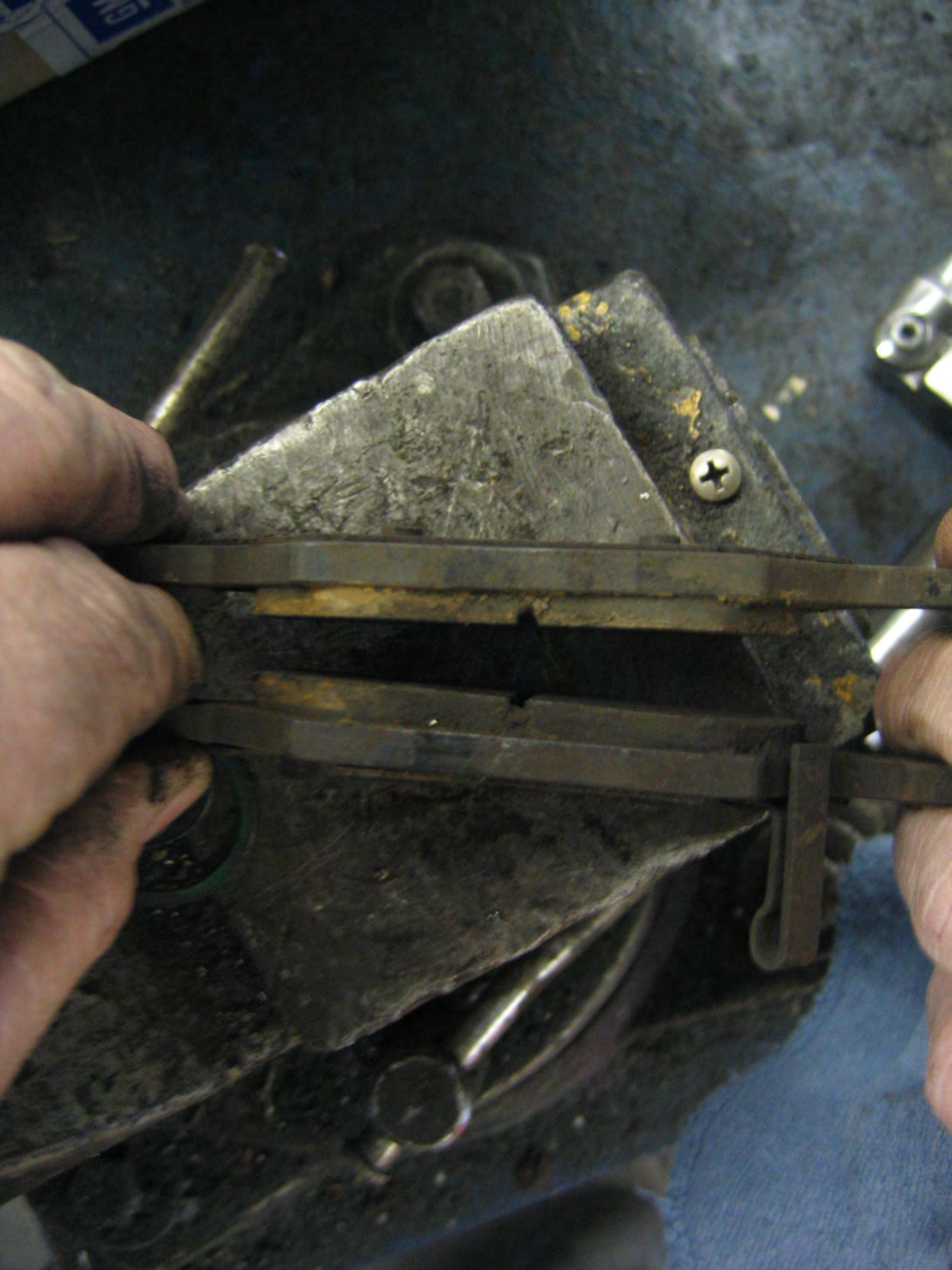



LR


LR

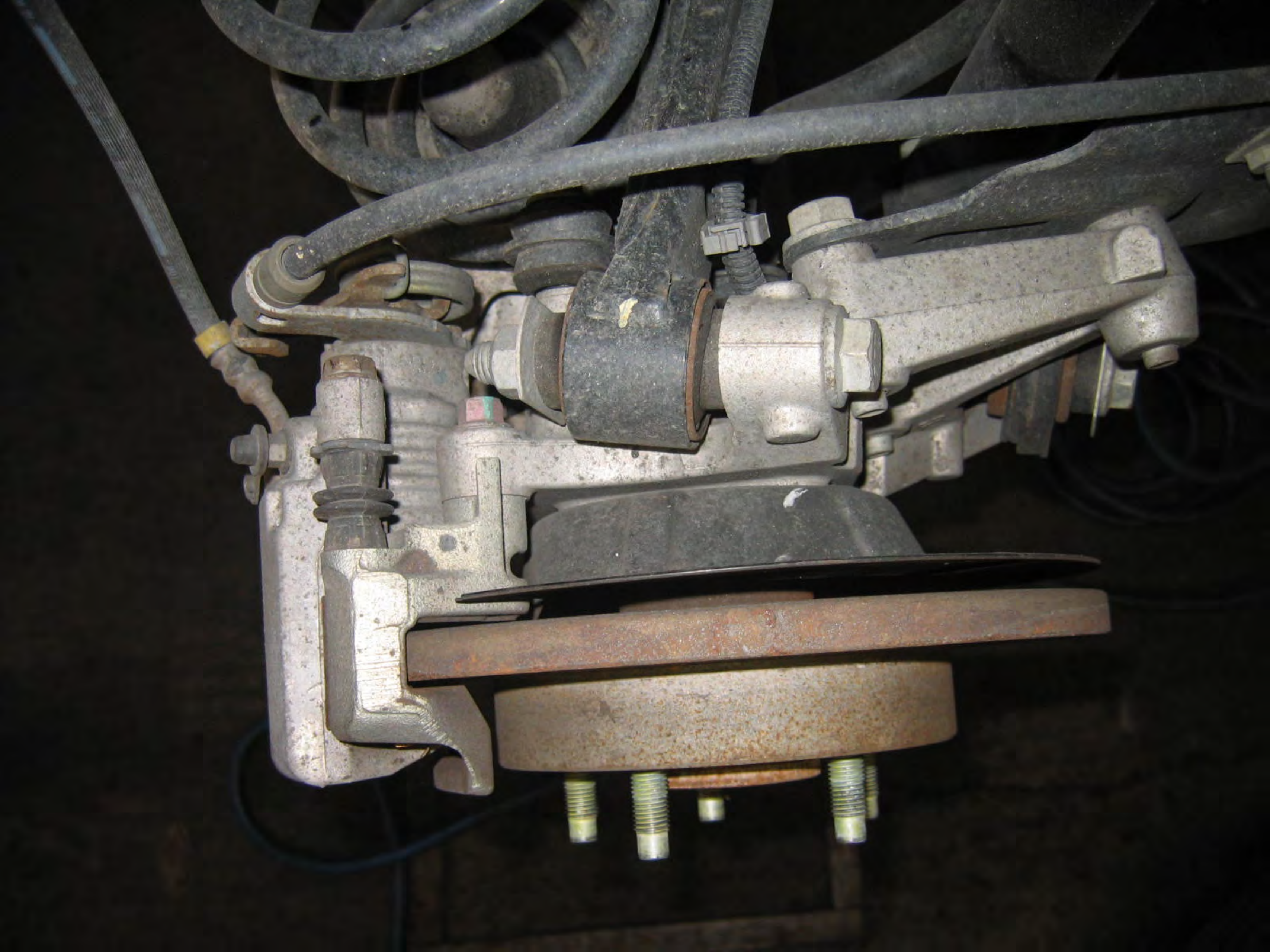


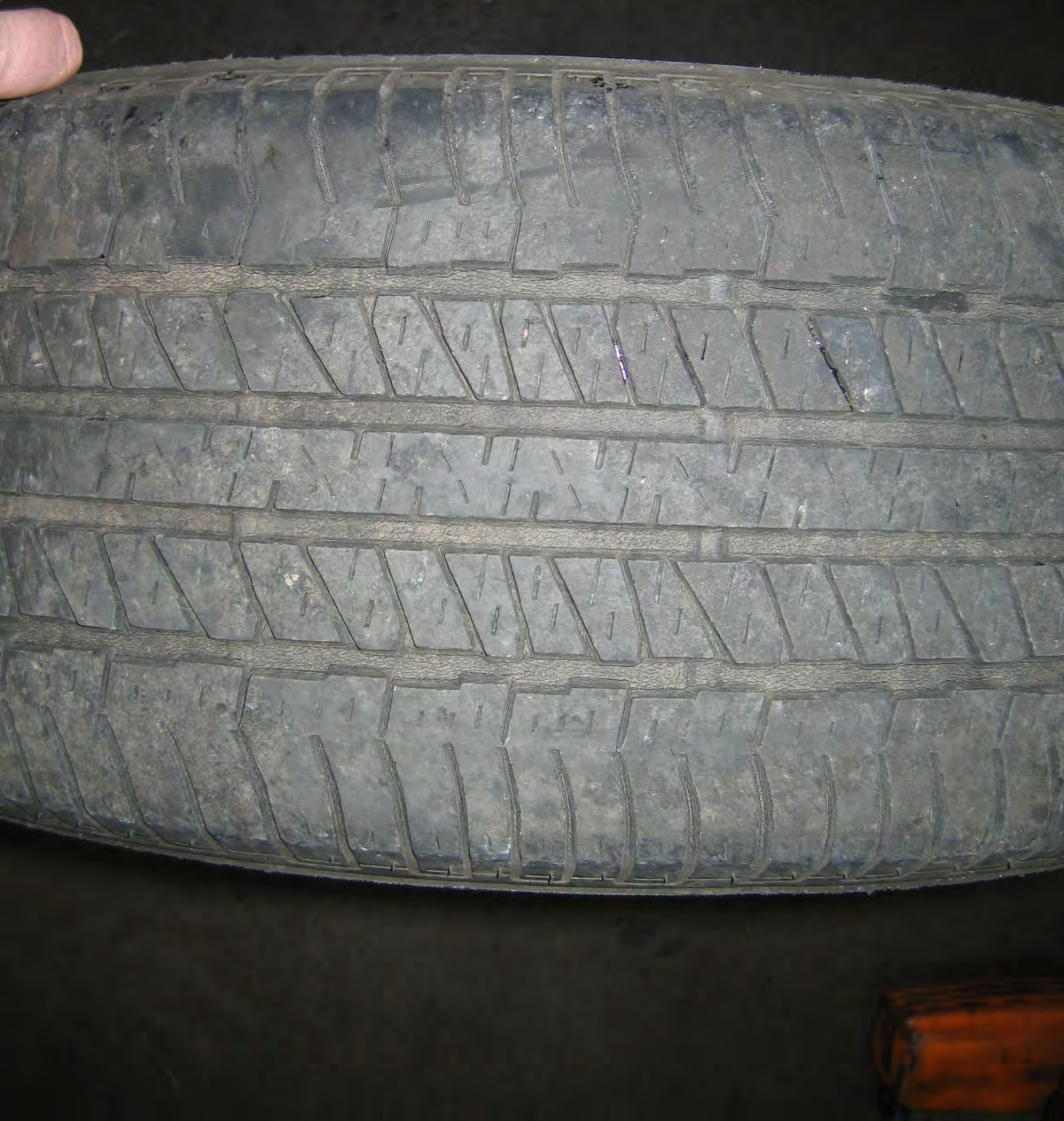

RED
300838P01
RED

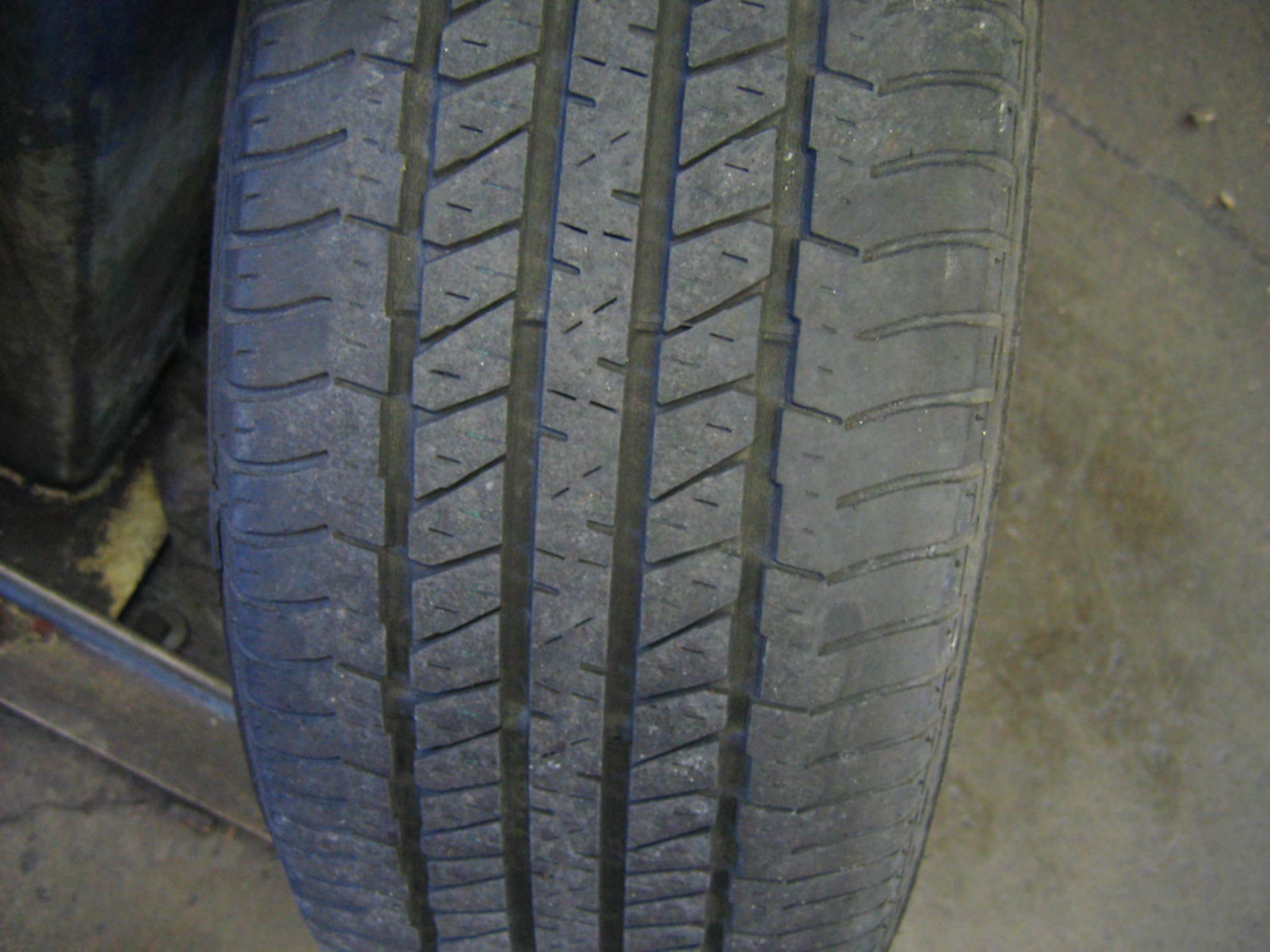


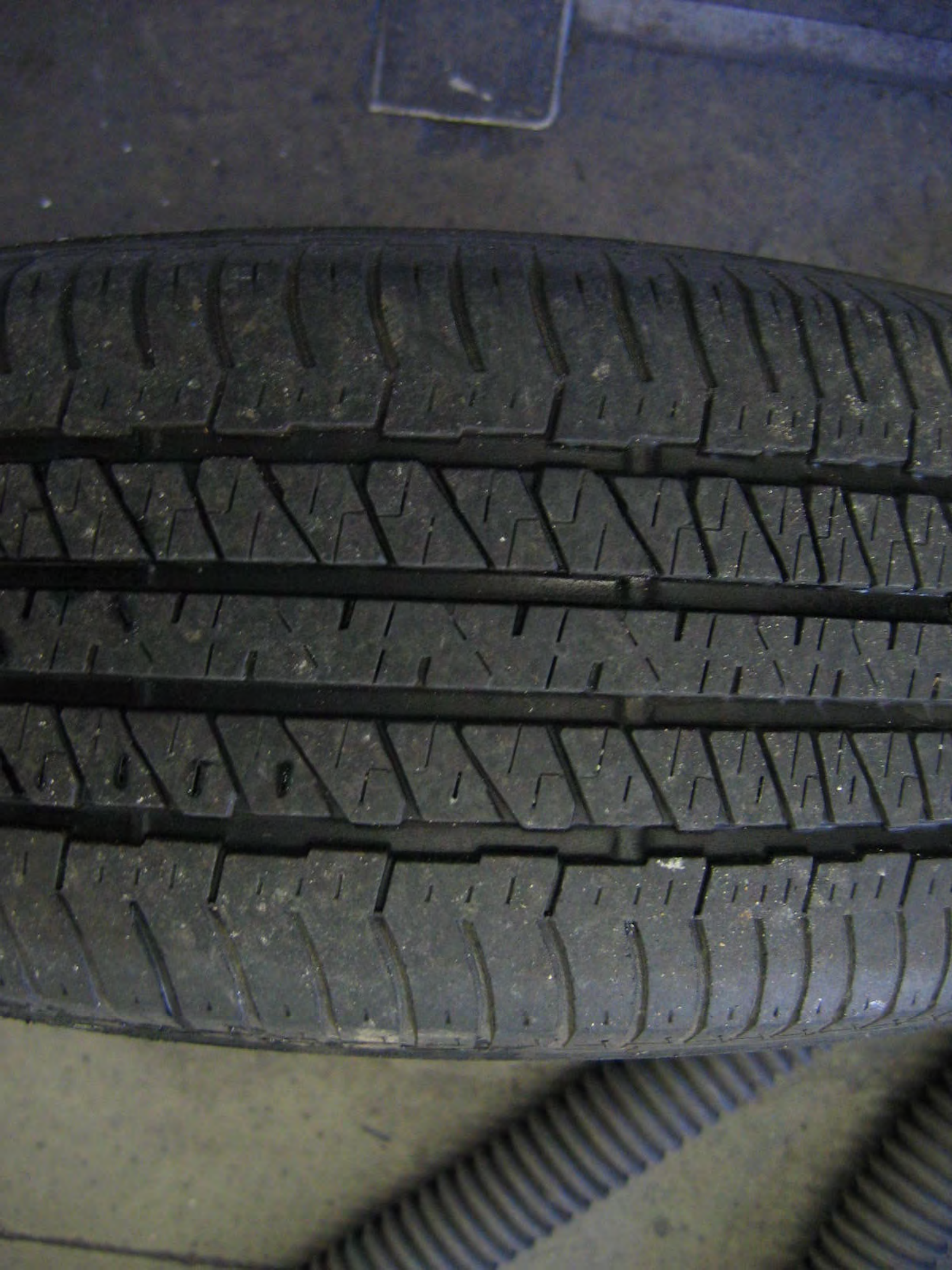
RP

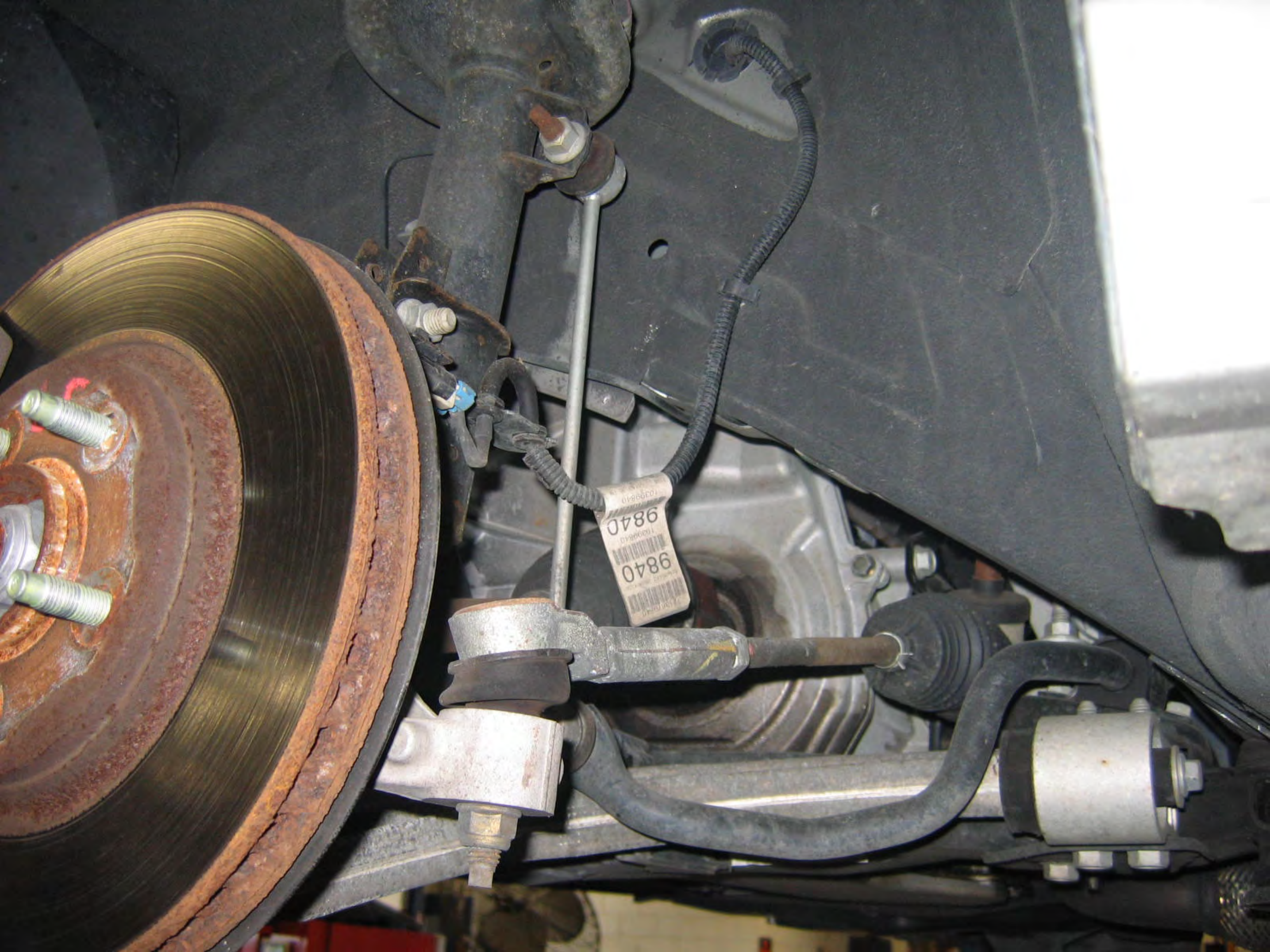
RR

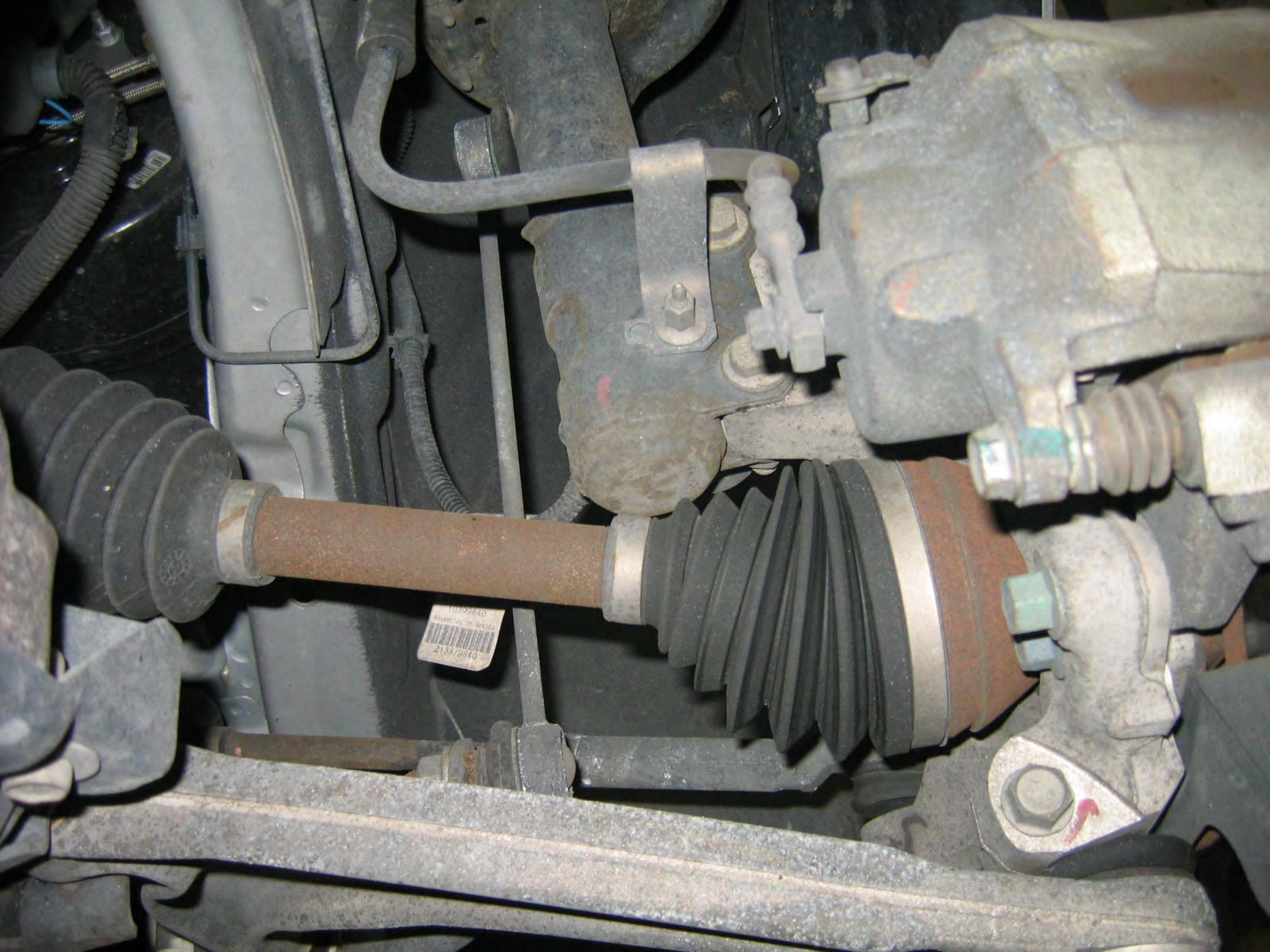


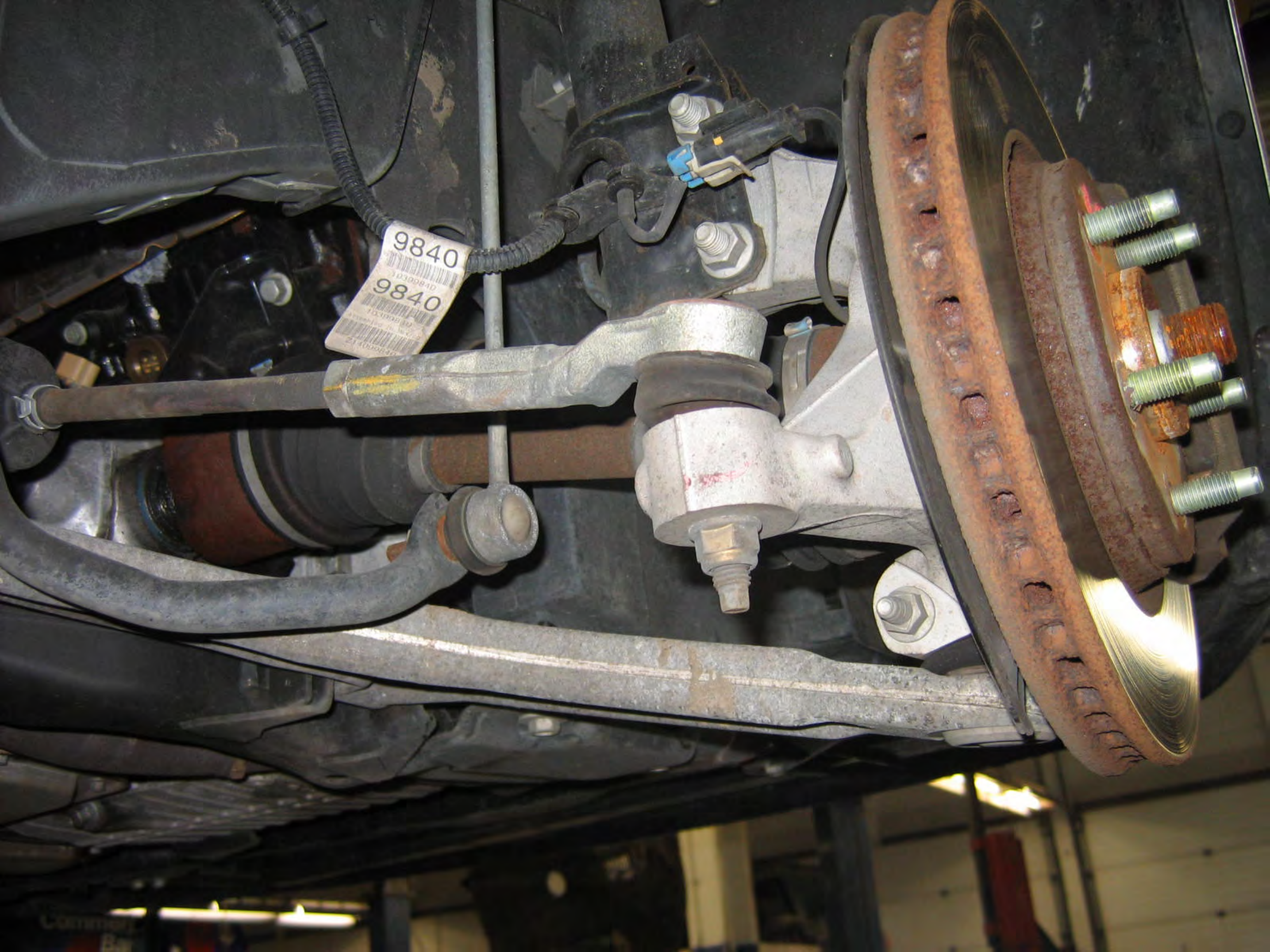


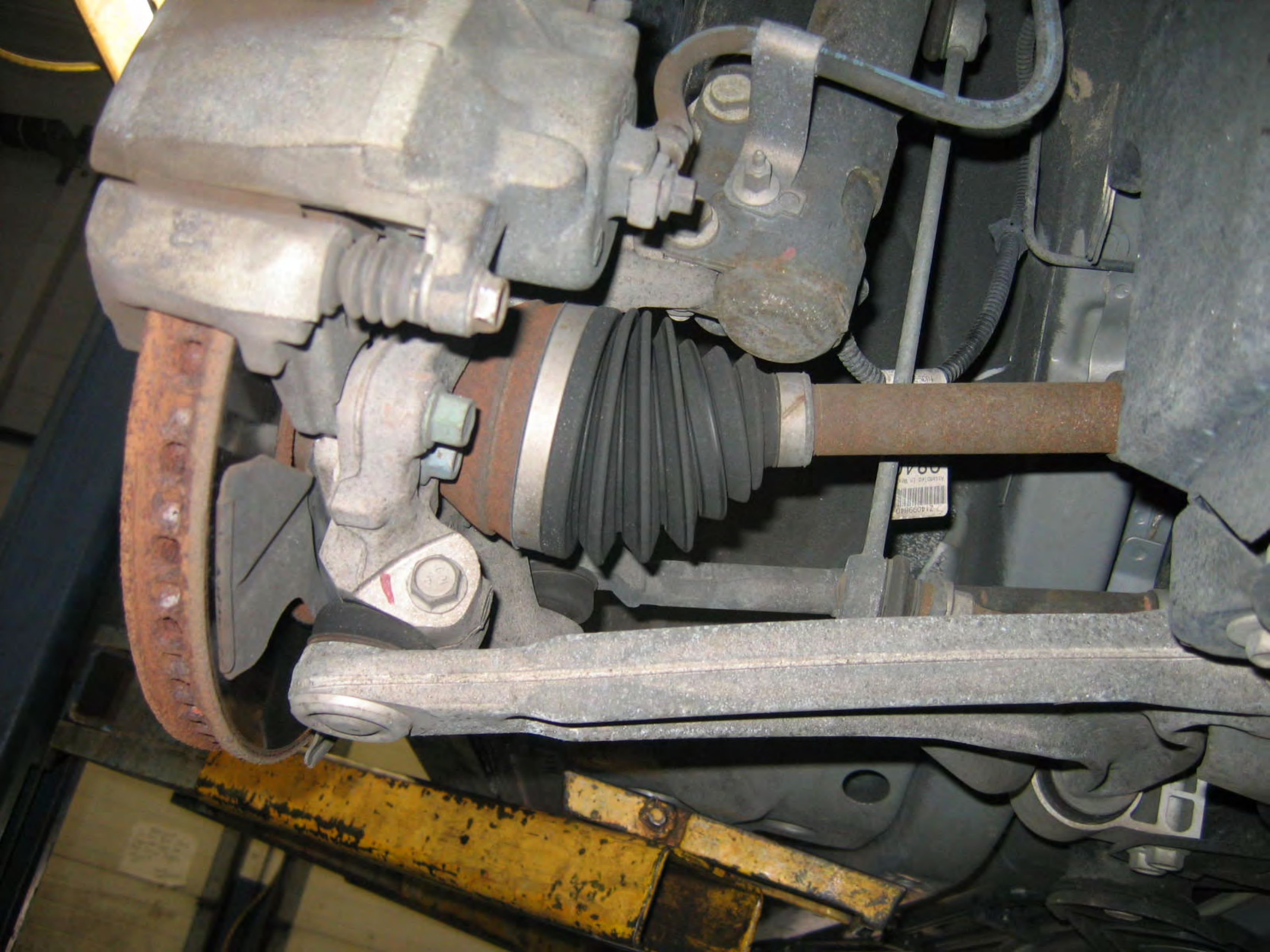


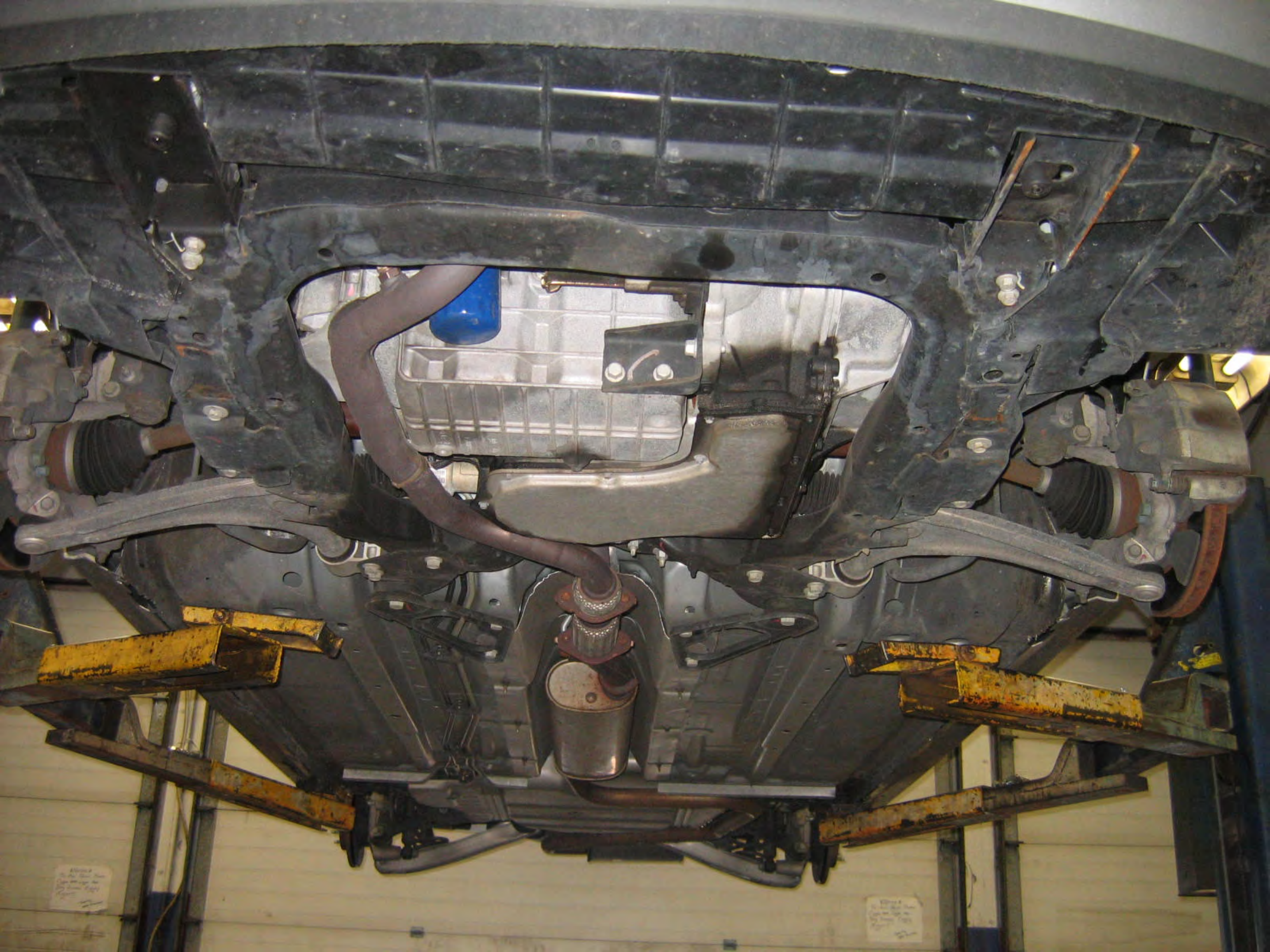


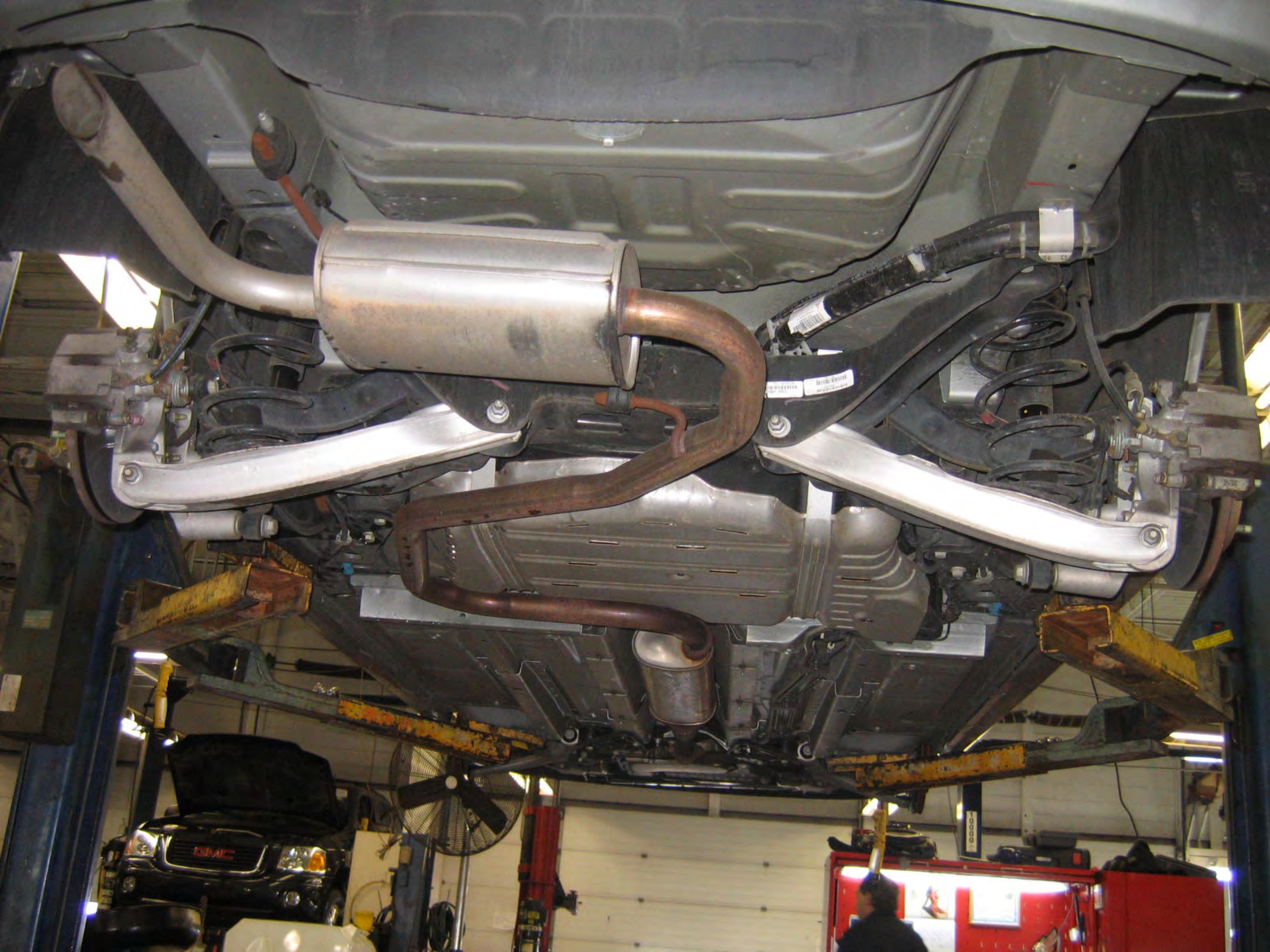

9840
9840

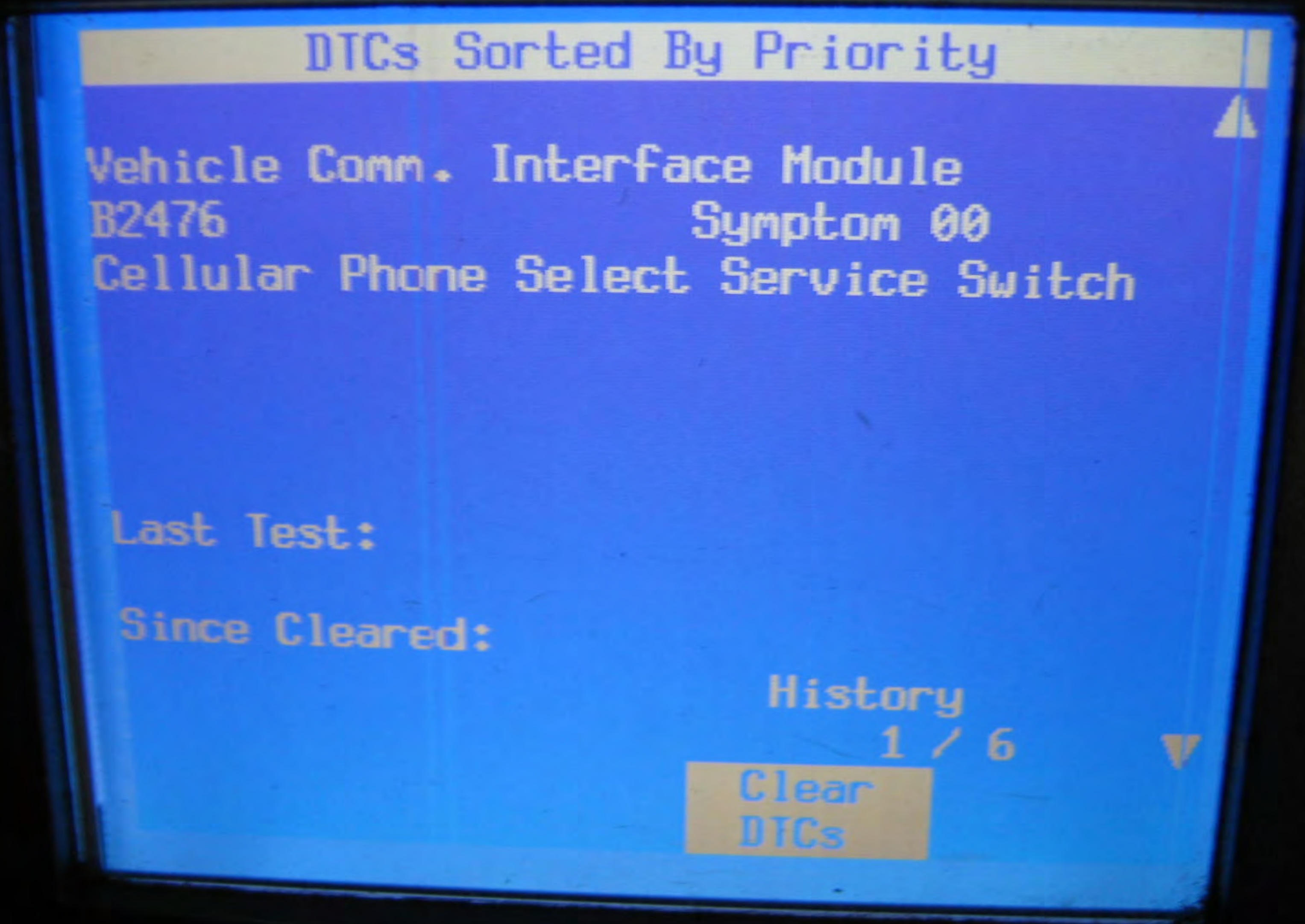

10399840
Assembled in Mexico
213879840


9840
9840

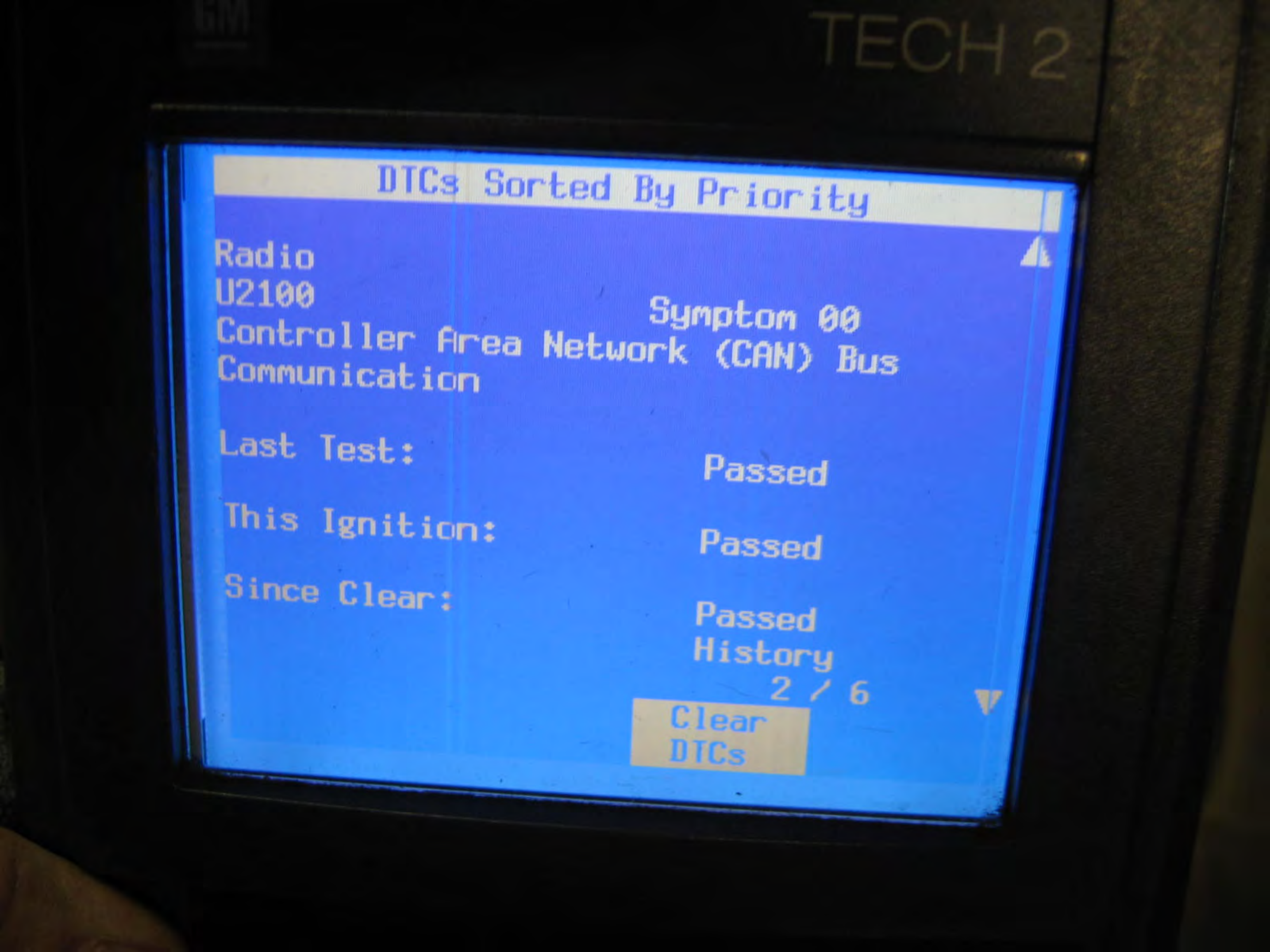





GMC



```
DTCs Sorted By Priority

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


Last Test:

Since Cleared:
                                History
                                  1 / 6
```

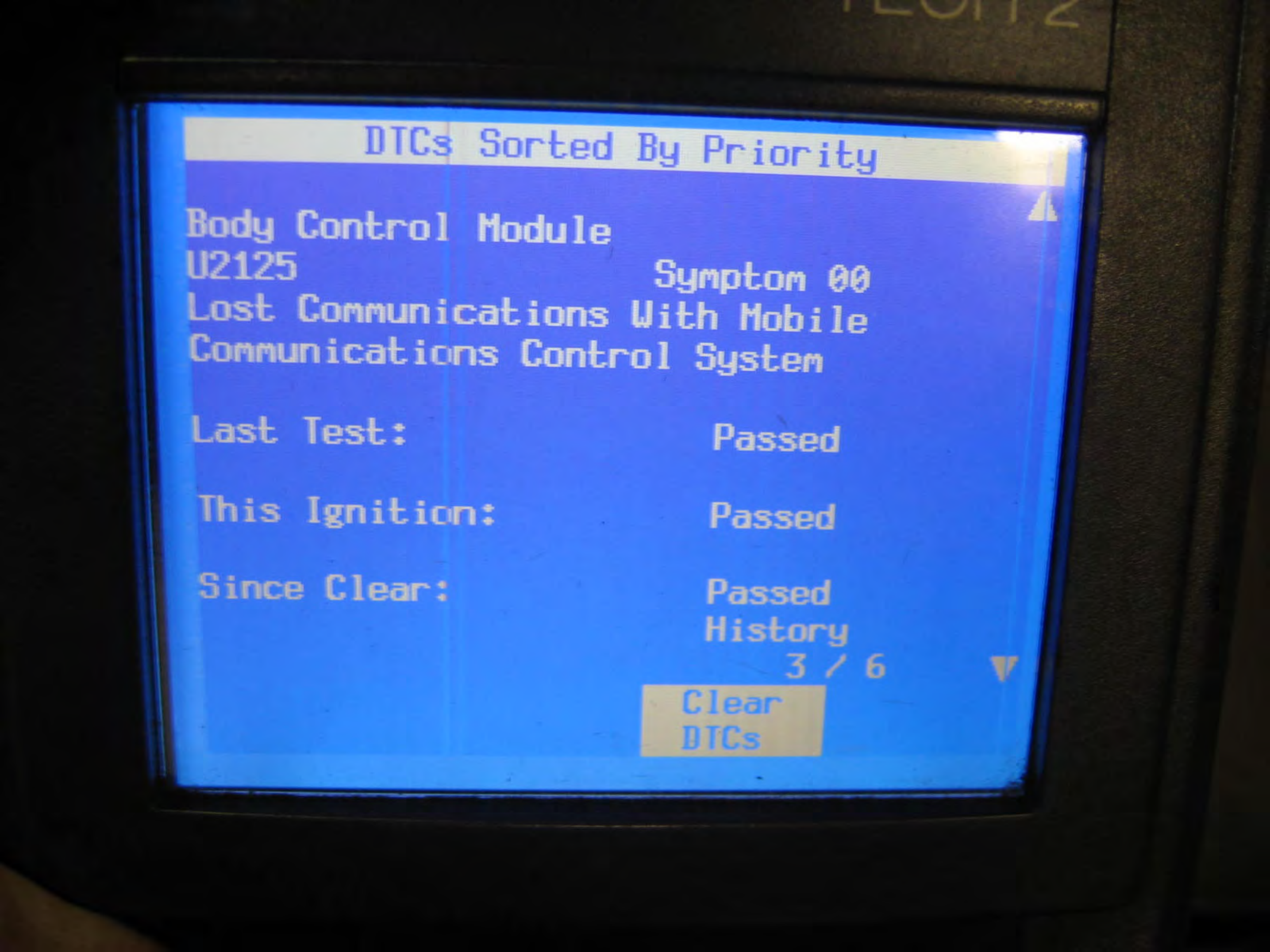


DTCs Sorted By Priority

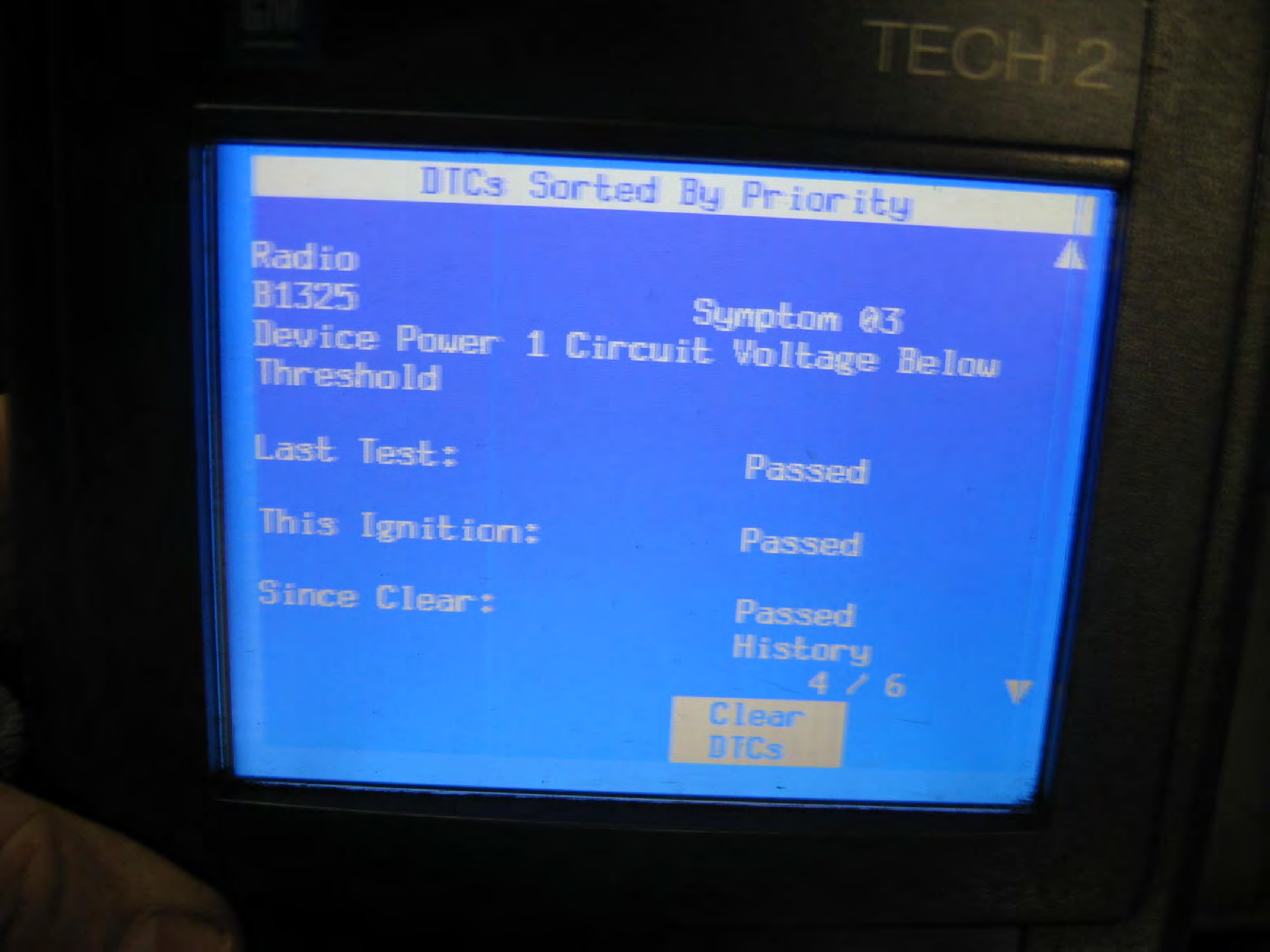
Radio
U2100
Symptom 00
Controller Area Network (CAN) Bus Communication

Last Test: Passed
This Ignition: Passed
Since Clear: Passed History

2 / 6



```
              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
```



DTCs Sorted By Priority

Radio

B1325

Symptom 03

Device Power 1 Circuit Voltage Below Threshold

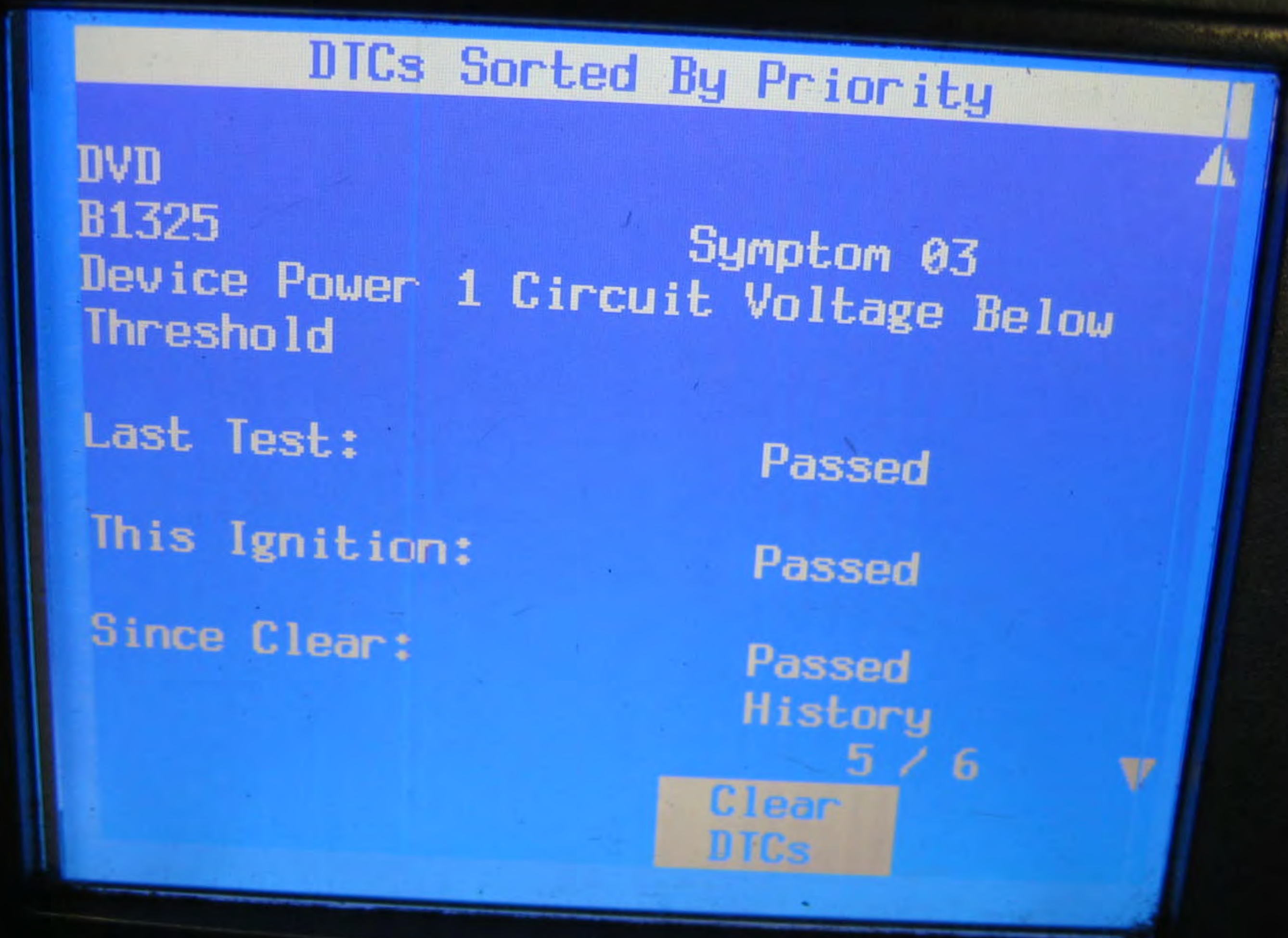
Last Test: Passed

This Ignition: Passed

Since Clear: Passed

History

4 / 6



DTCs Sorted By Priority

DVD

B1325

Symptom 03

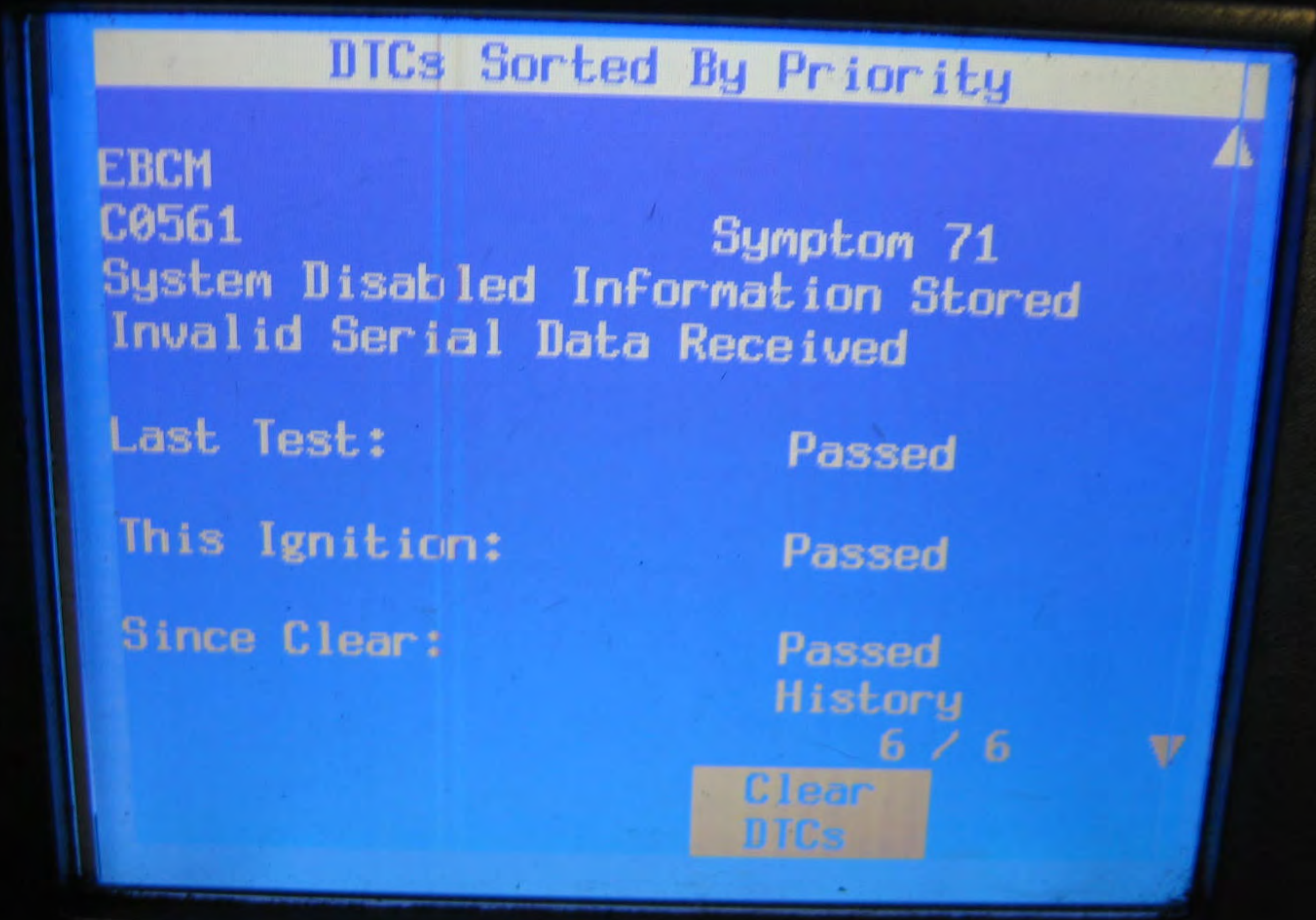
Device Power 1 Circuit Voltage Below Threshold

Last Test: Passed

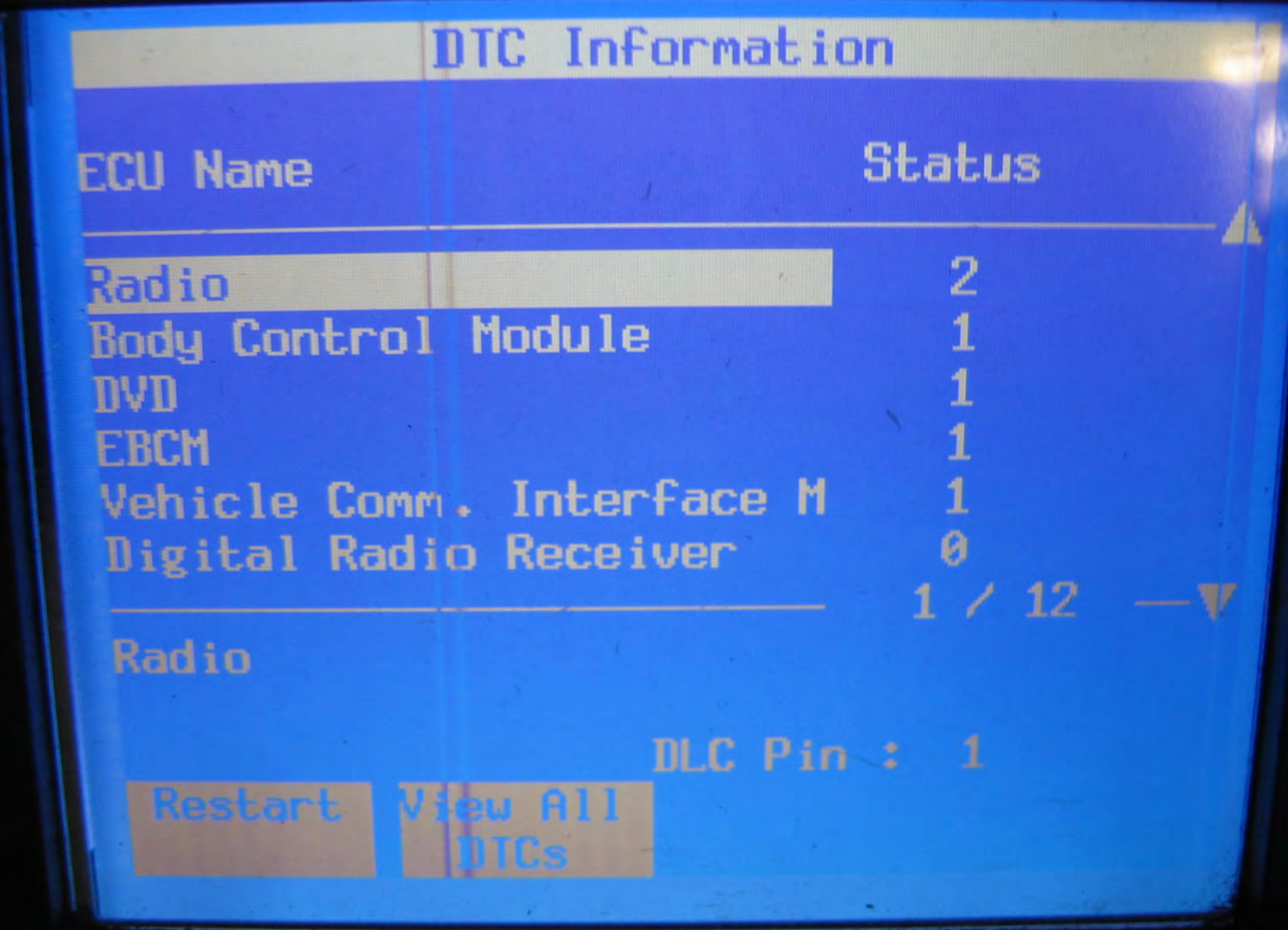
This Ignition: Passed

Since Clear: Passed History

5 / 6



```
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
```



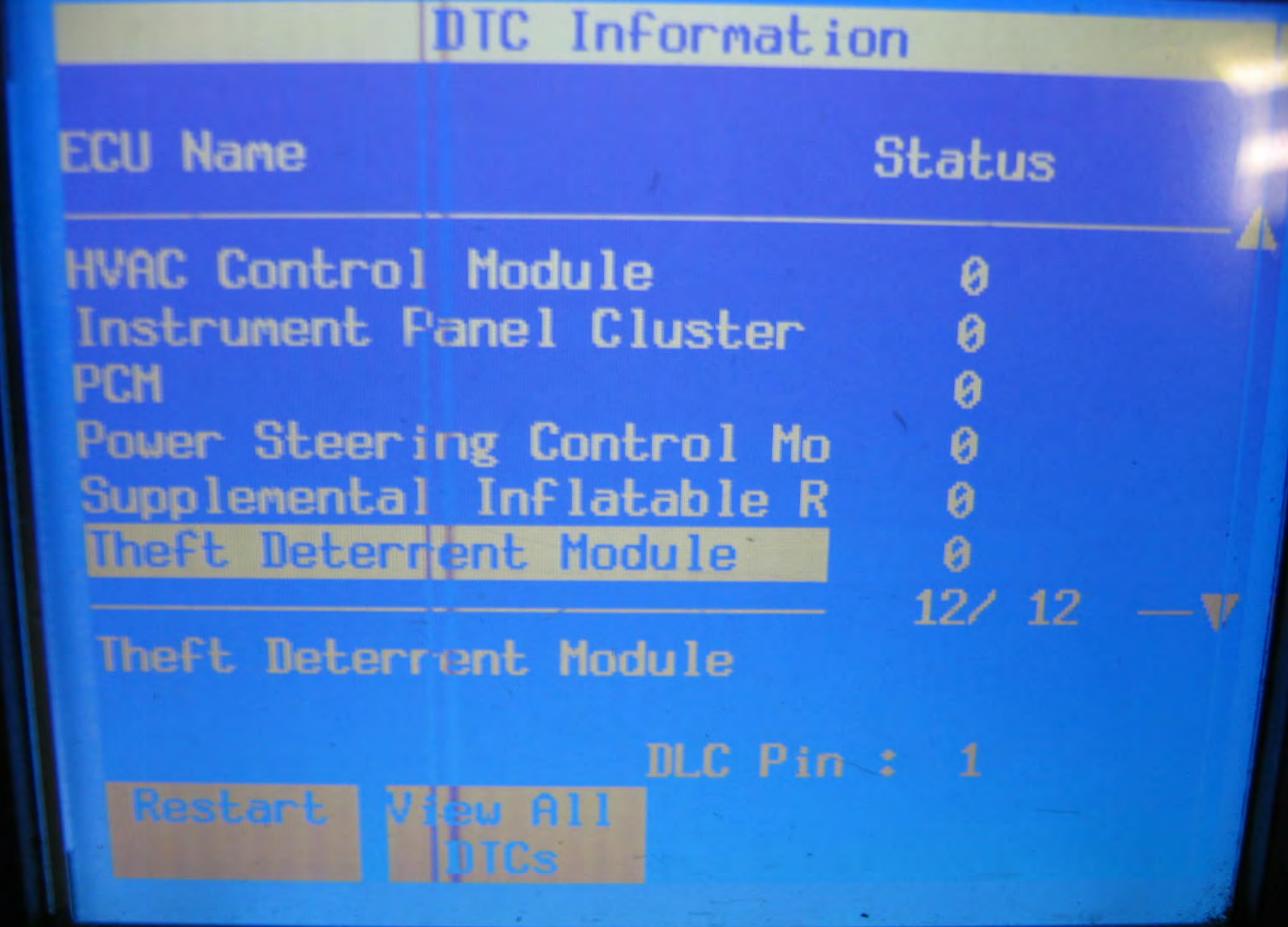
DTC Information

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



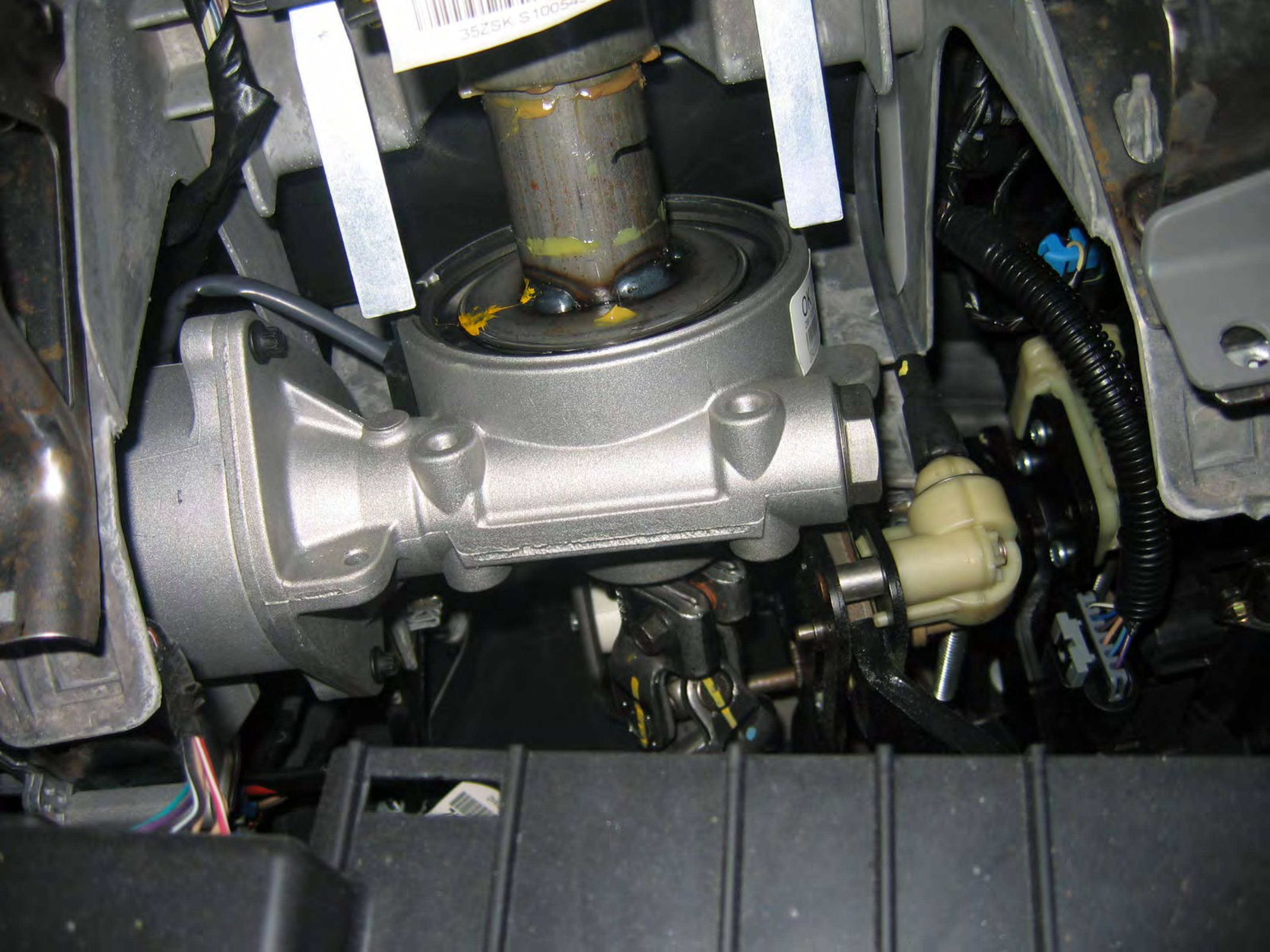
DTC Information

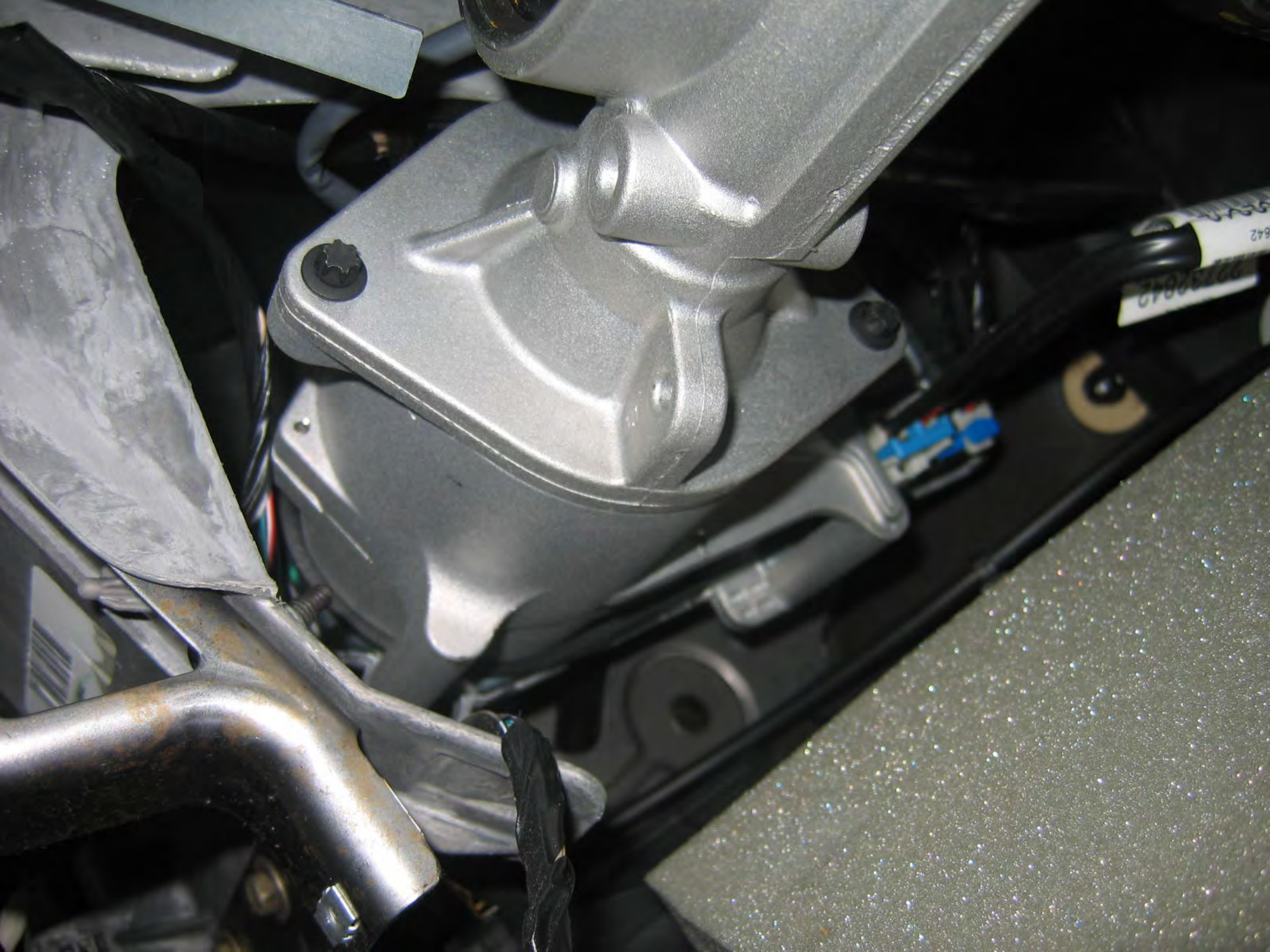
ECU Name	Status
HVAC Control Module	0
Instrument Panel Cluster	0
PCM	0
Power Steering Control Mo	0
Supplemental Inflatable R	0
Theft Deterrent Module	0

12/ 12

Theft Deterrent Module

DLC Pin : 1


35ZSK S10054
OK



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
[illegible]

REIMBURSEMENT DEPT.
PO BOX33170
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): 1G1ZT62855F[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]
Unit # :
Vin # : 1G1ZT62855F[redacted]
Hat # : Ref # :

Odometer In : 44646

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

[Technicians : REITER, JEFF 9]

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

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

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

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

VENDOR DUNS NO. BB 000000498 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
	01/08/08	VM 1-9RIY7A	00.0000	745.96	.00	745.96
1G1ZT62855F[redacted].71-590083082.1-9RIY7A						
TOTAL				745.96	.00	745.96

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

H3

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

XXXXXXXXXXXXXX490 DOLLARS

XXXX29 CENTS

AMOUNT XXXXXXXXXXXXXX490.29

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 71-590094406.1-9RBRY0	VM 1-9RBRY0	00.0000	490.29	.00	490.29

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

W3

TOTAL	490.29	.00	490.29

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.

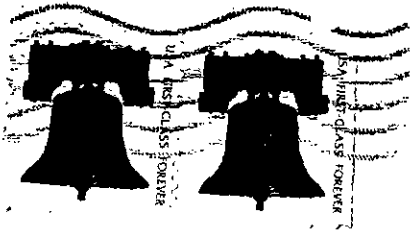
Sincerely,

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
18 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)

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).

LOU BACHRODT

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
[redacted]
ROCKFORD, IL [redacted]
[redacted]

ADVISOR DON PAGANO 5130	TAG [redacted]		INVOICE DATE 09/15/07	INVOICE NO. CVCS388537
LABOR RATE [redacted]		MILEAGE 59,794	COLOR WHT/	STOCK NO.
YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU			DELIVERY DATE 05/30/06	DELIVERY MILES
VEHICLE I.D. NO. 1 G 1 Z U 6 4 8 8 5 F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
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 O (10/04)

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. 1 G 1 Z U 6 4 8 8 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F. T. E. NO.	P.O. NO.	R.O. DATE 09/12/07	
[redacted]	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

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
```

Not Claiming Job#2

[illegible]

PAGE 1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:08pm

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

LOU BACHRODT
AUTOMALL

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

Customer Name:

Date: 9/12/07
Repair Order#: 1630

Courtesy Inspection

916 5764

Vehicle Identification Number: 1G1ZU64885F[redacted]
Mileage: 59794

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

BRAKES

● = OVER 50%	LF	●	○	●
○ = 20% - 50%	LR	●	○	●
● = LESS THAN 20%	RF	●	○	●
◌ = Brake Measurements NOT Taken This Visit	RR	●	○	●

Comments:

RECOMMENDED SERVICES

● ______ Mile Service

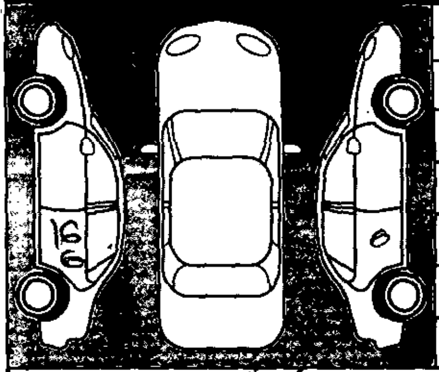
○ Next Scheduled Maintenance

Date ______ Time ______

Reason For Maintenance ______

(08/05)

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

CHECK TIRES

TREAD DEPTH

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

This Courtesy Inspection Completed by Your Bachrodt Service Team!

L BACHRODT CHV
7070 CHERRYVALE N BLVD
ROCKFORD IL 61112
815-332-3600

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]44

Total: $ 598.28

Customer Copy
THANK YOU!

[illegible]

[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):

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.
- 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).

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

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
2 [illegible]

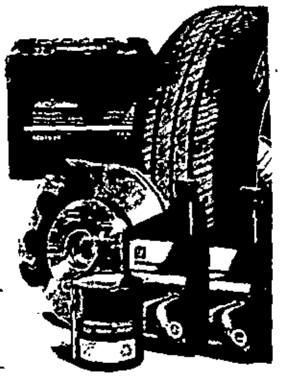
DEC 19 2007

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

4823235170 B050

Goodwrench

8/20/08
65716
200



MULTI-POINT VEHICLE INSPECTION

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

1G1[illegible]T52835F

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

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

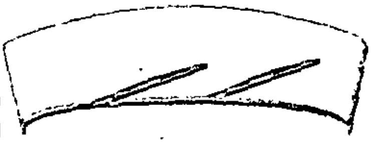
INTERIOR

OnStar by GM Subscription activated

Remaining engine oil life:________% Reset:______ N/A:______

Air Conditioning Performance

☐ WIPER BLADES



LF RF

Rear (if applicable)

Windshield condition

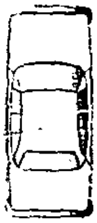
Cracks________ Chips________

☐ 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



(Check lamps)

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

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

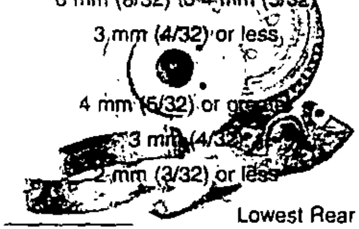
☐ CHECK FLUID LEVELS

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 (6/32) 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

©07 Copyright all rights reserved

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.

GM 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

[redacted]
CINCINNATI, OH

PHILIP E PURKISER 37	TAG NO 473		09/04/07	CVCS453613
81.00	LICENSE NO	MILEAGE 53,879	WHITE/	STOCK NO
05/CHEVROLET/MALIBU/4 DOOR SEDAN			07/22/04	DELIVERY MILES
1 G 1 Z T 5 2 8 3 5 F [redacted]			MC CLUSKEY	PRODUCTION DATE
F.T.E. NO	P.O. NO		09/01/07	

[redacted] BUSINESS PHONE COMMENTS

TOTALS

```
**************************************************
*                                                *
* [☒] 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.
GM 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 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 MILES
	VEHICLE ID NO 1 G 1 Z T 5 2 8 3 5 F [redacted]			SELLING DEALER NO MC CLUSKEY	PRODUCTION DATE
				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, [redacted]

USPS - 75630

USA 41

USA 41

JAN 11 2008

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

48232+5170 B050

07126

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

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).

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. 9657	ADVISOR MELISSA WAGES 83181		TAG NO. [redacted]	INVOICE DATE 12/06/07	INVOICE NO. K1CS33903
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 67,538	COLOR /	STOCK NO.
LONGVIEW, TX [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 9 5 F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	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

Breynolds and Reynolds ERALZRINVE GQ28532 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

[illegible] Original

CUSTOMER NO. 9657	ADVISOR MELISSA WAGES 83181		TAG NO. [redacted]	INVOICE DATE 12/06/07	INVOICE NO. K1CS33903
[redacted] LONGVIEW, TX [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 67,538	COLOR 7	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 9 5 F [redacted]			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-------------------------------------------------------------------

***************************************************   TOTAL LABOR....    180.00
*                                                 *   TOTAL PARTS....    272.35
*  [ ] CASH     [ ] CHECK   CK NO. [            ] *   TOTAL SUBLET...     79.95
*                                                 *   TOTAL G.O.G....      0.00
*  [ ] VISA     [ ] MASTERCARD    [ ] DISCOVER    *   TOTAL MISC CHG.      0.00
*                                                 *   TOTAL MISC DISC   -454.77
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE     *   TOTAL TAX......     22.47
*                                                 *                    -------
***************************************************   TOTAL INVOICE $    100.00

THANK YOU FOR YOUR BUSINESS!!
```

CUSTOMER SIGNATURE

"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 ERALZRNVE GO26532 O (08/01)

PAGE 2 OF 2 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

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 P&DC
TX 757
13 DEC 2007 PM 3

USA41

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	BIG SANDY TX [redacted]	TIME IN 09:28
MILES IN 59456	MILES OUT 59457	FIRST USE 00/00/00	LISC. [redacted]		CLOSED 10/10/07 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
    (Tech:03) A                               Total Repair (Warranty )..............   381.99
```

ORIGINAL

Next Service JAN '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]

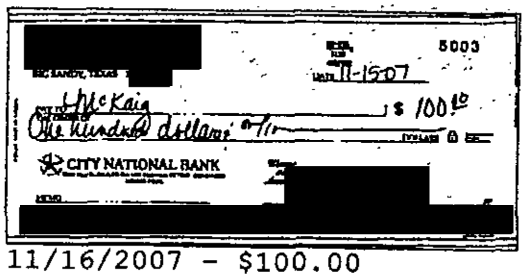
11/15/07
17:23:02
C/D 2

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



[redacted]

BIG SANDY, TEXAS

5003

DATE 11-15-07

PAY TO THE ORDER OF McKaig $ 100.00

One hundred dollars 00/100 DOLLARS

CITY NATIONAL BANK

MEMO

[redacted]

[redacted]

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			AMOUNT
01/11/08	**************100 DOLLARS	****00 CENTS	**************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
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
			TOTAL	100.00	.00	100.00

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

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

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/17/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528554[redacted]	01/16/08 .71-590755	VM 1-9SYINZ 107.1-9SYINZ	00.0000	574.64	.00	574.64

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

M3

TOTAL	574.64	.00	574.64

Pull To Open **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/postageonline

Recycled Paper

PLEASE PRESS FIRMLY PLEASE PRESS FIRMLY

GLEN MS DEC 17 2 [redacted] 17 2007 PM 38846

EXPRESS MAIL®
UNITED STATES POSTAL SERVICE

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

USPS DEC. 17.07 GLEN, MS
#0000011907
U.S. POSTAGE 0000
POSTALIA 298881

EQ966737042US

EQ966737042US

PRESS HARD. YOU ARE MAKING 3 COPIES.

ORIGIN (POSTAL SERVICE USE ONLY)

PO ZIP Code 388 [redacted]	Day of Delivery ☐ Next ☑ 2nd ☐ 2nd Del. Day	Postage $16.25
Date Accepted Mo. 12 Day 17 Year 07	Scheduled Date of Delivery Month 12 Day 19	Return Receipt Fee $
Time Accepted 1:47 ☐ AM ☑ PM	Scheduled Time of Delivery ☐ Noon ☑ 3 PM	COD Fee $ / Insurance Fee $
	Military ☐ 2nd Day ☐ 3rd Day	Total Postage & Fees $16.25
Flat Rate ☐ or Weight lbs. ozs.	Int'l Alpha Country Code	Acceptance Emp. Initials

FROM: (PLEASE PRINT) PHONE ( )

[redacted] DEC 19 2007

Glen MS [redacted]

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

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
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 ( )

[illegible]
[illegible] 20033 110
Detroit MI

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

4 8 2 3 2 + 5 1 2 0

FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.

This packaging is the property of the U.S. Postal Service® and is provided sol... ...ress Mail®. Misuse may be a violation of federal law. This packaging is not for resale. EP13F MAY 2007 © U.S. Postal Service

Jesus said, "I am the way, the truth, and the life."
- [illegible]

[redacted]
Glen, MS [redacted]

DEC 1 9 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.

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).

FRANKIE BLACKMON OF CORINTH

CVCS6192
1701 HWY. 72 WEST
CORINTH, MS 38834
(662) 287-1944
(800) 514-3740

CVCS6192

COPY

CUSTOMER NO 6247	ADVISOR CRAIG FARLEY 9805		TAG NO	INVOICE DATE 08/31/07	INVOICE NO CVCS6192
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 52,132	COLOR /	STOCK NO.
GLEN, MS [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1 G 2 Z H 5 2 8 5 5 4 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	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
*  [ ] CASH     [ ] CHECK    CK NO. [        ]  *        TOTAL PARTS....         341.73
*                                               *        TOTAL SUBLET...           0.00
*  [ ] VISA     [ ] MASTERCARD    [ ] DISCOVER  *        TOTAL G.O.G....           0.00
*                                               *        TOTAL MISC CHG.           5.32
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE   *        TOTAL MISC DISC           0.00
*                                               *        TOTAL TAX......          37.59
*************************************************                               -------
                                                     TOTAL INVOICE $             574.64
THANK YOU FOR YOUR BUSINESS!!

________________________________________________
          CUSTOMER SIGNATURE
**************************     D U P L I C A T E   I N V O I C E     **************************
```

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.

STATEMENT OF ACCOUNT

CITIZENS BANK-MAIN OFFICE
PO BOX 910
RUSSELLVILLE AL 35653

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

TELEPHONE:256-332-1710

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 552267	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	44.60
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 2216 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

[redacted]

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			AMOUNT
01/23/08	××××××××××××××989 DOLLARS	××××14 CENTS	××××××××××××××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

VENDOR DUNS NO BB 000000233

1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/23/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZU54835F[redacted]	01/22/08 71-590769774.1-9RV28I	VH 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

DEC 1 9 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: 12/15/07

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

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

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):

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

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).

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
[redacted]
FREDERICK, MD [redacted]
[redacted]

ADVISOR KEVIN BINDEL 546 TAG NO. 367
05/25/07
CVCS622967
98.00 LICENSE NO MILEAGE 38,195
DARK BLUE M
F107436
YEAR/MAKE/MODEL 05/CHEVROLET/MALIBU/LT SEDAN
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
05/24/07
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
            PROVIOED 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)

Fitzgerald AUTO MALLS

FitzMall.com

SINCE 1966

CHEVROLET Cadillac SUZUKI

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

mazda SAAB

COPY

Visit us at our website www.FitzMall.com

CUSTOMER NO 100640	ADVISOR KEVIN BINDEL 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 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.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   SHDP 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....                                    TOTAL LABOR....          411.60
             (   ) Cash.... (   ) Check (Ck#          )  TOTAL PARTS....          402.08
             (   ) Charge.. (   ) Credit Card(.........)  TOTAL SUBLET...            0.00
                                                         TOTAL G.O.G....            0.00
             CASHIER SIGNATURE.........................  TOTAL MISC CHG.            7.95
                                                         TOTAL MISC DISC            0.00
             PAYMENT DATE..............................  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 ______ 6F634839 Q (08/06)

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 02:05pm

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 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

6F634839 O (08/06)

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

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]

DEC 19 2007

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

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

CHRYSLER Jeep Dodge

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

BUICK GMC PONTIAC

CUSTOMER NO. 16643	ADVISOR JEFF BRANDENBURG	TAG NO. 640	INVOICE DATE 06/06/07	INVOICE NO. PNCS82707
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 58,036	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 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     TOTAL LABOR....     253.38
       CUSTOMERS EXPECTATIONS....                          TOTAL PARTS....     343.74
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING   TOTAL SUBLET...       0.00
THE SERVICE YOU RECEIVED TODAY.                            TOTAL G.O.G....       0.00
                                                           TOTAL MISC CHG.      22.50
PLEASE TAKE THE TIME TO READ AND COMPLETE                  TOTAL MISC DISC       0.00
THE SURVEY AND RETURN TO THE MANUFACTURER                  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

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. 16643	ADVISOR JEFF BRANDENBURG 640	TAG NO.	INVOICE DATE 08/28/07	INVOICE NO. PNCS84278
[redacted] ARGENTA, IL [redacted]	LABOR RATE · LICENSE NO.	MILEAGE 60,932	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 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        TOTAL LABOR....    328.00
      CUSTOMERS EXPECTATIONS....                              TOTAL PARTS....    359.00
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING      TOTAL SUBLET...      0.00
THE SERVICE YOU RECEIVED TODAY.                               TOTAL G.O.G....      0.00
                                                              TOTAL MISC CHG.      0.00
PLEASE TAKE THE TIME TO READ AND COMPLETE                     TOTAL MISC DISC      0.00
THE SURVEY AND RETURN TO THE MANUFACTURER                     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.

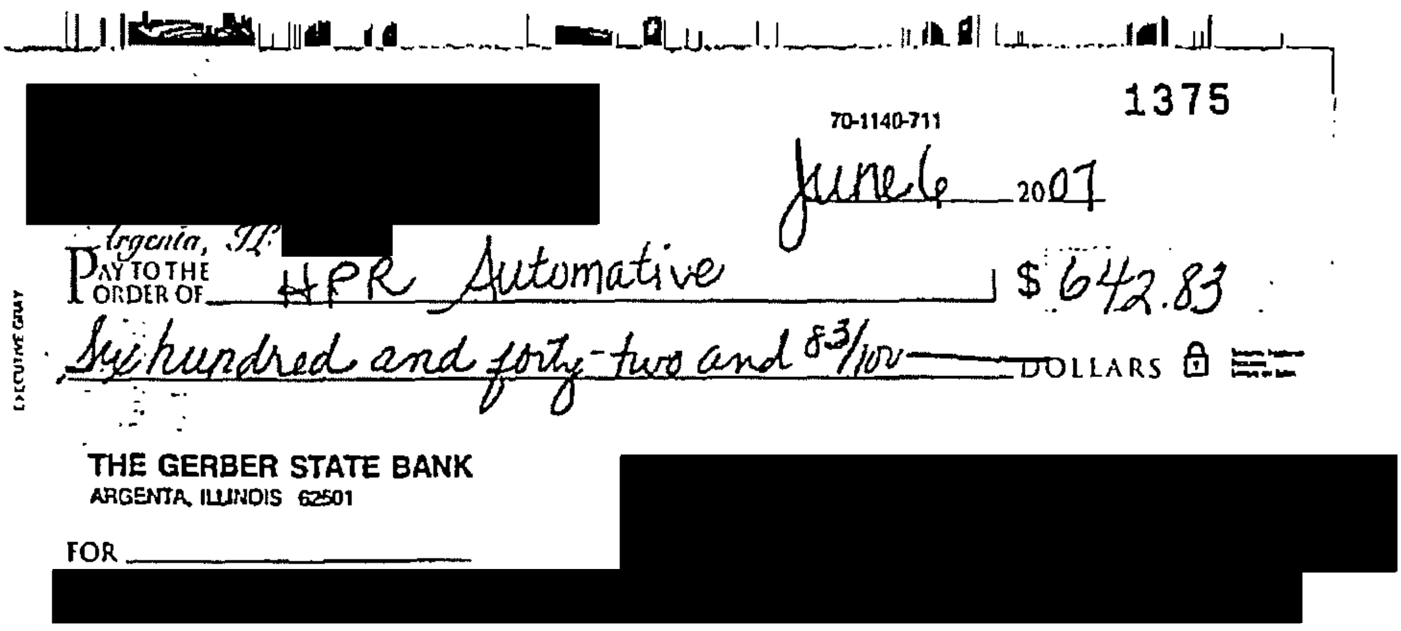
TERMS: ALL REPAIRS ARE STRICTLY CASH UNLESS SPECIFIED OTHERWISE PRIOR TO WORK BEING DONE.

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.

1727

PAGE 1 OF 1   CUSTOMER COPY   [END OF INVOICE] 10:48am

Copyright © 1998 The Reynolds and Reynolds Company
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

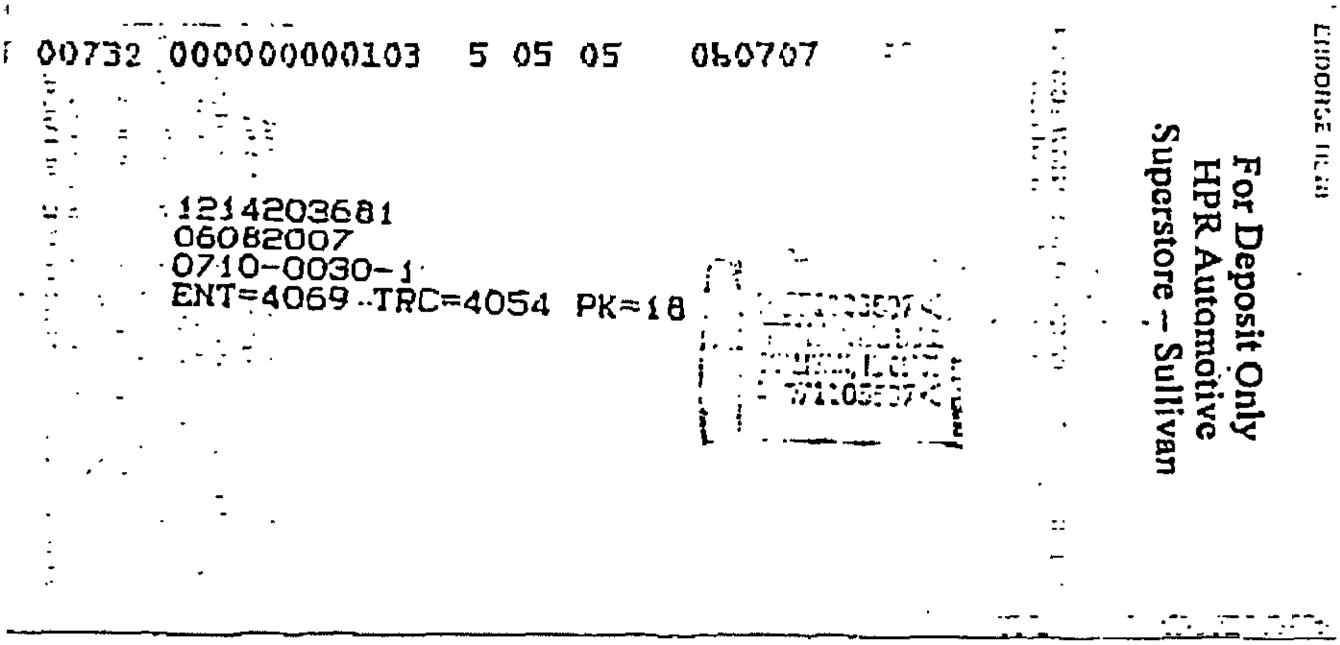
THE GERBER STATE BANK
ARGENTA, ILLINOIS 62501

FOR

[redacted]

[redacted]

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



00732 000000000103 5 05 05 060707

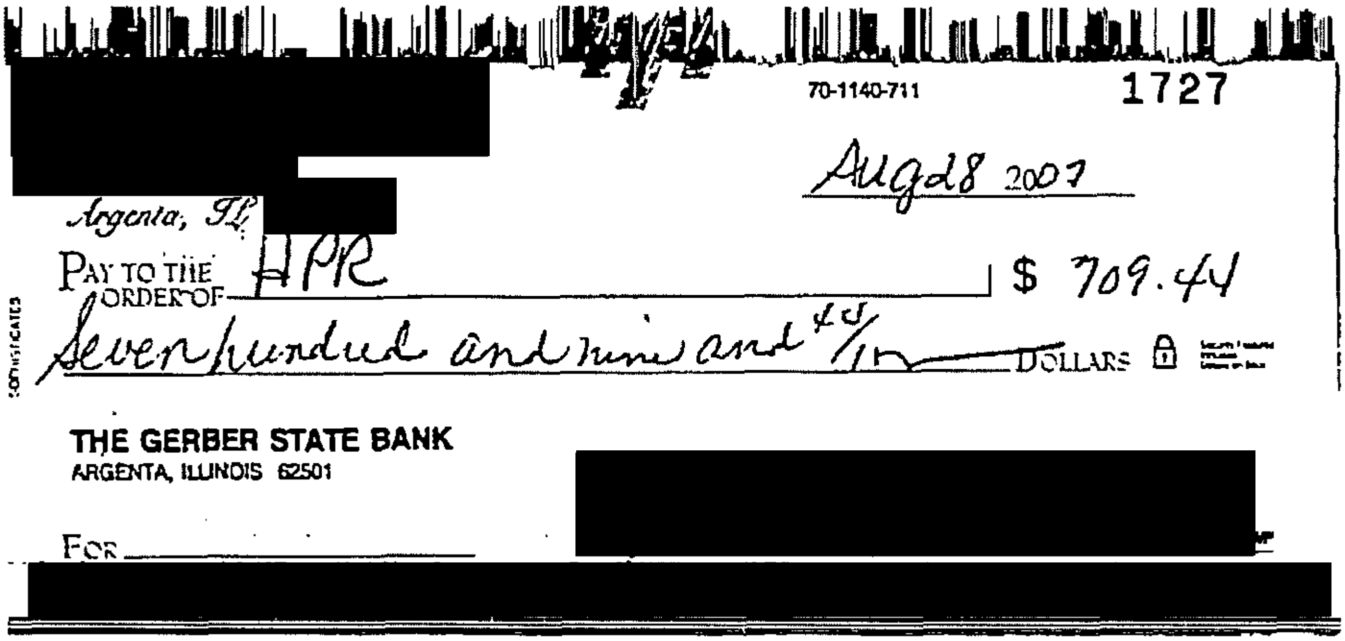
1214203681
06082007
0710-0030-1
ENT=4069 TRC=4054 PK=18

ENDORSE HERE

For Deposit Only
HPR Automotive
Superstore – Sullivan

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

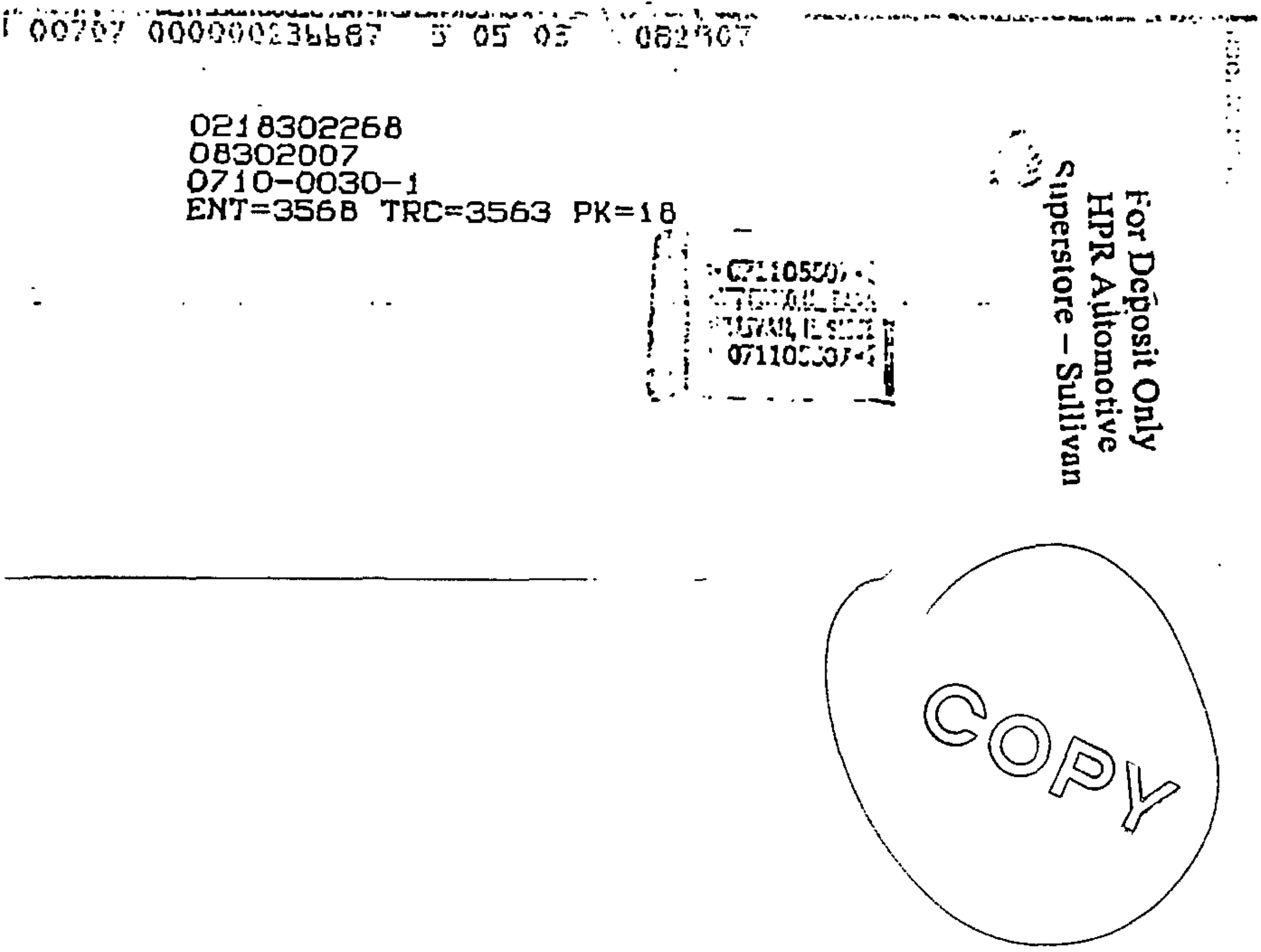
THE GERBER STATE BANK
ARGENTA, ILLINOIS 62501

[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

[illegible]

For Deposit Only
HPR Automotive
Superstore – Sullivan

COPY

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/11/08	***************709 DOLLARS	****44 CENTS	***************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. 88 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
	01/10/08	VM 1-9RVG59	00.0000	709.44	.00	709.44
1G2ZH548054[redacted]71-590801432.1-9RVG59						

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

W3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	709.44	.00	709.44

AP13CX

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
02314734
APC
FC0045600303634

DEC 19 2007

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

482325170 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.

[redacted]

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
          ************************************************************
```

BUICK

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

26709

65041

INVOICE

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:

PAGE 1

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
06:50 19OCT06	09:50 19OCT06

OPTIONS: 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

COPY

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.

(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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

26709

65041

INVOICE

PAGE 2

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: 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
06:50 19OCT06	09:50 19OCT06

OPTIONS: 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
****

BUICK

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

26709

63845

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: 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.

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

26709

6 3 9 5 9

INVOICE

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
HOME: [redacted] BUS:

PAGE 1

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

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

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

Sutliff

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

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

COPY

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

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 ____________________

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: 542929802656777
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			AMOUNT
01/11/08	×××××××××××××545 DOLLARS	××××54 CENTS	×××××××××××××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
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
			TOTAL	545.54	.00	545.54

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

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

SECTION 1: CUSTOMER 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 ________________________________

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?
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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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

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.*

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
© 2004, Council of Better Business Bureaus, Inc.

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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
© 2004, Council of Better Business Bureaus, Inc.

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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
© 2004, Council of Better Business Bureaus, Inc.

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.

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
© 2004, Council of Better Business Bureaus, Inc.

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.
© 2004, Council of Better Business Bureaus, Inc.

HUMMER

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
```

GMC
HUMMER
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:**

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: ☒

Team Lead Approval: Date:

Revised by c.mallett 09/07/06

HUMMER

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).

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

HUMMER
GMC

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

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
1G2ZG558264[redacted]

[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

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 Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

WIN KELLY
Automotive Super Stores

CHEVROLET PONTIAC BUICK GMC KIA ISUZU

12421 AUTO DRIVE • CLARKSVILLE, MARYLAND 21029
www.winkelly.com (301) 854-CHEV 1-800-458-5640 (410) 908-9524
CHEVROLET • PONTIAC • BUICK • GMC • KIA • ISUZU • Collision Center

CUSTOMER NO. 66281

OURISMAN CHRYSLER JEEP DODGE
12430 AUTO DRIVE
CLARKSVILLE, MD 21029

RESIDENCE PHONE
BUSINESS PHONE 301-596-9990

ADVISOR CONNIE HILLEGASS 69044
TAG NO. 5840
INVOICE DATE 11/24/06
INVOICE NO. PNCS209792
LABOR RATE
LICENSE NO.
MILEAGE 25,468
COLOR BLACK/
STOCK NO.
YEAR/MAKE/MODEL 06/PONTIAC/G6/4 DOOR SEDAN
DELIVERY DATE
DELIVERY MILES
VEHICLE I.D. NO. 1 G 2 Z G 5 5 8 2 6 4 [redacted]
SELLING DEALER NO.
PRODUCTION DATE
CARLINE
R.O. OPENED 11/20/06
COMMENTS
MILEAGE OUT MO: 25471

LABOR & PARTS

J# 1 15CVZ STEERING/SUSPENSION [illegible] 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 [illegible] NO INSPECTION NEEDED [illegible] 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

☐ CASH ☐ CHARGE ☐ CREDIT CARD ☐ CHECK

TOTAL INVOICE $ 0.00

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 U-USED OR R-REBUILT

THANK YOU

THIS COPY MUST BE RETURNED FOR ANY ADJUSTMENTS

1001510

[redacted]

CROFTON [redacted]
HOME: BUS:

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

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 (N/C)
1 22706425 HUB (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. [illegible]
CAUSE: .
GENR E7700....REMOVE STEERING SHAFT LUBE AND REINSTALL.
461 WP (N/C)
1 12346241 LUBRICANT (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

(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	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

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

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

Page 1

PONTIAC

24 HR TOWING
(301) 249-6213

GMC TRUCKS

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
```

PAID
AUG 29 2007

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	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

STATE OF MARYLAND VEHICLE SALES CONTRACT

BUYERS FULL NAME FIRST [redacted] MIDDLE LAST D.O.B.
CO-BUYERS FULL NAME MIDDLE LAST D.O.B. 05/14/09
STREET [redacted] NEW WINDSOR CT CITY CROFTON STATE MD ZIP 21114 COUNTY 01/11/74
BUYERS PHONE HOME [redacted] DAY [redacted] CELL ( ) LIC. NO. [redacted] STATE
CO-BUYERS PHONE HOME ( ) DAY ( ) CELL ( ) LIC. NO. STATE
INSURANCE CO. ALLSTATE
POLICY NO. [redacted] PHONE NO. (301)464-1900
EFFECTIVE DATE AGENT OR BROKER
AGENT'S REX ANTHONY EAN
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		**STOCK NUMBER**	**MILEAGE**	**DATE**
1G2ZG558264 [redacted]		G1	25226	11/09/06

BASE PRICE OF VEHICLE (FOR NEW VEHICLES, INCLUDING ADDITIONAL MANUFACTURER ITEMS AS SHOWN ON WINDOW LABEL)	17733.11
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	17832.11
5 % TAX	891.61
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	18929.72
SERVICE CONTRACT	1125.00
TOTAL PURCHASE PRICE	20054.72

CREDITS

TOTAL CASH SUBMITTED WITH ORDER	N/A
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	1500.00
TOTAL CREDITS	1500.00
BALANCE DUE	18554.72

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

The 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

[illegible]

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 & CHRY 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
[illegible].99 %	$ 3283.08	$ 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 $ [illegible] (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 $ [illegible] (1)

2 Total Downpayment =

Trade-in ______________________
(Year) (Make) (Model)

Gross Trade-In Allowance $ ______
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) $ [illegible] (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 N/A
Type of Insurance Term

Premium $ N/A
Insurance Company Name
N/A
Home Office Address
N/A

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 $ 183.00

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
		$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 261.00 (4)

5 Amount Financed (3 + 4) $ 18609.76 (5)

XX☐ **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 ______ Address ______
Seller signs ______ Date ______ By X ______ Title ______

Seller assigns its interest in this contract to ______ (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse XX☐ Assigned without recourse ☐ Assigned with limited recourse

OURISMAN'S CHRY JEEP INC.
Seller By Title

LAW FORM NO. 553-MD (REV. 3/04) U.S. PATENT NO. D490,782

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]	[illegible]	[illegible]	1G2ZG55 [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]
[illegible] Wheaton Plaza Chevrolet
11180 Veirs Mill Road
Wheaton, Maryland 20902

Date of Certification [illegible]
MONTH/DAY/YEAR

[redacted]

Signature of Registered Inspection Mechanic

JEFFREY 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
[redacted]	CYR	7540431

TITLE NUMBER	MAKE AND BODY STYLE OF VEHICLE
37746195	PONT 4S

YEAR	CLASS	EXCEPT.	VEHICLE IDENTIFICATION NUMBER
06	A	N/A	1G2ZG558264 [redacted]

GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE
3700	00N/A	129:00	12/31/200

OWNER'S DRIVER LICENSE/SOUNDEX NO. / CO-OWNER'S DRIVER LICENSE/SOUNDEX NO.

[redacted]

[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 Ctizens 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?
[illegible]	[illegible]		[illegible]	[illegible]
tire		1	11/16/06 25468 23 days	no
brakes		2	11/16/06 25468 23 days	no
Steering rack		~~X~~3	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 <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

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

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: ☒

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

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/14/08	**************604 DOLLARS	****57 CENTS	**************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
	01/11/08	VH 1-9RWKT1	00.0000	604.57	.00	604.57
1G2ZH548X54 [redacted] .71-590967516.1-9RWKT1						
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	604.57	.00	604.57

DEC 19 2007

UNITED STATES POSTAL SERVICE
0000
48232

U.S. POSTAGE
PAID
ROCKAWAY, NJ
07866
DEC 15 07
AMOUNT
$0.41
00021828-36

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 SALERNO 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. 14182	ADVISOR ROBERT DECKER JR 652		TAG NO. 44GF	INVOICE DATE 12/10/07	INVOICE NO. PNCS690882
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 46,441	COLOR BLUE/	STOCK NO. P6573I
ROCKAWAY, NJ [redacted]	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

PAGE 1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 03:37pm

The Reynolds and Reynolds Company ERANTS14E CC211785 Q (08/07)

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. 14182	ADVISOR ROBERT DECKER JR 652		TAG NO. ~~44GP~~	INVOICE DATE 12/10/07	INVOICE NO. 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
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----------------------------------------------------------------------------------------

************************************************************     TOTAL LABOR....      426.60
GM PARTS DESIGNATED WITH AN (*) INDICATES LIFETIME GUARANTEE     TOTAL PARTS....      366.00
APPLIES FOR GENERAL MOTORS CUSTOMER PAY REPAIRS ONLY             TOTAL SUBLET...        0.00
************************************************************     TOTAL G.O.G....        9.35
                                                                 TOTAL MISC CHG.       12.00
                                                                 TOTAL MISC DISC     -118.89
CASHIER SIGNATURE ----------------------------------------       TOTAL TAX......       48.66
                                                                                    --------
```

TOTAL INVOICE $ 743.72

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

Customer Copy

JIM SALERNO AUTOMOTIVE
1005 ROUTE 10
RANDOLPH, NJ 07869
973-584-0606

****

Card Type:	[redacted]
Acct #:	
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.

INVOICE

enterprise

OWNER OF VEHICLE: [redacted]
BRANCH ADDRESS: [redacted]
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-12
SU CLOSED

RENTAL TYPE D SOURCE # F40742 I.D. # 999 RENTAL AGREEMENT NO. D 47

DATE IN	
DATE OUT	0927 AM 12/10/07
START CHARGES IF DIFFERENT	

RENTER [redacted]

[redacted]

DAY = 24 HOUR PERIOD
NO CHARGE FOR MILES

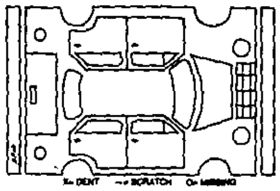
ORIGINAL VEHICLE

COLOR [illegible]	LICENSE NO.
MODEL [illegible]	ECAR# [illegible]
MILEAGE IN	13984
MILEAGE OUT	13824
DRIVEN	1

BILL TO: Y COMPANY SALERNO PONTIAC - 4L##
ATTN: [illegible] SALERNO-OWNER/GM PHONE 973-584-2700 EXT.
REFERENCE NUMBER: 840882

HOURS @ 10.00/HOUR
DAYS @ 34.00/DAY
34

CONDITION AND FUEL LEVEL AGREED TO X RENTER



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
FUEL 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

[redacted]

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.
(RE[redacted]
PERM[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 16. DW IS NOT INSURANCE. RENTER: X Accepts DW
RENTER DECLINES OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI). REN[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, PARA[redacted] REN[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

G.(
FUEL @ 3.60/GALLON

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

5
DOMSECFE 5.00/DAY 8
TAX 7.0 % 2.3

REPLACEMENT VEHICLE

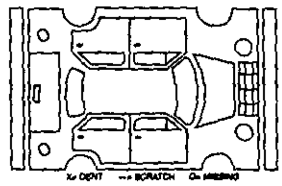
DATE OUT	
COLOR	LICENSE NO.
MODEL	ECAR#
MILEAGE IN	
MILEAGE OUT	
DRIVEN	

I WILL RETURN CAR BY:

DATE	TIME	AMOUNT	PAID BY
12/11/07		250.00	[redacted] #CAUTH

ADDITIONAL INFORMATION
[illegible] #500 !

CONDITION AND FUEL LEVEL AGREED TO X RENTER



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
FUEL IN E 1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

TOTAL CHARGES	46.38
DEPOSITS	10 Cust
REFUNDS	
AMOUNT DUE	
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.

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			AMOUNT
01/11/08	**************472 DOLLARS	****79 CENTS	**************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

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
1G1ZT52885F[redacted]	01/10/08 71-590967795.1-9RUHTC	VM 1-9RUHTC	00.0000	472.79	.00	472.79
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				H3		
			TOTAL	472.79	.00	472.79

[redacted]
Ginter, PA [redacted]

ALTOONA PA 166
14 DEC 2007 PM 2 T

HAPPY HOLIDAYS

USA First-Class

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): 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)

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 2000 ADP, Inc.

[redacted] 0150

2005 09/08 K

[redacted]

EXPIRATION
☐ DATE
CHECKED

28100014
BUTLER AUTOMOTIVE
CLEARFIELD PA
2376220315
6011001020002714

SIGN HERE

[redacted]

The issuer of the card identified on this item 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 AR 03822B
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

RETAIN THIS COPY FOR YOUR RECORDS

SALES SLIP COPY

[redacted]

Sidney Of [redacted]

DAYTON OH 454

17 DEC 2007 PM 1 T

USA FIRST-CLASS FOREVER

USA FIRST-CLASS FOREVER

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)

4823235170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: August 22, 07

17-Digit Vehicle Identification Number (VIN): 1G22H528554[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)

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).

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

9374978157 [redacted] 2 6 7 6 3 9

INVOICE

[redacted]
SIDNEY OH [redacted]
HOME: [redacted] BUS:

PAGE 2

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
```

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.

ORIGINAL

****

MISC. MATERIALS CHARGE 10.00

BUICK PONTIAC GMC TRUCK

P
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

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

9374978157 [redacted] 267639

INVOICE

[redacted]
SIDNEY, OH [redacted]
HOME [redacted] BUS:

PAGE 1

RVICE 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.
         ***************************************************
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)
```

charged me this for labor

ORIGINAL

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	
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			AMOUNT
01/11/08	×××××××××××××237 DOLLARS	××××90 CENTS	×××××××××××××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].71-591055925.1-9S1ASK	01/10/08	VH 1-9S1ASK	00.0000	237.90	.00	237.90
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				H3		
			TOTAL	237.90	.00	237.90

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.

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 20 2007

Reimburstment 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): IGIZU54805F [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

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).

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

[redacted]
BHAM, AL [redacted]

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 CHEVYMAN
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

Vida

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

ERVICE 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

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 Procesa 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	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

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~~ Visa ~~☐ 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 Invoice#: 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			AMOUNT
01/11/08	***************699 DOLLARS	****58 CENTS	**************699.58

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

[redacted]
BIRMINGHAM AL [redacted]

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].71-591115312.1-9RXNIO	01/10/08	VM 1-9RXNIO	00.0000	699.58	.00	699.58

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

M3

TOTAL	699.58	.00	699.58

RFS 6224

Revised 8/02/2007

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

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}

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

DVM Name: Mike Manzo

CAM Name: Rob Johnson

Phone/Cell Number: **952-913-5499**

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

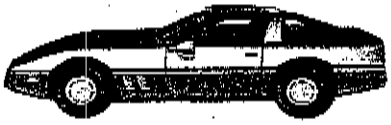
CRS FINAL OFFER:	{REPAIR/REP/TRADE}:	**DATE:** {Date}	**CUST {Accepted / Declined}**
Goodwill: {Type}		**Attorney Fees (if applicable): $**{Amount}	

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)

HUMMER
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

General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

[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 1.800.427.1261

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 DLR:15516 ENG:LE5 TRN:MX0

File Copy

	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

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.

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, WISCON

CUSTOMER SI [redacted]

THANK YOU!

Copyright 2004 ADP, Inc. XISI2.250

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
No rattle left
added foam strips for radiator surge tank.

WARRANTY PARTS
Tech # 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

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.

Copyright 2004 ADP, Inc. e3sw2.330_1

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

[redacted]
EAU CLAIRE, W
HOME: [redacted] BUS: CELL:
EMAIL:

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)

****

File Copy

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 53708-0911.

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.

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**

[redacted]

THANK YOU!

Copyright 2004 ADP, Inc. X1S12.250
X3S12.250_1

WORKORDER

Page 1 of 1

RO: 144892
TAG: [redacted]
LICENSE: [redacted]

954

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 TUNRING 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

RRANTY PARTS RETURNED
ch # 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

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

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 $ N/C
   X
3. I do not want an estimate. X

ADDITIONAL WORK AUTHORIZED BY:	DATE	TIME	NO. CALLED	NEW TOTAL ESTIMATE
NAME X		AM PM		

☐ 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.

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.

[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: STK:26247 DLR:15516 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

PAID Thank You PAID
OCT 01 2007
Cash

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.

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.

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**

CUSTOM [redacted]

THANK YOU!

Copyright 2004 ADP, Inc. X1512.250

X3512.270_1

umber: 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 PAR
PO
ion #
Date
Rec'd by

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 assemble RMR RF Wheel Bearing
# B	DT		CC	CHECK STRUTS struts checked out ok
# C	TR	8	CC	LEFT FRONT TIRE IS LEAKING AIR Hole in tire - can't see nail or in tread may have to Patch - tires chopped on insi found nail in tire - plugged tire
# 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
X________
3. I do not want an estimate. X________

☐ This vehicle received without face to face customer contact.

KM
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.

Copyright 2004 ADP, Inc.

[redacted]

EAU CLAIRE, WI [redacted]
HOME: [redacted] BUS: CELL:
EMAIL:

INVOICE

Page 1 of 2

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.**			

PAID *Thank You* AUG 15 2007 PAID
VISA

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.

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.

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	

CUSTOM [redacted]

THANK YOU!

Copyright 2001 ADP, Inc. X1512.350
X1512.270_1

WORKORDER

Page 1 of 2

RO: 143278

TAG: [redacted]

LICENSE: [redacted]

WI [redacted] Ed [redacted]
[redacted]
US: Da

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	25	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	25	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) 141 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 cert Ron $110.00 ok'd by Ron

	Rt	Lt
Ft	.011	.009
rear	.017	.013

PARTS ORDERED BY
Don 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		

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.

Copyright 2004 ADP, Inc.

[redacted]

EAU CLAIRE, WI [redacted]

HOME: [redacted] BUS: CELL:

EMAIL:

INVOICE

Page 1 of 1

Invoice #: **139264**

Tag #: [redacted]

Customer #:

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*

File Copy

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 (N/C)
112 WP4

****

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 (N/C)
112 IPS

****

D **1 DAY CAR RENTAL**
CAUSE: RENTAL
Z7901 1 DAY CAR RENTAL (N/C)
112 WP4

****

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)

****

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.

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.

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]

THANK YOU!

Copyright 2004 ADP, Inc. 1-XESI2 2E0

X:ESI2.270_1

1954

ARR
AREMONT
CLAIRE, WI [redacted]
HOME: [redacted]
BUS:

[redacted]

WORKORDER

Page 1 of 1

RO: 139264

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:MXO

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
C	MISC	12	WP4	CUSTOMER STATES THE VEHICLE GET 23-25 ON HWY DRIVING ALL THE TIME. Coldout - Normal
D	Z7901		WP4	1 DAY CAR RENTAL

E3921 .5

PARTS ORDERED BY
2/8/07

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 ____________

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.

Copyright 2004 ADP, Inc.

[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)

****

File Copy

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 53708-8011.

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.

SERVICE DEPARTMENT
OPEN
MONDAY - FRIDAY
7:30 AM TO 5:30 PM
CALL (715) 726-9230
WE ACCEPT
MasterCard VISA AMERICAN EXPRESS

DESCRIPTION

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**

TOTALS

CUSTO [redacted]

THANK YOU!

Copyright 2001 ADP, Inc. XISI2.250
XISI2.270_1

WORKORDER

RO: 137470

TAG: [redacted]

LICENSE: [redacted]

Page 1 of 1

..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	R.O. 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               WP4B   CUSTOMER STATES THE LEFT FRONT DOOR MAKES A CLUNKING
                             NOISE WHEN OPENING AND CLOSING
```

B/S

(141) tighten door check Bolts

```
# B  MISC             WP4    CUSTOMER STATES THERE IS A CLUNKING NOISE COMING FROM
                             THE LEFT FRONT UNDERSIDE OF VEHICLE
```

12

RT - heard squeak/rattle noise - bleed 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.

Copyright 2004 ADP, Inc.

[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:2G247 DLR:15516 ENG:LE5 TRN:MX0

File Copy

		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

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.

[redacted]

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.

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**

THANK YOU!

Copyright 2004 ADP, Inc. X1SI2.250

X3SI2.270_1

WORKORDER

Page 1 of 1

RO: 134076

TAG: [redacted]

LICENSE: [redacted]

[redacted]

MONT
IRE, W[redacted]
HOME[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:MXO

8996525 Mike Kilger

```
LINE OP CODE  TECH. TYPE  DESCRIPTIONS/INSTRUCTIONS
# A  EL        103  ~~CC~~  CUSTOMER STATES THE CAR WOULD NOT SHUT OFF, THE ENGINE
                    WP4   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 TAN - no update for 4 cyl. engine. Replaced starter motor & starter fuse - blown

OLH .7
auth code E

```
# B  TW              ~~CC~~  TON IN
                     WP4
```

#C Z7103 WP4 3 day rental

WARRANTY PARTS RETURNED

Tech #

PO #

Rec'd by

Date 6-5-06

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 $ N/C
   X ____________
3. I do not want an estimate. X____________

☐ This vehicle received without face to face customer contact.

KM
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.

Copyright 2004 ADP, Inc.

x3xw2.370_t

[redacted]

EAU CLAIRE, W[redacted]
HOME BUS:
EMAIL:

INVOICE
DUPLICATE 1
Page 1 of 1

CELL:

Invoice #: **146315**

Tag #[redacted]

Customer #

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

File Copy

		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			(N/C)
	1 22687711 SHAFT KIT FC: 4X			(N/C)

****

		LIST	NET	TOTAL
B	**2 DAY CAR RENTAL** **CAUSE:** RENTAL Z7901 1 DAY CAR RENTAL 103 WP4			(N/C)

****

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.

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.

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]

THANK YOU!

Copyright 2004

X0512.270_1

.064

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	[redacted]	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 stg [illegible] 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 narrow 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

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.

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

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.

Copyright 2004 ADP, Inc. r3ro2.370_1

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

General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

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.
ADDRESS: 50859 SPRUCE RD PO BOX 37
CITY, STATE, ZIP: OSSEO WI 54758-
TELEPHONE NO.: 715-597-3180

VEH. STOCK NO. OR ORDER NO.: 58331
MILEAGE AT SIGNING:
ORDER DATE: 01/21/08
SALESPERSON'S NAME (PLEASE PRINT): DENNIS BEST
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 ☒ NEW ☐ USED (☐ DEMO ☐ EXEC) TITLE AS ☒ 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. ☒ 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. ☒ **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 one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer/lessee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

☐ **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed ______ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☒ **This is a Finance Transaction.** (Check A. or B.):
Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
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. ☒ 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: ☒ MSRP detail provided on window label ☒ MSRP detail provided on attachment Total MSRP (Manufacturer Suggested Retail Price) $		18535.68
Dealer Markup		
Dealer installed options — Has a warranty if ☑ 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 as line h and 6) 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 ______ ☐ ☐ ______ ______ ☐ ☐ ______		59.00
o. Additional Cash Due (Date/Amount)	01/21/08	
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)	[illegible]	☐	☐
(H)	[illegible]	☐	☐
(I)	[illegible]	☐	☐
(J)	[illegible]	☐	☐
(K)	[illegible]	☐	☐
(L)	[illegible]	☐	☐

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 AUTHORIZED SIGNATURE ______ DATE SIGNED 01/21/08 TIME SIGNED A.M. P.M.

#1 Rev. 2/04 Copyright 2004 WI Auto & Truck Dealers Assoc.
WATDA Services, Inc. 1-800-236-7672 / [redacted] Services, Inc. 1-414-359-9000

```
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 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~~   8.00
1SZ DRIVER PACKAGE DISCOUNT            150.00-      124.50-
```

19,422
<523>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.

                                           REMIT TO GMAC NO. 007
WHITE BEAR LAKE SUPERSTORE                 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 31804512120519NAODLRAC07PRT
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 482[illegible]3-1114
VEHICLE INVOICE 1AD1[illegible]548495

**8

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

7561 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

General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

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}

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

DVM Name: Mike Manzo

CAM Name: Rob Johnson

Phone/Cell Number: **952-913-5499**

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
State: WI
Source: AVM Voluntary
Replacement VIN: 1G1ZG57B484[redacted]
Compliance Date:
MSRP: 20300.0

*** Disposition:** Auction
*** Type:** Trade - New Finance

Year: 2008 Make: Chevrolet Model: Malibu
Compliance Type: N/A
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	

GM RVDC
Reacquired Vehicle Disclosure Center

CHEVROLET PONTIAC BUICK Cadillac GMC Oldsmobile SATURN [illegible]

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

HUMMER
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

General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

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 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
<5237oc
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 Pontia 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 (4/04)
©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

This document void without watermark — Hold to light to view

1G2ZF55B664 [redacted]	2006	PONTIAC			
[redacted]	03/31/2006	AUTO	420	ACTUAL	03/28/2006
[redacted]	4DR SEDAN	GREEN			

Titled Owner(s):

[redacted]

EAU CLAIRE, WI [redacted]

[illegible]

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.

MAIL ADDRESS

QUESTIONS

5-3-2440098

Any alteration, correction fluid or erasure voids this title

KEEP IN SAFE PLACE — DO NOT KEEP IN VEHICLE

BBB
bbb.org

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

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 ____

Case Number: PGM0830542

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.

---

[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.
© 2003, Council of Better Business Bureaus, Inc.

MANUFACTURER'S DUTY TO REPAIR

A nonconformity must be repaired if, before the expiration of the warranty or one year after the vehicle's first delivery to the consumer – whichever is sooner, the consumer reports the nonconformity to the manufacturer, lessor, or the any of manufacturer's authorized dealers and makes the vehicle available for repair.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If after a reasonable attempt to repair the nonconformity is not repaired, the manufacturer must either repurchase the vehicle or, if the vehicle is owned, replace the vehicle. [The Wisconsin lemon law does not provide for replacement of a leased vehicle.]

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Wisconsin lemon law defines "reasonable attempt to repair" as the occurrence of any of the following within the term of a vehicle's warranty or within one year after the vehicle's first delivery to a consumer, whichever is sooner:

1. The same nonconformity is subject to repair by the manufacturer, lessor, or any of the manufacturer's authorized dealers at least four times and the nonconformity continues. A nonconformity may be "subject to repair" if the vehicle was presented to the dealership for repair[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.

---

[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).

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

REMEDIES UNDER WISCONSIN LEMON LAW

REPURCHASE OF AN OWNED VEHICLE

The Wisconsin lemon law sets out the following amounts that a manufacturer must pay when it repurchases an owned vehicle under the lemon law:

1. The full purchase price (not including any cash rebate[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:

$$\text{reasonable allowance for use} = \frac{\text{\# miles vehicle driven before nonconformity first reported to motor vehicle dealer}}{100{,}000} \text{ X } \text{vehicle purchase price}$$

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).

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

2. The motor vehicle dealer's early termination costs [any expenses or obligation the lessor incurs as a result of early termination]; and

3. The value of the motor vehicle at the lease expiration date if the lease sets forth that value;

4. Less the motor vehicle lessor's early termination savings [any expenses or obligation the lessor avoids as a result of early termination of the lease and the vehicle's return]. This includes any interest charges the lessor would have paid to finance the motor vehicle. If the lessor does not finance the vehicle, the early termination savings includes the difference between the total amount for which the lease obligates the consumer during the period of the lease term remaining after the early termination and the present value of that amount at the date of the early termination.

To the lessee:

1. The amount the consumer paid under the written lease; and

2. Any sales tax and collateral costs [expenses incurred by a consumer in connection with the repair of a nonconformity, including the costs of obtaining alternative transportation];

3. Less a reasonable allowance for the vehicle's use.

When the manufacturer provides the refund, the consumer must return the nonconforming motor vehicle to the manufacturer. The lessor must provide to the manufacturer the certificate of title and all endorsements necessary to transfer title to the manufacturer.

The Wisconsin lemon law provides that a reasonable allowance for a vehicle's use is subtracted from the amounts that a manufacturer must pay when it repurchases a vehicle under the lemon law. This reasonable allowance for use may not exceed the amount set out in the following formula for a leased motor vehicle:

$$\text{reasonable allowance for use} = \frac{\text{\# miles vehicle driven before nonconformity first reported to manufacturer, dealer, or lessor}}{100{,}000} \times \text{total amount for which the lease obligates consumer}$$

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

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

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.

---

[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).

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

[redacted]
Princeton IL [redacted]

BLOOMINGTON
IL 617
18 DEC 2007 PM 2 L

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 2 0 2007

48232+5170

07126

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).

[redacted]

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 00339	VIN 1 G 1 Z T 5 4 8 0 5 F [redacted]	[redacted]	DATE IN 08/07/07
YEAR 2005	MAKE CHEVROLET	MODEL MALIBU	COLOR
			TIME IN 12:37
MILES IN 47490	MILES OUT 47490	FIRST USE 00/00/00	LISC.
		PRINCETON IL [redacted]	CLOSED 08/09/07
SEE ALSO		H: [redacted] W: (815) -	WRITER 2626 DAN

(1) CUSTOMER STATES CHECK POWER STEERING LIGHT ON				
FOUND STEERING SENSOR BAD	Labor		T63 30	225.00
REPLACED STEERING COLUMN/SENSOR ASSEMBLY	15926870	(COLUMN)	1	359.00
	Total Labor			225.00
	Total Parts			359.00
(Tech:63) A	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
	01/18/08	VM 1-9TJKNH	00.0000	618.39	.00	618.39
1G1ZT54805F [redacted] 71-591925959.1-9TJKNH						
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	618.39	.00	618.39

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
HA
HOL S

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):

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

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]

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 142224	ADVISOR STEPHEN PRATT 145	TAG NO		INVOICE DATE 10/22/07	INVOICE NO CVCS340769
[redacted]	LABOR RATE 89.00	LICENSE NO	MILEAGE 61,475	COLOR SILVER/	STOCK NO
COLUMBUS, OH [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 9 5 F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
[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

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 05:29pm

Reynolds and Reynolds [illegible] (04/03)

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 142224 [redacted] COLUMBUS, OH [redacted]	ADVISOR STEPHEN PRATT 145	TAG NO.	INVOICE DATE 10/22/07	INVOICE NO CVCS340769
	LABOR RATE 89.00 / LICENSE NO	MILEAGE 61,47	COLOR SILVER/	STOCK NO
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU MAXX		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 6 2 8 9 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	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          *
******************************************************************
```

Limited Warranty

[illegible]

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.

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**

[ ] CASH [ ] CHECK [ ] M/C [X] VISA

[ ] AMEX [ ] TELE-CHECK [ ] ATM/DEBIT CARD

[ ] BP [ ] DISCOVER [ ] GM [ ] CHARGE

PAID
OCT 22 2007
By________

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

COPY

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]

50-837
213

DATE			AMOUNT
01/17/08	××××××××××××××574 DOLLARS	××××82 CENTS	××××××××××××××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]

VOID

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	VH 1-9T48SX	00.0000	574.82	.00	574.82

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

W3

TOTAL	574.82	.00	574.82

AP33CK

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
02/22/08	××××××××××××××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

VENDOR DUNS NO. BB 000000540 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 02/22/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	02/21/08	VM 1-9YJHMD	00.0000	708.54	.00	708.54
1G1ZT54875F[redacted]	.71-592380354.1-9YJHMD					

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

M3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	708.54	.00	708.54

[redacted]
Mesa, AZ [redacted]

PHOENIX AZ 850
12 DEC 2007 PM 1 L

USA 17

41 USA

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):

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]

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]

78990 311081

INVOICE

[redacted]

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: DLR:12603 ENG:3.5_Liter_SFI
09:30 05SEP07	13:18 06SEP07	

```
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
```

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.

X ______________________________

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

1 of 4

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

78990 311081

Power Chevrolet
Superstition Springs
6330 E. SUPERSTITION SPRINGS BLVD.
MESA, ARIZONA 85206
(480) 615-4500

[redacted]

INVOICE

DUPLICATE 2
PAGE 2

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

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

3 of 4

WELLS FARGO

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]

4 of 4

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

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 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].71-592402968.1-9T82OR	01/17/08	VM 1-9T82OR	00.0000	728.18	.00	728.18

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

M3

TOTAL	728.18	.00	728.18

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
AMOU
$0.17
0[illegible]036[illegible]04

BELZO
DEC 1
PM
USPS - 39038

DEC 20 2007

Reimbursement Dept.
P.O. BOX 33170
Detroit, MI. 48232-5170

4823285170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12-17-07

17-Digit Vehicle Identification Number (VIN): 1G1CT54835F [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: $ ~~770.46~~ 7.70.55

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

[redacted]

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]

YAZOO
MOTOR COMPANY

Phone: (662) 746-1172
1420 East Broadway • Yazoo City, MS 39194
Jackson (601) 948-5788

CUSTOMER NO. 9322
[redacted]
BELZONI, MS [redacted]

[redacted]
BUSINESS PHONE

ADVISOR LINDA WILKINSON 2580
TAG NO.
INVOICE DATE 07/05/06
INVOICE NO. CVCS42754
LABOR RATE
[redacted]
MILEAGE 47,991
COLOR SILVER/
STOCK NO.
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 07/05/06
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
*  [ ] CASH    [ ] CHECK   CK NO. [        ] *                TOTAL SUBLET...           0.00
*                                           *                 TOTAL G.O.G....           0.00
*  [ ] VISA    [ ] MASTERCARD    [ ] DISCOVER *               TOTAL MISC CHG.           3.60
*                                           *                 TOTAL MISC DISC           0.00
*  [ ] AMER XPRESS    [ ] OTHER    [ ] CHARGE *               TOTAL TAX......           2.77
*                                           *                                        -------
*********************************************               TOTAL INVOICE $          42.37

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.

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

PAGE 1 OF 1   CUSTOMER COPY   [END OF INVOICE] 12:26pm

Reynolds and Reynolds ERAINTSI14E GO514444 Q (07/03)

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 01/22/07	INVOICE NO. CVCS49537
[redacted]	LABOR RATE	LIC [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
*  [ ] CASH     [ ] CHECK    CK NO. [        ]  *         TOTAL SUBLET...      0.00
*                                               *         TOTAL G.O.G....      0.00
*  [ ] VISA     [ ] MASTERCARD    [ ] DISCOVER  *         TOTAL MISC CHG.      7.20
*                                               *         TOTAL MISC DISC      0.00
*  [ ] AMER XPRESS   [ ] OTHER    [ ] CHARGE    *         TOTAL TAX......      5.54
*                                               *                           -------
*************************************************
```

TOTAL INVOICE $ 84.74

```
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.

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)

Reynolds and Reynolds ERANTSI14E GO514443 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 01/29/07	INVOICE NO CVCS49793
[redacted]	LABOR RATE / LI [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

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

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**

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

Reynolds and Reynolds ERANTS14E GO514444 Q (07/03)

Phone: (662) 746-1172

YAZOO MOTOR COMPANY

1420 East Broadway • Yazoo City, MS 39194

Jackson (601) 948-5788

CUSTOMER NO. 9322

[redacted]

BELZONI, MS [redacted]

[redacted]

BUSINESS PHONE

ADVISOR LINDA WILKINSON 2580

TAG NO.

INVOICE DATE 01/31/07

INVOICE NO. CVCS49859

LABOR RATE [redacted]

MILEAGE 63,470

COLOR SILVER/

STOCK NO.

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 01/31/07

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           CDLUMN 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
*  [ ] CASH     [ ] CHECK   CK NO. [        ] *        TOTAL SUBLET...            0.00
*                                            *        TOTAL G.O.G....            0.00
*  [ ] VISA     [ ] MASTERCARD    [ ] DISCOVER *        TOTAL MISC CHG.           22.03
*                                            *        TOTAL MISC DISC            0.00
*  [ ] AMER XPRESS    [ ] OTHER   [ ] CHARGE  *        TOTAL TAX......           14.45
*                                            *                                 .......
**********************************************      TOTAL INVOICE $          220.90

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   ***************************`

PAGE 1 OF 1   CUSTOMER COPY   [END OF INVOICE] 12:24pm

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)

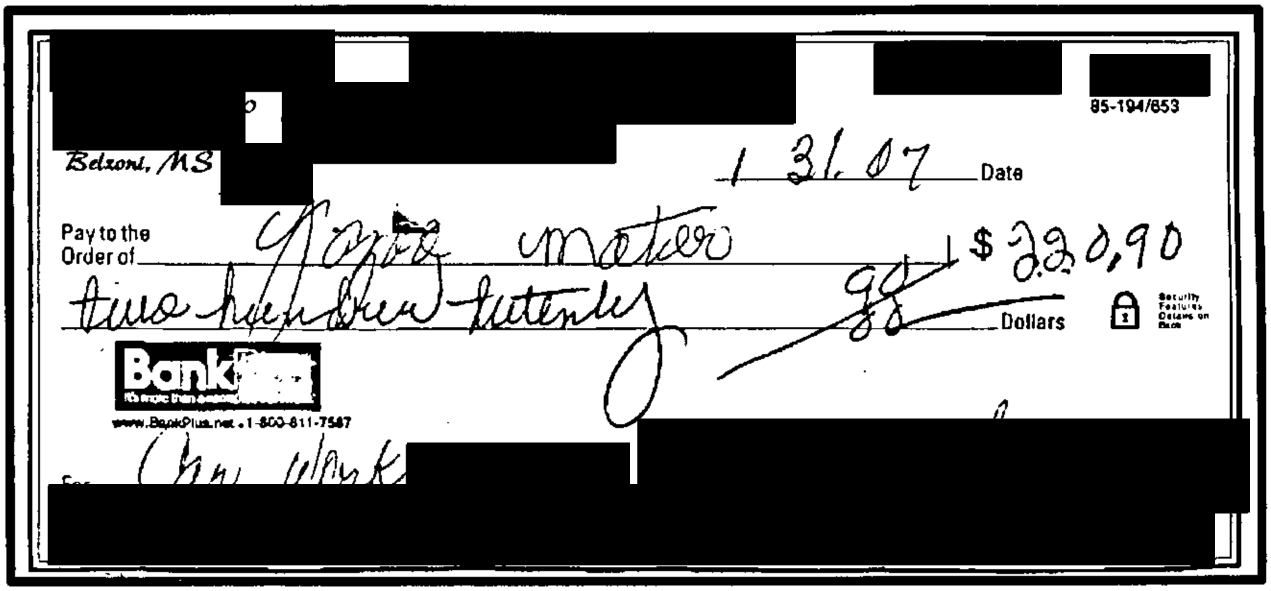
Reynolds and Reynolds ERAINTSI14E GO514444 Q (07/03)

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.



[redacted] [redacted] [redacted]

85-194/653

Belzoni, MS [redacted]

1 31 07 Date

Pay to the Order of Yazoo motor $ 220,90

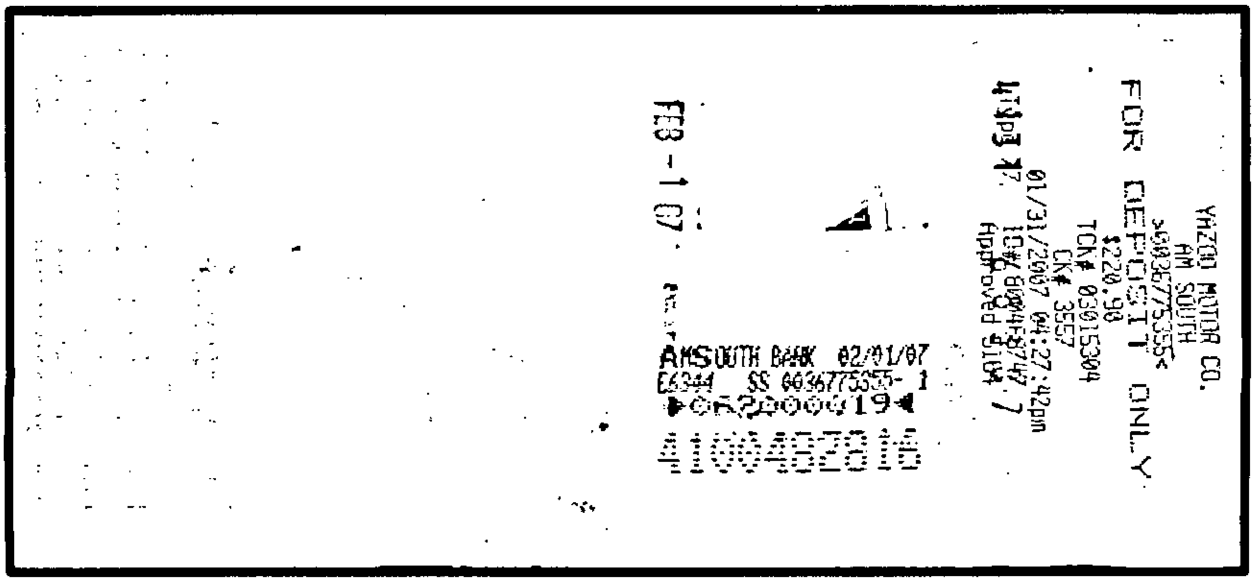
two hundred twenty 90 Dollars

Security Features Details on Back

BankPlus
www.BankPlus.net • 1-800-811-7587

For Car work [redacted] [redacted]

[redacted]



YAZOO MOTOR CO.
AM SOUTH
>6036775355<
FOR DEPOSIT ONLY
$220.90
TCK# 03915304
CK# 3557
01/31/2007 04:27:42pm
ID# B004F8747
Approved 5104

FEB -1 07

AMSOUTH BANK 02/01/07
E6344 SS 6036775355- 1
▸062000019◂
4100482816

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	XXXXXXXXXXXXXX625 DOLLARS	XXXX30 CENTS	XXXXXXXXXXXXXX625.30

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

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
	01/23/08	VM 1-9U6I2P	00.0000	625.30	.00	625.30
1G2ZG528X54[redacted].71-592868139.1-9U6I2P						

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782 W3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	625.30	.00	625.30

[redacted]

PORTSMOUTH NH 038

19 DEC 2007 PM 1 L

HAP
HOLID

USA FIRST-CLASS FOREVER

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): 1G226528X54[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):

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

[redacted]

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).

[redacted]

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. 45
LAB CRAIG GREENOUGH
MILEAGE 48,198
YEAR / MAKE / MODEL 84.00 2003286
VEHICLE ID NO. 05/PONTIAC/G6/4 DOOR SEDAN
F.T.E. NO. 1 G 2 Z G 5 2 8 X 5 4 [redacted]
P.O. NO.
COLOR SILVER/
STOCK NO.
COMMENTS
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 REVISEO 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]

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

COPY

INVOICE NUMBER CVCS151322
CUSTOMER NUMBER 15888

[redacted]
SANDOWN, NH [redacted]

RESIDENCE PHONE
BUSINESS PHONE
ADVISOR [redacted]
TAG NO.
LAB CRAIG GREENOUGH 45
MILEAGE
YEAR / MAKE 84-00 2003286 48,198
05/PONTIAC/G6/4 DOOR SEDAN
VEHICLE ID NO.
F.T.E. NO 1-G-2-Z-G-5-2-8-X-5-4[redacted]
P.O.
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

MHB
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.

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]
[redacted]
Shelby NC [redacted]

CHARLOTTE NC 282
15 DEC 2007 PM 2 L

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

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:

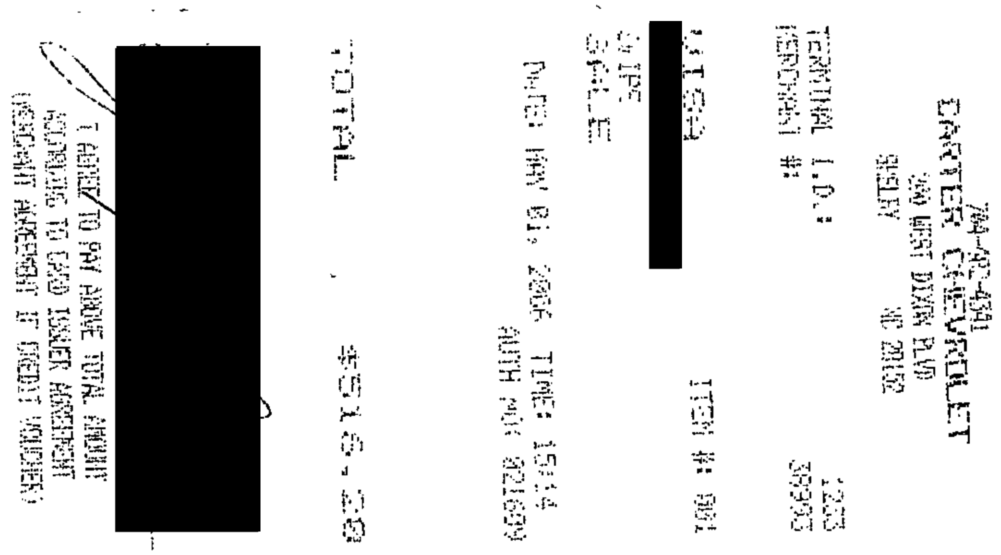
SERVICE ADVISOR: 206 LISA BINGHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BURG	05	CHEVROLET MALIBU	1G1ZT62805F[redacted]8	[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
```



704-482-4341
CARTER CHEVROLET
200 WEST DIXON BLVD
SHELBY NC 28152

TERMINAL I.D.: 1233
MERCHANT #: 38393

VISA
[redacted]
SWIPE
SALE

DATE: MAY 01, 2006 TIME: 15:14
AUTH NO: 021699

TOTAL $516.20

[redacted]

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

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

Page 1 of 1

Copyright 2000 ADP, Inc. SERVICE INVOICE 4512.790.1c

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	**************516 DOLLARS	****20 CENTS	**************516.20

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

[redacted]
SHELBY NC [redacted]

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

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
	01/08/08	VM 1-9R4WXG	00.0000	516.20	.00	516.20
1G1ZT62805F[redacted].71-589669213.1-9R4WXG						
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	516.20	.00	516.20

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	XXXXXXXXXXXXXX787 DOLLARS	XXXX28 CENTS	XXXXXXXXXXXXXX787.28

North American Operations
General Motors Corporation
Disbursement Account

PAY
TO THE
ORDER
OF

[redacted]
GREENBACKVILLE VA [redacted]

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
	01/23/08	VM 1-9U87YY	00.0000	787.28	.00	787.28
1G1ZS52F75F[redacted]	71-592949817.1-9U87YY					
	TOTAL			787.28	.00	787.28

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

M3

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

4822235170

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

[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).

[redacted]

21687 249354

INVOICE

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]

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
DW.

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):

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

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
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
Bald
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 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

[redacted]

Indian Orchard, MA [redacted]

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

JAN 2 1 2008

4823235170 B050

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: Oct. 3, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F25F [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]
INDIAN ORCHARD, MA [redacted]
HOME: [redacted] BUS:

ORIGINAL

PAGE 1

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

600.00

CASH 28.49

ARE YOU "COMPLETELY SATISFIED" WITH THE SERVICE WE PROVIDED? IF NOT, PLEASE CALL US AT 413-734-6498. YOU MAY RECEIVE A SURVEY FROM CHEVROLET. WE AT BALISE APPRECIATE YOU COMPLETING THE SURVEY AS IT HELPS US TO SERVE YOU BETTER IN THE FUTURE. WE ARE ALSO EXPANDING OUR PARTS & SERVICE DEPT. TO BETTER SERVE YOU.

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 H@2
AUTH. CODE 04207Z

SALE TOTAL $100.00

CUSTOMER COPY

SALES DRAFT

BALISE CHEVROLET/OLDS
P O BOX 2320
SPRINGFIELD, MA 01101
TERMINAL 0965508

279020801999
10/05/2007 16:47:09

VS [redacted]
AUTH. TRANS. ID. 167278749878244
INVOICE 29033 H@2
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
	02/14/08	VM 1-9XTS4F	00.0000	577.85	.00	577.85
1G1ZS52F25F[redacted]	71-592973	690.1-9XTS4F				
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	577.85	.00	577.85

AP33CX

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			AMOUNT
02/04/08	**************100 DOLLARS	****00 CENTS	**************100.00

PAY
TO THE
ORDER
OF

* [redacted]
SPRINGFIELD OH [redacted]

North American Operations
General Motors Corporation
Disbursement Account

Richard C Dunn

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. 8B 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	VH 1-9UF00C	00.0000	100.00	.00	100.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	100.00	.00	100.00

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):

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

[redacted]

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]

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. 1 G 1 Z T 5 2 8 0 5 F [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  *
***********************************************
```

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**

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.

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 ERAINTSI14E GO503443 Q (04/07)

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. 1 G 1 Z T 5 2 8 0 5 F [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 Q (04/07)

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			AMOUNT
01/18/08	*************702 DOLLARS	****11 CENTS	*************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

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

M3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	702.11	.00	702.11

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

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
1G2ZG528854[redacted]	02/14/08	VM 1-9XWJVY 71-593183066.1-9XWJVY	00.0000	609.80	.00	609.80

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

W3

TOTAL	609.80	.00	609.80

[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 reimbursem[redacted] 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]

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).

[redacted]

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. 28467

[redacted]

AMES, IA [redacted]

[redacted] BUSINESS PHONE

ADVISOR: DAVID A SCARLETT 326

TAG No.:

INVOICE DATE: 07/23/07

INVOICE No.: BUCS15822

LABOR RATE: 80.00

LICENSE No.:

MILEAGE: 42,640

COLOR: /

STOCK No.:

YEAR / MAKE / MODEL: 05/PONTIAC/G6

DELIVERY DATE:

DELIVERY MILES:

VEHICLE I.D. No.: 1 G 2 Z G 5 2 8 8 5 4 [redacted]

SELLING DEALER NO.:

PRODUCTION DATE:

F. T. E. No.:

P.O. No.:

R.O. DATE: 07/23/07

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
JOB # 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     TOTAL LABOR....   64.00
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.                  TOTAL PARTS....    0.00
PARTS DESIGNATED WITH AN (@) ARE AFTER MARKET PARTS AND      TOTAL SUBLET...    0.00
ARE NOT SUPPLIED BY THE ORIGINAL EQUIPMENT MANUFACTURER.     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

PAGE 1 OF 1 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. 28467
[redacted]
AMES, IA [redacted]

ADVISOR: MATTHEW BULS 496
TAG No.:
INVOICE DATE: 08/10/07
INVOICE No.: BUCS16161
LABOR RATE: 80.00
LICENSE No.:
MILEAGE: 43,024
COLOR: /
STOCK No.:
YEAR / MAKE / MODEL: 05/PONTIAC/G6
DELIVERY DATE:
DELIVERY MILES:
VEHICLE I.D. No.: 1 G 2 Z G 5 2 8 8 5 4 [redacted]
SELLING DEALER NO.:
PRODUCTION DATE:
F. T. E. No.:
P.O. No.:
R.O. DATE: 08/09/07
REPRINT# 1
RESIDENCE PHONE: [redacted]
BUSINESS PHONE:
COMMENTS:
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

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     TOTAL LABOR....     264.00
GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.                  TOTAL PARTS....     359.00
PARTS DESIGNATED WITH AN (@) ARE AFTER MARKET PARTS AND      TOTAL SUBLET...       0.00
ARE NOT SUPPLIED BY THE ORIGINAL EQUIPMENT MANUFACTURER.     TOTAL G.O.G....       0.00
                                                             TOTAL MISC CHG.       0.00
                                                             TOTAL MISC DISC     -13.20
                                                             TOTAL TAX......       0.00
                                                                                --------
                                                        TOTAL INVOICE $          609.80
```

wynns
491.00

customer
118.80

COPY

CUSTOMER SIGNATURE

PAGE 1 OF 1 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
PM
2007

USA 41

USA FIRST-CLASS FOREVER

DEC 19 2007

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

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

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): 1G1ZT528 95F[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]

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]

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. those reciepts 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]

BRADSHAW PAGE 1
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

[redacted]
CEDAR CITY, UT [redacted]

COPY

SERVICE ADVISOR DAVID JULANDER

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

THANK YOU!

WE APPRECIATE YOUR PATRONAGE!

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

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]

50-937
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].71-593286913.1-9T87EG	01/17/08	VM 1-9T87EG	00.0000	680.10	.00	680.10
			TOTAL	680.10	.00	680.10

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

N3

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 f[redacted]r 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

[redacted]

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]

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

[redacted]

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

07126 1G1ZT54815F[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

Page 1 of 2

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

```
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

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

THANK YOU!

Service Department Hours

Monday - Friday
7:00 AM to 7:00 PM

Saturday
8:00 AM to 5:00 PM

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

lendla 270_1

Copyright 2000 ADP, Inc. X1512.250

[redacted]
OMAHA, NE [redacted]
HOME: [redacted] BUS:
EMAIL:

INVOICE

Page 2 of 2

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

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                   IMPORTANT!
  FOR $1270.64 CUT HA S $50.00       YOU MAY RECEIVE A CUSTOMER SATISFACTION
  DEDUCT FAX TO 214-637-7482          SURVEY FROM THE VEHICLE MANUFACTURER
  AUTH#9014V.                        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
```

Service Department Hours

Monday - Friday
7:00 AM to 7:00 PM

Saturday
8:00 AM to 5:00 PM

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

lendl a 270_1

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

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
	01/21/08	VM 1-9TCJLS	00.0000	50.00	.00	50.00
1G1ZT54815F[redacted].71-593489652.1-9TCJLS						

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

M3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	50.00	.00	50.00

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.

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

North American Operations
General Motors Corporation
Disbursement Account

PAY TO THE ORDER OF

[redacted]
HOMER GLEN IL [redacted]

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

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
1G1ZT54815F[redacted] 71-593584750.1-9TIFJA	01/18/08	VM 1-9TIFJA	00.0000	858.01	.00	858.01
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	858.01	.00	858.01

[redacted]
Homer Glen, IL [redacted]

DEC 20 2007

FOX VALLEY IL 605
19 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] [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

INVOICE

PAGE 1

COPY

ADVANTAGE CHEVROLET

115 W. South Frontage Road · Bolingbrook, IL 60440
(630) 759-5600
(815) 886-1200

[redacted]7
BOLINGBROOK, IL [redacted]
HOME: [redacted] BUS: [redacted]

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

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: 72349394
06/04/07
Batch #: 156

Ref #: 0018
17:28:53

MAST
[redacted]

Appr Code: 055628

Invoice#: 000018

Total: $ 1251.78

Customer Copy
THANK YOU!

1-2

Capital One | what's in your wallet?® www.capitalone.com

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

paid over phone

May. 10, 2007 — Jun. 15, 2007 Page 1 of 1

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 01DH6056 141548

PLEASE RETURN PORTION BELOW WITH PAYMENT

[redacted]

Capital One | 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 ____ . ____

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
BOLINGBROOK, IL [redacted]

new address
[redacted]
Homer Glen, IL. [redacted]

Capital One Bank
P.O. Box 60024
City of Industry, CA 91716-0024

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

GM

CHECK **No.** [redacted]

50-837
213

DATE			AMOUNT
01/22/08	×××××××××××××504 DOLLARS	××××50 CENTS	×××××××××××××504.50

PAY TO THE ORDER OF

[redacted]
MCHENRY MS [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 000000195 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
1G2ZH528054[redacted]	01/21/08 71-594281	VM 1-9TWM8C 301.1-9TWM8C	00.0000	504.50	.00	504.50
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	504.50	.00	504.50

[redacted]
Mc Henry, MS

CERTIFIED MAIL™

7006 0810 0005 6906 1995

U.S. POSTAGE
PAID
GULFPORT, MS
39503
DEC 18 07
AMOUNT
$4.80
00033896-07
32

USA 41

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

DEC 21 2007

4823235170 B050

07126

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 17 DeC 07

17-Digit Vehicle Identification Number (VIN): 1G2ZH528054[redacted]

Mileage at Time of Repair: 38,415 Date of Repair: 17 JAN 07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: mcHenry State: mS ZIP Code [redacted]

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

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

Amount of Reimbursement Requested: $ 1,070.36

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).

[redacted]

11011 AUTO MALL PARKWAY
D'IBERVILLE, MISSISSIPPI 39540
(228) 392-1515

MANDAL
PONTIAC · BUICK · GMC

PONTIAC BUICK GMC

3517 BIENVILLE BLVD.
OCEAN SPRINGS, MS 39564
(228) 872-1525

CUSTOMER NO. 30744	ADVISOR JIMMY GARNER 25326		TAG [redacted]	INVOICE DATE 01/17/07	INVOICE NO. PNCS133507
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 38,415	COLOR BLACK/	STOCK NO. 16410A
MCHENRY, MS [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN			DELIVERY DATE 05/31/05	DELIVERY MILES 13,319
	VEHICLE I.D. NO. 1 G 2 Z H 5 2 8 0 5 4 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R.O. DATE 01/15/07	
R [redacted]	COMMENTS				

```
LABOR & PARTS-----------------------------------------------------------------
J# 1 06BUZ          STEERING/SUSPENSION  HOURS:        TECH(S):22276              300.00
          POWER STEERING INOP
          REPLACED STEERING COLUMN AND MOTOR,REPROGRAMMED

PARTS------QTY---FP-NUMBER---------------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 1      1     15926870              COLUMN 6.518           359.00    359.00     359.00
JOB # 1      1     15775370              MOTOR 6.605            330.84    330.84     330.84
                                                     JOB #  1 TOTAL PARTS            689.84

                                              JOB #  1 TOTAL LABOR & PARTS           989.84
.........................................................................................
J# 2 01BUZ          MAINTENANCE           HOURS:        TECH(S):22276               12.00
          REPLACE WIPER BLADES
          REPLACED DRIVER WIPER BLADE

PARTS------QTY---FP-NUMBER---------------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 2      1     15779415              BLADE 10.146            36.00     36.00      36.00
JOB # 2      1     15779416              BLADE 10.146            36.00     36.00      36.00
                                                     JOB #  2 TOTAL PARTS             72.00

                                              JOB #  2 TOTAL LABOR & PARTS            84.00
.........................................................................................
J# 3 01BUZ03-F1P1   LOF                   HOURS:        TECH(S):22276            INTERNAL
          CUSTOMER STATES: PERFORM LOF. (F1P1)
          SERVICE INCLUDES: LUBE, CHANGE OIL & FILTER, SAFETY INSP.
          PERFORM LOF SERVICE AS ABOVE.

PARTS------QTY---FP-NUMBER---------------DESCRIPTION---------LIST PRICE-UNIT PRICE-
JOB # 3      1     PK47                  OIL CHANGE KIT                              INTERNAL
JOB # 3      1      25010792             OIL FLTR 1.836                              INTERNAL
JOB # 3      5      12345616             OIL10W30Q 8.800                             INTERNAL
                                                     JOB #  3 TOTAL PARTS              0.00

                                              JOB #  3 TOTAL LABOR & PARTS             0.00
.........................................................................................
J# 4 05BUZ04        MISC. NOISE           HOURS:        TECH(S):22276                0.00
          CHECK LOUD TIRE NOISE
          COMING FROM TIRE DESIGN
          NO REPAIR DONE

PARTS------QTY---FP-NUMBER---------------DESCRIPTION---------LIST PRICE-UNIT PRICE-
                                                     JOB #  4 TOTAL PARTS              0.00

                                              JOB #  4 TOTAL LABOR & PARTS             0.00
.........................................................................................
J# 5+21BUZ          RENTAL                HOURS:        TECH(S):22276            INTERNAL

PARTS------QTY---FP-NUMBER---------------DESCRIPTION---------LIST PRICE-UNIT PRICE-
                                                     JOB #  5 TOTAL PARTS              0.00

                                              JOB #  5 TOTAL LABOR & PARTS             0.00
.........................................................................................
SUBLET-----PO#-------VEND INV#-INV.DATE-DESCRIPTION-------------------------
JOB # 5     133507      653059    01/16/07 RENTAL                                 INTERNAL
```

SERVICE DEPT. HOURS
MON. - FRI. 7:00 A.M. - 5:30 P.M.

ALL EXPRESSED WARRANTIES, IF ANY, BY 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.

COPY

Thank You,
We appreciate
your business!

[CONTINUED ON NEXT PAGE] 10:39am

CORPORATE IMAGES · (251) 342-0732 · 157562

11011 AUTO MALL PARKWAY
D'IBERVILLE, MISSISSIPPI 39540
(228) 392-1515

MANDAL
PONTIAC · BUICK · GMC

PONTIAC BUICK GMC

3517 BIENVILLE BLVD.
OCEAN SPRINGS, MS 39564
(228) 872-1525

CUSTOMER NO. 30744	ADVISOR JIMMY GARNER 25326	TAG [redacted]	INVOICE DATE 01/17/07	INVOICE NO. PNCS133507
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 38,415		COLOR BLACK/	STOCK NO. 16410A
MCHENRY, MS [redacted]	YEAR / MAKE / MODEL 05/PONTIAC/G6/4 DOOR SEDAN		DELIVERY DATE 05/31/05	DELIVERY MILES 13,319
	VEHICLE I.D. NO. 1G2ZH5280 54 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R.O. DATE 01/15/07	
[redacted]	COMMENTS			

TOTAL - SUBLET 0.00

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

JOB # A	25	SHOP SUPPLIES & WASTE DISPOSAL	5.00
		TOTAL - MISC	5.00

COMMENTS--
MANDAL SERVICE DEPT

TOTALS--

IMPORTANT! IN THE NEAR FUTURE YOU WILL RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR ANY REASON YOU CANNOT GIVE US A COMPLETELY SATISFIED RATING, PLEASE CALL BERNARD DUBUISSON 392-1515 OR 872-1525.
YOUR COMPLETE SATISFACTION IS OUR NO. 1 CONCERN.
THANK YOU

TOTAL LABOR....	312.00
TOTAL PARTS....	761.84
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	0.00
TOTAL TAX......	75.52
TOTAL INVOICE $	**1154,36**

[redacted]
CUSTOMER SIGNATURE

SERVICE DEPT. HOURS
MON. - FRI. 7:00 A.M. - 5:30 P.M.

ALL EXPRESSED WARRANTIES, IF ANY, BY 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.

COPY

Thank You,
We appreciate
your business!

CORPORATE IMAGES - (251) 342-0732 - 157562

CUSTOMER COPY

[END OF INVOICE] 10:39am

SALES DRAFT

MANDALL PONTIAC BUICK
11011 AUTO MALL PARKWAY
D'IBERVILLE, MS 39540
TERMINAL 0567379

827160070880
01/17/2007   17:31:48

VS [redacted]
AUTH. TRANS. ID. 087017812388718
INVOICE   70024 H@2
AUTH. CODE 006991

SALE TOTAL $1154.36

CUSTOMER COPY

CO

February 4, 2011

[redacted]
Mchenry, MS [redacted]

Service Request: 71-594281301
Customer Relationship Specialist: Doniel Prickett

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 instrument panel cluster 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 $504.50.

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)

CDR File Information

Vehicle Identification Number	1G2ZG528154[redacted]
Investigator	H.V.SMITH JR.
Case Number	71-594402934
Investigation Date	Tuesday, January 29 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZG528154[redacted] CDR
Saved on	Tuesday, January 29 2008 at 10:13:10 AM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	None

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, and 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. It is calculated every ten ms by taking the square of the “X” axis value and adding it to the square of the “Y” axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.
-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. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

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

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01  00 03 00 00 00 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  00 0A 00 00 0A 69 82
$07  00 20 00 00 00 00 00
$08  DC 83 00 00 00 00 00
$09  00 58 58 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 01 01 0F 00 00 00
$0C  80 00 80 00 00 00 00
$0D  FF 35 C0 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  BA 00 00 00 00 00 00
$10  47 32 5A 47 35 32 38
$11  31 35 34 31 34 37 36
$12  34 35 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 03 02 03 00 00 00
$18  02 02 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 30 00 66 00 78 00
$1C  3F 00 00 06 00 18 00
$1D  00 00 00 00 00 00 00
$1E  4F 4F 00 00 00 00 00
$1F  20 00 00 00 00 00 00
$20  40 00 00 00 00 00 00
$21  FF 01 00 00 70 00 00
$22  00 88 00 00 00 00 00
$24  00 00 00 00 00 00 00
$25  00 00 00 00 00 00 00
$26  00 00 00 00 00 00 00
$27  FF 00 FF 00 00 00 00
$2A  00 00 00 00 00 00 00
$2B  00 00 00 00 00 00 00
$2D  00 00 00 00 00 00 00
$2E  00 FF F0 11 51 00 00
$2F  00 FE 11 53 00 00 00
$30  9D 00 00 00 00 00 00
$31  FF FF FF FF FF 80 00
$32  F8 80 FF 80 00 00 00
$33  FF FF FF FF FF 80 00
$34  FF FF FF FF FF 80 00
$35  FF FF FF FF FF 80 00
$36  FF FF FF FF FF 80 00
$37  F8 80 F8 0F 0F CA FE
$38  FF 80 C0 80 FF C0 FC
$39  FF FF FF FF FF 80 00
$3A  FF FF FF FF FF 80 00
$3B  7F 0F 1F 1F 3F 00 00
$3C  FF FF FF FF FF FF C0
$3D  FF FF FF FF FF FF 00
$3E  FF FF FF FF 00 00 00
$3F  00 00 F0 00 00 00 00
$40  E0 FF 00 00 00 00 00
$41  F8 F8 90 00 00 00 00
$42  80 F[redacted] FF 00 00
```

```
$43   FF FF FF 00 00 00 00
$44   FF FF FF FF FF FF 00
$45   FF FF FF FF FF FF 00
$46   FF FF FF FF FF FF 00
$47   FF FF FF FF FF FF 00
$48   FF FF FF FF FF FF 00
$49   FF FF FF FF FF FF 00
$4A   FF FF FF FF FF FF 00
$4B   FF FF FF FF FF FF 00
$4C   FF FF FF FF FF FF 00
$4D   FF FF FF FF FF FF 00
$4E   FF FF FF FF FF FF 00
$4F   FF FF FF FF FF FF 00
$50   FF FF FF FF FF FF 00
$51   F0 00 00 F0 00 00 00
$52   81 FF FF FF 00 00 00
$53   FF FF FF 00 00 00 00
$54   82 FF FF 00 00 00 00
$55   FF FF FF FF FF FF 00
$67   A0 FF 00 00 00 00 00
$68   F8 F8 90 C0 00 00 00
$69   80 FF FF FF FF 00 00
$6A   FF FF FF 00 00 00 00
$6B   FF FF FF FF FF FF 00
$6C   FF FF FF FF FF FF 00
$6D   FF FF FF FF FF FF 00
$6E   FF FF FF FF FF FF 00
$6F   FF FF FF FF FF FF 00
$70   FF FF FF FF FF FF 00
$71   FF FF FF FF FF FF 00
$72   FF FF FF FF FF FF 00
$73   FF FF FF FF FF FF 00
$74   FF FF FF FF FF FF 00
$75   FF FF FF FF FF FF 00
$76   FF FF FF FF FF FF 00
$77   FF FF FF FF FF FF 00
$78   F0 00 00 F0 00 00 00
$79   81 FF FF FF 00 00 00
$7A   82 FF FF 00 00 00 00
$7B   FF FF FF FF FF FF 00

$01   41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02   01 02 03 04
$03   41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04   01 02 03 04
$05   42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06   FF FF FF FF
$07   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08   FF FF FF FF
$0D   41 48 35 36 36 36 52 34 33 30 38 33 32 54 54 48
$0E   01 5A 39 A4
$0F   41 4A 35 36 36 36 52 34 33 30 39 32 33 33 4C 31
$10   01 5A 39 A4
$13   42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14   FF FF FF FF
$17   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18   FF FF FF FF
$21   31 12 66 1A 5E 11 91 9A
$22   69 82
$23   32 5A FA FA FA FA 32
$24   32 5A FA FA FA FA 32
$25   32 5A FA FA FA FA 32
$26   32 5A FA FA FA FA 32
$40   00 00
$41   3F 00 00 06 00 18
$42   10 C4
$43   00 00 8C 80
```

```
$44  C6 00 00 FC C0 C0
$45  07 01 07 01 05 01
$46  00 0F 0F 64 64
$47  0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 36 39 38 32 32 33 30 5A 42 59 20 20 20 20
$B7  50 AA 01 0F 01
$B8  53 42 67 02 11
$C1  30 46 30 31
$CA  30 46 30 31
$CB  00 E8 A6 86
$CC  00 E8 A6 86
$D1  00 00
$DB  00 00
$DC  00 00
```

FIELD PHOTOGRAPHIC NOTES

DIVISION:	**Pontiac**	REF#	**71-594402934**
VIN:	**1G2ZG528154**[redacted]		
CLAIMANT'S NAME (LAST,FIRST)		[redacted]	
INSPECTOR:	**H. VERNON SMITH, JR**		**EAA**
215-364-6260			
INSPECTION DATE:	**1-29-08**	MILEAGE:	**41,127**

PHOTO ID. NUMBER AND DESCRIPTION

1,2. Vehicle and Case ID

18. Odometer reading 41,127

43. Odometer reading 41,132 – 5 mile road test

17,19. No dash cluster warning lamps displayed

3,45,67,12,13,14,15. No body damage

8,9,10,11,33,34. Damaged wheels and tires right side

40,41. Right rear wheel chamber alignment out of spec. Rear suspension bent

42. Steering wheel off center

31,32,38. Front suspension, no damage evident

20,21. Erie Insurance estimate does not include bent R/R suspension

22,23,24,25. Steering trouble codes

EAA Inspection Request

Date: *1/28/08*

TO: EAA
EAA/SPX Field Coordinator
Phone: 586-582-5835
Fax: 586-582-5840
Email: eaafc@servicesolutions.spx.com

From: **Stephanie Wissmiller**
PAR Customer Relations Mgr

Email: stephanie_wissmiller@gmexpert.com
Phone: 866-790-5600 ext.
or 866-790-5700 ext.41007
Fax: 866-775-9476
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1G2ZG528154[redacted]
Year/Make: **2005 Pontiac**
Model: **G6**
Contact's Name: [redacted]
Contact's Number: [redacted]
Vehicle Location: **O'Neil Buick-GMC**
[redacted]
Warminster, PA [redacted]

If located at a Salvage/Auction Yard:
Ins. Adj. Name:
Phone #:
Claim or Salvage ID #:

Claimant Information
PAR File #: 71-594402934
Claimant Name: [redacted]
Claimant Home #: [redacted]
Claimant Work #:
Claimant Cell #: [redacted]
Address: [redacted]
Curchville, PA [redacted]

Required Actions:

☒ **Advise PAR CRM via voicemail/email of inspection date.**
☐ **Repair Estimate Required**
☒ **Review All PAR File information**
☒ **Contact PAR CRM After Inspection**

Please Use Form(s):

☐ Accelerator/Throttle Control	☐ **Restraint-SIR/Seatbelts**	☐ **Seats**
☐ Brake/ABS/TCS/VSES	☐ **Side Impact**	☐ **Power Sliding Door**
☒ Steering/Suspension/Tires/Wheels	☐ **Inadvertent Deployment**	☐ **OnStar**
☐ Engine Exhaust/Odor	☐ **Transmission/Transaxle**	☐ **OTHER:** _____
☐ **Engine Stalling**	☐ **Thermal Events**	

Special Instructions:

Interview Owner? ☒ **Yes** ☐ **No**	☒ Vetronix Requested	☐ **Obtain Fire/Police Report**
☐ **Other (define)**		

Investigations can only be rushed if e-mailed by one of the following:
☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush):** _____

EAA Internal Use Only	
To: **SA**:	Date E-Mailed to **SA**: _____
From: ***EAA Field Coordinator***	Due Date: _____

EAA SA Use Only
Case Acceptance/Investigation: ☐ YES ☐ NO
Please acknowledge acceptance of this case promptly by phone, fax or email.
Date Report Uploaded to EAA FTP SITE: _____

GM-PAR-Chassis, Rev. 06/20/97

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS

(page 1 of 6)

Division: Pontiac	Ref# 71-594402934	VIN: 1G2ZG528154[redacted]
Claimant's Name (LAST, First) [redacted]		

Inspected By: H. Vernon Smith, Jr. Organization: EAA
Phone: (215) 364-6260 x______ Inspection Date: 1-29-08 Mileage at Inspection: 41,127

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations:

Driver's mother stated her son, [redacted] was onCentennial Drive, a residential area in Warminster, PA. Turning at a curve in the road he heard a warning buzzer. All the dash lights came on and the steering locked up. Unable to turn the wheel he hit the curb. Inspection showed no mechanical defects. No dash warning lamp. Per service manager roads snow covered night of incident.

Tech II scan – no PCM or ABS codes. Electronic steering trouble codes C0550 and C0176 displayed. See photos and page 5. Five mile stop/go road test, steering wheel off center to the RIGHT. Normal steering power assist. Please advise O'Neil Service Manager Mike Dedicato, 215-672-0900 GM's position and handling of this matter ASAP.

II INTERVIEW - VEHICLE HISTORY

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

1. *Name, address & phone number* of person being interviewed: [redacted] [redacted] Churchville, PA 18966, ph.[redacted]

2. *Prior collision* damage (date, description, etc.) None

Repaired by:____

3. Describe *existing vehicle conditions* at the time of the incident(e.g. warning lights "On", tires worn, etc.):

Warning buzzer all dash lamps came on.

4. *Repairs* outside of warranty (what, when, by whom?): unknown

5. Other *vehicle history* information (from person being interviewed or GM Warranty History)? None relevant

6. *Last maintenance* (date, description, by whom?): Unknown

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: ____ lbs, Load description:

____

Load location:

____

Describe the following:	**Before the Incident**	**At the Beginning* and During the Incident**
Steering (normal, other)	**Normal**	**Hard steering, not possible to control vehicle**
Suspension (normal, other)	**Normal**	**Normal**
Engine (normal, other)	**Normal**	**Normal**
Transmission (normal, other)	**Normal**	**Normal**
Electrical (normal, other)	**Normal**	**Normal**
Warning lights/messages	**None**	**All dash lamps came on**
Unusual noises (from where?)	**None**	**Warning buzzer**
Smoke/steam (from where?)	**None**	**None**
Other	**None**	**None**

***The beginning of the incident is the start of the sequence which resulted in the incident.**

Exact incident location: centennial Dr Warminster PA.
Surface where incident occurred:
Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? Describe:

Condition: Wet, Dry, Icy, or Other? If other, specify: Snow

Estimated vehicle speed 15 MPH Source of estimate: Driver's mother, Mrs. Irwin

Incident occurred while: Accelerating, turning, Braking, Coasting, Driving normally: Turning

What did you do after you realized something was wrong? Describe: Continued to try and steer through the bend in the road.

Any other comments or observations that have not been covered? Owner had received GM information letter on electronic steering problems prior to incident.

IV 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.

Take color photographs of the following:

A. Exterior:
- **Front**
- **Right side**
- **Rear**
- **VIN**
- **Left side**

Comments: No damage

B. Corner assemblies, if applicable:
- **Struts/shocks**
- **Springs**
- **Control arms**
- **Ball joints**
- **Steering knuckles**
- **Axle assemblies**

Comments: R/R suspension bent – not included in Erie Insurance repair estimate.

C. Interior:
Instrument panel & odometer

Comments: No warning lamps displayed.

D. Underhood:
Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: Power

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

Comments: Right side tires and wheels damaged

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: No

Anything on vehicle which is a modification: No

Anything on vehicle which is unusual, out-of-place, etc.: No

Other relevant information: None

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. 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. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	Trouble codes in electronic system. Steering wheel off center
Steering linkage	No defects
Gear/rack and pinion	
Steering column, ignition switch, intermediate shaft	No defects
Steering pump, drive, hoses, connections, flow, pressure	
PS fluid level and condition	Electronic steering
Steering knuckle	Normal
Suspension components - LF	Normal
RF	Normal
LR	Normal
RR	Misaligned
Rear axle assembly	No damage
Deformation to the frame	
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/ suspension/ tire contact with frame, body or components	None evident
Describe contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	None evident
Electronic level control system/components	None
Engine (normal, other)	Normal
Electrical (normal, other)	Normal
Warning lights/messages	None
Wheels (damage/impact marks)	Right front & rear wheel and tire damage
Codes/numbers for failed components. Describe	See below
Other Vetronix	No event recorded

B. ECM/PCM

Stored codes? (Y/N) Y If yes, list code number and description.

CODE	COUNTS	DESCRIPTION
C0550	______	Steering module internal electronic failure
C0170	______	Steering system thermal error temperature high
________	______	________________________________
________	______	________________________________

Other comments:

____

____

____

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter "none" if no codes are present)

CURRENT CODE	**DESCRIPTION**

HISTORY CODE	**DESCRIPTION**

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments:

3. Other comments:

D. TIRE INSPECTION

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch
LF	Federal	657	215/60R16	27	8
RF	Federal	657	215/60R16	25	8
LR	Federal	657	215/60R16	27	8
RR	Federal	657	215/60R16	26	8

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF

RF SIDEWALL MARKED

LR

RR SIDEWALL CUT

2. **TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	215/60R16	30	_____
SPARE TIRE	____________________	_____	_____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.

Comments:

Not relevant

VII 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**

CDR File Information

Vehicle Identification Number	1G2ZG528154[redacted]
Investigator	H.V.SMITH JR.
Case Number	71-594402934
Investigation Date	Tuesday, January 29 2008
Crash Date	Thursday, January 17 2008
Filename	1G2ZG528154[redacted] CDR
Saved on	Tuesday, January 29 2008 at 10:13:10 AM
Collected with CDR version	Crash Data Retrieval Tool 3.04
Reported with CDR version	Crash Data Retrieval Tool 3.04
EDR Device Type	airbag control module
Event(s) recovered	None

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, and 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. It is calculated every ten ms by taking the square of the “X” axis value and adding it to the square of the “Y” axis value and then taking the square root of the sum. The greatest calculated value is the one that is stored.

-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. For Cadillac STS models with Stabilatrac 3 systems, the Steering Wheel Angle data will be displayed just the opposite. When the steering wheel is turned to the right, a negative value will be displayed and when the steering wheel is turned to the left, a positive value will be displayed.

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

All of the data that the vehicle manufacturer has requested to be retrieved is shown in the hexadecimal data section of the CDR report. It may contain data that is not converted by the CDR program.

```
$01  00 03 00 00 00 00 00
$02  30 00 00 00 00 00 00
$03  02 00 00 00 00 00 00
$04  02 00 00 00 00 00 00
$05  00 00 00 00 00 00 00
$06  00 0A 00 00 0A 69 82
$07  00 20 00 00 00 00 00
$08  DC 83 00 00 00 00 00
$09  00 58 58 00 00 00 00
$0A  00 00 00 00 00 00 00
$0B  3C 01 01 0F 00 00 00
$0C  80 00 80 00 00 00 00
$0D  FF 35 C0 00 00 00 00
$0E  40 00 00 00 00 00 00
$0F  BA 00 00 00 00 00 00
$10  47 32 5A 47 35 32 38
$11  31 35 34 31 34 37 36
$12  34 35 00 00 00 00 00
$13  00 00 00 00 00 00 00
$14  00 00 00 00 00 00 00
$15  00 00 00 00 00 00 00
$16  03 06 0C 16 34 00 00
$17  03 03 02 03 00 00 00
$18  02 02 00 00 00 00 00
$19  07 07 00 00 00 00 00
$1B  3F 30 00 66 00 78 00
$1C  3F 00 00 06 00 18 00
$1D  00 00 00 00 00 00 00
$1E  4F 4F 00 00 00 00 00
$1F  20 00 00 00 00 00 00
$20  40 00 00 00 00 00 00
$21  FF 01 00 00 70 00 00
$22  00 88 00 00 00 00 00
$24  00 00 00 00 00 00 00
$25  00 00 00 00 00 00 00
$26  00 00 00 00 00 00 00
$27  FF 00 FF 00 00 00 00
$2A  00 00 00 00 00 00 00
$2B  00 00 00 00 00 00 00
$2D  00 00 00 00 00 00 00
$2E  00 FF F0 11 51 00 00
$2F  00 FE 11 53 00 00 00
$30  9D 00 00 00 00 00 00
$31  FF FF FF FF FF 80 00
$32  F8 80 FF 80 00 00 00
$33  FF FF FF FF FF 80 00
$34  FF FF FF FF FF 80 00
$35  FF FF FF FF FF 80 00
$36  FF FF FF FF FF 80 00
$37  F8 80 F8 0F 0F CA FE
$38  FF 80 C0 80 FF C0 FC
$39  FF FF FF FF FF 80 00
$3A  FF FF FF FF FF 80 00
$3B  7F 0F 1F 1F 3F 00 00
$3C  FF FF FF FF FF FF C0
$3D  FF FF FF FF FF FF 00
$3E  FF FF FF FF 00 00 00
$3F  00 00 F0 00 00 00 00
$40  E0 FF 00 00 00 00 00
$41  F8 F8 90 00 00 00 00
$42  80 FF FF FF FF 00 00
```

```
$43   FF FF FF 00 00 00 00
$44   FF FF FF FF FF FF 00
$45   FF FF FF FF FF FF 00
$46   FF FF FF FF FF FF 00
$47   FF FF FF FF FF FF 00
$48   FF FF FF FF FF FF 00
$49   FF FF FF FF FF FF 00
$4A   FF FF FF FF FF FF 00
$4B   FF FF FF FF FF FF 00
$4C   FF FF FF FF FF FF 00
$4D   FF FF FF FF FF FF 00
$4E   FF FF FF FF FF FF 00
$4F   FF FF FF FF FF FF 00
$50   FF FF FF FF FF FF 00
$51   F0 00 00 F0 00 00 00
$52   81 FF FF FF 00 00 00
$53   FF FF FF 00 00 00 00
$54   82 FF FF 00 00 00 00
$55   FF FF FF FF FF FF 00
$67   A0 FF 00 00 00 00 00
$68   F8 F8 90 C0 00 00 00
$69   80 FF FF FF FF 00 00
$6A   FF FF FF 00 00 00 00
$6B   FF FF FF FF FF FF 00
$6C   FF FF FF FF FF FF 00
$6D   FF FF FF FF FF FF 00
$6E   FF FF FF FF FF FF 00
$6F   FF FF FF FF FF FF 00
$70   FF FF FF FF FF FF 00
$71   FF FF FF FF FF FF 00
$72   FF FF FF FF FF FF 00
$73   FF FF FF FF FF FF 00
$74   FF FF FF FF FF FF 00
$75   FF FF FF FF FF FF 00
$76   FF FF FF FF FF FF 00
$77   FF FF FF FF FF FF 00
$78   F0 00 00 F0 00 00 00
$79   81 FF FF FF 00 00 00
$7A   82 FF FF 00 00 00 00
$7B   FF FF FF FF FF FF 00

$01   41 55 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$02   01 02 03 04
$03   41 54 01 02 03 04 52 53 41 32 03 09 01 AA AA 01
$04   01 02 03 04
$05   42 55 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$06   FF FF FF FF
$07   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$08   FF FF FF FF
$0D   41 48 35 36 36 36 52 34 33 30 38 33 32 54 54 48
$0E   01 5A 39 A4
$0F   41 4A 35 36 36 36 52 34 33 30 39 32 33 33 4C 31
$10   01 5A 39 A4
$13   42 52 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$14   FF FF FF FF
$17   42 54 FF FF FF FF FF FF FF FF FF FF FF FF FF FF
$18   FF FF FF FF
$21   31 12 66 1A 5E 11 91 9A
$22   69 82
$23   32 5A FA FA FA FA 32
$24   32 5A FA FA FA FA 32
$25   32 5A FA FA FA FA 32
$26   32 5A FA FA FA FA 32
$40   00 00
$41   3F 00 00 06 00 18
$42   10 C4
$43   00 00 8C 80
```

```
$44  C6 00 00 FC C0 C0
$45  07 01 07 01 05 01
$46  00 0F 0F 64 64
$47  0A 64 04 04 04 05 0A 06 04 0A 00 00 FA 00 00 FF 04 64
$48  18 08 08
$B0  58
$B1  FD FE 00
$B2  FF FF FF FF FF
$B4  41 53 36 39 38 32 32 33 30 5A 42 59 20 20 20 20
$B7  50 AA 01 0F 01
$B8  53 42 67 02 11
$C1  30 46 30 31
$CA  30 46 30 31
$CB  00 E8 A6 86
$CC  00 E8 A6 86
$D1  00 00
$DB  00 00
$DC  00 00
```

FIELD PHOTOGRAPHIC NOTES

DIVISION:	**Pontiac**	REF#	**71-594402934**
VIN:	**1G2ZG528154**[redacted]		
CLAIMANT'S NAME (LAST,FIRST)		[redacted]	
INSPECTOR:	**H. VERNON SMITH, JR**		**EAA**
215-364-6260			
INSPECTION DATE:	**1-29-08**	MILEAGE:	**41,127**

PHOTO ID. NUMBER AND DESCRIPTION

1,2. Vehicle and Case ID

18. Odometer reading 41,127

43. Odometer reading 41,132 – 5 mile road test

17,19. No dash cluster warning lamps displayed

3,45,67,12,13,14,15. No body damage

8,9,10,11,33,34. Damaged wheels and tires right side

40,41. Right rear wheel chamber alignment out of spec. Rear suspension bent

42. Steering wheel off center

31,32,38. Front suspension, no damage evident

20,21. Erie Insurance estimate does not include bent R/R suspension

22,23,24,25. Steering trouble codes

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
STEERING, SUSPENSION, AXLE, TIRE & WHEEL SYSTEMS

Division: Pontiac	**Ref#** 71-594402934	**VIN:** 1G2ZG528154[redacted]
Claimant's Name (LAST, First) [redacted]		

Inspected By: H. Vernon Smith, Jr. **Organization:** EAA

Phone: (215) 364-6260 x______ **Inspection Date:** 1-29-08 **Mileage at Inspection:** 41,127

I INSPECTION SUMMARY

Following the inspection, summarize the tests and observations:

Driver's mother stated her son, [redacted] was onCentennial Drive, a residential area in Warminster, PA. Turning at a curve in the road he heard a warning buzzer. All the dash lights came on and the steering locked up. Unable to turn the wheel he hit the curb. Inspection showed no mechanical defects. No dash warning lamp. Per service manager roads snow covered night of incident.

Tech II scan – no PCM or ABS codes. Electronic steering trouble codes C0550 and C0176 displayed. See photos and page 5. Five mile stop/go road test, steering wheel off center to the RIGHT. Normal steering power assist. Please advise O'Neil Service Manager Mike Dedicato, 215-672-0900 GM's position and handling of this matter ASAP.

II INTERVIEW - VEHICLE HISTORY

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

1. *Name, address & phone number* of person being interviewed: Mrs. Irwin, 805 New Road, Churchville, PA 18966, ph. 215-393-7706

2. *Prior collision* damage (date, description, etc.) None

Repaired by:______________________________

3. Describe *existing vehicle conditions* at the time of the incident(e.g. warning lights "On", tires worn, etc.):

Warning buzzer all dash lamps came on.

4. *Repairs* outside of warranty (what, when, by whom?): unknown

5. Other *vehicle history* information (from person being interviewed or GM Warranty History)? None relevant

6. *Last maintenance* (date, description, by whom?): Unknown

III INTERVIEW - INCIDENT DETAILS

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: ____ lbs, Load description:

____

Load location:

____

Describe the following:	Before the Incident	At the Beginning* and During the Incident
Steering (normal, other)	**Normal**	**Hard steering, not possible to control vehicle**
Suspension (normal, other)	**Normal**	**Normal**
Engine (normal, other)	**Normal**	**Normal**
Transmission (normal, other)	**Normal**	**Normal**
Electrical (normal, other)	**Normal**	**Normal**
Warning lights/messages	**None**	**All dash lamps came on**
Unusual noises (from where?)	**None**	**Warning buzzer**
Smoke/steam (from where?)	**None**	**None**
Other	**None**	**None**

***The beginning of the incident is the start of the sequence which resulted in the incident.**

Exact incident location: centennial Dr Warminster PA.
Surface where incident occurred:
Type: Concrete, ASPHALT, Gravel, Crushed Rock, Dirt, or Other? Describe:

Condition: Wet, Dry, Icy, or Other? If other, specify: Snow

Estimated vehicle speed 15 MPH Source of estimate: Driver's mother, Mrs. Irwin

Incident occurred while: Accelerating, turning, Braking, Coasting, Driving normally: Turning

What did you do after you realized something was wrong? Describe: Continued to try and steer through the bend in the road.

Any other comments or observations that have not been covered? Owner had received GM information letter on electronic steering problems prior to incident.

IV 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.

Take color photographs of the following:

A. Exterior:
Front
Right side
Rear
VIN
Left side

Comments: No damage

B. Corner assemblies, if applicable:
Struts/shocks
Springs
Control arms
Ball joints
Steering knuckles
Axle assemblies

Comments: R/R suspension bent – not included in Erie Insurance repair estimate.

C. Interior:
Instrument panel & odometer

Comments: No warning lamps displayed.

D. Underhood:
Engine compartment
Steering linkage
Steering
Power steering lines/hoses, connections/clamps

Comments: Power

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

Comments: Right side tires and wheels damaged

F. General Observations (Take photographs if applicable):

Anything on vehicle which is after-market: No

Anything on vehicle which is a modification: No

Anything on vehicle which is unusual, out-of-place, etc.: No

Other relevant information: None

V CHASSIS INSPECTION

Record your observations and measurements for the sections and questions which relate to the incident and items which were inspected. Write N/A for sections and questions unrelated to the customer allegation.

A. STEERING, SUSPENSION, WHEELS, AXLES:

Use the following table to identify what you did and what you found during the inspection. 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. Take appropriate photographs, and indicate whether or not a photograph was taken.

	OBSERVATIONS/TEST RESULTS
Steering system	**Trouble codes in electronic system. Steering wheel off center**
Steering linkage	**No defects**
Gear/rack and pinion	
Steering column, ignition switch, intermediate shaft	**No defects**
Steering pump, drive, hoses, connections, flow, pressure	
PS fluid level and condition	**Electronic steering**
Steering knuckle	**Normal**
Suspension components - LF	**Normal**
RF	**Normal**
LR	**Normal**
RR	**Misaligned**
Rear axle assembly	**No damage**
Deformation to the frame	
	OBSERVATIONS/TEST RESULTS
Describe evidence of axle/ suspension/ tire contact with frame, body or components	**None evident**
Describe contact of the under- carriage with the road surface (road, shoulder, curb, or grass)	**None evident**
Electronic level control system/components	**None**
Engine (normal, other)	**Normal**
Electrical (normal, other)	**Normal**
Warning lights/messages	**None**
Wheels (damage/impact marks)	**Right front & rear wheel and tire damage**
Codes/numbers for failed components. Describe	**See below**
Other Vetronix	**No event recorded**

B. ECM/PCM

Stored codes? (Y/N) Y If yes, list code number and description.

CODE	**COUNTS**	**DESCRIPTION**
C0550		**Steering module internal electronic failure**
C0170		**Steering system thermal error temperature high**

Other comments:

C. ROAD-SENSING SUSPENSION/SPEED-SENSITIVE SUSPENSION (Fill out this section for suspension allegations on vehicles equipped with road-sensing suspensions/speed-sensitive suspensions)

1. Enter Diagnostics per the service manual and record any current or history codes. (Enter “none” if no codes are present)

CURRENT CODE	DESCRIPTION

HISTORY CODE	DESCRIPTION

Follow the procedures in the service manual to determine the cause of the stored codes which relate to the allegation. State which procedures were followed, record the results of each test, and state the root cause of the code. Do not conduct tests which require disassembly of components. Follow the procedure in the General Guidelines for parts which need to be disassembled for evaluation.

2. Inspect the system wiring, connections, and components for damage. Indicate whether the damage was the result of the incident. Comments:

3. Other comments:

D. TIRE INSPECTION

1. IDENTIFICATION:

	TIRE BRAND (Goodyear)	TIRE TYPE (Eagle GA)	TIRE SIZE (P205/70R15)	PRESSURE (psi)	AVE. TREAD DEPTH 32nds of inch
LF	Federal	657	215/60R16	27	8
RF	Federal	657	215/60R16	25	8
LR	Federal	657	215/60R16	27	8
RR	Federal	657	215/60R16	26	8

Describe any damage to tires, such as scrapes, marks due to impact, cuts, tread separation, flat spots etc.

LF

RF SIDEWALL MARKED

LR

RR SIDEWALL CUT

2. **TIRE PLACARD DATA:**

Record the following data: (located on driver's door edge or inside the decklid)

	SIZE	PRESSURE (psi)	PRESSURE AT MAXIMUM LOAD(psi)
TIRES	215/60R16	30	____
SPARE TIRE	________________	____	____

VI SITE INSPECTION

Make a diagram of the incident scene showing where the vehicle started, the path of the vehicle, and all points of impact. Make measurements and record on the diagram. Inspect the scene for tire marks. Take color pictures and enter comments below. If significant other vehicle or property damage occurred, take pictures of the damage, if possible, and make notes as necessary.
Comments:

Not relevant

VII 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**

LB

ICABLE U.S. FEDERAL MOTOR

ER, AND THEFT PREVENTION STANDARDS IN

THE DATE OF MANUFACTURE SHOWN ABOVE.

1G2ZG528154[redacted]

TYPE: PASS CAR

71·5944402934

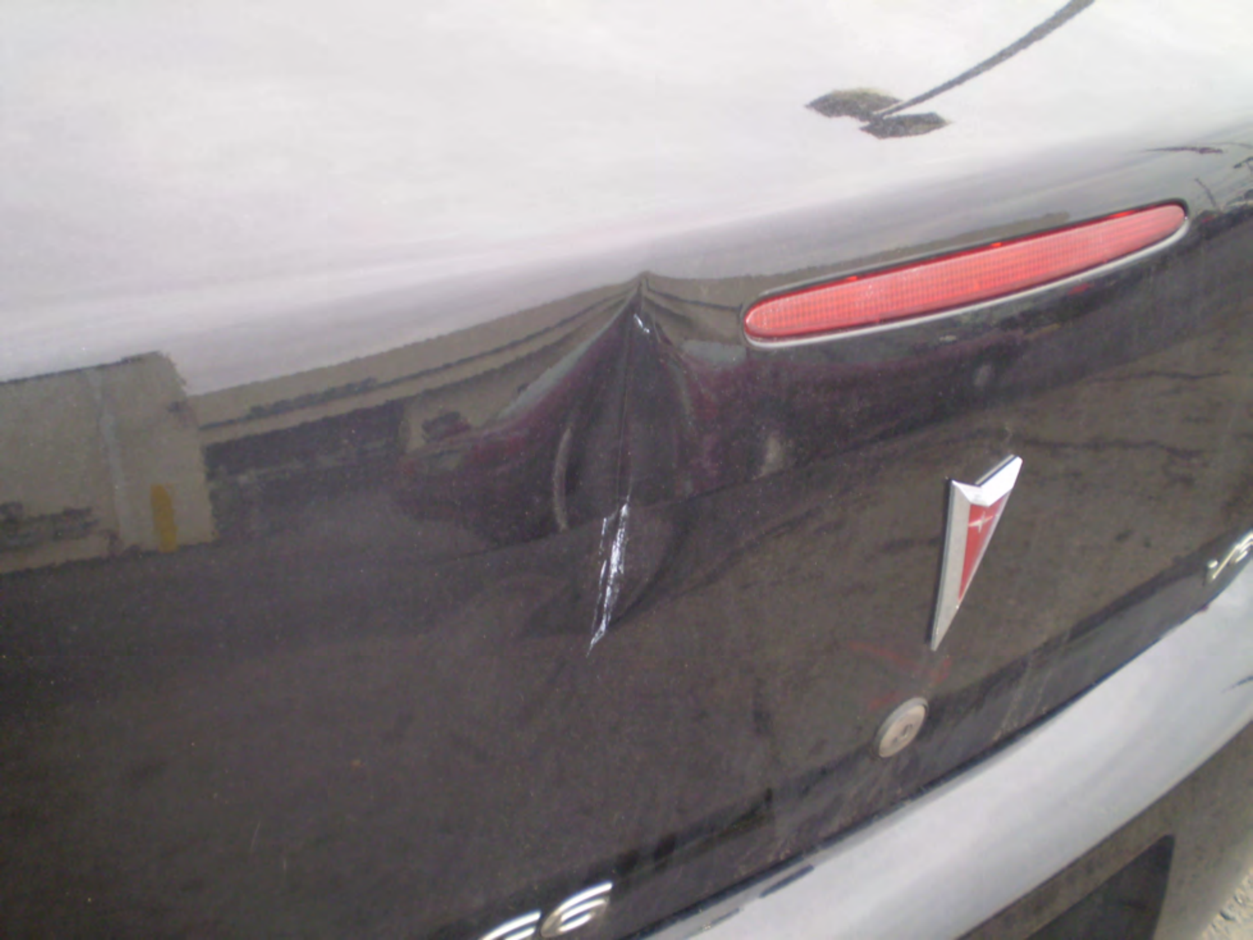
THIS VEHICLE CONFORMS TO ALL
VEHICLE SAFETY, BUMPER, AND T
EFFECT ON THE DATE OF MANUFA

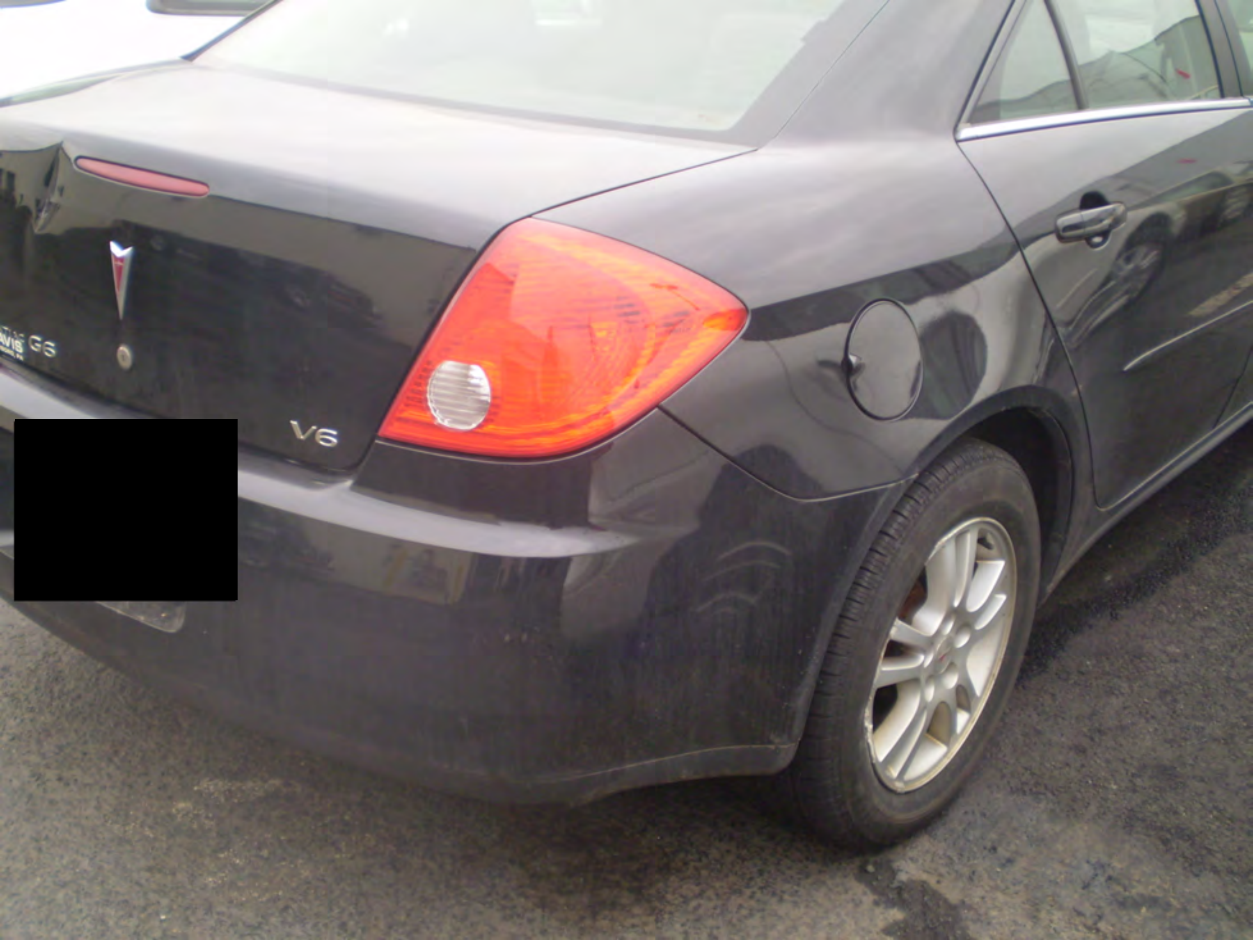
1G2ZG528154[redacted]

PONTIAC
DAVIS
RICHBORO, PA
G6
V6
CULINARY INSTITUTE OF AMERICA
29520

[redacted]

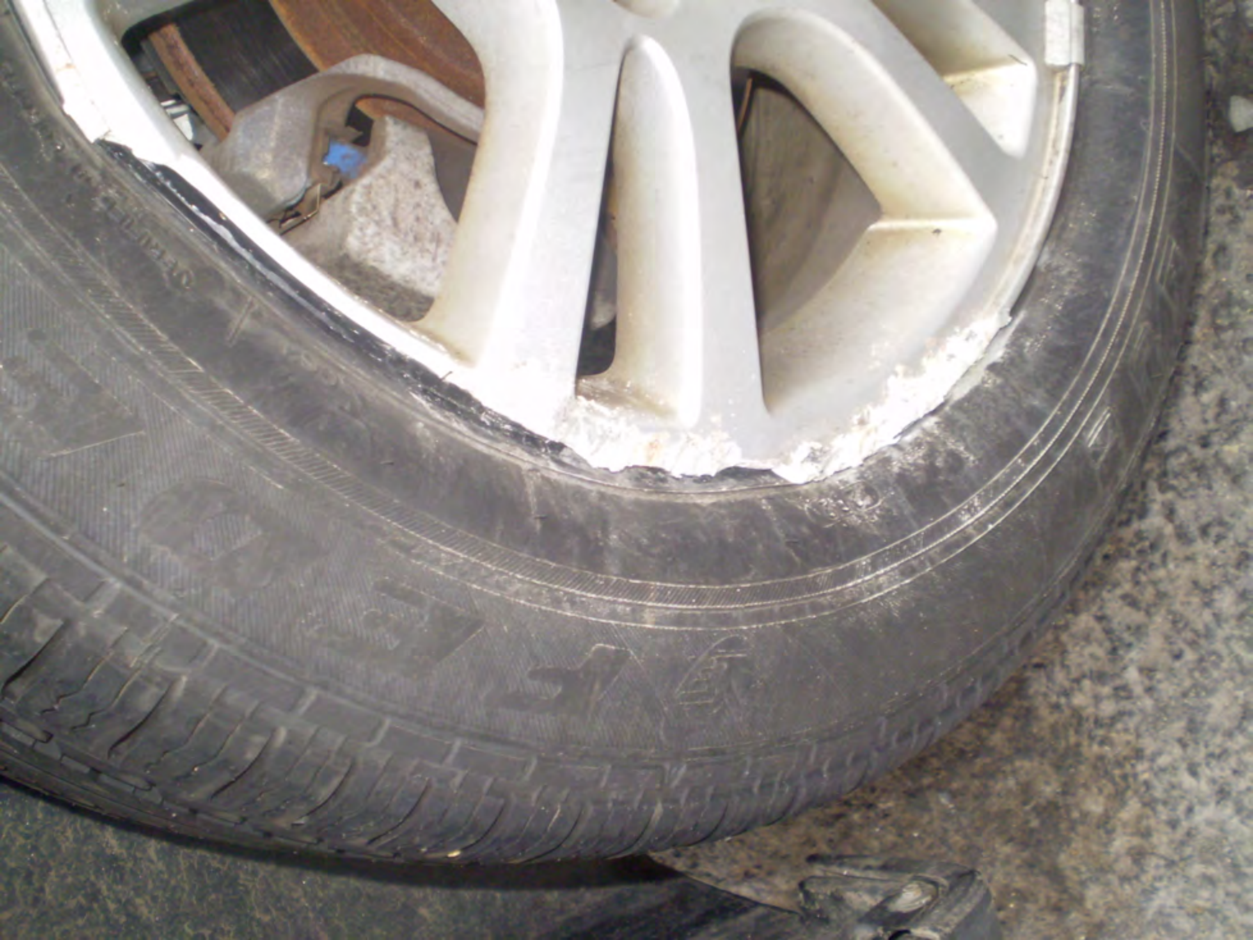
[redacted]

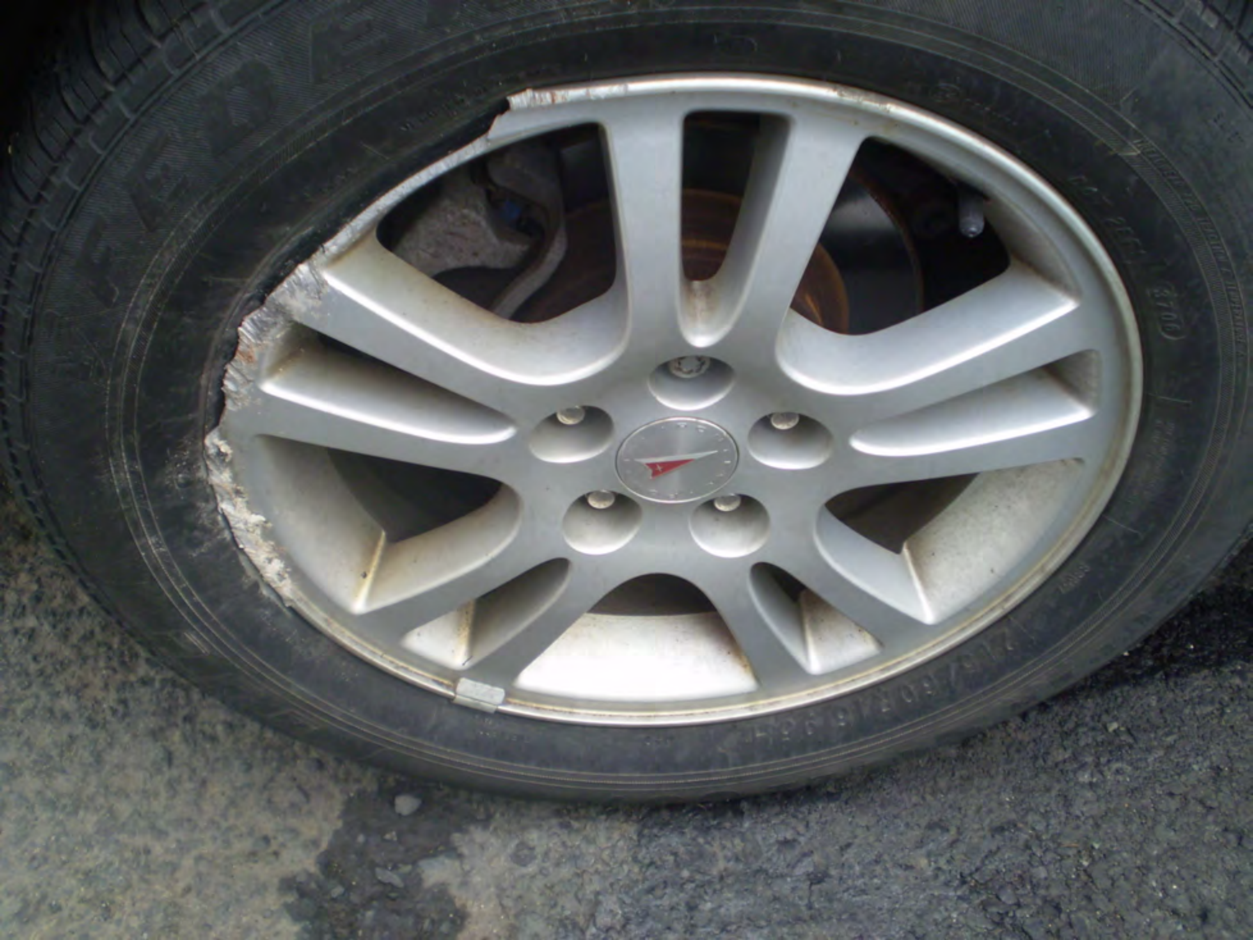




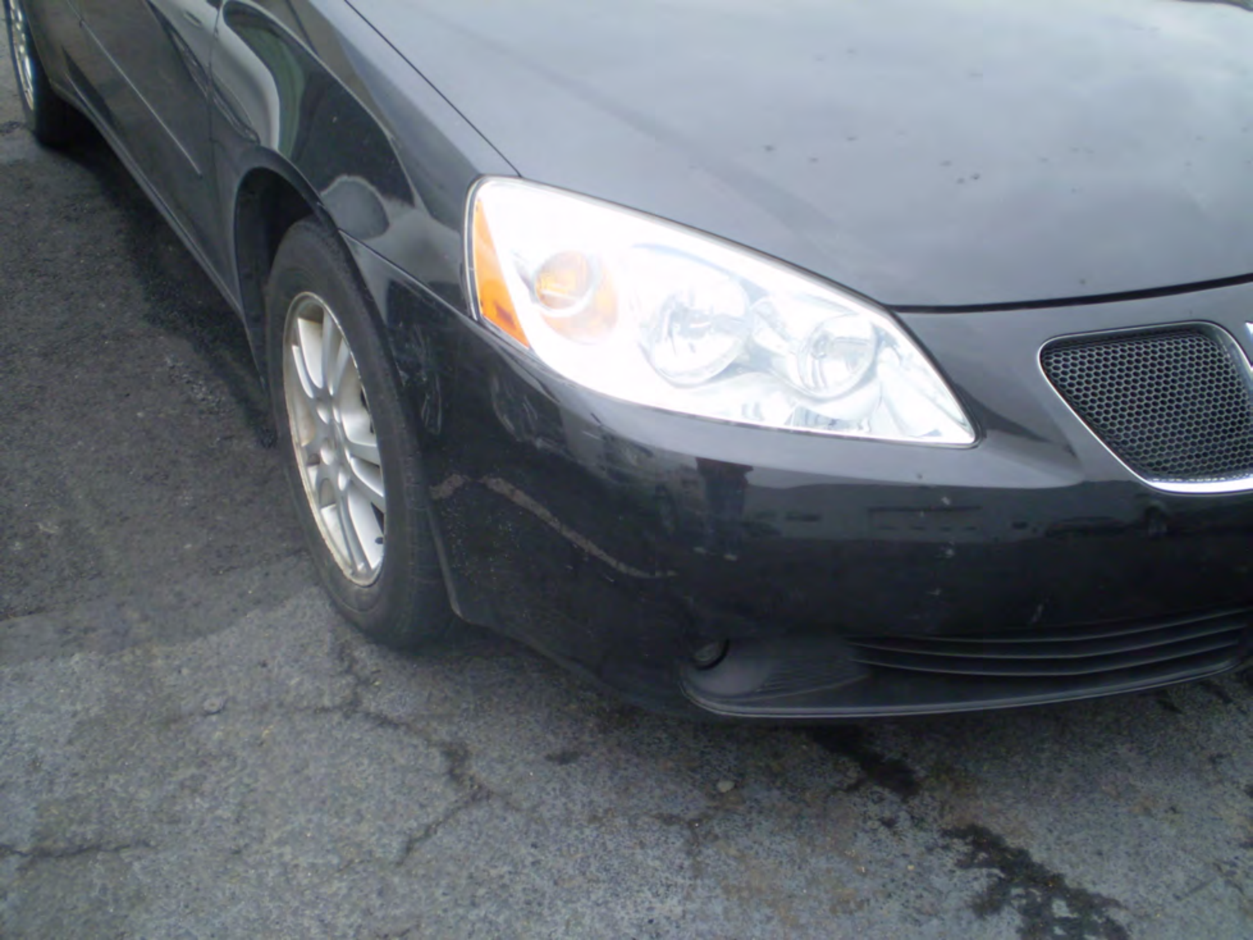
[redacted]

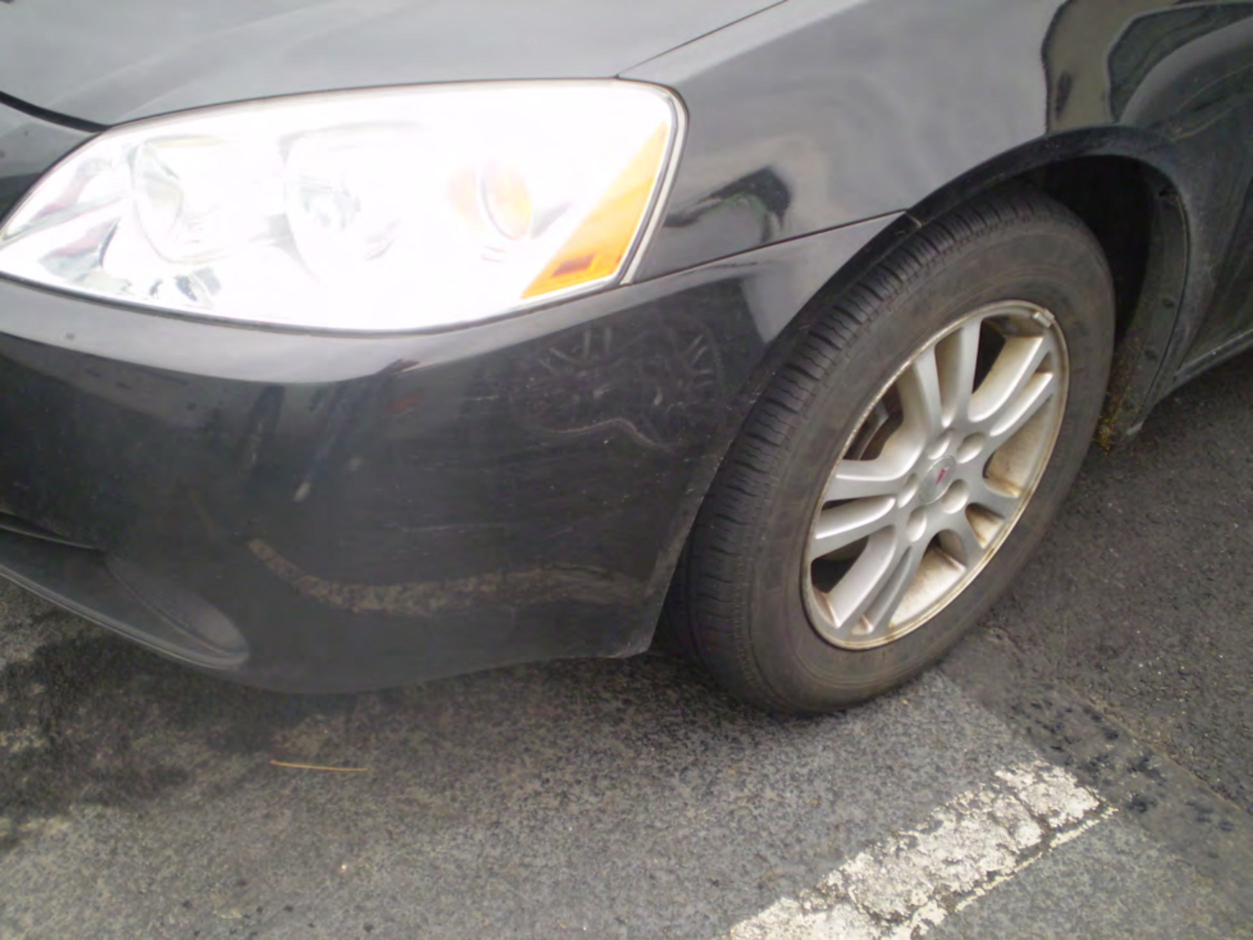
[redacted]





215/60R

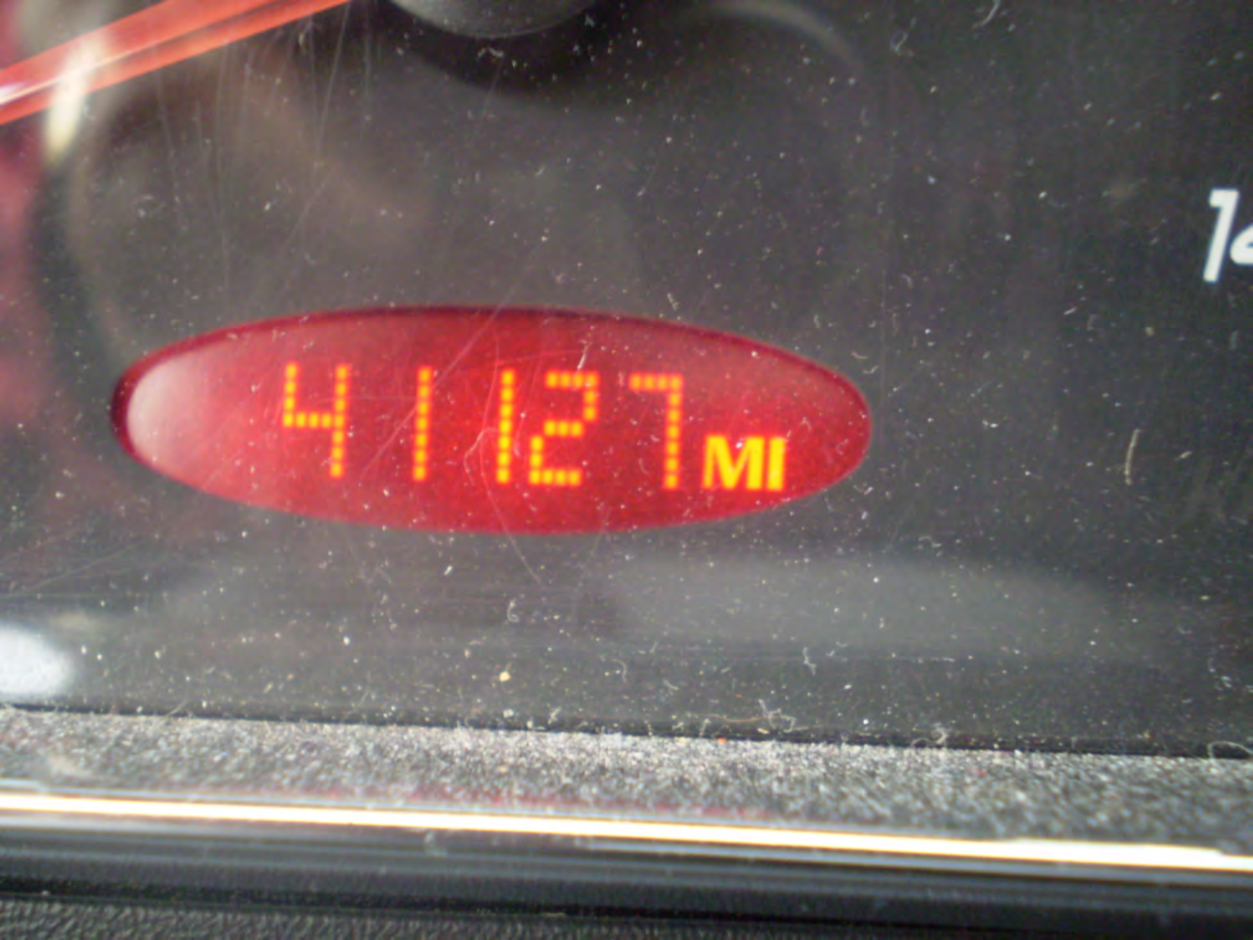




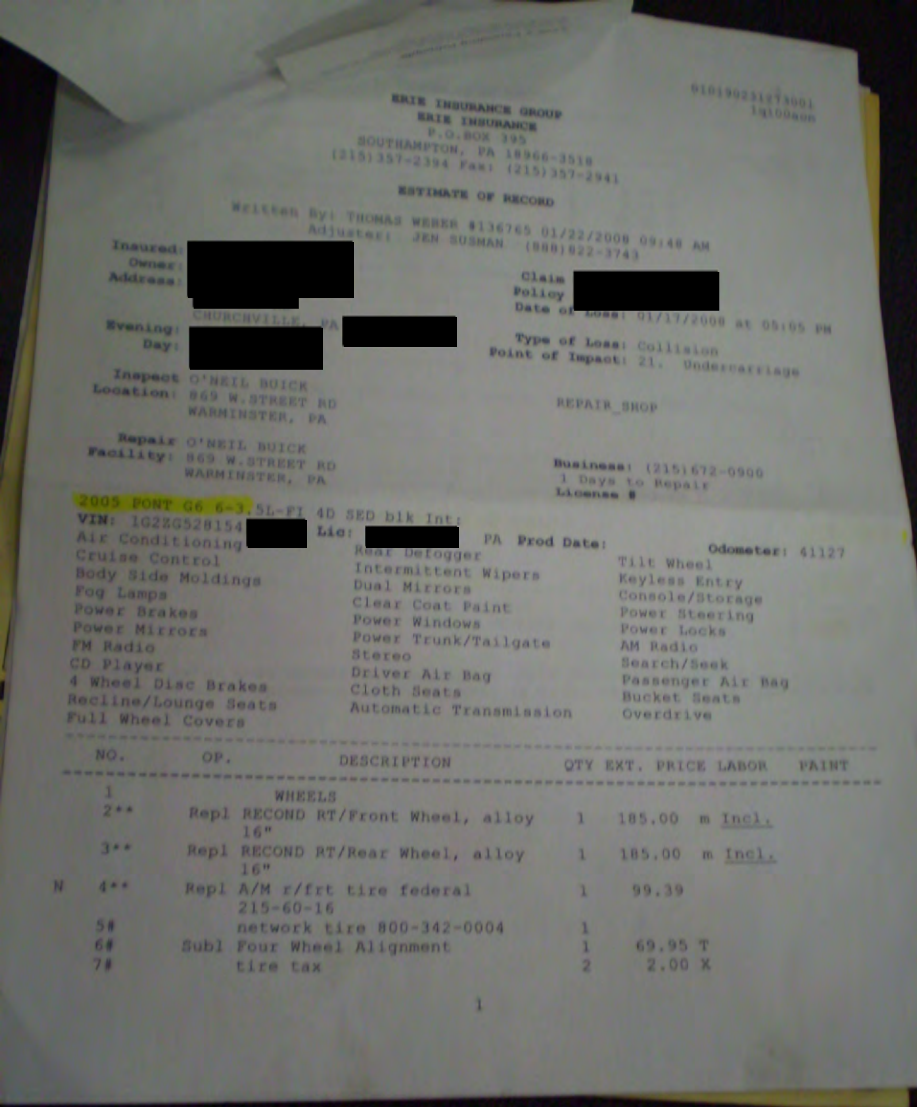
08 1
08 1

G6

0
1
2
3
4
5
6
BRAKE
G6
0
20
40
60
80
100
120
140
MPH
260
200
160
°F
F
1/2
E


41127 MI

0
1
2
3
4
5
6
G6
0
20
40
60
80
100
120
140
MPH
41127 MI
260
200
100
°F
F
1/2
E



010190231273001
1q100aon

ERIE INSURANCE GROUP
ERIE INSURANCE
P.O.BOX 395
SOUTHAMPTON, PA 18966-3518
(215)357-2394 Fax: (215)357-2941

ESTIMATE OF RECORD

Written By: THOMAS WEBER #136765 01/22/2008 09:48 AM
Adjuster: JEN SUSMAN (888)822-3743

Insured: [redacted]
Owner:
Address:
CHURCHVILLE, PA [redacted]
Evening: [redacted]
Day:

Claim [redacted]
Policy
Date of Loss: 01/17/2008 at 05:05 PM

Type of Loss: Collision
Point of Impact: 21. Undercarriage

Inspect Location: O'NEIL BUICK
869 W.STREET RD
WARMINSTER, PA

REPAIR_SHOP

Repair Facility: O'NEIL BUICK
869 W.STREET RD
WARMINSTER, PA

Business: (215)672-0900
1 Days to Repair
License #

2005 PONT G6 6-3.5L-FI 4D SED blk Int:
VIN: 1G2ZG528154 [redacted] **Lic:** [redacted] PA **Prod Date:** **Odometer:** 41127

Air Conditioning
Cruise Control
Body Side Moldings
Fog Lamps
Power Brakes
Power Mirrors
FM Radio
CD Player
4 Wheel Disc Brakes
Recline/Lounge Seats
Full Wheel Covers
Rear Defogger
Intermittent Wipers
Dual Mirrors
Clear Coat Paint
Power Windows
Power Trunk/Tailgate
Stereo
Driver Air Bag
Cloth Seats
Automatic Transmission
Tilt Wheel
Keyless Entry
Console/Storage
Power Steering
Power Locks
AM Radio
Search/Seek
Passenger Air Bag
Bucket Seats
Overdrive

	NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
	1		WHEELS				
	2**	Repl	RECOND RT/Front Wheel, alloy 16"	1	185.00	m Incl.	
	3**	Repl	RECOND RT/Rear Wheel, alloy 16"	1	185.00	m Incl.	
N	4**	Repl	A/M r/frt tire federal 215-60-16	1	99.39		
	5#		network tire 800-342-0004	1			
	6#	Subl	Four Wheel Alignment	1	69.95 T		
	7#		tire tax	2	2.00 X		

[illegible]
[illegible]

ESTIMATE OF RECORD
2005 PONT G6 6-3.5L-FI 4D SED blk Int:

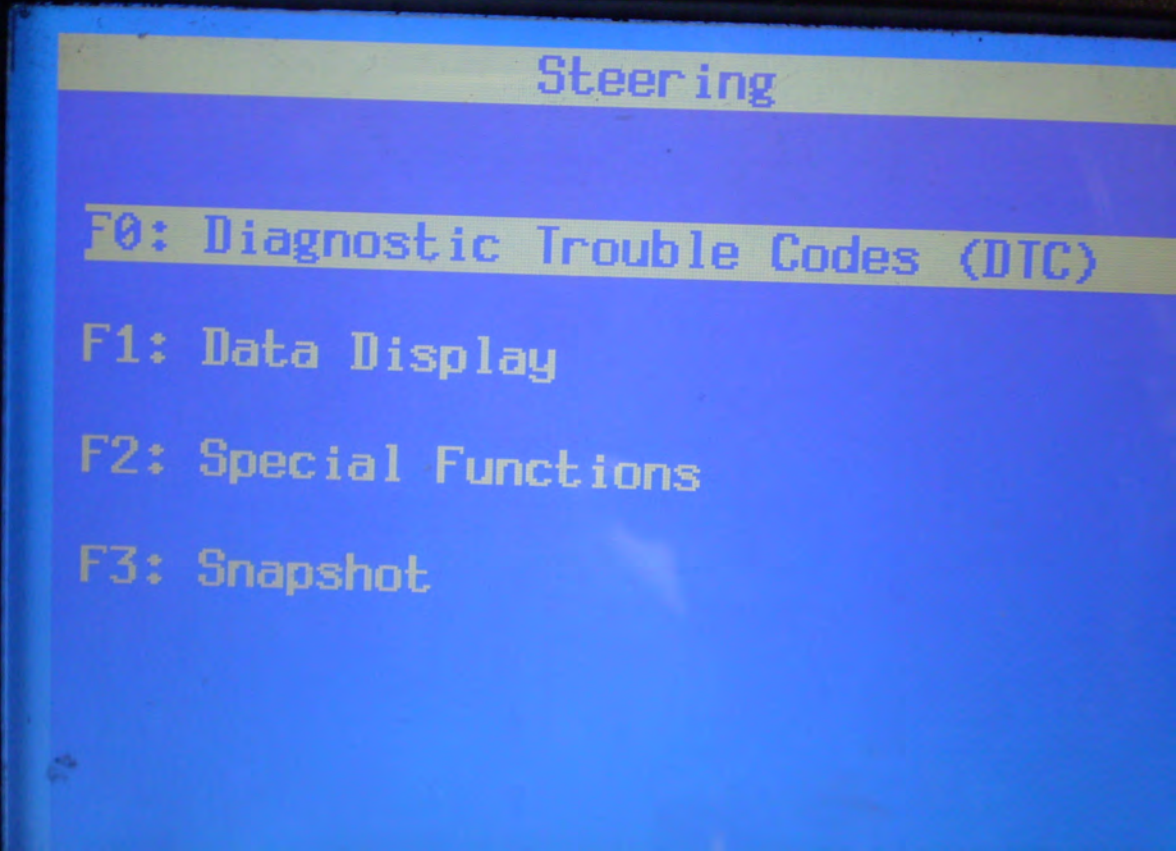
NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
8#		Tire Valve/Stem	2	3.00 T		
9#	Subl	tire disposal	1	2.00 X		
10#		Tire Mount/Balance	2	29.90 T		
11#		//// r/s suspension open,alignment to determine if any add'l	1			
12#		shop to call for supplement.	1			
		Subtotals ==>		576.24	0.0	0.0

Line 4 : 0 depreciation

Estimate Notes:
A/P WITH HARRY AT SHOP FOR REPAIR & RENTAL DAYS,PRIOR DENT TO DECKLID

Parts		469.39
Sublet/Misc.		106.85
SUBTOTAL		$ 576.24
Sales Tax	$ 572.24 @ 6.0000%	34.33
TOTAL COST OF REPAIRS		$ 610.57
ADJUSTMENTS:		
Deductible		500.00
TOTAL ADJUSTMENTS		$ 500.00
NET COST OF REPAIRS		$ 110.57

Vehicle owner must authorize all repairs. ERIE INSURANCE reserves the right to reinspect all supplements before payment is made. THIS IS NOT AN AUTHORIZATION TO REPAIR.



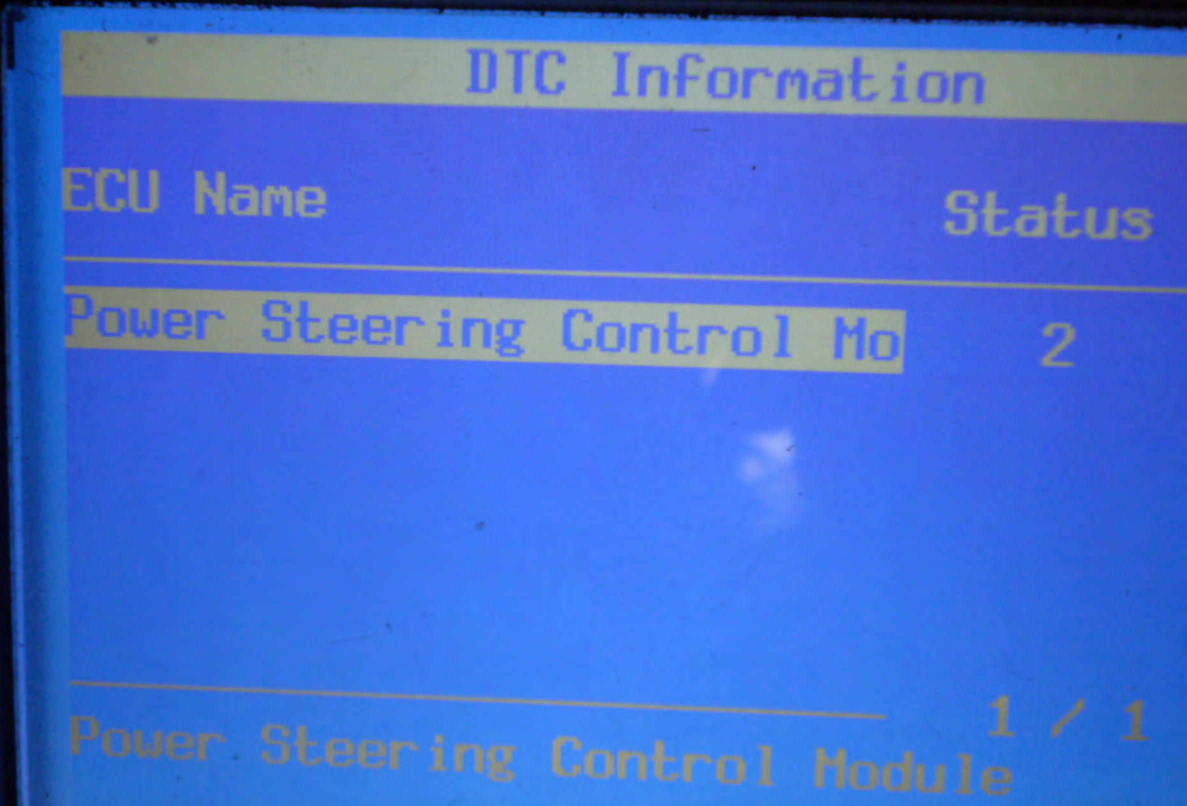
Steering

F0: Diagnostic Trouble Codes (DTC)

F1: Data Display

F2: Special Functions

F3: Snapshot

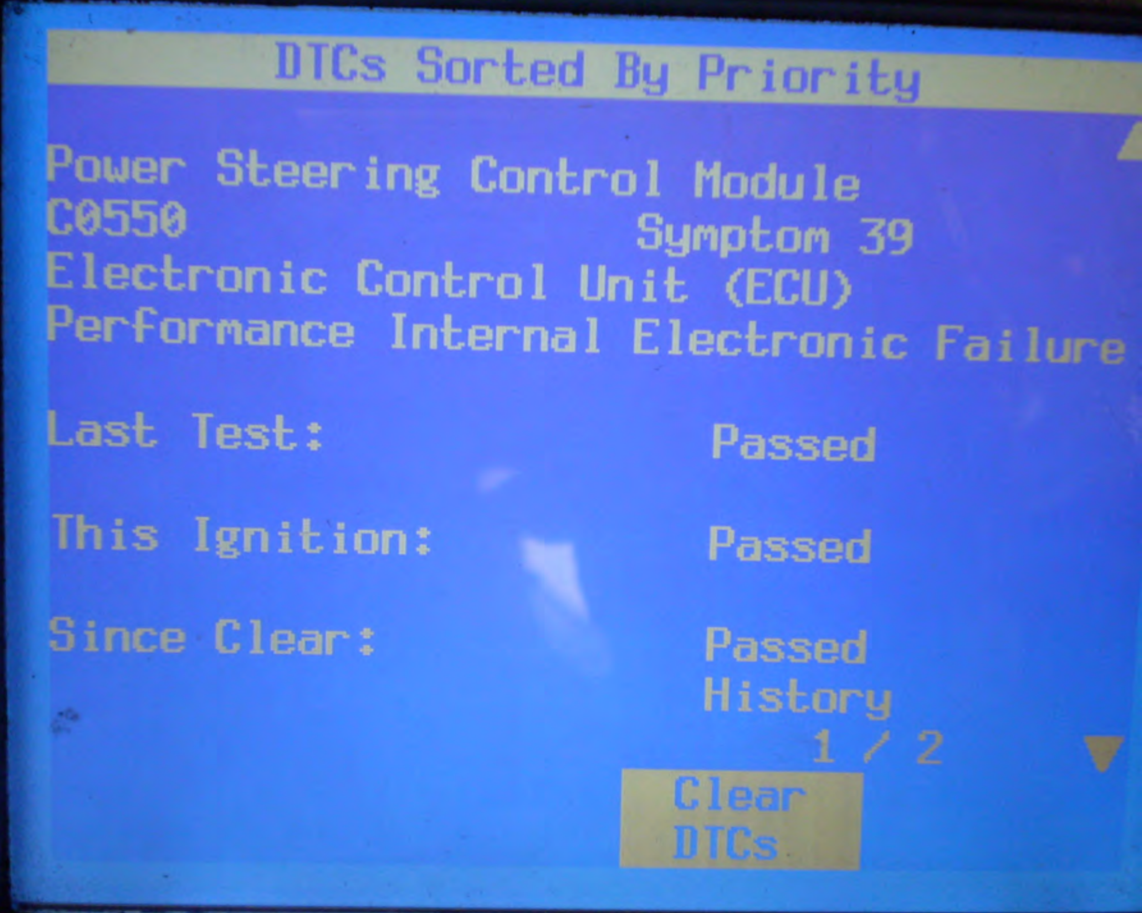


DTC Information

ECU Name	Status
Power Steering Control Mo	2

1 / 1

Power Steering Control Module



DTCs Sorted By Priority

Power Steering Control Module

C0550 Symptom 39

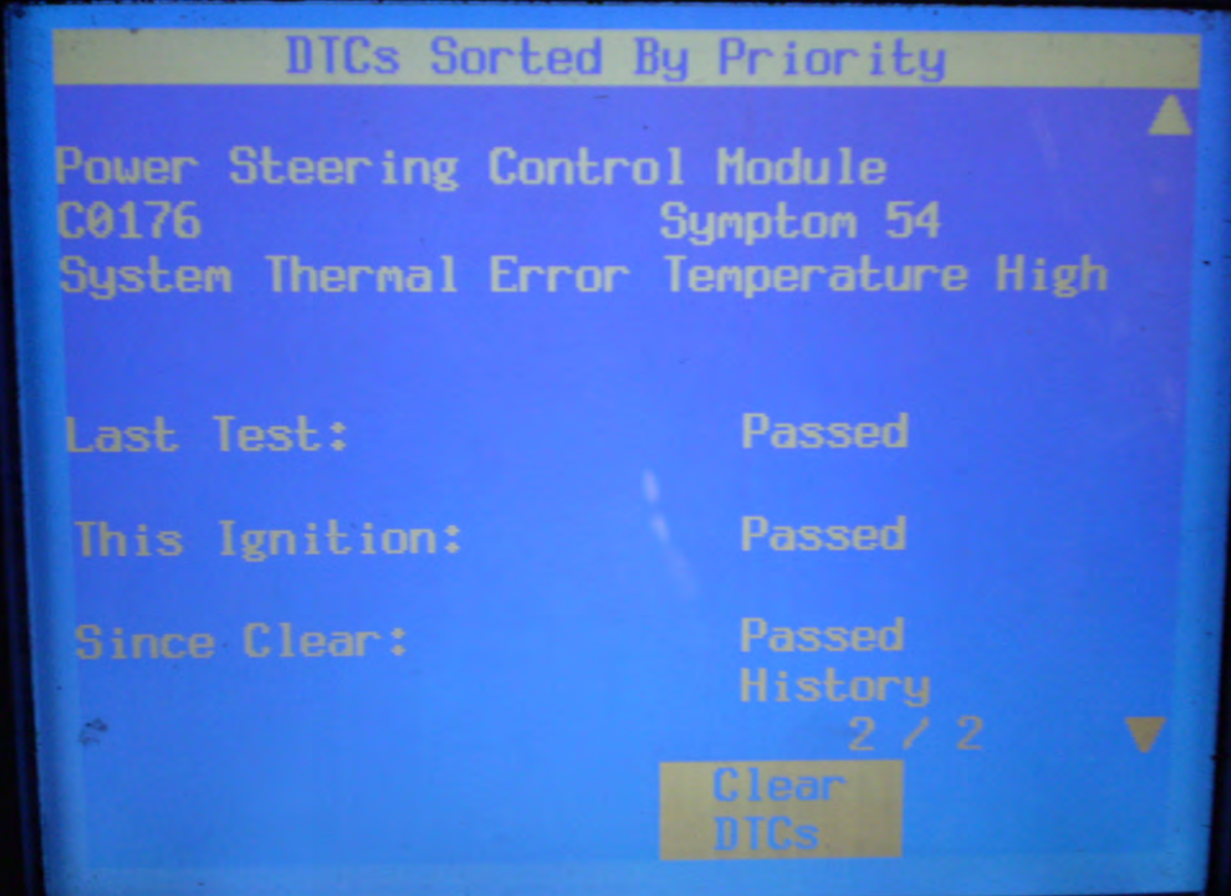
Electronic Control Unit (ECU) Performance Internal Electronic Failure

Last Test: Passed

This Ignition: Passed

Since Clear: Passed

History



DTCs Sorted By Priority

Power Steering Control Module

C0176 Symptom 54

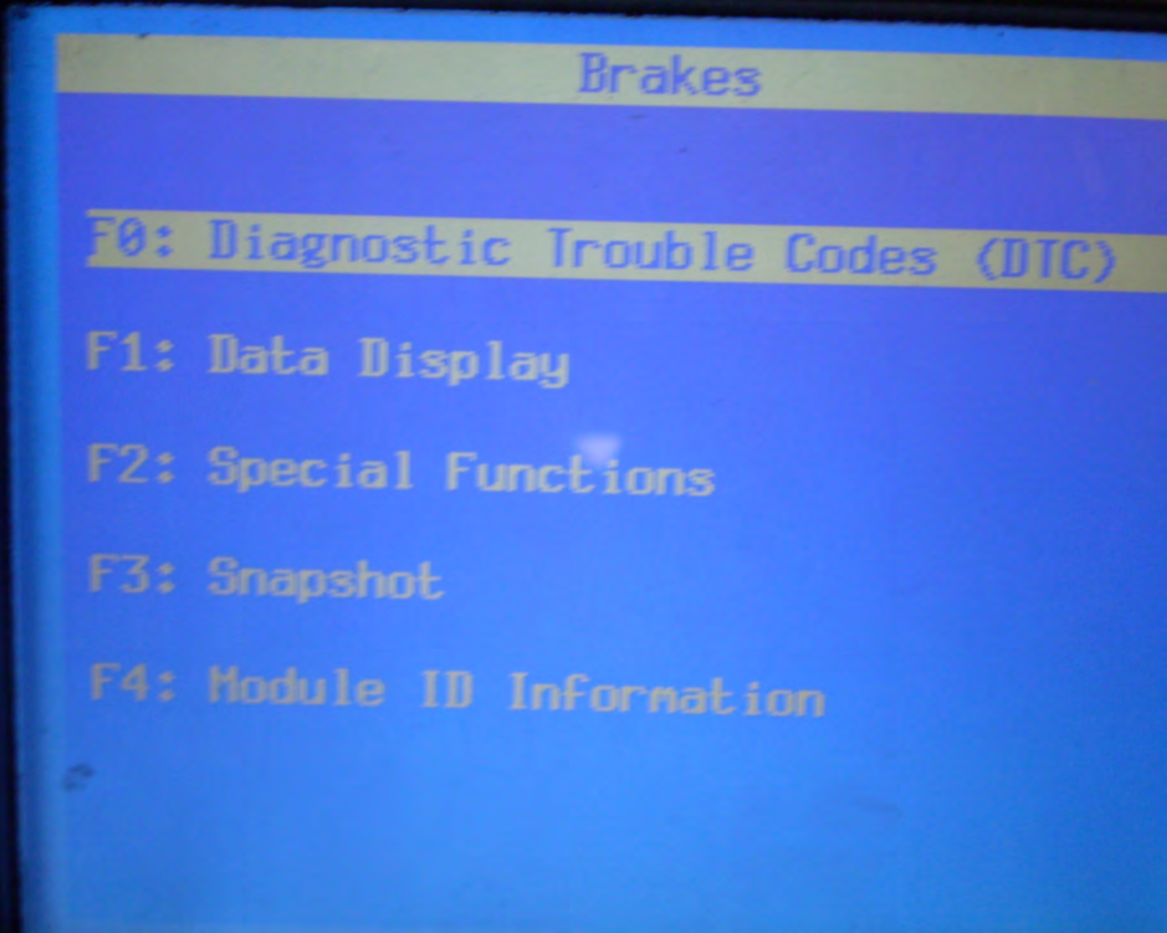
System Thermal Error Temperature High

Last Test: Passed

This Ignition: Passed

Since Clear: Passed History

2 / 2



Brakes

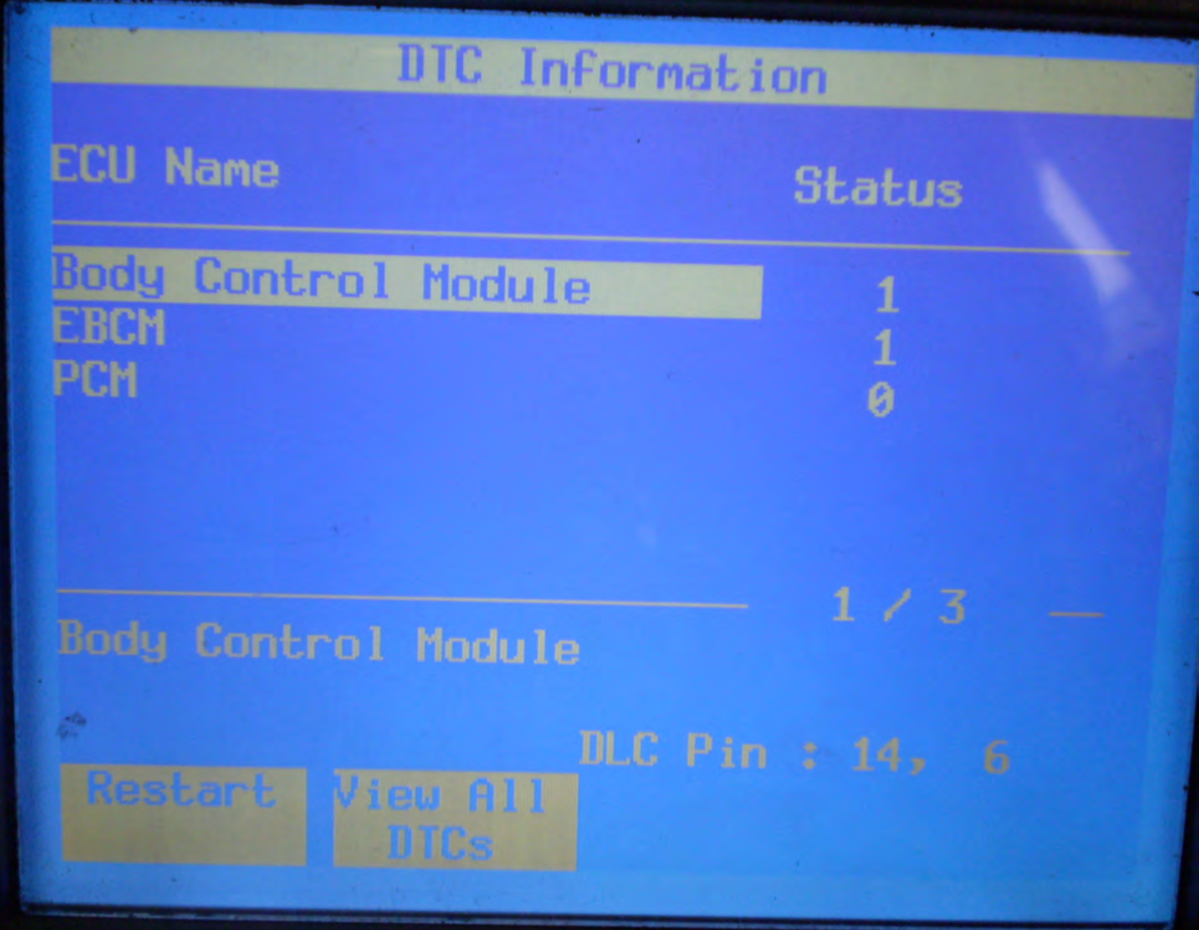
F0: Diagnostic Trouble Codes (DTC)

F1: Data Display

F2: Special Functions

F3: Snapshot

F4: Module ID Information



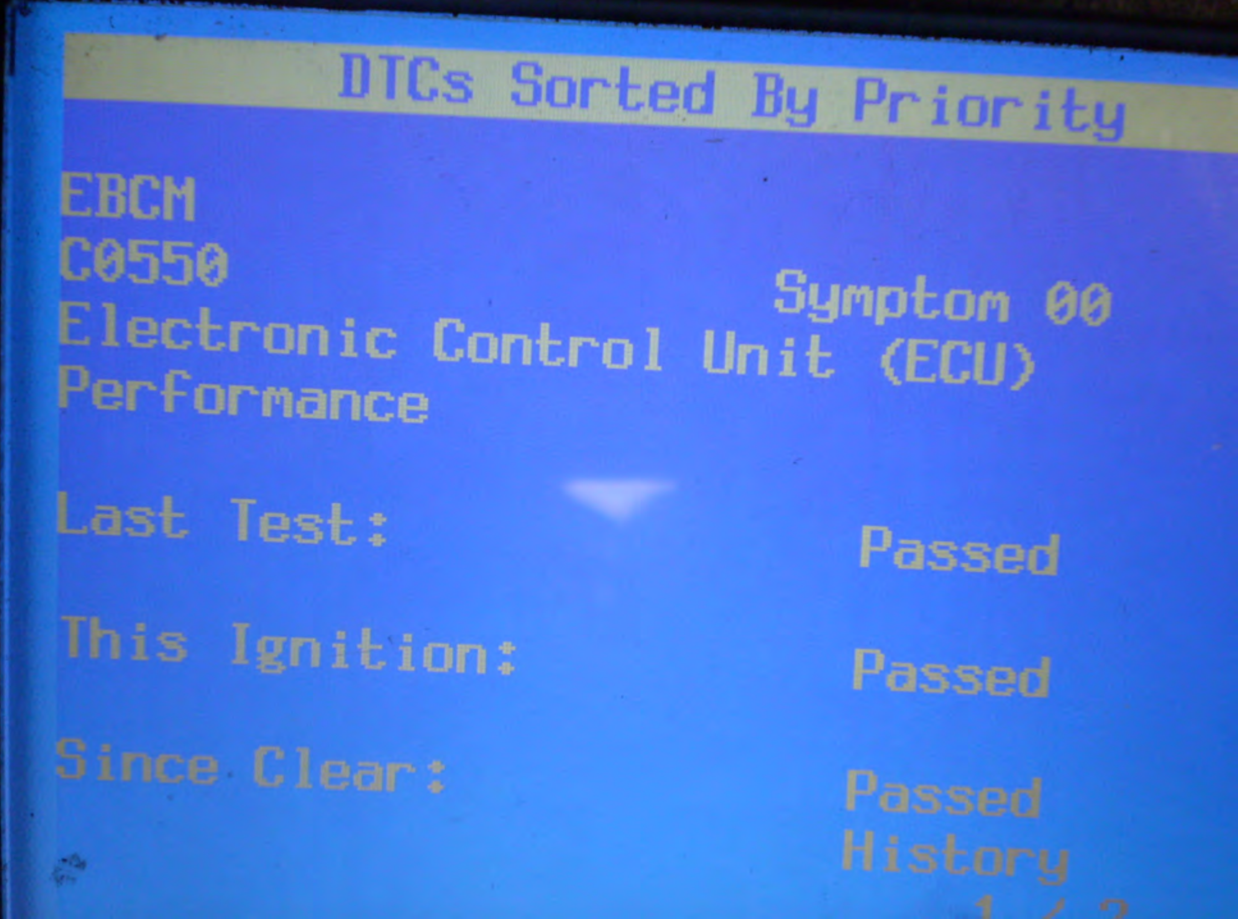
DTC Information

ECU Name	Status
Body Control Module	1
EBCM	1
PCM	0

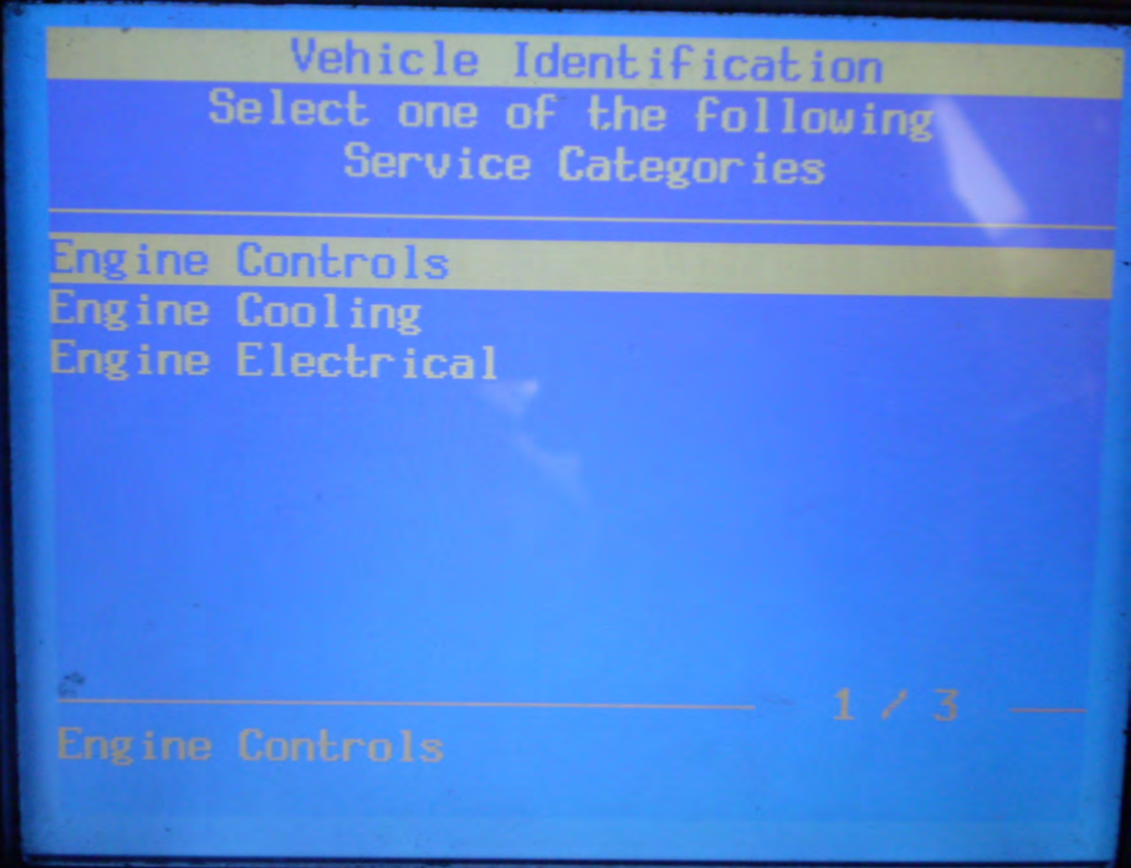
1 / 3

Body Control Module

DLC Pin : 14, 6



```
            DTCs Sorted By Priority
EBCM
C0550
                         Symptom 00
Electronic Control Unit (ECU)
Performance

Last Test:                    Passed

This Ignition:                Passed

Since Clear:                  Passed
                              History
                                1 / 2
```



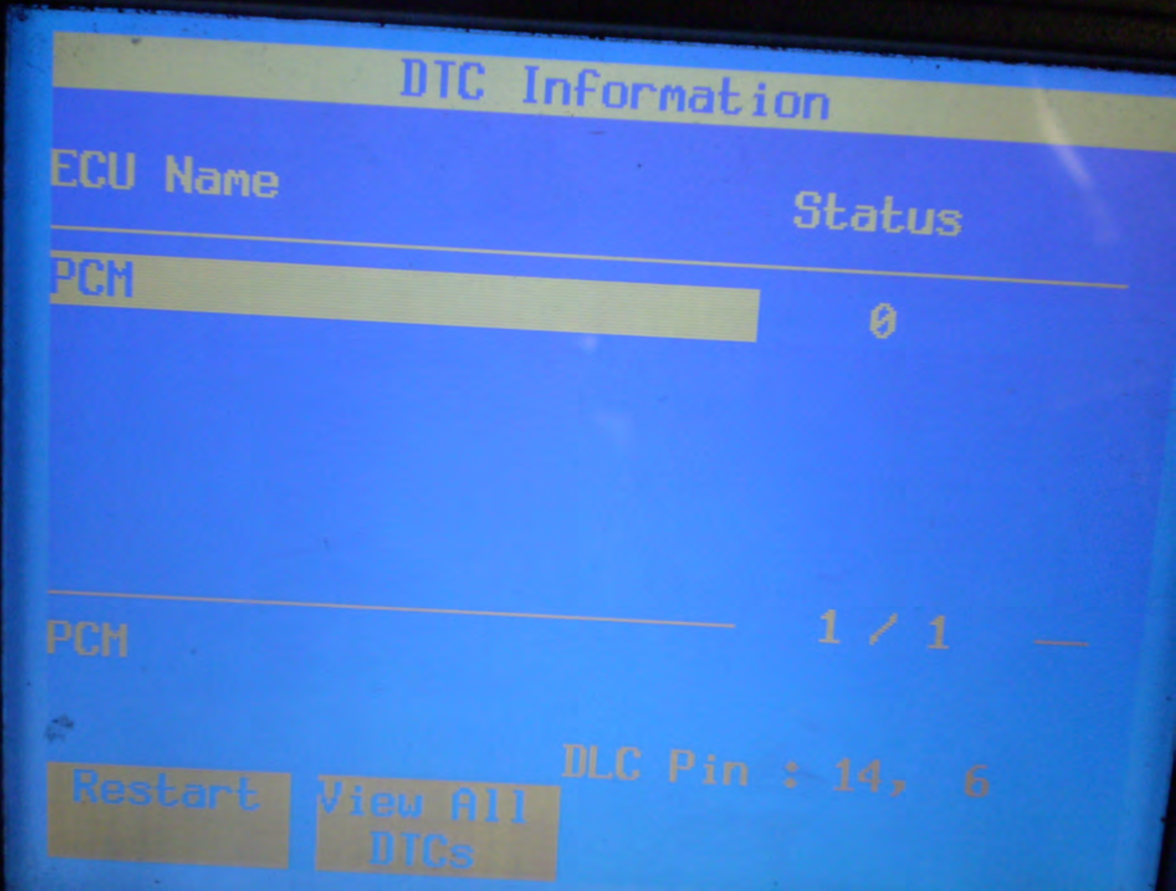
Vehicle Identification

Select one of the following
Service Categories

Engine Controls
Engine Cooling
Engine Electrical

1 / 3

Engine Controls

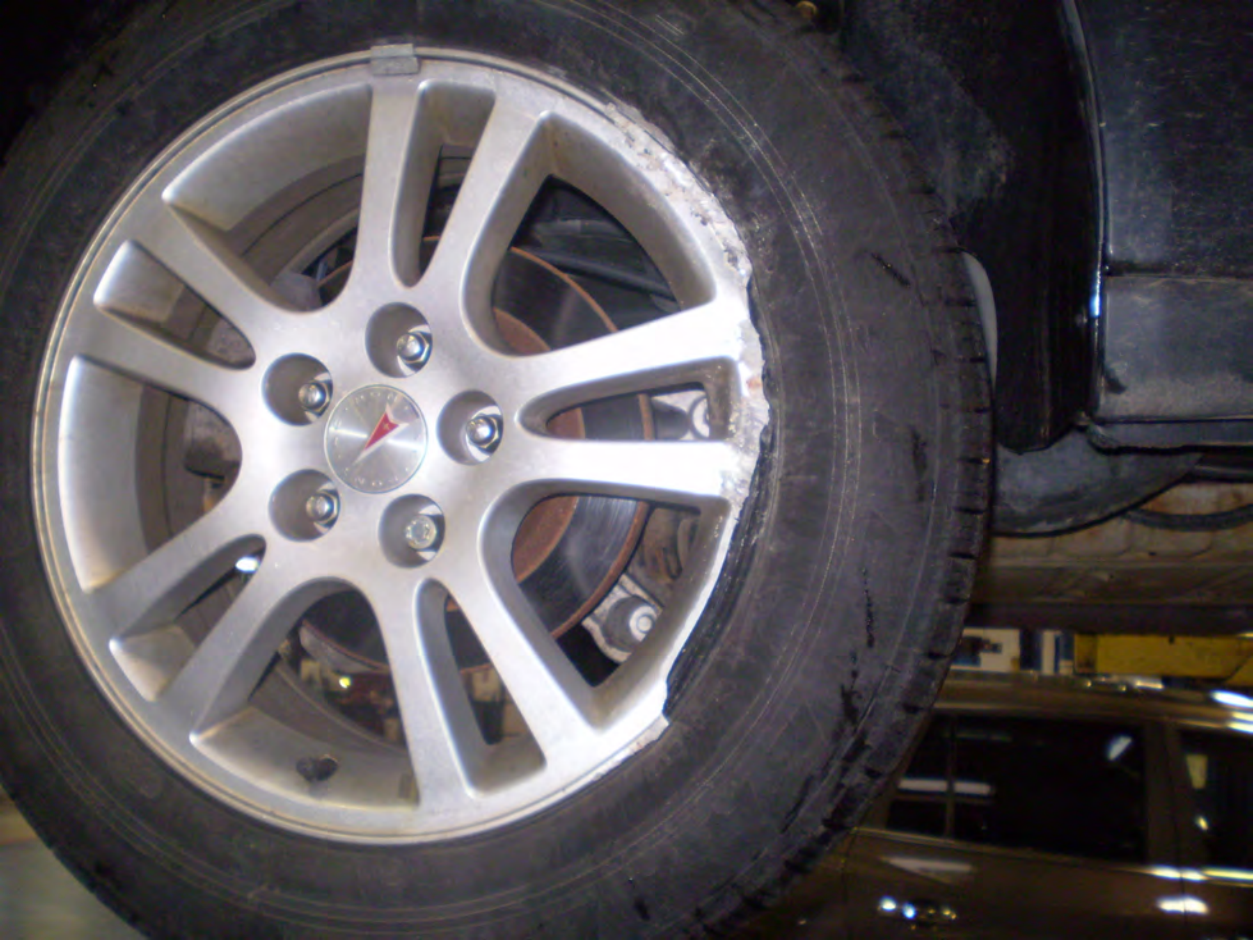


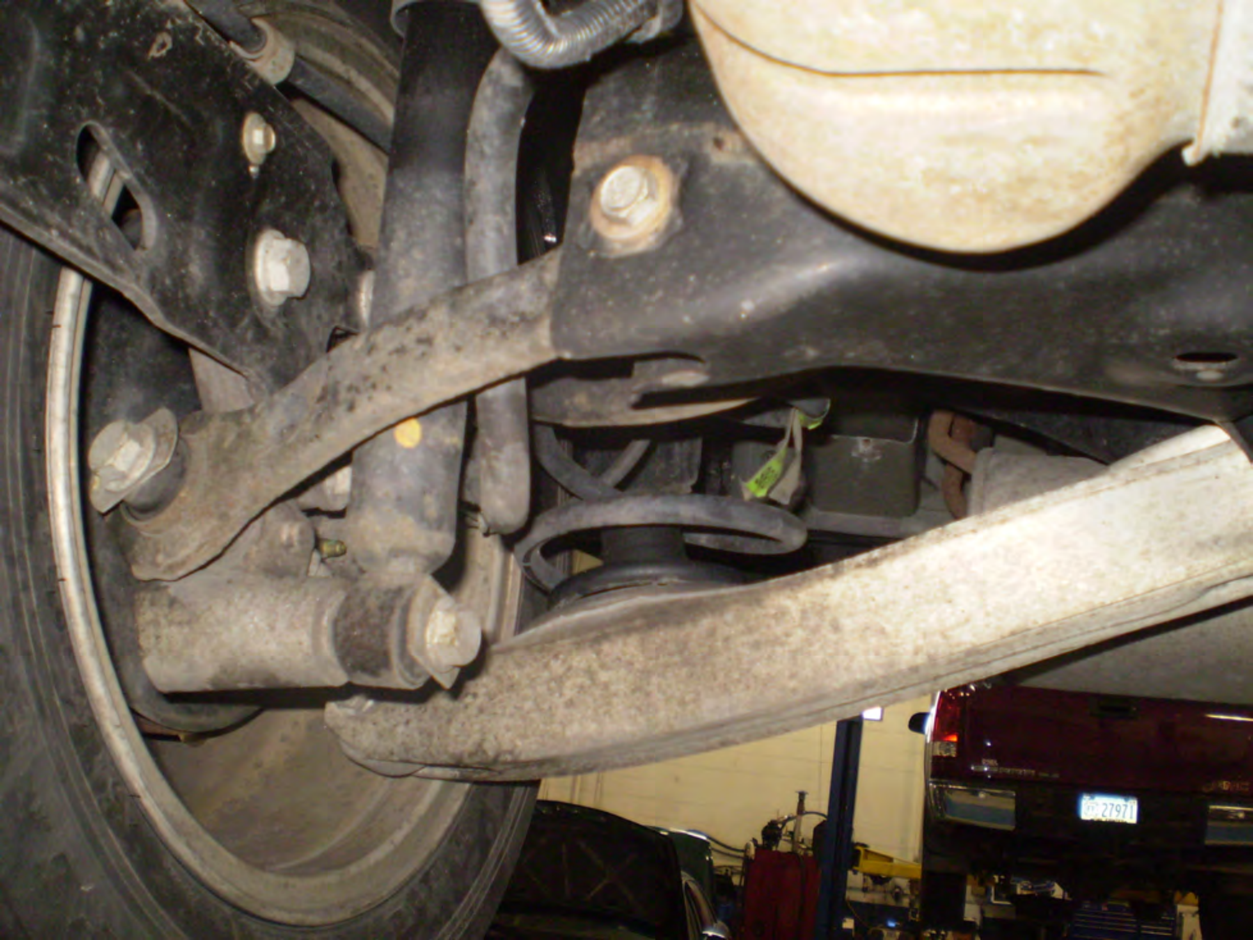
DTC Information

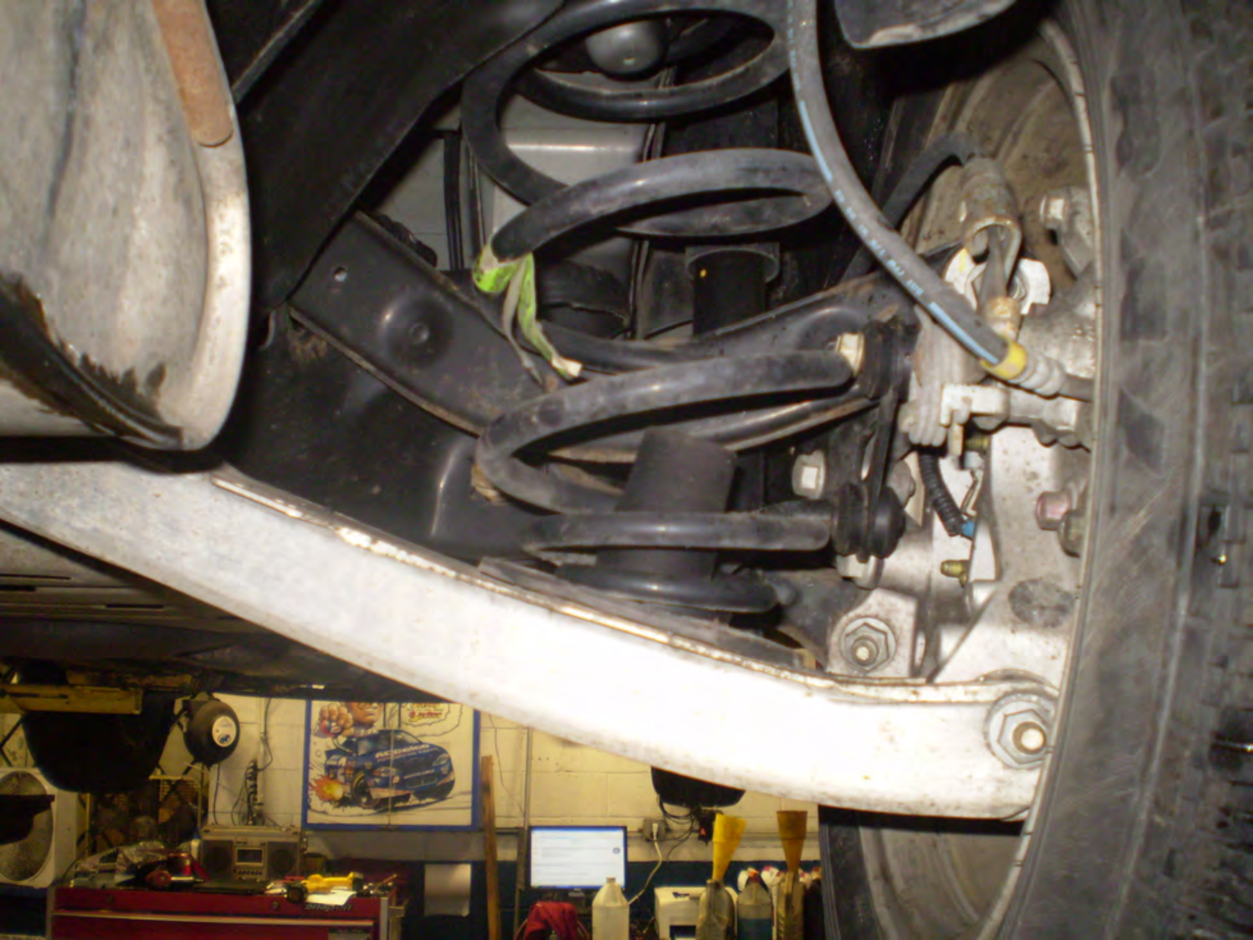
ECU Name	Status
PCM	0

PCM 1 / 1

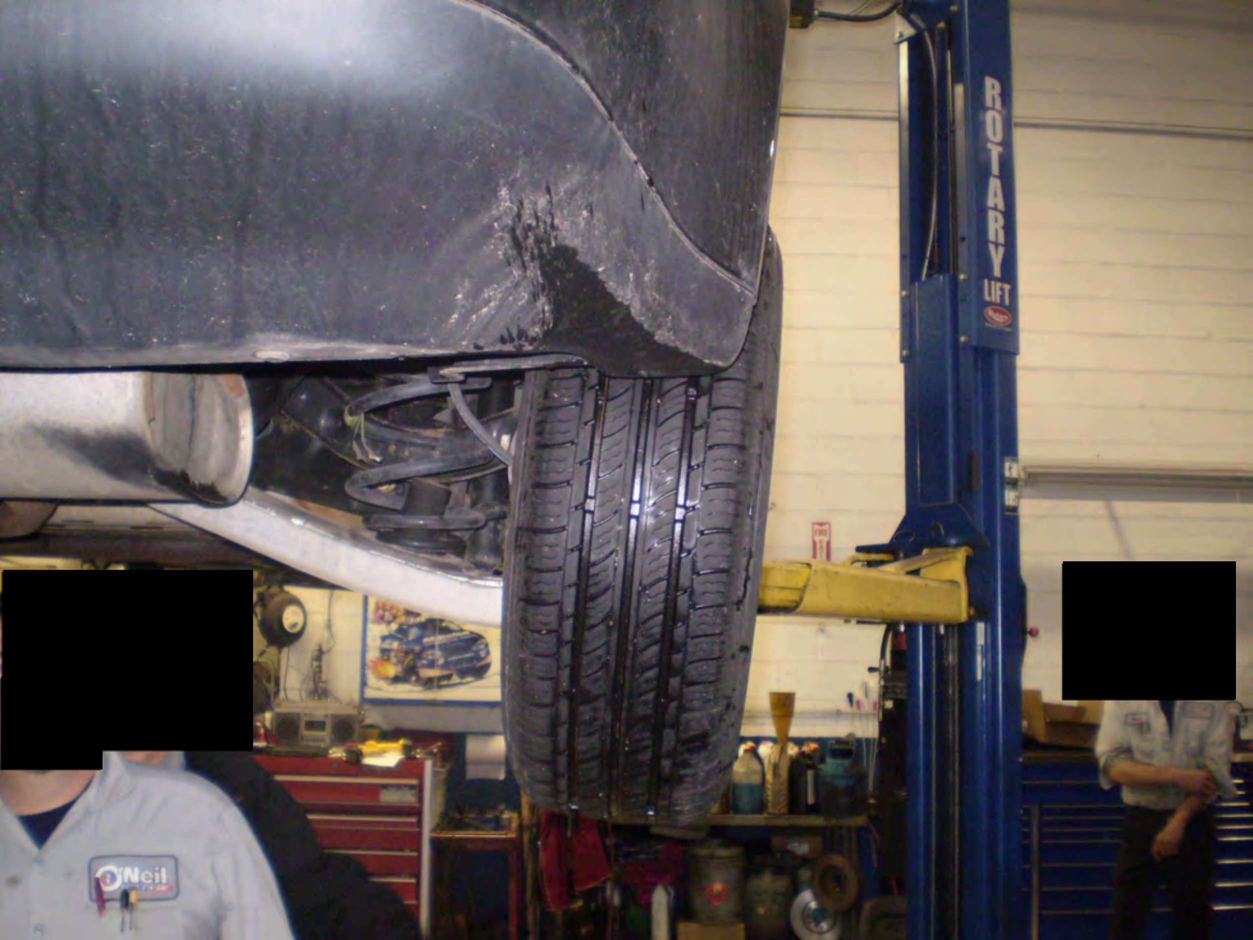
DLC Pin : 14, 6




27971

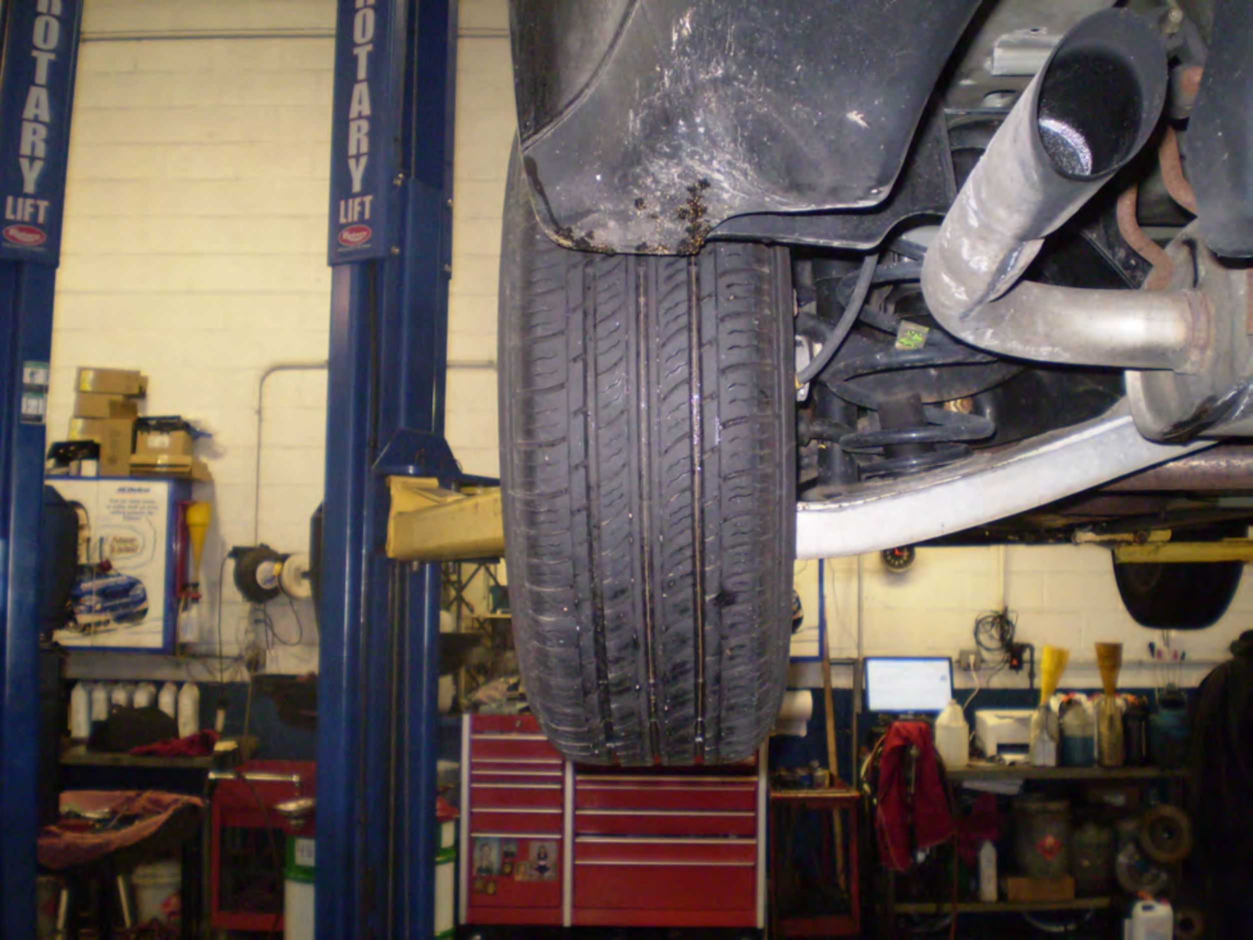


Johnny Sauter
ACDelco
AUTOMOTIVE PARTS
MONTE CARLO



[redacted]

[redacted]


ROTARY LIFT
ROTARY LIFT

G6
MPH
41128
0
20
40
60
80
100
120
140
0
1
2
3
4
5
6
100
200
260
F
1/2
E

20
MPH
41132 MI

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

HAPPY HOLIDAYS
41USA

DEC 19 2007

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

482325170

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

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).

7184740889 33087

PINE BELT
FREEHOLD

3712 Route 9 South • Freehold, NJ 07728
SALES 732.462.1324 SERVICE 732.462.1576
NEED TO SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

INVOICE

DUPLICATE 2
PAGE 1

[redacted]
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	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.

(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	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

7184740889 33087

PINE BELT
FREEHOLD

3712 Route 9 South • Freehold, NJ 07728
SALES 732.462.1324 SERVICE 732.462.1576
NEED TO SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

INVOICE

DUPLICATE 2
PAGE 2

[redacted]
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	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
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
**			
I** 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.

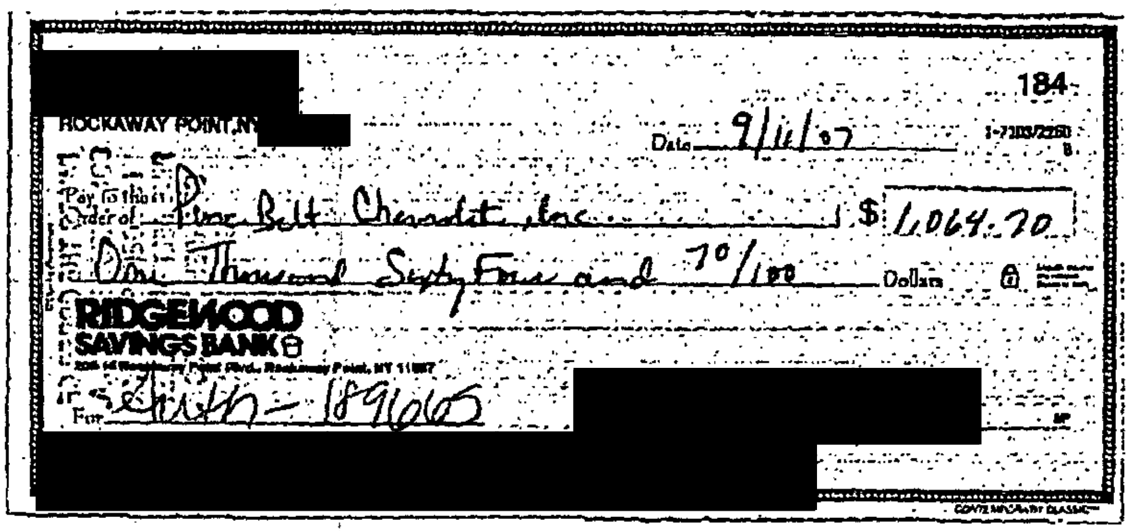
CUSTOMER SIGNATURE

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.

⑆031201360⑆ 09/13/2007
000000566393570



[redacted]

ROCKAWAY POINT,NY [redacted]

184

Date 9/11/07

1-7303/2260
B

Pay to the
Order of Pine Belt Chevrolet, Inc. $ 1,064.70

One Thousand Sixty Four and 70/100 Dollars

RIDGEWOOD
SAVINGS BANK

205-14 Rockaway Point Blvd., Rockaway Point, NY 11697

For [illegible] - 189665

[redacted]

MP

[redacted]

[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

[redacted]

>031201360<
COMMERCE BANK NA
CHERRY HILL,NJ

[redacted]

[redacted]

[redacted]

[redacted]

M[redacted]
Midland, TX

MIDLAND / ODESSA
TX 797
18 DEC 2007 PM 2 L

USA 41

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

DEC 2 4 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): 1G1ZT54855F [redacted]

Mileage at Time of Repair: 28482 Date of Repair: 10-23-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Midland State: TX ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 646 66

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:
1-800-204-0251

[redacted]

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).

ALL AMERICAN CHEVROLET
4130 WEST WALL STREET
MIDLAND, TX. 79703

TERMINAL I.D.: 0017340050[illegible]

MERCHANT #: 9525146122

MASTERCARD

[redacted]

SALE

RECORD #: 17 INV: 000017
DATE: OCT 23, 07 TIME: 13:12
BATCH: 822
AUTH: 992912

TOTAL $646.66

[illegible] ACCOUNT

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

CUSTOMER COPY

1003799

123009

INVOICE

PAGE 1

ALL AMERICAN CHEVROLET
OF MIDLAND #11
4100 W. Wall Street
Midland, TX 79703
Phone: (432) 694-9601
Fax: (432) 681-1013

[redacted]
MIDLAND, TX [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 484 KEVIN HILLIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GALAXY-SIL	05	CHEVROLET MALIBU	1G1ZT54855F[redacted]		corrected 28482/28482	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC04 IS			18:00 25OCT07		0.00	CASH	23OCT07

R.O. OPENED	READY	OPTIONS:
08:58 17OCT07	11:42 23OCT07	STK:5F176034 DLR:07375 1)LIFETIME OIL STANDARD, LSSP, 274182

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT STEERING WHEEL MAKES A POPPING CRUNCHING SOUND			
CAUSE: EXCESIVE PLAY IN THE STEERING COLUMN			
STEER STEERING			
80985 CCRC		183.00	183.00
1 12346241 LUBRICANT	13.85	13.85	13.85
1 15926870 COLUMN	368.33	368.33	368.33

78482 EXCESIVE PLAY IN THE STEERING COLUMN 80985-I TEST DROVE VEHICLE TO CONFIRM COMPLAIN I THEN CHECKED SI FOR BULLETINS AND FOUNDDOC ID 1973984 FOR CLUNK/KNOCK NOISE AT STEERING THE DOCUMENT STATES SPRAY GREASE INTO I SHAFT I SPRAYED GREASE INTO I SHAFT AND TEST DROVE AND NOISE IS STILL THERE I THEN USED THE CHASIE EARS AND HEARD NOISE AT STEERING COLUMN. REPLACED STEERING COLUMN DUE TO EXCESSIVE PLAY CAUSING CLUNK NOISE IN STEERING.

****

B CUSTOMER STATES THAT COOLANT LIGHT IS ON SEEM LOW ON FLUID			
EL ELECTRICAL			
80985 CCRC		0.00	0.00

78482

ORIGINAL

****

C** 2-WHEEL ALIGNMENT			
CAUSE: ALIGN COMPLETED			
2WA 2-WHEEL ALIGNMENT			
20501 CCRC		49.95	49.95

78482 ALIGN COMPLETED FRT ENDALIGN COMPLETED 20501 1.0

****

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL. IF YOU'RE UNABLE TO MARK COMPLETELY SATISFIED TO ALL THE QUESTIONS, PLEASE CONTACT OUR SERVICE MANAGER. YOUR SATISFACTION IS OUR #1 GOAL THANK YOU FOR CHOOSING ALL AMERICAN CHEVROLET.

OCT 23 2007

ALL AMERICAN CHEVROLET
OF MIDLAND

"I acknowledge notice and oral approval of an increase in the original estimated price.

__________________________ Signature or initials"

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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)

DESCRIPTION	TOTALS
LABOR AMOUNT	232.95
PARTS AMOUNT	382.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	615.13
LESS INS/DED/DIS	0.00
SALES TAX	31.53
PLEASE PAY THIS AMOUNT	646.66

CUSTOMER COPY

003799

124214

INVOICE

ALL AMERICAN CHEVROLET
OF MIDLAND #11
4100 W. Wall Street
Midland, TX 79703
Phone: (432) 694-9601
Fax: (432) 681-1013

[redacted]
MIDLAND, TX [redacted]
HOME [redacted] CONT:N/A
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 68693 JUSTIN BUILTA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GALAXY-SIL	05	CHEVROLET MALIBU	1G1ZT54855F[redacted]		correct 29474/29474	[redacted]

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11DEC04 IS			18:00 07NOV07		0.00	CASH	08NOV07

R.O. OPENED	READY	OPTIONS:
10:10 07NOV07	13:28 08NOV07	STK:5F176034 DLR:07375 1)LIFETIME OIL STANDARD, LSSP, 274182

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES: CHECK FOR NOISE IN STEERING COLUMN WHILE DRIVING
CAUSE: BOLT MISSING
STEER STEERING
80985 WCM4 (N/C)

29474 MISSING BOLT DUPLICATED CUSTOMER COMPLAINT THEN REMOVED STEERING WHEEL KICK PANEL AND FOUND THAT THERE WAS A MISSING BOLT FOR THE STEERING COLUMN TO THE CROSS MEMBER INSERTED NEW BOLT THEN REASSEMBLED

****

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL. IF YOU'RE UNABLE TO MARK COMPLETELY SATISFIED TO ALL THE QUESTIONS, PLEASE CONTACT OUR SERVICE MANAGER.
YOUR SATISFACTION IS OUR #1 GOAL. THANK YOU FOR CHOOSING ALL AMERICAN CHEVROLET.

CHEVROLET

ORIGINAL

"I acknowledge notice and oral approval of an increase in the original estimated price.

_______________ Signature or initials"

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitrator shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZARDOUS WASTE FEE	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

February 7, 2011

[redacted]
Midland, TX [redacted]

Service Request: 71-594483994
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 $581.72.

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
01/23/08	**************581 DOLLARS	****72 CENTS	**************581.72

PAY
TO THE
ORDER
OF

[redacted]
MIDLAND 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 000000200 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/23/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT54855F[redacted]	01/22/08 71-594483994.1-9TYPTH	VM 1-9TYPTH	00.0000	581.72	.00	581.72

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

H3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	581.72	.00	581.72

[redacted]
Midland, TX [redacted]

MIDLAND / ODESSA
TX 797 1 L
28 JAN 2008 PM

USA FIRST-CLASS FOREVER

JAN 31 2008

Anne Parks Customer Asst. Specialist
Chevrolet Division General Motors Corp.
P. O Bof 33170
Detroit, Mi 48232-5170

48232+3170

ANNE PARKS: 1/28/08

Thank you so much
for your time and
work you put in on
my Car Clam -
I appreciate you
so much - I am
a 74 year old widow
with a fifed Income
with health Issues -
I received my check
in the mail Saturday
Jan 26/08

[redacted]

a happy Customer

[redacted]

Midland TX [redacted]

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	**************579 DOLLARS	****62 CENTS	**************579.62

PAY
TO THE
ORDER
OF

*[redacted]
LYNCHBURG SC [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 000000320 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
	01/23/08	VM 1-9U6TBC	00.0000	579.62	.00	579.62
1G1ZT54805F[redacted].71-594586610.1-9U6TBC						
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				N3		
			TOTAL	579.62	.00	579.62

[redacted]
Lynchburg, S.C [redacted]

COLUMBIA SC 292
20 DEC 2007 PM 2

DEC 24 2007

HAPPY
USA 41

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: 10/16/06

17-Digit Vehicle Identification Number (VIN): 1GTZT54805F[redacted]

Mileage at Time of Repair: 45,984 Date of Repair: 10/16/06

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Lynchburg State: S.C. ZIP Code: [redacted]

Daytime Telephone Number (include Area Code) [redacted]

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

Amount of Reimbursement Requested: $ 579.62

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]

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]

NEWSOME OF FLORENCE, INC
2199 DAVID McLEOD BLVD.
FLORENCE, S.C. 29501
(843) 662-8711

COPY

CUSTOMER NO. 123417	ADVISOR JESSE		204 TAG NO. 2741		INVOICE DATE 10/16/06	INVOICE NO. CVCS113500
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 45,984		COLOR SILVER/	STOCK NO
TIMMONSVILLE, SC [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/Malibu				DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 0 5 F [redacted]				SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.		P.O. NO.		R.O. DATE 10/12/06	
[redacted]	BUSINESS PHONE	COMMENTS				MO: 45984

LABOR & PARTS..

J# 1 17CVZ STEERING DEPARTMENT HOURS 2.50 TECH(S) 286 180.00

OWNER STATES TAHT THE VEH LOOSES POWER STEERING AT TIMES.
PLEASE CHECK AND ADVISE.
CHECKED AND FOUND TORQUE SENSOR FAULTY.
REMOVED AND REPLACED STEERING COLUMN. RESET LIGHTS &
CALIBRATED SESNORS.

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	539.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		18.00
			TOTAL - MISC	18.00

TOTALS..

PAYMENT: - CHARGE - CASH - CHECK - VISA/MASTER CARD / AMEX

*** OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED ***

TOTAL LABOR....	180.00
TOTAL PARTS....	359.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	18.00
TOTAL MISC DISC	0.00
TOTAL TAX......	22.62
TOTAL INVOICE $	**579.62**

All claims, disputes and other matters of any kind or nature in question by either party arising out of, in connection with, or relating to the repair of the above described vehicle, shall be decided by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association. No person or entity shall consolidate by way of joinder, class action or otherwise any matter subject to arbitration agreement. This arbitration agreement shall be governed by and under the South Carolina Uniform Arbitration Act.

[redacted]

PAID
OCT 17 2006
By Cash

Reynolds and Reynolds ERAINTINVE COC3412 O (11/05)

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 05:31pm

February 7, 2011

[redacted]
Lynchburg, SC [redacted]

Service Request: 71-594586610
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 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 $579.62.

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

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
02/07/08	×××××××××××××169 DOLLARS	××××60 CENTS	×××××××××××××169.60

PAY TO THE ORDER OF

[redacted]
MIRAMAR FL [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 000000629 1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 02/07/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G2ZH528654[redacted]	02/06/08	VM 1-9V85HQ	00.0000	169.60	.00	169.60
71-594765503.1-9V85HQ						
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	169.60	.00	169.60

[redacted]
Miramar FL [redacted]

DEC 28 2007

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.41⁰
0002180028 DEC 19 2007
MAILED FROM ZIP CODE 33160

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): 1G2ZH528654 [redacted]

Mileage at Time of Repair: 44,371 Date of Repair: 11-1707

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Miramar State: FL ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 169.00

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]

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).

[redacted]

MORE than TIRES

1625 N. State Road 7 (441 & Taft)
Hollywood, FL 33021
Tel: **(954) 967-1927** • Fax: **(954) 967-0749**

DATE 11/17/07	TIME RECEIVED AM PM	TIME PROMISED AM PM	**INVOICE № 10352**

NAME [redacted]

PHONE WHEN READY ☒ YES ☐ NO

A [redacted]

CITY Miramar STATE FL [redacted]

RES. PHONE [redacted]

BUS. PHONE

YEAR	MAKE	MODEL	MILEAGE	LIC. TAG #
05	Pontiac	G6	44,371	[redacted]

VIN #

PART NUMBER & DESCRIPTION	AMOUNT	
P.S fuse	20	=
TOTAL PARTS		

SERVICE DESCRIPTION	LABOR AMOUNT	
Electric short Repair		
2 hour x 70. =	140	

ORIG

HAZARDOUS WASTE * $	SHOP SUPPLIES * $	FL. BATT DISPOSAL * $	FL. TIRE DISPOSAL * $

* THIS CHARGE REPRESENTS COST AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL

[FS 403.7185] [FS 403.718]

LABOR	140	-
PARTS	20	
*GAS, SOLVENT. ENVIRO. CHG	—	
SUBTOTAL	160	-
TAX	9	60
TOTAL	169	60
DEPOSIT	—	
BALANCE	—	

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle on the streets and highways for purpose of testing, inspection or delivery at my risk. An express mechanics lien is acknowledge on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damages to vehicle orarticles left in vehicle in case of fire, theft accident or any other cause. I agree to pay maximum legal interest on all accounts until paid plus collection fees., attorney's fees and any other costs or expenses incurred by you in enforcing your rights under this agreement. Payment by check shall constitute payment when the check has cleared the bank and failure of any check to clear will permit you to enter onto my premises for the purposes of repossessing the vehicle in order to satisfy said claim. I further agree that your lien, claim or rights may be assigned by you at any time to anyone. It has been brought to my attention that my old parts may be returned to me at no charge if I wish by stating same on work order, and also by statues and/ord ordinances which are posted in the waiting area. I acknowledge receipt of a copy of this order as an estimate of repairs to make, and agree to all conditions aslisted above.

ORDERED BY [redacted]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $50.00.

X I REQUEST A WRITTEN ESTIMATE.

____ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DD NOT EXCEED $____________. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

I DO NOT REQUEST A WRITTEN ESTIMATE [redacted]

Signed: [redacted] 11/17/07

February 7, 2011

[redacted]
Miramar, FL [redacted]

Service Request: 71-594765503
Customer Relationship Specialist: Celeste Rodela

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 loss of 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 $169.60.

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 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	×××××××××××××557 DOLLARS	××××26 CENTS	×××××××××××××557.26

PAY TO THE ORDER OF

[redacted]
HERMANN 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 000000246 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
1G1ZT528X5F[redacted]	01/23/08 .71-594803	VM 1-9U4WVZ 587.1-9U4WVZ	00.0000	557.26	.00	557.26

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

M3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	557.26	.00	557.26

February 7, 2011

[redacted]
Hermann, MO [redacted]

Service Request: 71-594803587
Customer Relationship Specialist: Roxy King

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 $557.26.

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]

Hermann, Mo[redacted]

MID-MISSOURI P&DF
MO 652
19 DEC 2007 PM 1 T

HAP
HOLID

DEC 2 4 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: Dec. 14, 2007

17-Digit Vehicle Identification Number (VIN): 1G1ZT528X5F[redacted]

Mileage at Time of Repair: 60,011 Date of Repair: 3\29\07

Claimant Name (please print) [redacted]

Street Address or PO Box Number: [redacted]

City: Hermann State: MO ZIP Code: [redacted]

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

Evening Telephone Number (include Area Code): Same as above

Amount of Reimbursement Requested: $ 1025.26

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).

[redacted]

Repair Order #
34082
Estimate Ref # 0
Date Printed: 03/23/2007
7:56 am

Maczuk Chevrolet
1305 Hwy 19 PO Box 313
Hermann, MO 65041-0000
Phone: (573) 486-8830
Fax: (573) 486-3396

Page 1 of 1

COPY

Maczuk Chevrolet

Repair Order

Hat/Ref #

Promised Time:

[redacted]
HERMANN, MO [redacted]

2005 CHEVROLET MALIBU LS V6 3.5L 211CID FI GAS N 8
VIN: 1G1ZT528X5F[redacted]
License: [redacted]
Unit #:
DOM:

Mileage In: 60,011
Mileage Out: 60,011

Date Written: 03/20/2007
Written By: HOLLY
Save Old Parts: No

Job #1		**BRAKE ROTORS**			
Labor	-- CUST PAY C	Work Requested - TEST DRIVE CUSTOMERS STATES ROTORS BAD.	1.00	$68.00	$68.00
Work Performed - TURN ROTORS ON CAR					
				SubTotal:	**$68.00**
Job #2		**POWER STEERING IS INOP. AFTER DRIVING. TEST DR...**			
Labor	CUST PAY C	Work Requested - POWER STEERING IS INOP. AFTER DRIVING. TEST DRIVE	2.50	$68.00	$170.00
Work Performed - FOUND FAULT CODE C0545 STEERING WHEEL TORQUE INPUT SENSOR. TEST SYSTEM AND REMOVE AND REPLACE STEERING COLUMN.					
Part	88967179	COLUMN	1.00	$359.00	$359.00
				SubTotal:	**$529.00**

using customer supplied parts may void any warrentys on labor of repair as determined by shop

lessee [illegible] ssee's usage thereof. proof of insurance is required to rent any cars

[redacted] 9882

8 /08

Parts:	$359.00
Labor:	$238.00
Sublet:	$0.00
Misc:	$0.00
Discount:	$0.00
Hazmat:	$5.00
Supplies:	$0.00
Tax:	$23.26
Total:	**$625.26**

ORIGINAL

[illegible]

RECORD NU [illegible] 342

[illegible]

[illegible] 625.26

PLE [illegible] PRINT CARD

[illegible]

February 7, 2011

[redacted]
Abilene, TX [redacted]

Service Request: 71-594817629
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 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 $106.00.

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]
Abilene TX
[redacted]

ABILENE TX 796
20 DEC 2007 PM 2 L

Reimbursement Department
PO BOX 33170
Detroit, MI
48232-5170

DEC 24 2007

48232+5170

CUSTOMER REIMBURSEMENT CLAIM FORM

This section to be completed by Claimant

Date Claim Submitted: 12·19·07

17-Digit Vehicle Identification Number (VIN): 1G1ZS52F75[redacted]

Mileage at Time of Repair: 50699 Date of Repair: 6/8/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Abilene State: TX ZIP Code [redacted]

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

Evening Telephone Number (include Area Code): " "

Amount of Reimbursement Requested: $ 130

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]

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]

CHEVROLET

LAWRENCE HALL CHEVROLET CADILLAC BUICK PONTIAC GMC

1385 So. Danville
ABILENE, TEXAS 79605
325-695-8800
1-800-568-7158

GM PARTS

CELL: [redacted]

CUSTOMER NO.: 100537
ADVISOR: LON BEASLEY
TAG NO.: 150 1031
INVOICE DATE: 06/08/07
INVOICE NO.: CVCS421215

[redacted]
ABILENE, TX [redacted]

LICENSE NO.:
MILEAGE: 50,699
COLOR: /
STOCK NO.:
YEAR / MAKE / MODEL: 05/CHEVROLET/MALIBU/4 DOOR SEDAN
DELIVERY DATE:
DELIVERY MILES:
VEHICLE I.D. NO.: 1 G 1 Z S 5 2 F 7 5 F [redacted]
SELLING DEALER NO.:
PRODUCTION DATE:
F. T. E. NO.:
P. O. NO.:
R. O. DATE: 06/06/07
RESIDENCE PHONE:
BUSINESS PHONE: [redacted]
COMMENTS: MO: 50699

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

LABOR-----------------------------------------------------
J# 1 45CVZ          STEERING/SUSPENSION            TECH(S):113              160.00
          CUST STATES POWER STEERING INOP. CUST CAN CYCLE IGNITION
          SWITCH AND POWER STEERING WILL BE OK AWHILE----ADVISE
          AUTH #462405-20735 FOR 1245.50 INCLUDES 2 DAY RENTAL
          CUST OWES 100.00 DEDUCT PLUS 30.00 FOR ALIGNMENT
          AMERICAN FINANCIAL WARRANTY-FAX 281-334-4811
          FOUND CODES C0545, C0460, U2109. STEERING SENSOR SHORTED.
          INSTALLED STEERING COLUMN.

PARTS------QTY---FP-NUMBER-------------DESCRIPTION------------------UNIT PRICE-
             1     15926870            COLUMN 6.518                    359.00     359.00
                                                           TOTAL - PARTS          359.00

JOB#  1 TOTALS--------------------------------------------------------
                                                           LABOR                  160.00
                                                           PARTS                  359.00

                                JOB#  1 JOURNAL PREFIX  CVCS  JOB#  1 TOTAL       519.00
JOB#  2 CHARGES-----------------------------------------------------------------

LABOR-----------------------------------------------------
J# 2 45CVZ03        SUSPENSION CONCERN             TECH(S):113              104.00
          CUST STATES BUMPING NOISE COMING FRT END /STEERING WHEN
          HITTING BUMPS-----ADVISE
          FOUND STEERING GEAR BUSHINGS WORN CAUSING NOISE.
          INSTALLED GEAR.

PARTS------QTY---FP-NUMBER-------------DESCRIPTION------------------UNIT PRICE-
             1     15858368            GEAR 6.508                      372.35     372.35
            -1     15858368            CORE RETURN                     100.00    -100.00
                                                           TOTAL - PARTS          272.35

JOB#  2 TOTALS--------------------------------------------------------
                                                           LABOR                  104.00
                                                           PARTS                  272.35

                                JOB#  2 JOURNAL PREFIX  CVCS  JOB#  2 TOTAL       376.35
JOB#  3 CHARGES-----------------------------------------------------------------

LABOR-----------------------------------------------------
J# 3+02CVZ          QUALITY CONTROL                TECH(S):144
          COMPLETE A QUALITY CONTROL CHECK+
          QUALITY CONTROL COMPLETED

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

                                JOB#  3 JOURNAL PREFIX  CVCS  JOB#  3 TOTAL         0.00
JOB#  4 CHARGES-----------------------------------------------------------------

LABOR-----------------------------------------------------
J# 4+45CVZ09        SHOCKS/STRUTS                  TECH(S):113               96.00
          LT FRT SHOCK LEAKING OIL
```

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, ***LAWRENCE HALL CHEVROLET CADILLAC***, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ***LAWRENCE HALL CHEVROLET CADILLAC*** neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ORIGINAL

"Our Goal at Lawrence Hall Chevrolet is to exceed your expectations."

65865
PAPER TIGER PRINTING INC. - ABILENE, TEXAS

[CONTINUED ON NEXT PAGE] 03:03pm

CHEVROLET

LAWRENCE HALL CHEVROLET CADILLAC BUICK PONTIAC GMC

1385 So. Danville
ABILENE, TEXAS 79605
325-695-8800
1-800-568-7158

GM PARTS

CELL: [redacted]

CUSTOMER NO. 100537	ADVISOR LON BEASLEY 150		TAG NO. 1031	INVOICE DATE 06/08/07	INVOICE NO. CVCS421215
[redacted] ABILENE, TX [redacted]		LICENSE NO.	MILEAGE 50,699	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 7 5 F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	R. O. DATE 06/06/07	
RESIDENCE PHONE	BUSINESS PHONE [redacted]	COMMENTS			MO: 50699

```
        FOUND RT FRT STRUT LEAKING.
        INSTALLED STRUT.

PARTS------QTY---FP-NUMBER-------------DESCRIPTION------------------UNIT PRICE-
            1     22716369             *ABSORBER 7.395                 146.06        146.06
                                                              TOTAL - PARTS          146.06

JOB#  4 TOTALS-----------------------------------------------------
                                                              LABOR                   96.00
                                                              PARTS                  146.06

                                     JOB#  4 JOURNAL PREFIX  CVCS  JOB#  4 TOTAL     242.06
JOB#  5 CHARGES--------------------------------------------------------------------------

LABOR-----------------------------------------------------------------------
J# 5+45CVZ06          4 WHEEL ALIGNMENT                TECH(S):113                    89.95
            4 WHEEL ALIGNMENT
            RECOMMENDED SERVICE
            PERFORM 4 WHEEL ALIGNMENT

JOB#  5 TOTALS-----------------------------------------------------
                                                              LABOR                   89.95

                                     JOB#  5 JOURNAL PREFIX  CVCS  JOB#  5 TOTAL      89.95
JOB#  6 CHARGES--------------------------------------------------------------------------

LABOR-----------------------------------------------------------------------
J# 6+70CVZ13          RENTAL                           TECH(S):144
            L-H RENTAL

SUBLET-----PO#-------VEND INV#-INV.DATE-DESCRIPTION-------------------------
           200547     142133    06/08/07 RENTAL RA#142133                             60.00
           200547     142133    06/11/07 RENTAL                                    INTERNAL
                                                              TOTAL - SUBLET          60.00

JOB#  6 TOTALS-----------------------------------------------------
                                                              SUBLET                  60.00

                                     JOB#  6 JOURNAL PREFIX  CVCS  JOB#  6 TOTAL      60.00
```

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, ***LAWRENCE HALL CHEVROLET CADILLAC***, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ***LAWRENCE HALL CHEVROLET CADILLAC*** neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

ORIGINAL

"Our Goal at Lawrence Hall Chevrolet is to exceed your expectations."

PAPER TIGER PRINTING INC. - ABILENE, TEXAS 65665

[CONTINUED ON NEXT PAGE] 03:03pm

LAWRENCE HALL CHEVROLET CADILLAC BUICK PONTIAC GMC

CHEVROLET

1385 So. Danville
ABILENE, TEXAS 79605
325-695-8800
1-800-568-7158

GM PARTS

CELL: [redacted]

CUSTOMER NO. 100537	ADVISOR LON BEASLEY 150	TAG NO. 1031	INVOICE DATE 06/08/07	CVCS421215
[redacted] ABILENE, TX [redacted]	LICENSE NO.	MILEAGE 50,699	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DOOR SEDAN		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z S 5 2 F 7 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/06/07	
RESIDENCE PHONE [redacted]	COMMENTS MO: 50699			

TOTALS

```
**************************************************
*                                                *
*  [ ] CASH     [ ] CHECK    CK NO. [         ]  *
*                                                *
*  [ ] VISA     [ ] MASTERCARD     [ ] DISCOVER  *
*                                                *
*  [ ] AMEX     [ ] CHARGE  COUPON [ ] PO        *
*                                                *
**************************************************
```

TOTAL LABOR....	449.95
TOTAL PARTS....	777.41
TOTAL SUBLET...	60.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX......	64.14
TOTAL INVOICE $	**1351.50**

DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The Seller, ***LAWRENCE HALL CHEVROLET CADILLAC***, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ***LAWRENCE HALL CHEVROLET CADILLAC*** neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

ORIGINAL

"Our Goal at Lawrence Hall Chevrolet is to exceed your expectations."

PAPER TIGER PRINTING INC. - ABILENE, TEXAS 65865

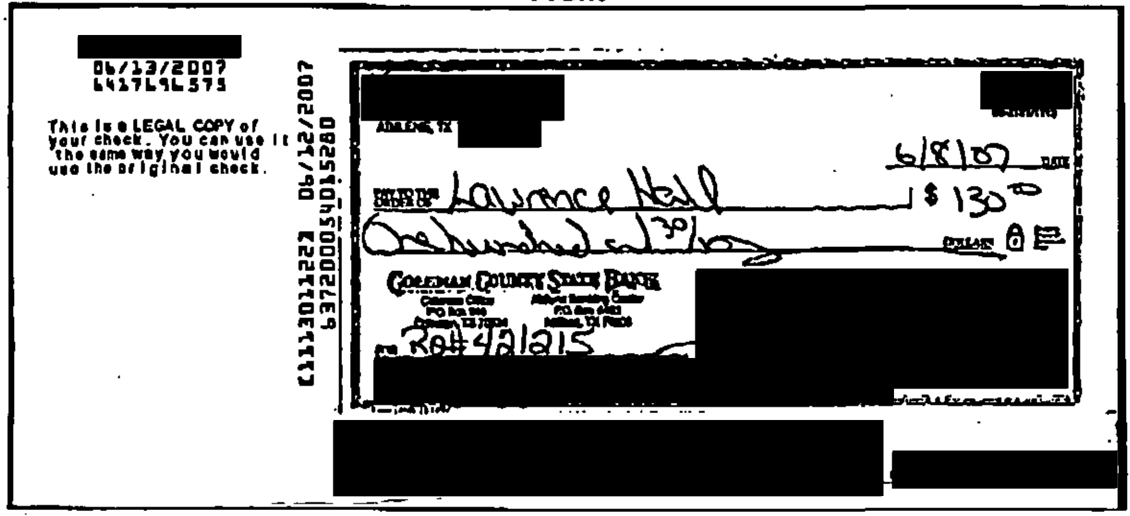
[END OF INVOICE] 03:03pm

Item Information

Page 1 of 1

Print Close

Front



[redacted]
06/13/2007
6417696575

This is a LEGAL COPY of your check. You can use it the same way you would use the original check.

06/12/2007
6372000540015280
C111301122>

[redacted]

[redacted]

ABILENE, TX [redacted]

6/8/07 DATE

PAY TO THE ORDER OF Lawrence Hall $ 130.00

One hundred and 30/100 DOLLARS

COLEMAN COUNTY STATE BANK

FOR 30# 421215

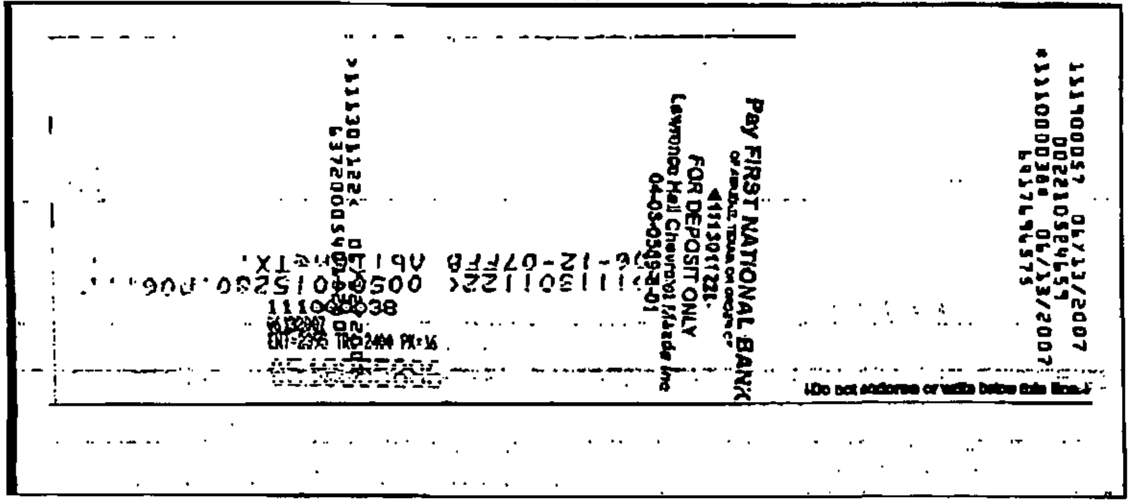
[redacted]

[redacted]

[redacted]

[redacted]

Back



Pay FIRST NATIONAL BANK
OF ABILENE, TEXAS OR ORDER
◄111301122◄
FOR DEPOSIT ONLY
Lawrence Hall Chevrolet/Mazda Inc
04-05-05053-01

111900057 06/13/2007
002210524657
111000038 06/13/2007
6417696575

<111301122>
6372000540015280

111000038
06132007
ENT=2375 TRC=2400 PK=16

↓Do not endorse or write below this line.↓

Item's Information

Bank: [redacted] Acct: [redacted] Date: **6/13/2007** Ck: **1266** Amt: **$130.00**
Loc: **1** DocSrc: **1** Dist.#: **2** CapDate: **6/13/2007** TranCode: **63**
Sequence: **1012470** RunNbr: **1** Debit/Credit: **DB**

[redacted]

COPY

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

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/24/08	**************106 DOLLARS	****00 CENTS	**************106.00

PAY
TO THE
ORDER
OF

[redacted]
ABILENE 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 000000176

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
	01/23/08	VM 1-9U509A	00.0000	106.00	.00	106.00
1G1ZS52F75F[redacted]	71-594817629.1-9U509A					
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				M3		
			TOTAL	106.00	.00	106.00

[redacted]
Rahway, NJ [redacted]

DVD P&DC
KEARNY NJ 070
19 DEC 2007 PM 7 T

USA FIRST-CLASS FOREVER

USA FIRST-CLASS FOREVER

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

DEC 24 [illegible]

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

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): 1G1ZS52F55F[redacted]

Mileage at Time of Repair: 45184 Date of Repair: 6-4-07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Rahway State: NJ ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 595.70

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]

SULLIVAN CHEVROLET INC
10 WEST WESTFIELD AVENUE
ROSELLE PARK NJ 07204
908-241-1414
908-241-1037

22000VEL

[redacted]
RAHWAY NJ [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G1ZS52F55F[redacted]	45184	06/04/07	22000

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	MALIBU	GOLD	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
	UWE 80	[redacted]	[redacted]		00/00/00	LD 7613	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
89.00	00/00/00		45184	06/04/07	00/00/00

DISPOSAL OF HAZARDOUS WASTE The State of N.J. requires that all hazardous waste(Oil,Solvents,Anti-freeze, etc.) must be disposed by a licensed contractor in an environmentally safe manner. The charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the environment

LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES CK STEERING HARD AT TIMES REPL COLUMN					
			A6 6513		C	178.00
	15926870 S/COL REM			1	C	376.95
			Line Total.....			554.95

Labor	178.00
Parts	376.95
Shop SUPPLIES	1.78
SalesTax	38.97
TOTAL-AMOUNT	595.70

COPY

CUSTOMER COPY - PAGE 01

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

SULLIVAN CHEVROLET
10 WEST WESTFIELD
ROSELLE PARK, NJ 07204

TERMINAL I.D.: 94093702

MERCHANT #: 310138940937002

[redacted]

SALE
BATCH: 000493 INV: 4
DATE: JUN 04, 07 TIME: 12:53:09
AUTH NO: 129352

TOTAL $595.70

NORMA E

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

CUSTOMER COPY

SULLIVAN CHEVROLET INC

10 WEST WESTFIELD AVENUE
ROSELLE PARK NJ 07204
908-241-1414
908-241-1037

22000VEL

NJ 07065

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G1ZS52F55F[redacted]	45184	06/04/07	22000

YEAR	MAKE	MODEL	COLOR	TAG NO.
05	CHEVROLET	MALIBU	GOLD	00000

[redacted]	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		00/00/00	LD 7613	CASH

	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
0		45184	06/04/07	00/00/00

DISPOSAL OF HAZARDOUS WASTE The State of N.J. requires that all hazardous waste(Oil,Solvents,Anti-freeze, etc.) must be disposed by a licensed contractor in an environmentally safe manner. The charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the environment

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	CUSTOMER STATES CK STEERING HARD AT TIMES REPL COLUMN					
			A6 6513		C	178.00
	15926870 S/COL REM			1	C	376.95
			Line Total.....			554.95

Labor	178.00
Parts	376.95
Shop SUPPLIES	1.78
SalesTax	38.97
TOTAL-AMOUNT	595.70

COPY

CUSTOMER COPY - PAGE 01

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty 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)

February 7, 2011

[redacted]
Rahway, NJ [redacted]

Service Request: 71-594829945
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 $595.70.

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

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/24/08	¤¤¤¤¤¤¤¤¤¤¤¤¤595 DOLLARS	¤¤¤¤70 CENTS	¤¤¤¤¤¤¤¤¤¤¤¤¤595.70

PAY TO THE ORDER OF

[redacted]
RAHWAY 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 000000280

1

VENDOR NAME [redacted]

CHECK NO. 900952630

PAYMENT DATE 01/24/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	01/23/08	VM 1-9U59YZ	00.0000	595.70	.00	595.70
1G1ZS52F55[redacted].71-594829945.1-9U59YZ						
			TOTAL	595.70	.00	595.70

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

M3

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

GM

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
01/25/08	**************623 DOLLARS	****62 CENTS	**************623.62

PAY TO THE ORDER OF

[redacted]
BELLAIRE 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. B8 000000377

1

VENDOR NAME [redacted]

CHECK NO. [redacted]

PAYMENT DATE 01/25/08

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
	01/24/08	VM 1-9UHLER	00.0000	623.62	.00	623.62
1G1ZU54845F[redacted].71-594830346.1-9UHLER						
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
			TOTAL	623.62	.00	623.62

February 7, 2011

[redacted]
Bellaire, TX [redacted]

Service Request: 71-594830346
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 $623.62.

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]
Bellaire, TX [redacted]

HOUSTON TX 772
19 DEC 2007 PM 8 L

USA 41
LOUIS COMFORT TIFFANY

Reimbursement Dept.
PO Box 33170
Detroit, MI 48232-5170

DEC 26 2007

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): 1G1ZU54845 [redacted]

Mileage at Time of Repair: 42,786 Date of Repair: 09/06/07

Claimant Name (please print): [redacted]

Street Address or PO Box Number: [redacted]

City: Bellaire State: TX ZIP Code: [redacted]

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

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

Amount of Reimbursement Requested: $ 623.62

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

COPY

612653 377348

INVOICE

PAGE 1

DAVIS CHEVROLET
2277 SOUTH LOOP WEST
HOUSTON, TEXAS 77054
(713) 794-2500

CHEVROLET

[redacted]
BELLAIRE, TX [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 45 MARIANO VALDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MAROON	05	CHEVROLET MALIBU	1G1ZU54845F[redacted]	[redacted]	42786 42786	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAR05 IS			18:00 07SEP07		94.00	CASH	06SEP07

R.O. OPENED	READY	OPTIONS:
07:57 06SEP07	17:40 06SEP07	DLR: 30161 ENG: 3.5 Liter SFI

```
LINE OPCODE TECH TYPE HOURS                               LIST      NET     TOTAL
A STEERING BINDS AT TIMES-HAS HAD CODES SET-AL GOMEZ CHECKED-ADVISE-
     C303 FRONT END REPAIRS
               22  CPC                                          235.00    235.00
        1 15926870 COLUMN                            359.00     359.00    359.00
42786 HISTROY CODES FOR C0545 TORQUE INPUT SENSOR CP 2.5 REPLACED
STEERING COLUMN AND REPROGRAMED STEERING COLUMN NOTE REAR BRAKE PADS
ARE LOW
               ****************************************************
B CUSTOMER SEEKING GOODWILL
     EW SERVICE CONTRACT AUTHORIZATION INFO
               99  CPC                                            0.00      0.00
               ****************************************************
                         THANK YOU FOR YOUR BUSINESS
                         OPEN MONDAY THROUGH FRIDAY 6AM TO 7PM
```

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.

X

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.609, Texas Business and Commerce Code, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED DISHONORED BECAUSE INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ORDER HAS NO ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.

X

SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

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 MANUFACTURERS REPRESENTATIVE.

[illegible]

DESCRIPTION	TOTALS
LABOR AMOUNT	235.00
PARTS AMOUNT	359.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	594.00
LESS INSURANCE	0.00
SALES TAX	29.62
PLEASE PAY THIS AMOUNT	623.62

Safety Central

ANSACTIONS (CONTINUED)

Trans Date	Reference Number	Merchant Name or Transaction Description	Amount Credit	Amount Debit
	102707 1 W	IAH BWI		
	2 W	BWI IAH		
09/05	74246517249554005360515	BED BATH & BEYOND #62 MEYERLAND TX	10.81 ✓	
09/05	24792627249655249057617	CONTINENTAL 0052153065287 HOUSTON TX		208.30
	102707 1 W	IAH BWI		
	2 W	BWI IAH		
09/05	24164077249494530201751	BORDERS BOOKS 01000769 HOUSTON TX		48.92 ✓
09/07	24610437251004029043175	HEB GROCERY #352 HOUSTON TX		18.04 ✓
09/07	24401407251001357300819	USPS 4806509550 BELLAIRE TX		6.55 ✓
09/07	74445007251962987748928	OFFICE MAX HOUSTON TX	16.23	
09/07	24351787251132757269695	SOLUTIONS 800-3429988 OR		54.98 ✓
09/07	24445007251962987749004	OFFICE MAX HOUSTON TX		17.01 ✓
09/06	24653007250900013615987	CHUCK DAVIS CHEVROLET HOUSTON TX		623.62 ✓
09/08	24088027253253274323200	TAMPICO SEAFOOD RESTAURAN HOUSTON TX		52.39 ✓
09/10	24492157254206864500268	HUMANE FARMING ASSOC SAN RAFAEL CA		150.00 ok
09/10	24445007254966651058946	CVSPHARMACY #5240 Q03 HOUSTON TX		8.62 ✓
09/10	24445007254966651059027	CVS PHARMACY #5273 Q03 BELLAIRE TX		18.47 ✓
09/10	24129427254100002012807	SFTY CNTRL 7074720288 707-472-0219 CA		51.75
09/11	24246517254207199700452	MOTHERS AGAINST DRUNK DR 5152466930 TX		100.00 ok
09/11	24792627254207699500050	DEBORAH COOPER-NEWLAND D BELLAIRE TX		98.00
09/12	24210737255286188900781	AIPAC 304-725-7050 DC		100.00
09/11	74692167255000045491559	CHARLOTTE RUSSE 244 HOUSTON TX	14.06 ✓	
09/11	24445007255967834116386	NORDSTROM #0730 Q18 HOUSTON TX		150.47 ✓
09/11	24445007255967834116469	NORDSTROM #0730 Q18 HOUSTON TX		104.79 ✓
09/11	24610437255004042548990	CENTRAL MARKET-HOUSTON HOUSTON TX		65.21 ✓
09/12	24610437255072025030666	ANTI DEFAMATION LEAGUE NEW YORK NY		100.00 ok
09/12	24445007256969100054282	SPORTS AUTHORITY #0225 HOUSTON TX		12.98 ✓
09/12	24445007256969100054365	GALLERIA HOUSTON TX HOUSTON TX		12.98 ✓
09/11	24323027256118065012571	CAROLI MILANO HOUSTON TX		63.87 ✓
09/12	24013397256014716422768	SUPER CUTS #8212 HOUSTON TX		24.95 ✓
09/12	24610437256004044021854	HEB GROCERY #352 HOUSTON TX		25.90 ✓
09/12	24388947256038398411517	FTD*FTD.COM 501-8336470 IL		56.98 ok
09/16	24071057260987193642383	MIA BELLA TRATTORIA HOUSTON TX		68.83 ✓
09/17	24761977260509505012396	BERINGS BISSONNET HOUSTON TX		112.58 ✓
09/17	24610437261004033082381	SEARS ROEBUCK 1237 HOUSTON TX		75.73 ok
09/19	24055247263206069800072	BCM/BREAST CARE CENTER HOUSTON TX		30.00 ✓
09/19	24445007263977290035889	WHOLEFDS BEL 10134 SWH HOUSTON TX		48.54 ✓
09/20	24129427263100003652279	CITY OF HOUSTON PARKIN HOUSTON TX		2.55 ok
09/20	24755427263642636004304	LIMMUD NY 212-2846968 NY		1,578.00 ok
09/20	24755427263642636004312	LIMMUD NY 212-2846968 NY		75.00 ok
09/19	24326847263357262011205	S.L.M.T. PARKING GARAGE HOUSTON TX		7.00 ✓
09/20	24129427263100003652253	CITY OF HOUSTON PARKIN HOUSTON TX		4.50 ok
09/20	24610437264004042017979	HEB GROCERY #352 HOUSTON TX		63.45 ok
09/20	24445007264978916506955	CVS PHARMACY #5273 Q03 BELLAIRE TX		43.71 ✓
09/20	24387757264004014222898	MICHAELS #9444 HOUSTON TX		6.97 ✓
09/21	24607947264206955500767	PIAZZA CAFE HOUSTON TX		9.15 ok
09/21	24717057265582650652994	AMERICAN AI 0012128392305 AA.COM/AA RES TX		218.80 ok
	110307 1 Q	STL BWI		
	2 N	BWI STL		
09/23	24610437267004032865798	HEB GROCERY #322 HOUSTON TX		16.00 ✓
07/11	74610437193004045549573	CENTRAL MARKET-HOUSTON HOUSTON TX	3.99 ok	
09/24	24792627268655268046083	CONTINENTAL 0052153935702 HOUSTON TX		518.70 ok
	122007 1 U	STL IAH		
	2 U	IAH EWR		
	3 UO	EWR STL		
09/24	24445007268983890237003	CVS PHARMACY #5273 Q03 BELLAIRE TX		6.80 ✓
09/25	24299167268904429103622	JCPENNEY STORE 0870 HOUSTON TX	?	108.44
09/24	24445007268983890237185	CVS PHARMACY #5273 Q03 BELLAIRE TX		23.39 ok
09/24	24326847268357267012302	S.L.M.T. PARKING GARAGE HOUSTON TX		5.00 ok
09/24	24492157268849052634334	PAYPAL *ELBREN7 402-935-7733 CA		4.28 ok
09/26	24301377269118000120414	THREE BROTHERS BAKERY HOUSTON TX		14.75 ✓
09/26	24692167269000246044081	TM *JERSEY BOYS 214-373-8000 FL		181.35 ok
09/26	74761977269509514012334	BERINGS BISSONNET HOUSTON TX	112.58 ✓	
09/26	24427337269040002747056	TUESDAY MORNING #0027 HOUSTON TX		18.37 ✓
09/27	24692167270000304163069	PROBLEM SOLVERS INTER 800-719-1217 VA		70.97 ok
09/26	24401407269001354495166	USPS 4841490032 HOUSTON TX		10.20 ✓

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]

[redacted]

FEB 29 2008

Reimbursement Dept.
P. O. Box 33170
Detroit, Michigan 48232-5170

4823235170 B050

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 707780

[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	1G1ZS52F45[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 ☐ A
SA
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

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________________________

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!

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. 54599 ISSUED BY: MARYANN CARUSO

CARS UNLIMITED OF SUFFOLK, LLC
DBA NESENGER 112 CHEVROLET & /OR
MAZDA 112 SALES &/OR HYUNDAI 112
MEDFORD, NY 11763

PAGE 1

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

CHECK **No.** [redacted]

50-937
213

DATE			AMOUNT
03/10/08	**************399 DOLLARS	****74 CENTS	**************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 71-58970	VM 1-A29PG2 4476.1-A29PG2	00.0000	399.74	.00	399.74
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
			TOTAL	399.74	.00	399.74

A

COMPLAINT:

CAUSE: [illegible] SPRKS. COULD NOT VERIFY AT THIS TIME.

CORRECTION:

B

COMPLAINT:

CAUSE: [illegible] & COMPARE TO SAME ON LOT. FOUND RT SIDE CONTROL HEAD DISPLAY DISCOLORED.

CORRECTION: ORDERED CONTROL ASSY. REPLACED CONTROL ASSY...

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 21402

EMP NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
CB 120	A		.2	OFF OCT02 AM1 ON OCT02 AM
CB 120	B		.2	OFF OCT02 AM1 ON OCT02 AM1
CB 120	B		1.5	OFF OCT03 PM ON OCT03 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

DCX ... SUPPLIES CALL TOLL FREE 1-(800) ADP ADP ADP TO REORDER # 6001871-17342

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

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

206003 21902

WARRANTY

[redacted]
REDDING, CA [redacted]
HOME: [redacted]
CELL:
BUS: [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
09:10 02OCT07	07:56 10OCT07

OPTIONS: 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

opyright 2000 ADP, Inc. SERVICE INVOICE #2 X8120

WARRANTY COPY

TAYLOR MOTORS INC.

[redacted]

[redacted]

[redacted]

[redacted] [redacted] [redacted]

[illegible]

OCT 2 4 2007

COMPLAINT:

CAUSE:

A VERIFIED RATTLE IN FLEX TUBE ON CONVERT EXH ASSY. REPLACED

CORRECTION: INSTALLED SUP PART

COMPLAINT:

CAUSE:

B MOLDINGS ON RT FRT & BACK DOORS SEPARATING. ORDERED (only) PAINT TO MATCH

CORRECTION: REMOVED RT REAR DOOR MLDG & ADHESIVE, REPLACED RT BODY SIDE MLDGS.

COMPLAINT:

CAUSE:

C PLAYED CUSTOMERS CD's. INTERMIT NOISE FROM ALL SPKRS. TRIED TO SINGLE OUT CRACKLE NOISE W/ BAL & FADE STILL CAN GET ALL SPKRS TO CRACKLE. ORDERED SPKRS.

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

COMPLAINT:

CAUSE:

F

CORRECTION:

COMPLAINT:

CAUSE:

G

CORRECTION:

LABOR RECORD 22278

EMP. NO.	OPER NO	COST		ELAPSED TIME		TIME CLOCK
(C)	GB 120				.1	OFF OCT12 PM1
						ON OCT12 PM1
(B)	GB 120				.2	OFF OCT12 PM
						ON OCT12 PM1
165					.9	OFF OCT12 PM
						ON OCT12 PM
433					.2	OFF OCT12 PM
						ON OCT12 PM
						OFF
						ON
						OFF
						ON
433					.2	OFF OCT22 PM1
						ON OCT22 PM
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON
						OFF
						ON

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	

QTY.	PART NO. AND DESCRIPTION	PRICE
	246	
	22278	

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS

ACCESSORIES

RO# 22278

Po# 153481

DESCRIPTION OF WORK — **AMOUNT**

☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.

Paint 2 mirs

____ LITERS/GALS. OF GAS @	TOTAL LABOR	62 00
____ LITERS/GALS. OF OIL @	TOTAL PARTS	18 00
____ LBS./KG. 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

206003 22278

WARRANTY

[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS: [redacted]
CELL:

PAGE 1

BAR # A.C. 009B35 EPA # CAD028948016

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
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:
        NQ
                              35611   49856 TPARTS
                               2340    7264 TLABOR
 RATTLE COMING FROM FLEX TUBE OF HEAD PIPE, RE- PLACED FLEX TUBE.
B 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

206003 22278

WARRANTY

[redacted]
EDDING, CA [redacted]
OME [redacted] BUS [redacted]
ELL [redacted]

PAGE 2

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

SERVICE ADVISOR: 380 BRIAN OBRYAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23759/23759	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
6JUN06 IS			17:00 24OCT07		0.00	WARR	24OCT07

R.O. OPENED	READY	OPTIONS:
.0:28 12OCT07	12:37 24OCT07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

```
INE 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
AUSE: 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
```

buyer of this product in California has the right to have this product
erviced or repaired during the warranty period. The warranty period will be
xtended for the number of whole days that the product has been out of the
uyer's hands for warranty repairs. If a defect exists within the warranty
eriod, the warranty will not expire until the defect has been fixed. The
varranty period will also be extended if the warranty repairs have not been
erformed due to delays caused by circumstances beyond the control of the
uyer, or if the warranty repairs did not remedy the defect and the buyer
otifies the manufacturer or seller of the failure of the repairs within 60 days
fter they were completed. If, after a reasonable number of attempts, the
efect has not been fixed, the buyer may return this product for a
eplacement or a refund subject, in either case, to deduction of a reasonable
harge for usage. This time extension does not affect the protections or
emedies 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	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

TAYLOR MOTORS INC.

[redacted]

[redacted]

[redacted]

[redacted]

[illegible]

A

COMPLAINT: Replaced battery
CAUSE: failed test - Code [redacted]

CORRECTION:

B

COMPLAINT: Ok at this time
CAUSE:

CORRECTION:

C

COMPLAINT:
CAUSE:

CORRECTION:

D

COMPLAINT:
CAUSE:

CORRECTION:

E

COMPLAINT:
CAUSE:

CORRECTION:

F

COMPLAINT:
CAUSE:

CORRECTION:

G

COMPLAINT:
CAUSE:

CORRECTION:

LABOR RECORD 2366

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
526	A		.3	OFF NOV27 PM NOV2 ON NOV27 PM
526	A+B		.6	OFF NOV27 PM ON NOV27 PM
			.9	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
				OFF ON

www.taylormotorsredding.com
TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road - Redding, California 96002-1128
(530) 222-1200

206003 23666

WARRANTY

:CHAEL CAREY
[redacted]
:DDING, CA [redacted]
)ME [redacted] BUS [redacted]
:LL [redacted]

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

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
```

ouyer 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

2000 ADP, Inc. SERVICE INVOICE #2 X512C

WARRANTY COPY

Rental 12/27 4PM

PM

TAYLOR MOTORS INC.

[redacted]

[redacted]

[redacted] [redacted] [redacted]

[illegible]

[redacted]

DEC [illegible]

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]s 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 Jerry Newcomer

FAX NO.

PHONE NO. 530-222-1200

ADDRESS

per your request
Cust - Carey
G6

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

7665
WORKORDER
PAGE 1

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME:[redacted] BUS:
CELL:[redacted]

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

1SP

7/18/06

6704
Mirror Replaced
11-1-05 R.O C94932

A.5
.7 526

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 $

AUTHORIZED BY Beth Carey

	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			7	OFF JUL18 PM ON JUL18 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
				OFF ON
				OFF ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

9469

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:
CELL

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:
07SEP2006 11:31		STK:206003

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	100		CP	LUBE,OIL,FILT CHANGE

Advisur has check
Lockout PM - Keys - Sales

Beth

PRELIMINARY ESTIMATE $ 31.18

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchasor 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 purchasor 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 BY X

	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

SEP 07 2006

A

COMPLAINT:

CAUSE:

CORRECTION: C&F

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	DB	D	.8	OFF SEP07 PM ON SEP07 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
				OFF 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

WORKORDER

PAGE 1

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 :

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.~~

B120

W/ L1020 .5 BT 09/26/06

AT .3 411

/2L.

#B999 ~~1W/P~~ W/P Remote start feature is inop at times

No problem found Working at this time

AT .2 120

#C999 W/P molding loose at front edge of pass rear door.

B120

add on 9/26/06 OK

ON/HQ B9963 .4

AT .4 120

Lock out - Key in sales

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

SEP 28 2006

A
COMPLAINT: ord'd gas cap
CAUSE: INST CAP
CORRECTION:

B
COMPLAINT:
CAUSE:
CORRECTION:

C
COMPLAINT:
CAUSE: RR DOOR O/S TRIM ADHESIVE WON'T HOLD; R&R TRIM & REPL WEATHER ADHESIVE DOUBLE-SIDE TAPE & REASSY....
CORRECTION:

D
COMPLAINT:
CAUSE:
CORRECTION:

E
COMPLAINT:
CAUSE:
CORRECTION:

F
COMPLAINT:
CAUSE:
CORRECTION:

G
COMPLAINT:
CAUSE:
CORRECTION:

LABOR RECORD 9818

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
4114			.7	OFF
				ON SEP18 PM SEP18 PM
Ⓐ			.2	OFF SEP26 PM1
				ON SEP26 PM1
	Ⓒ		.4	OFF SEP26 PM
				ON SEP26 PM1
			1.3	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 # 6001971-17342

www.taylormotorsredding.com
TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

206003 9818

WARRANTY

MICHAEL CAREY
[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

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
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: STK:206003
11:10 18SEP06	06:16 28SEP06	

```
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: 40 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

TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-112
(530) 222-1200

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

12330

WORKORDER

PAGE 1

CUSTOMER #:206003
[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL

SERVICE ADVISOR: 187 DOTY,STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TA
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 CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	100		CP	LUBE,OIL,FILT CHANGE

E. B. drop

PRELIMINARY ESTIMATE $ 32.00

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPRO 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.

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

TAYLOR MOTORS INC.

[illegible]

[redacted]

[redacted] [redacted]

[redacted] [redacted]

[illegible]

JUN 1 4 2007

Taylor Motors Inc.
2525 Churn Creek Rd
Redding, CA 96002
530-222-1200

4-Jun-07

[redacted]
Redding, CA [redacted]
[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]

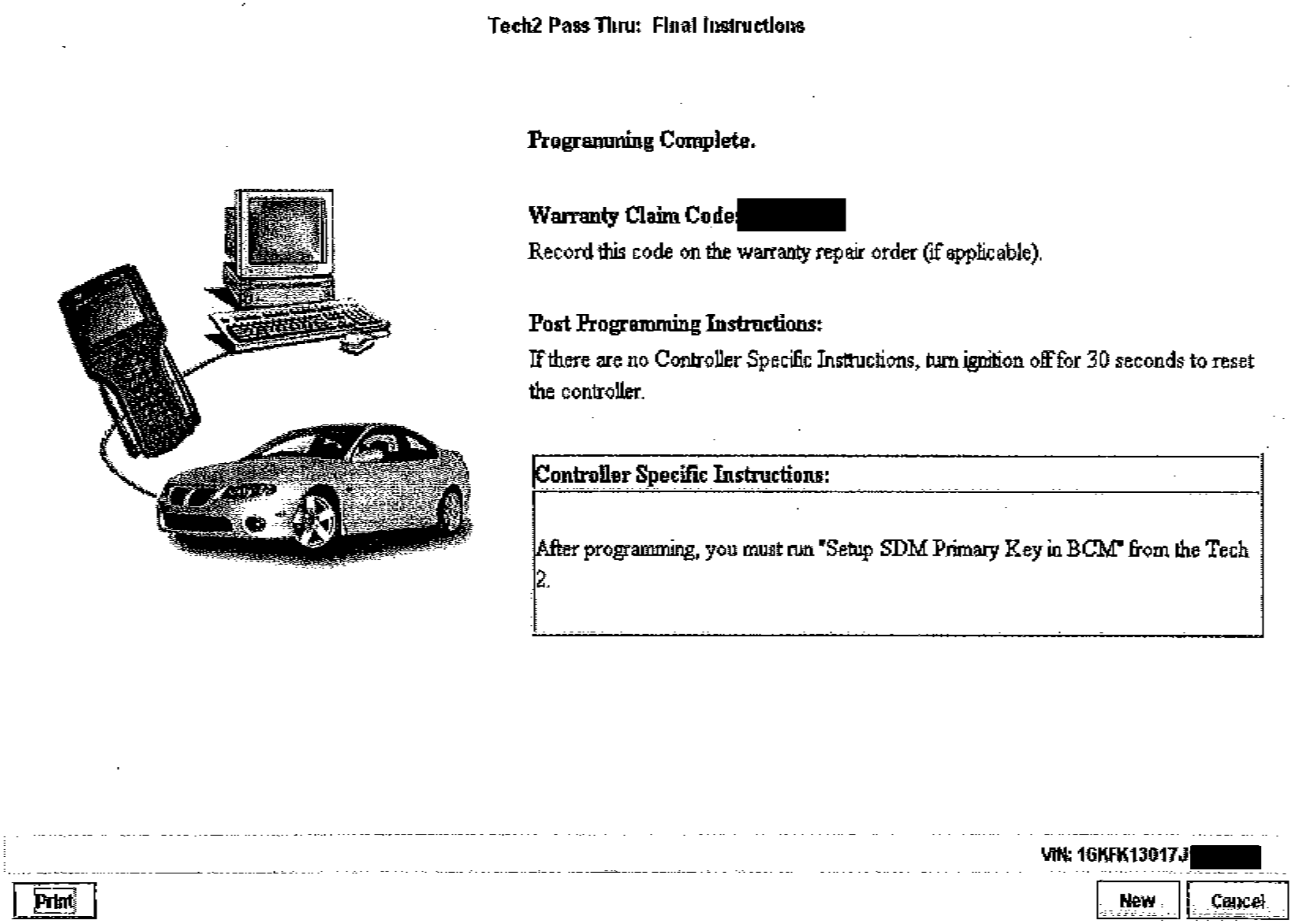
2006 Pontiac G6 V6

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]

Instruments Sales and Service, Inc.

GM radios, clusters & accessories: (800) 666-5469 FAX (800) 272-3
Ford radios & accessories: (800) 227-7234 FAX (800) 548-1
Heavy duty parts: (800) 333-7976 FAX (800) 333-4
For invoice copies: invoices@instrumentsales.com ~~FAX (503)~~ 286-3

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] 05-06 AFS CLK 6 CD CHROME RING KN Serial Numbers: [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 filled by you with the carrier.

6/15/06B

www.taylormotorsredding.com
TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

206003

18306

WARRANTY

[redacted]

REDDING, CA [redacted]
HOME: [redacted]
CELL:
BUS [redacted]

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

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
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	OPTIONS:
15:15 12JUN07	09:19 14JUN07	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 JPN

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

opyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

WARRANTY COPY

TAYLOR MOTORS INC.

[redacted]

[redacted]

[redacted]

[redacted]

[illegible]

TECHNICIAN COPY

OCT 05 2007

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 2187C

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
				OFF ON
				OFF ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

TAYLOR MOTORS INC

[redacted]

[redacted] [redacted]

[redacted] [redacted] [redacted]

[illegible]

[redacted]

OCT 10 [illegible]

A

COMPLAINT: ROWT. HEARD RATTLES IN
CAUSE: SUNROOF SLIDER, ALL 4 DOORS, &
BACK WINDOW TRAY.
INSP SUNROOF SLIDER. FOUND PLASTIC
CORRECTION: GRILL ON SLIDER NOISY. REMOVED GRILL &
APPLY SILICONE TO AREA WHERE THEY MAKE
NOISE. COMPLAINT: INSP ALL 4 DOORS

B

CAUSE:
INSTALLED AIR DEFLECT... &
CORRECTION: 3 BOLTS & 3 NUTS PER
BLT # 05-08-111-005A.

C

COMPLAINT:
CAUSE:
ROWT; VERIFIED CLUNK IN FRT
END. SOUNDS LIKE IN FRT OF DRIVER.
LUBE CORRECTION: STR SHAFT, INSTALLED FOAM TO
COOLANT BOTTLE AREA, & REPOSITION I-SHAFT
AT PINCH BOLT COMPLAINT: PER BULLETIN# 06-02-32-007B
[illegible] CK CAUSE: SUSPN LINKS & STRUTS-OK. STILL

D

HAS RATTLE NOISE. CHECK INTERMIT
[illegible] & STR COLUMN. HAS 2 DIFF RATTLES
CORRECTION:
(D) VERIFIED RATTLE IN EXH AREA. FOUND
RATTLE COMPLAINT: AT EXH CONVERTER / FLEX TUBE
AREA. CAUSE: ORDERED CONV-FLEX EXH ASSY

E

CORRECTION:

G COMPLAINT: Steering Column Noisy
CAUSE: SOP

F

CORRECTION: I Replaced Electric
steering Column Torque Sensor
COMPLAINT: Complete Assembly
CAUSE:

G

[illegible] noisy over bumps.
I SET up Electric steer
CORRECTION: module + Torque
Tilt Drive

LABOR RECORD 21868

EMP NO.	OPER NO.	COST		ELAPSED TIME	TIME CLOCK
CB 120	(A)	Ronny T.	✓	.4	OFF OCT01 PM ON OCT01 PM1
CB 120	(A)	SUN ROOF PARK	✓	.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 RECEIVER RATTLE	✓	.4	OFF OCT01 PM 3 ON OCT01 PM 3
CB 120	(A)		✓	.3	OFF OCT01 PM 4 ON OCT01 PM 3
CB 120	(C)	LUBE A INP 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)	A INP FOAM ADDED TO RECOV BOTTLE		.2	OFF OCT02 AM 8. ON OCT02 AM 7
CB 120	(C)	A INP REPOSITION I SHAFT AT PINCH BOLT		.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
EB		INSTALLED NEW	✓	.7	OFF OCT04 PM12 ON OCT04 AM11.
EB		I-SHAFT	✓	1.0	OFF OCT04 PM 1. ON OCT04 PM12.
					OFF ON
	4M7		✓	1.2	OFF OCT04 PM 4. ON OCT04 PM 2.

www.taylormotorsredding.com
TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

206003

21868

WARRANTY

[redacted]
EDDING, CA
IOME: [redacted] BUS [redacted]
CELL: [redacted]

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

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]	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

A CUSTOMER STATES CAR RATTLES FROM FRONT TO BACK, (RATTLE TRAP).
CAUSE:
B2720 PANEL, SUNROOF ALIGN
120 WP 0.50 40.36 40.36
FC: 2W PART#: COUNT: 0
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).
AUSE: BULLETIN 05-08-111-005A
B0485 FRONT AIR DEFLECTOR REPLACEMENT
120 WP 0.20 16.14 16.14
FC: 93 PART#: COUNT: 0
CLAIM TYPE:
AUTH CODE:
ON
0 0 TPARTS
480 1614 TLABOR
RESECURED LOWER DEFLECTOR.

** CLUNK IN FRONTEND ON BUMPS.
AUSE: 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 nedies 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

206003

21868

WARRANTY

PAGE 2

[redacted]

REDDING, CA

HOME [redacted]
CELL
BUS [redacted]

BAR # A.C. 009835 EPA # CAD028948016

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]		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	OPTIONS:
11:43 01OCT07	07:38 10OCT07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AUTH CODE:			
NO			
E7700 SHAFT, STEERING INTERMEDIATE REPLACE			
110 WP 0.50		40.36	40.36
1 22687711 SHAFT KIT	164.97	131.64	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

buyer of this product in California has the right to have this product erviced or repaired during the warranty period. The warranty period will be xtended for the number of whole days that the product has been out of the uyer's hands for warranty repairs. If a defect exists within the warranty eriod, 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 erformed due to delays caused by circumstances beyond the control of the uyer, or if the warranty repairs did not remedy the defect and the buyer otifies the manufacturer or seller of the failure of the repairs within 60 days fter they were completed. If, after a reasonable number of attempts, the efect has not been fixed, the buyer may return this product for a eplacement or a refund subject, in either case, to deduction of a reasonable harge for usage. This time extension does not affect the protections or emedies 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

right 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

WARRANTY COPY

[redacted]

[redacted]

TAYLOR MOTORS INC.

[redacted]

[redacted]

OCT 10 2007

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

```
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:** *** Primary Owner:** *** Address**	[redacted]	*** Title State:**	CA		
*** City**	Redding	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:** *** E-mail:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	
		*** 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. Dlr 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**

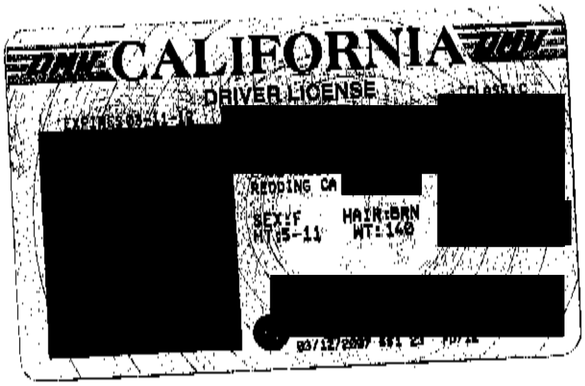
Rosa,

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

EXPIRES 03-11-1 [redacted]

[redacted]

REDDING CA [redacted]

SEX:F HAIR:BRN

HT:5-11 WT:140

[redacted]

03/12/2007 [illegible]

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

*** 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

AMOUNT PAID $ 15.00

R/O
REDDING
CA [redacted]

AMOUNT DUE $ 15.00

AMOUNT RECVD
CASH :
CHCK : 15.00
CRDT :

L/O
US BNK
2750 CHILDRESS DR
ANDERSON
CA 96007

PR EXP DATE: 06/08/2008

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 :CAREY MICHAEL ASHLEY, 2958 NILOLET LN CITY:REDDING
    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.

01/30/08

Bu[redacted] (Including County and Zip Code) (530)246-8711
[redacted]
REDDING CA SHASTA [redacted]

Cre[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	45	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)

GMAC
ER176791
6-7-06
$23222.71

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

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) $ 225.79 (2)

3. **Amount Paid to Insurance Companies** [redacted]
(Total premiums from Statement of Insurance column ... C)

4. **Smog Certification or Exemption Fee Paid to State** $ N/A (4)

5. **Subtotal** (1 through 4) $ 25488.47 (5)

60303

6. **Total Downpayment**

A. Agreed Trade-in Value Yr 2005 Make TOYOTA $ 12000.00 (A) ✓
Model SCION XB Odom 22741
VIN JTLK1334X50[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 ... LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

06/06/06 X ______ ______
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 1I. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A
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 1F and/or 1G above.
[illegible] $0 DEDUCT
1F Company [illegible]
Term [illegible] Mos [illegible] Miles
1G Company [illegible]
Term [illegible] Mos [illegible] Miles
Buyer X

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:**
______

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 financial institution will apply.
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 ______

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

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 B[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 [redacted] e 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 05/06/2006 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 05/06/2006 Guarantor X ______ Date ______

Address ______ [redacted]

Seller Signs TAYLOR MOTORS, INC. Date 05/06/2006 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 OnStar

(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 31C55
BONUS CASH	$ 500	BAT 0631ACR1 (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]

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 ~~40404~~ 58
Dealership Name: 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.**

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

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
129	DB		.5	OFF DEC05 AM 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
				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

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	WARR	

R.O. OPENED	READY	OPTIONS:
05DEC2006 06:27		STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	999	206	WP	CLANK/RATTLE NOISE IN FRONT END.

12-15-06 8:15 AM
J1520 233.19
S.T. 2.0 auth IE
OK

J1520 .2
NT/4X S.T. 2.0
auth IE

A.T
4.2
206

12-18-06

E. B. drop

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 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

TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

Check For Rattle Remove steern
Sway Bar Link + Drove Repair Loose
Air Dam and Heat Shield For Exhaust
Pipe. Check Exhaust ent. – Found Engine
Subframe

CORRECTION:

B

COMPLAINT: Engine shock Rattling –

CAUSE: Subfram. ordered

Install Engine Subfram.

CORRECTION:

C

COMPLAINT: J1520 25 S.T.

CAUSE: Cyclin Drag Time
Oach E
oil flac

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

F

COMPLAINT:

CAUSE:

CORRECTION:

G

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD 12337

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
206			3.5	OFF DEC05 PM12 ON DEC05 AM
				OFF ON
			.7	OFF DEC18 AM ON DEC18 AM
			4.2	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 # 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	B	GMC
23-356	57-372	40-494

206003

12331

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]	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
06:27 05DEC06	11:11 20DEC06

OPTIONS: 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

Copyright [illegible] ADP, Inc. SERVICE INVOICE #2 [illegible]

WARRANTY COPY

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:

SERVICE ADVISOR: 187 DOTY, STEVEN M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SILVER	06	PONTIAC G6	1G2ZH558164 [redacted]	[redacted]	10534/	71 T8

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/ 1/6 R0760 1.3

A.T. 1.3 120

.6 526

4.2 admin

+20.00

GROUND A.R.S. TRACKING NUMBER

1Z A22 0X0 06 1310 3808

REF #/ DATE

#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

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 $ 42.50

AUTHORIZED BY EB drop + lock out

		DATE	TIME
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

JAN 11 2007

COMPLAINT:

CAUSE: Radio needs to be sent out

A

Removed Radio & sent out.

C.D's stuck in player

COMPLAINT:

Repl Radio w/new. Programmed.

CAUSE:

B

Insp. slight ~~[illegible]~~ squish noise when brk applied at pedal

CORRECTION:

ck other G6 on lot – all same

ck bulletins — none.

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

COMPLAINT:

CAUSE:

F

CORRECTION:

COMPLAINT:

CAUSE:

G

CORRECTION:

LABOR RECORD 13280

EMP. NO.	OPER NO	COST	ELAPSED TIME	TIME CLOCK
526	A		.6	OFF JAN05 PM 1.
				ON JAN05 PM12
GB 120	(A)		.4	OFF JAN09 PM12
				ON JAN09 PM1
GB 120	(A)		.3	OFF JAN10 PM 1
				ON JAN10 PM 1
GB 120	(B)		.3	OFF JAN10 PM 1
				ON JAN10 PM 1
GB 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 filled by you with the carrier.

6/15/06B

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	8	GMC
23-356	57-372	40-494

206003

13280

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]	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	OPTIONS:
11:51 05JAN07	12:33 11JAN07	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

~~[illegible]~~ 4PM?

CUSTOMER #:206003 [redacted]
[redacted]
REDDING, CA [redacted]
HOME: [redacted] BUS: [redacted]
CELL: [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

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~~ EID INP	VIBRATION WHILE UNDER ACCERERATION LIKE GETTING ON FREEWAY. ALSO CUSTOMER FEELS A BUMP AT UPPER END OF ACCEL. PO# 15170 A.J 1.5 110
# B	999	433	WP	SUNSHADE FOR ~~SUN~~ sunroof RATTLES--WORSE IN FULL OPEN POSITION. NQ/2W B2740 .7 A.J .7 98/MJ Z7901 37.00 3GNDA23D47 [redacted]
# C	999	411	~~WP~~ INP	WHEN STARTING VEHICLE WITH REMOTE START, ENGINE REVS WAY UP. See Jay A.J 1.1 411
# D	100	110	EB ISP	LUBE, OIL, FILT CHANGE Done A.J .5 110
#E	123	110	EB ISP	Rotate tires Done A.J .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.

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

FEB 27 2007

already Called

TECHNICIAN COPY

Copyright 2000 ADP, Inc. SERVICE WORKORDER-#2 SW2C

A

COMPLAINT: First Problem normal

CAUSE: Checked car on lot Has same noise / Call Tech line - was Told normal

CORRECTION:
Case # 9483133

B

COMPLAINT:

CAUSE: stuck
Sun Roof shade rattles

CORRECTION: Tightened Rear 3 Retainers on Headliner

C

COMPLAINT:

CAUSE: Scaned no codes - checked bulletins - update Test start up RPM cold - Hot both at spec

CORRECTION: Road test with tech II at Freedom on Ramp - No clunk hard 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	A, D+E			OFF FEB19 PM
EB			2.3	ON FEB19 PM
				OFF
				ON
				OFF
				ON
				OFF
				ON
				OFF FEB20 AM
41	C		1.1	ON FEB20 AM
				OFF
				ON
				OFF
				ON
				OFF FEB20 AM
433	B		.7	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 # [redacted]
LIC#
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

TOTAL CHARGES 37.0

CUSTOMER SIGNATURE ON FILE

DEPOSITS
REFUND

PAYMENT INFORMATION
AMOUNT PD.BY TYPE DATE AUTH

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

206003

14699

WARRANTY

TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

[redacted]

EDDING, CA [redacted]
IOME [redacted] BUS [redacted]
ELL

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

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
ILVER	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:
2:47 19FEB07	14:36 27FEB07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

```
INE OPCODE TECH TYPE HOURS                              LIST       NET      TOTAL
 SUNSHADE FOR SUNROOF RATTLES. WORSE IN FULL OPEN POSITION.
AUSE:
    B2740 RETAINER, SUNROOF HEADLINING PANEL REPLACE
          433  WP  0.70                                          56.50      56.50
        FC: 2W PART#: COUNT: 0
        CLAIM TYPE:
        AUTH CODE:
        NQ
                           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
AUSE: 3GNDA23D47S536887
    Z7901 RENTAL
          390  WP  0.00                                           0.00       0.00
        FC: 98 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
```

\ buyer of this product in California has the right to have this product erviced or repaired during the warranty period. The warranty period will be xtended for the number of whole days that the product has been out of the uyer's hands for warranty repairs. If a defect exists within the warranty eriod, the warranty will not expire until the defect has been fixed. The varranty period will also be extended if the warranty repairs have not been erformed due to delays caused by circumstances beyond the control of the uyer, or if the warranty repairs did not remedy the defect and the buyer otifies the manufacturer or seller of the failure of the repairs within 60 days fter they were completed. If, after a reasonable number of attempts, the efect has not been fixed, the buyer may return this product for a eplacement or a refund subject, in either case, to deduction of a reasonable harge for usage. This time extension does not affect the protections or emedies 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

WARRANTY COPY

4PM

TAYLOR MOTORS INC

[redacted]

[redacted]

[redacted]

[redacted]

APR 04 20[illegible]

A

COMPLAINT: Surfaced frt Rotors

CAUSE: Replaced Pads / Per bulletin 05-05-23-010C

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 16040

EMP NO	OPER NO	COST	ELAPSED TIME	TIME CLOCK
110 88			1 8	OFF APRO3 PM ON APRO3 PM1
				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
				OFF ON
				OFF ON

ATTACHMENT FORM — GM BRAKE SERVICE REPAIR ORDER DOCUMENTATION FOR REQUIRED MEASUREMENTS

PART MEASUREMENT/REPLACEMENT DOCUMENTATION

Dealer Code: 40·484

Repair Order Number: 16040

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 96002-1128
(530) 222-1200

206003 16040

WARRANTY

[redacted]

REDDING, CA [redacted]

HOME: [redacted] BUS [redacted]

CELL: [redacted]

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

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
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	OPTIONS:
12:13 03APR07	08:28 05APR07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET     TOTAL
A 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    17756 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

pyright 2000 ADP, Inc. SERVICE INVOICE #2 X812C

WARRANTY COPY

Noow ding
5/1/07

TAYLOR MOTORS INC.

[redacted]

[redacted]

[redacted] [redacted]

[illegible]

TECHNICIAN COPY

MAY 0 8 2007

A

COMPLAINT: Scanning for Codes no Codes
CAUSE: Road Tested Couldn't get To Act up / Will Need to Ride With Owner
CORRECTION:

B

COMPLAINT:
CAUSE:
Road Tested Noise in RT
checked Susp. and cradle Bolts
CORRECTION: Sway Bar At Struts Repositioned
I Shaft on Steering Rack

C

COMPLAINT: Noise still there / Need
CAUSE: To have Back when Louder
Has To Pin Point
CORRECTION:

D

COMPLAINT:
CAUSE:
CORRECTION:

E

COMPLAINT:
CAUSE:
CORRECTION:

F

COMPLAINT:
CAUSE:
CORRECTION:

G

COMPLAINT:
CAUSE:
CORRECTION:

LABOR RECORD 16433

EMP. NO.	OPER NO.	COST		ELAPSED TIME		TIME CLOCK
110 EB					.9	OFF APR17 AM ON APR17 AM
110 EB					.2	OFF MAY01 AM ON MAY01 AM
					1.1	OFF MAY01 PM ON MAY01 PM
110 EB					.3	OFF MAY01 PM ON MAY01 PM
					.8	OFF MAY02 AM ON MAY02 AM
				3.3		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 #600197J-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 3055

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
SU CLOSED

RENTAL TYPE GM3055 SOURCE # 999 I.D. #

RENTAL AGREEMENT NO. D577765

DATE OUT 0522 PM 5/01/07

[redacted]

[redacted]

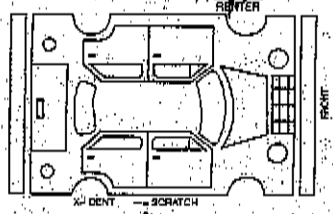
DAY = 24 HOUR PERIOD
O CHARGE FOR MILES

START CHARGES IF DIFFERENT

ORIGINAL VEHICLE

COLOR WHITE	LICENSE NO 5XYA871
MODEL ENVOY	ECAR# DEC241
MILEAGE IN 1524	
MILEAGE OUT 1454	
EMPLOYEE #	

CONDITION AGREED TO X
RENTER



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

BILL TO Y ☐ COMPANY TAYLOR MOTORS, INC. - SERVICE**
STEVE DOTY** PHONE 530-222-1200 EXT
REFERENCE NUMBER: 152702

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL. SPOUSE W/VALID CDL
I REQUEST OWNER'S PERMISSION TO ALLOW

[redacted]

WHO IS UNDE [redacted] AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE [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

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.

HOURS @ 10.00/HOUR
DAYS @ 34.50/DAY X1

37/DAY
WARR

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 AND MAY BE DECLINED. [redacted]

RENTER: X

RENTER DECLINES OPTIONAL DAMAGE WAIVER (DW) AND ASSUMES DAMAGE RESPONSIBILI [redacted] APH 6. RENTER: X	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 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 2, PARAGRAPH 7. RENTER: X LP	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 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 PAY [redacted] IRED, REVOKED, CANCELLED OR SURRENDERED.

RENTER: X [redacted] DATE 5/01/07

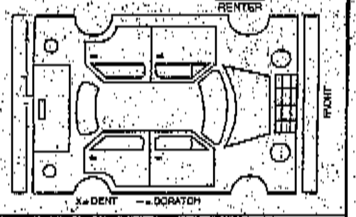
OWNER REP X EM# ~~35522~~

TAX 7.25 %

REPLACEMENT VEHICLE

DATE OUT	
COLOR	LICENSE NO.
MODEL	ECAR#
MILEAGE IN	
MILEAGE OUT	
EMPLOYEE #	

CONDITION AGREED TO X
RENTER



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

I WILL RETURN CAR BY: DATE	TIME	DEPOSIT(S): AMOUNT	PAID BY
5/02/07	05:22P	40.00	XXXXXXXXXXXX7920 MCAUTH

ADDITIONAL INFORMATION

RO# 116433
PO# 152702
246
Sublet

TOTAL CHARGES 37
DEPOSITS
REFUNDS
AMOUNT DUE 37
CLOSED BY

PAID BY	CASH	CHECK	CI
RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEI

* 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

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

DVM Name: Mark Erwin
Phone/Cell Number: 6502073529

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.**

TAYLOR MOTORS INC

[redacted]

[redacted] [redacted]

[redacted] [redacted]

JUN 14 2007

Taylor Motors Inc.
2525 Churn Creek Rd
Redding, CA 96002
530-222-1200

4-Jun-07

[redacted]
Redding, CA [redacted]
[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]

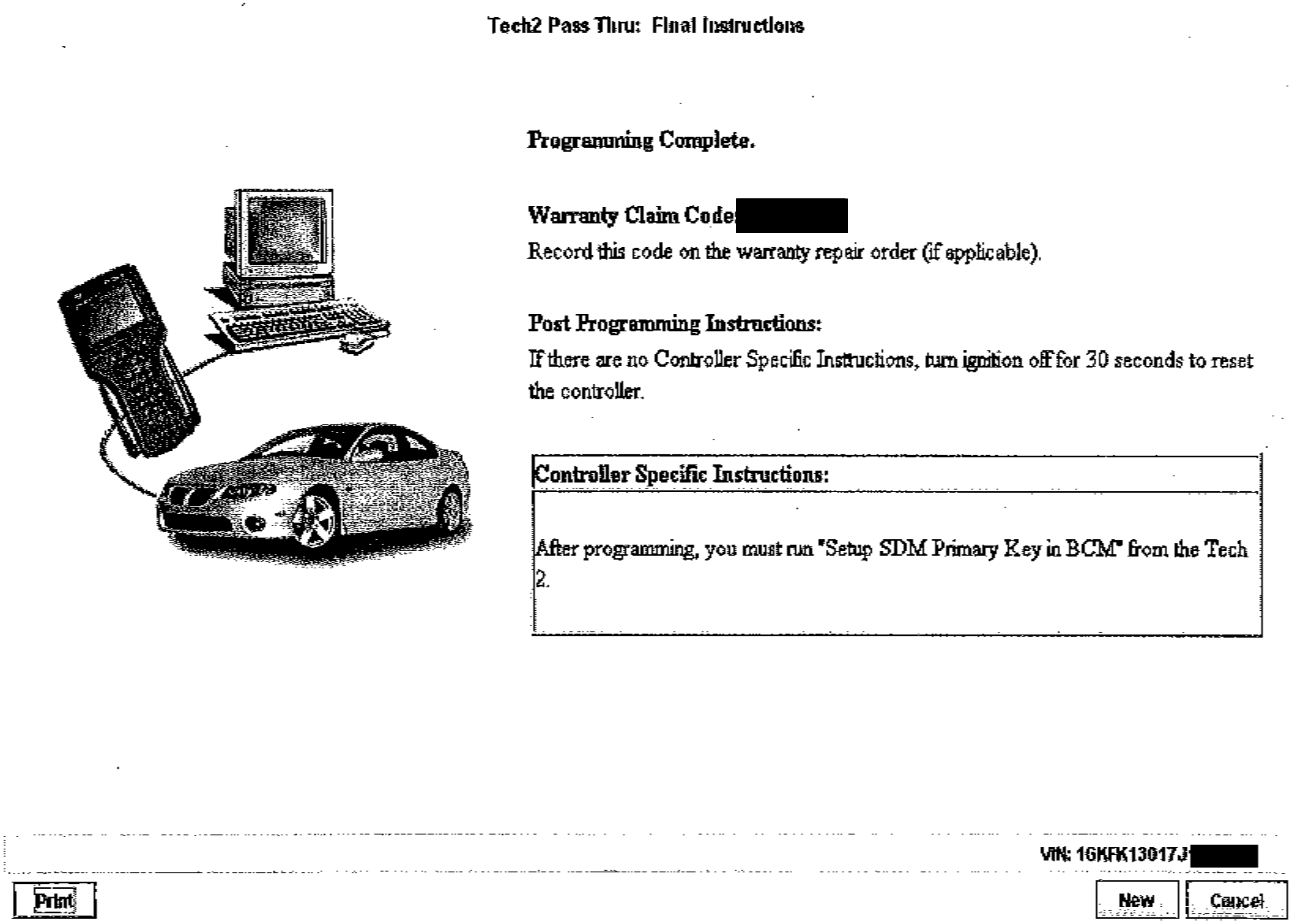
2006 Pontiac G6 V6

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: 16KFK13017J[redacted]

Instruments Sales and Service, Inc.

GM radios, clusters & accessories: (800) 666-5469 FAX (800) 272-3
Ford radios & accessories: (800) 227-7234 FAX (800) 548-1
Heavy duty parts: (800) 333-7976 FAX (800) 333-4
For invoice copies: invoices@instrumentsales.com ~~FAX (503)~~ 286-3

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] 05-06 AFS CLK 6 CD CHROME RING KN Serial Numbers: [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 filled by you with the carrier.

6/15/06B

www.taylormotorsredding.com
TAYLOR MOTORS INC.
BUICK * PONTIAC * GMC TRUCK
2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

206003

18306

WARRANTY

[redacted]
REDDING, CA [redacted]
HOME [redacted] BUS [redacted]
CELL

PAGE 1

BAR # A.C. 009835 EPA # CAD028948016

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
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	OPTIONS:
15:15 12JUN07	09:19 14JUN07	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 JPN

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

opyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

WARRANTY COPY

TAYLOR MOTORS INC.

[redacted]

[redacted]

[redacted]

[redacted]

[illegible]

TECHNICIAN COPY

OCT 05 2007

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 21877

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
				OFF ON
				OFF ON

DOX FORMS + SUPPLIES CALL TOLL FREE 1-(800)-ADP-ADP-ADP TO REORDER # 6001971-17342

[redacted]

TAYLOR MOTORS INC.

[redacted] [redacted]

[redacted] [redacted] [redacted]

[illegible]

[redacted]

OCT 10 200[illegible]

A

COMPLAINT: ROADT. HEARD RATTLES IN
CAUSE: SUNROOF SLIDER, ALL 4 DOORS, & BACK WINDOW TRAY.
INSP SUNROOF SLIDER. FOUND PLASTIC
CORRECTION: GRILLES ON SLIDER NOISY. REMOVED GRILL & APPLY SILICONE TO THEM WHERE THEY MAKE NOISE. INSP ALL 4 DOORS

B

COMPLAINT:
CAUSE:
INSTALLED AIR DEFLECT... &
CORRECTION: 3 BOLTS & 3 NUTS PER BLT # 05-08-111-005A.

C

COMPLAINT:
CAUSE:
ROADT; VERIFIED CLUNK IN FRT AREA. SOUNDS LIKE IN FRT OF DRIVER.
CORRECTION: LUBE STR SHAFT, INSTALLED FOAM TO COOLANT BOTTLE AREA, & REPOSITION I-SHAFT AT PINCH BOLT PER BULLETIN # 06-02-32-007B

D

COMPLAINT:
CAUSE: [illegible] CK AUX BODY LINKS & STRUTS-OK. STILL HAS RATTLE NOISE. [illegible] INTERMIT SHAFT & STR COLUMN. HAS 2 DIFF RATTLES
CORRECTION:
(D) VERIFIED RATTLE IN EXH AREA. FOUND RATTLE AT EXH CONVERTER / FLEX TUBE AREA. ORDERED CONV-FLEX EXH ASSY

E

COMPLAINT:
CAUSE:
CORRECTION:

F

G
COMPLAINT: Steering Column Noisy
CAUSE: SOP
CORRECTION: I Replaced Electric Steering Column Torque Sensor Complete Assembly

G

COMPLAINT:
CAUSE:
Only noisy over bumps.
I SET up Electric Steer
CORRECTION: module + Torque
Tst Drove

LABOR RECORD 21868

EMP NO	OPER NO	COST		ELAPSED TIME	TIME CLOCK
GB 120	(A)	RoadT.	✓	.4	OFF OCT01 PM ON OCT01 PM1
GB 120	(A)	SUN ROOF DOOR	✓	.3	OFF OCT01 PM ON OCT01 PM
GB 120	(A)	ALL 4 DOORS	✓	.8	OFF OCT01 PM ON OCT01 PM
GB 120	(B)	AIR DEFLECT.	✓	.2	OFF OCT01 PM ON OCT01 PM
GB 120	(A)	REAR ANTENNA RECEIVER RATTLE	✓	.4	OFF OCT01 PM 3 ON OCT01 PM 3
GB 120	(A)		✓	.3	OFF OCT01 PM 4 ON OCT01 PM 3
GB 120	(C)	LUBE A INP 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
GB 120	(C)	A INP FOAM ADDED TO RECOV BOTTLE		.2	OFF OCT02 AM 8. ON OCT02 AM 7
GB 120	(C)	A INP REPOSITION I SHAFT AT PINCH BOLT.		.4	OFF OCT02 AM 8 ON OCT02 AM 8
GB 120	(D)		✓	.3	OFF OCT02 AM 8. ON OCT02 AM 8
					OFF ON
					OFF ON
GB		INSTALLED NEW	✓	.7	OFF OCT04 PM12 ON OCT04 AM11.
GB		I-Shaft	✓	1.0	OFF OCT04 PM 1. ON OCT04 PM12.
					OFF ON
	4M7		✓	1.2	OFF OCT04 PM 4. ON OCT04 PM 2.

206003

[redacted]

EDDING, CA

OME: [redacted]

BUS [redacted]

ELL:

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	B	GMC
23-356	57-372	40-494

SERVICE ADVISOR: 380 BRIAN OBRYAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ILVER	06	PONTIAC G6	1G2ZH558164[redacted]	[redacted]	23474/23474	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
6JUN06 IS			17:00 05OCT07		0.00	WARR	10OCT07

R.O. OPENED	READY	OPTIONS:
1:43 01OCT07	07:38 10OCT07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

```
INE OPCODE TECH TYPE HOURS                                  LIST      NET      TOTAL
 CUSTOMER STATES CAR RATTLES FROM FRONT TO BACK, (RATTLE TRAP).
AUSE:
    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).
AUSE: 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.
AUSE: 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 XS13C

WARRANTY COPY

206003

21868

WARRANTY

www.taylormotorsredding.com

TAYLOR MOTORS INC.

BUICK * PONTIAC * GMC TRUCK

2525 Churncreek Road · Redding, California 96002-1128
(530) 222-1200

[redacted]

REDDING, CA [redacted]
HOME : [redacted]
CELL :
BUS : [redacted]

PAGE 2

BAR # A.C. 009835 EPA # CAD028948016

P	B	GMC
23-356	57-372	40-494

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 NO.	RATE	PAYMENT	INV. DATE
06JUN06 IS			17:00 05OCT07		0.00	WARR	10OCT07

R.O. OPENED	READY	OPTIONS:
11:43 01OCT07	07:38 10OCT07	STK:206003 1)GMPP M.G. $0 DED. EXP. 6.6.11 @ 75046 MILES.

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
AUTH CODE:			
NO			
E7700 SHAFT, STEERING INTERMEDIATE REPLACE			
110 WP 0.50		40.36	40.36
1 22687711 SHAFT KIT	164.97	131.64	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

buyer of this product in California has the right to have this product ervicod or repaired during the warranty period. The warranty period will be xtended for the number of whole days that the product has been out of the uyer's hands for warranty repairs. If a defect exists within the warranty eriod, the warranty will not expire until the defect has been fixed. The varranty period will also be extended if the warranty repairs have not been erformed due to delays caused by circumstances beyond the control of the uyer, or if the warranty repairs did not remedy the defect and the buyer otifies the manufacturer or seller of the failure of the repairs within 60 days fter they were completed. If, after a reasonable number of attempts, the efect has not been fixed, the buyer may return this product for a eplacement or a refund subject, in either case, to deduction of a reasonable harge for usage. This time extension does not affect the protections or emedies 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

WARRANTY COPY

TAYLOR MOTORS INC.

[redacted]

[redacted]

[redacted]

[redacted]

OCT 10 2007

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.**

HUMMER

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
bbb.org

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

```
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
*****************[redacted]************************************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: -

GM

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. Dlr 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.

Revised 06/04/07

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**

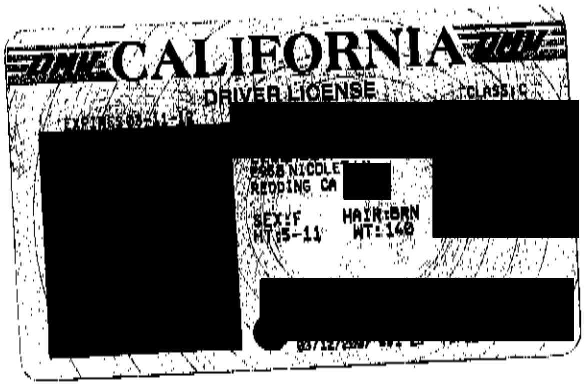
Rosa,

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
EXPIRES:03-11-11
[redacted]
[redacted]
2988 NICOLET [redacted]
REDDING CA
SEX:F HAIR:BRN
HT:5-11 WT:140
[redacted]
03/12/2007

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

* 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

AMOUNT PAID
$ 15.00

R [redacted]
/
O
REDDING
CA [redacted]

AMOUNT DUE
$ 15.00

AMOUNT RECVD
CASH :
CHCK : 15.00
CRDT :

US BNK
L 2750 CHILDRESS DR
/
O
ANDERSON
CA 96007

PR EXP DATE: 06/08/2008

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 :1G2ZH558164109679
    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.

01/30/08

[redacted] (Including County and Zip Code) (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	45	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)

GMAC
ER176791
6-7-06
$23222.71

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

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 Mos.	$ N/A
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) $ 225.79 (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column C) $ N/A (4)

4. **Smog Certification or Exemption Fee Paid to State**

5. **Subtotal** (1 through 4) $ 25488.47 (5)

60300

6. **Total Downpayment**

A. Agreed Trade-in Value Yr 2005 Make TOYOTA $ 12000.00 (A) ✓
Model SCION XB Odom 22741
VIN JTLK1334X50[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 [illegible] LAST 6 MONTHS (Refer to Total Disabilities Not Covered in your policy for details.)
You want to buy the credit insurance.

06/08/05 X ______ ______
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 1I. See your gap contract for details on the protection it provides. It is a part of this contract.
Term N/A Mos N/A
Name of Gap Contract

You want to buy a gap contract.

Buyer X ______

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:**

______

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1F and/or 1G above.

$0 DEDUCT
1F Company ______
Term ______ Mos ______ Miles
1G Company ______
Term ______ Mos ______ Miles
Buyer X ______

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 ______

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

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.

TI[redacted]E UNDERSTANDS 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 "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]E EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

RSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S ______________ X ______________

Reputh 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 ______________ 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 05/06/2006 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 05/06/2006 Guarantor X ______________ Date ______

Address ______________ Address [redacted]

Seller Signs TAYLOR MOTORS, INC. Date 05/06/2006 By X ______ Title MGR.

LAW® FORM NO. 553-CA-ARB (REV. 1/06) U.S. PATENT NO. D460,782

©2006 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 31C55
BONUS CASH	$ 500	BAT 0631ACR1 (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 I 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]

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: Dealer Code: ~~40494~~ 58 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 #

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 # 1G2ZH55816[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

General Motors Corp. – CARS – Legal, c/o MSX International, MC 336-105-000
1426 Pacific Drive, Auburn Hills, MI 48326

GM RVDC

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

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

xxxxxxxxxxxxxx546 DOLLARS xxxx24 CENTS

AMOUNT xxxxxxxxxxxxxx546.24

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 71-589818	VM 1-9R6Z02 040.1-9R6Z02	00.0000	546.24	.00	546.24

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

M3

	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
TOTAL	546.24	.00	546.24

Edward Jones
Daniel R. De Jong
Randy Lewis
320 E. Superior Street
P.O. Box 365
Alma, Michigan 48801

LANSING MI 489
15 DEC 2007 PM 2 T

HAP
HOLID

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): 1G1ZT54825F[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. 21385	ADVISOR DUSTIN MIDDLETON 05	TAG NO. 035	INVOICE DATE 05/17/07	INVOICE NO. CVCS74317
[redacted]	LABOR RATE 70.00	LICENSE NO.	MILEAGE 50,000	COLOR GALAXY SILV	STOCK NO.
ITHACA, MI [redacted]	YEAR / MAKE / MODEL 05/CHEVROLET/MALIBU/4 DR		DELIVERY DATE 12/16/04	DELIVERY MILES
	VEHICLE I.D. NO. 1 G 1 Z T 5 4 8 2 5 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	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    TOTAL LABOR....    224.00
VEHICLE.  SHOULD YOU HAVE ANY QUESTIONS REGARDING THE        TOTAL PARTS....    359.00
REPAIRS PERFORMED, PLEASE CONTACT ME                         TOTAL SUBLET...      0.00
                                                             TOTAL G.O.G....      0.00
JEFF VANDE GUCHTE - SERVICE MANAGER                          TOTAL MISC CHG.      0.00
DUSTIN MIDDLETON - SERVICE ADVISOR                           TOTAL MISC DISC    -58.30
                                                             TOTAL TAX......     21.54
                                                                               --------
```

TOTAL INVOICE $ 546.24

[ ] CASH [ ] CHECK [✓] CREDIT CARD [ ] CHARGE
[ ] GMPP/GMRP [ ] ADVANTAGE

[redacted]

CUSTOMER SIGNATURE

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 CC630863 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

ORIGINAL

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			AMOUNT
01/09/08	**************520 DOLLARS	****00 CENTS	**************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

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
	01/08/08	VH 1-9RBH7A	00.0000	520.00	.00	520.00
1G2ZG528354[redacted]	71-589876895	1-9RBH7A				

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

H3

TOTAL	520.00	.00	520.00

[redacted]
Pinnacle, N.C [redacted]

PIEDMONT TRIAD AREA
NC TWO SEVEN FOUR 5 T
15 DEC 2007 PM

HAPPY HOLIDAYS
USA FIRST-CLASS FOREVER

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): 1G2ZG528354[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
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		68.00	68.00
9996 REPLACE STEERING COLUMN ASSEMBLY			
67 C		216.00	216.00
1 15926870 COLUMN	359.00	359.00	359.00
LOAN LOANER VEHICLE PROVIDED			
67IRENT			(N/C)
MISC RENTAL CAR STK #610020 (4 DAYS) PO#			
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

Customer

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

THANK YOU!

Copyright 2000 AOP, Inc. XC1S12.255 X1S12.250_I

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]
[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			AMOUNT
01/09/08	**************596 DOLLARS	****63 CENTS	**************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]

PAYMENT DATE 01/09/08

VENDOR NAME [redacted]

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1ZT64865F[redacted]	01/08/08 71-589880	VM 1-9RIY4Q 262.1-9RIY4Q	00.0000	596.63	.00	596.63

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

N3

TOTAL	596.63	.00	596.63

[redacted]
[redacted] Raleigh, NC [redacted]

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $\$\,000.41^{0}$
0002531834 DEC 15 2007
MAILED FROM ZIP CODE 27606

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.
- 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 reimburseme[redacted] covered by this letter.

Claimant's Signature: PRESIDENT

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).

Bobby Murray
CHEVROLET
1820 CAPITAL BLVD. (919) 834-1100
RALEIGH, NORTH CAROLINA 27604
www.bobbymurray.com

75073
[redacted]
RALEIGH, NC [redacted]
HOME: [redacted] BUS:

399650
INVOICE

PAGE 1

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

379650 [redacted] ⑈0000059663⑈

FOR DEPOSIT ONLY
BOBBY MURRAY CHEVROLET, INC.
824 037 249

OCT -2 06

Security features listed below, as well as those not listed, exceed industry guidelines.

Security Features:	Results of document alteration:
MicroPrint Line	Small type in border appears as dotted line when photocopied
Chemically Sensitive Paper	Stains or spots appear with chemical alteration
Security Screen	Absence of "Original Document" verbiage on back of check

Padlock design is a certification mark of the Check Payment Systems Association.
FEDERAL RESERVE BOARD OF GOVERNORS REG. CC